

LOCALISED CUSTOMER PRIORITIES QUARTER 2 UPDATE AND PROPOSAL FOR MOVING FORWARDS

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report provides the Operational Board with an update on the Local Customer Priorities from July 2020 to September 2020 and a proposed way of working moving forwards to approve for October 2020 to September 2021.

2. RECOMMENDATION

- 2.1 To note the Local Customer Priorities update.
- 2.2 To approve the Local Customer Priorities proposal for moving forwards for October 2020 – September 2021.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To gain an insight into the work carried out by Derby Homes to make improvements in our estates from feedback received from our customers.
- 3.2 To break down barriers with our customers and provide a service that is in line with the Customer First Strategy.

4. MATTER FOR CONSIDERATION

- 4.1 Localised Customer Priorities were created from the results of the 2017 Door Knock campaign. After identifying the top concerns in our communities, a 12-month workplan was created to tackle these concerns. The first workplan ran from August 2018 - September 2019.

In August 2019 Operational Board, it was agreed to extend the momentum on the priorities until August 2020. However, due to the Coronavirus pandemic much of the work identified in this workplan has not been completed and we have now had to reconsider which of our targets are still achievable and which we may have to achieve in a different way. Consequently, this report provides an update for quarter two's progress and asks for approval for our proposal of moving forwards to demonstrate how Derby Homes intend to tackle concerns raised in our communities.

4.1.2 The localised priorities for each area are as follows:

Area	Short Term (Up to 12 months)	Longer term (Up to 2 years)	Longer term (Up to 2 years)
Sussex Circus	Dog Fouling	Car Parking	Children and Disruptive Behaviour
Allenton	Fly tipping	Car Parking	Children and Disruptive Behaviour
Stockbrook	Fly tipping	Car Parking	Children and Disruptive Behaviour

4.1.3 The updates below have been provided from the Area Housing Managers to update the Operational Board on the progress of the Local Customer Priorities from July 2020 – September 2020.

4.2 Fly Tipping in Allenton and Stockbrook

4.2.1 From September the Neighbourhoods Team have reintroduced Compactor Days and stand-alone skip events across the whole city. These events had been suspended due to Coronavirus. We continue to assist with the distribution of leaflets in areas where we manage housing and identify and target tenants to encourage them to use the events to help them get rid of waste free of charge. This is Derby Homes third year of continuing to work in partnership with the Neighbourhood team to collect bulky waste items. This work also contributes to the priorities within the Council Delivery Plan 2019/2020:

4.2.2 These compactor days are supplemented by several deep clean events in various wards. Two deep cleans have taken place in Mackworth and Arboretum Wards. These events help keep our estates clean and help raise awareness of disposing of waste responsibly, which helps reduce the number of fly tipping incidents.

4.2.3 We are working alongside the Public Protection Officers on fly tipping. We currently have some issues on land behind Imari Park in Osmaston, bordering Cotton Lane Police Station. As part of our joint working on fly tipping there have been some successful investigations which have resulted in fines being issued.

4.2.4 We will be carrying out a consultation on the blocks of flats on Osmaston Road, Bloomfield Close and Oriel Court to see if we can relocate the existing bin stores to areas that are more publicly visible, which should reduce the incidence of fly tipping within them. This should also go some way to eradicating the mice infestations that these residents are experiencing in their flats, following demolition of the former Derbyshire Royal Infirmary, as it will provide additional bins for resident's use.

4.3 Dog Fouling

- 4.3.1 We have been unable to hold the annual pet day to encourage responsible pet ownership. However, we have asked our partner in this event, PDSA, if they can give us some information on responsible pet ownership which we can share through our social media channels.
- 4.3.2 We are continuing to look out for dog fouling hotspots whilst out on Estate Inspections, and where we find issues, we will report them to the Public Protection Team and work in partnership to resolve the issue. There have been a couple of cases on our estates where warnings have been given.
- 4.3.3 We have contacted local schools to run a competition to look at the issues around dog fouling, to raise awareness in children and the wider community.

4.4 Children and Disruptive Behaviour

- 4.4.1 ASB roadshows, which were planned for Radnor Street and Booth Street in spring half term, to coincide with National ASB Awareness Week, unfortunately had to be postponed because of the coronavirus pandemic. At present it is not feasible to rearrange these events for a future date.
- 4.4.2 In Derwent Ward we are working in partnership with the YMCA, Baby People and Derby County Community Trust on a 12 month "This is Derby" project. We can refer young people into the project where they have problems at school and the possibility of exclusion, mental health, or issues at home.
- 4.4.3 In the Darley Ward we are engaged in a partnership project with the Police and Crime Commissioner, Neighbourhoods, Elected Members and residents to deliver a £500,000 programme of CCTV and target hardening to reduce ASB and acquisitive crime.
- 4.4.4 In Sinfin, Children and Young People's Services have conducted outreach work sessions in areas that have been identified as a problem, with young people congregating and causing issues of ASB. A working group met due to ongoing issues at 3 Multi Use Games Arenas (MUGAs) in the south of the city; Shakespeare Street, Stockdove Close and Anderson Street. The Neighbourhood Board has agreed to purchase sound proofing insulation to one side of the MUGA on Shakespeare Street. The Neighbourhood Board and Derby Homes will jointly fund a security company to lock and unlock these sites at night.

4.5 Car Parking

- 4.5.1 In total, 81 hardstanding's are due to be installed in 2020/21 across Allenton, Stockbrook Street and Sussex Circus Management areas.
- 4.5.2 Consultation on the creation of parking bays on Rainier Drive in Chaddesden has been completed and, as a result, a decision has been taken to provide additional hardstandings to our tenants as part of this year's hardstanding programme.

- 4.5.3 Due to Covid-19, there has been no issues around match-day parking. This has been put on hold for the time being as there is currently no need to implement parking permit schemes on some of our car parks in Chaddesden. We will revisit this if the issue persists when football matches return to normal.
- 4.5.4 In Alvaston we have identified Meadow Way as a location to add 3-4 more bays for the local residents, and will also look to implement a parking permit scheme, as we are having some issues with students from the local academy using the area to park their cars.
- 4.5.5 Also, in Alvaston, we have carried out a site visit at Thanet Drive with a view to extending the roadway and giving residents individual hardstandings.
- 4.5.6 In Osmaston, work to install the Elton Road bollards has been finalised, to stop inappropriate parking on the grass verges.
- 4.5.7 Parking problems around school arrival and dispersal times are a long-standing concern for the Council. On Monday 6th January 2020, Derby City Council rolled out a new camera enforcement system which has been installed at local schools to identify perpetrators of inappropriate driving around schools and illegal parking.

Neighbourhood Teams are looking at implementing various initiatives and campaigns to combat the issue of school parking and inconsiderate driving at local schools:

- Parking Buddies
- Zig Zags
- Speed Watch
- Bollards
- Road Safety

We will continue to support our colleagues in the Neighbourhood Team with these initiatives.

- 4.5.8 We presently have an open case on Bretton Avenue where the communal land is being churned up by residents who insist on parking their vehicles outside their property. An Estate Pride bid was initially completed to fence and bollard part of the area to put a stop to this. However, we have now decided to extend the existing car park so that residents have more space to park. Plans are being drawn up for approval for the additional parking to go ahead. This would then alleviate any parking congestion in the future. This work has been on hold due to the pandemic .

4.6 Partnership Working

4.6.1 Allenton

We have attended a working group around anti-social behaviour issues at three of our MUGA sites in Sinfen and Alvaston.

4.6.2 Sussex Circus

We have attended a joint walkabout between the PCC, Police, Neighbourhoods and Ward Councillors to scope how this funding can be spent in the West End of the city.

4.6.3 Stockbrook Street

We have attended Councillor On Patrols walkabouts with Ward Councillors and Police.

We have also completed a consultation event at Crompton Street/Gerard Street flats, where we are proposing to improve the communal areas of Crompton Street as an Estates Pride Bid. We have now collated the result of that consultation and as soon as the government guidance allows we will move forward, with community volunteers, to rejuvenate the existing street scene.

4.7 Moving the Local Customer Priorities forward

4.7.1 We acknowledge that the Door-knock campaign is not possible to carry out during the pandemic for health and safety reasons. To allow us to capture concerns in our communities in a timely way and make necessary improvements on our estates, we need to look at changing how we capture and react to our customer feedback.

4.7.2 We propose a new way of looking at the local customer priorities that will utilise and enhance the feedback we regularly receive from our customers.

4.7.3 We will use feedback which we collect from several different services in the organisation to help us gain up to date insight into our communities. This scope of this feedback includes key indicators from:

1. The Customer Survey comments
2. Numbers of ASB complaints for an area
3. Number of general complaints from Customer Services
4. Numbers of MP/Councillor enquiries for an area

In addition to:

5. Turnover of properties in an area
5. Satisfaction with the area
6. Satisfaction with a property

4.7.4 We will link and collate all the feedback for each housing area to build a rich picture of our estates and see where there are areas of concern. We will use this feedback to develop a plan for the housing area to help tackle the concerns raised through tailored projects.

4.7.5 Projects in the area could include consultations, working with residents to develop community resilience, physical changes (using Estates Pride funding), campaigns, referrals to youth projects or wider partnership work.

- 4.7.6 We are procuring new engagement software, EngagementHQ, and will build on how customers can contact us about issues in their communities. This software enables us to use mapping tools to let customers share their views on an area and receive regular updates on how we are acting on their feedback.

6 OTHER OPTIONS CONSIDERED

- 6.1 None required

IMPLICATIONS

7. FINANCIAL AND BUSINESS PLAN

- 7.1 Funding for the Local Customer Priorities is contained within existing Derby Homes budgets.

The areas listed below have no implications directly arising from this report:

Legal and Confidentiality
Equalities Implications
Council
Consultation
Personnel
Environmental
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None

Supporting Information: Appendix one – Workplan

This report has been approved by the following officers where there are financial or legal implications:

Head of Service Managing Director	Lorraine Testro Maria Murphy	26/10/2020 11/11/20
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