

Localised Customer Priorities 2018/2019

AP1

Team

All Teams and Statutory and Voluntary Partners

Accountable Officers

Graeme Walton, Paula Solowij, Lorraine Howe

Communication For Local Customer Priorities

Area	Delivery Plan Action	Deadline	Monitoring Key Milestones	Other Teams to engage with	Milestone Deadlines	Responsible Officer	
	We will engage with tenants on the Local Customer Priorities	On-going	<p>Target areas highlighted by the results from the Door Knock Campaign</p> <p>Feature Local Customer Priorities in Derby Homes News and on the website</p> <p>Promotion of local campaigns will be in community rooms and in target areas through leaflet drops</p> <p>Target businesses (using leaflets and Derby Homes News) with high Customer use from Derby Homes such as Coop notice Boards, local libraries, doctor's surgeries and other community information points</p> <p>We will consult with our tenants with multimodal methods to outline preferred and most popular methods of communication.</p>	<ul style="list-style-type: none"> • Customer Engagement and Community Development team (CECD) • Neighbourhood Managers • Communication Team • Customer Service Team • Estate officers and Patch managers • Community Development manager. 	Throughout the campaign	<p>Housing Managers</p> <p>Customer Engagement and Community Development Manager</p>	

Fly Tipping

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Allenton/ Stockbrook Street	In partnership with the Council, we will carry out 5 compactor days in your area in the next 12 months, offering free bulky waste collection from your home	August 2019	Identify locations for bulky waste collections Liaise with Street Pride on availability of compactor Support delivery of planned bulky waste collections	Neighbourhood managers / officers/Local Housing Officer staff/Waste Management Mash Up Ltd, Enthusiasm	By August 2019	Paula Solowij Lorraine Howe	
	We will run a poster competition in local schools to raise awareness of the consequences of fly tipping, and will display winning posters in fly tipping hotspot areas in your area.	August 2019	Partners will approach local schools about running a competition Run poster competition Judging/identify winners Communication on DH net and in newsletters Produce posters and display on lampposts in problem areas and community rooms	Mash Up Ltd, Enthusiasm Duke of Edinburgh Award candidates Neighbourhood managers / officers/Local Housing Officer staff/ PCSOs	Sept 2018 Oct – March 2019 March 2018 Mar - August 2019	Lorraine Howe Paula Solowij	
	We will run a customer campaign asking residents to identify fly-tipping and to report it to us confidentially, along with who they think is responsible, if known.	August 2019	Produce a leaflet to be distributed to target areas warning of possible future enforcement As locations identified deliver leaflets to targeted locations Publicise the campaign in DH News and throughout the local community rooms	CECD team Neighbourhood Officer Comms team Customer Service Team Public Protection Officer s/ Estate Response Officers	Sept 2018 Ongoing Q3/Q4	Lorraine Howe Paula Solowij	

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When fly tipping is identified, we will remove it within 24 hours and will actively look for evidence of perpetrators of fly tipping to enable enforcement action to be taken.	August 2019	<p>Arrange clearance of fly tipping within 24 hours of notification</p> <p>Neighbourhood Officers and EROs identify perpetrators whilst clearing fly tipping</p> <p>Pass information to PPOs for enforcement action if on DCC land</p> <p>Pass information to ASB Team and the Environmental Protection Team for enforcement action if on DH land</p>	<p>Neighbourhoods</p> <p>Public protection officer</p> <p>Estate Response officer</p> <p>ASB Team</p> <p>Environmental Protection</p>	Case by case basis	Lorraine Howe Paula Solowij	
We will widely publicise prosecutions of fly-tipping.	August 2019	Case by case	<p>CECD team</p> <p>Public protection officers</p>	Case by case basis	Lorraine Howe Paula Solowij	
We will run a full page article in Derby Homes newsletter, dedicated to fly-tipping, its effects on local communities, and consequences.	August 2019	Produce article for publication	<p>CECD Team</p> <p>Comms Team</p> <p>Children and Young People partnerships</p>	By March 2019	Lorraine Howe Paula Solowij	
In partnership with the Council we will carry out bi-monthly litter picks to help maintain the appearance of your area	August 2019	<p>Identify locations for bi-monthly litter picks with Neighbourhood Officer</p> <p>Publicise to partners via Neighbourhood Boards/Forums</p> <p>Support delivery of monthly litter picks</p>	<p>Neighbourhoods</p> <p>Public Protection Officers</p> <p>Environmental Health</p> <p>Councillors on Patrols</p>	<p>Q2 2018</p> <p>Litter picks ongoing to August 2019</p>	Lorraine Howe Paula Solowij	

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	We will run an educational roadshow in each area to educate around fly tipping and littering	August 2019	Identify location for roadshows Publicise roadshow with marketing and conversation and engagement with residents. Deliver roadshow	PPOs Neighbourhoods Streetpride Estate Response Officers CECD Team Comms Team Shaun Bennett / hanging baskets	Identify Locations in October and plan for Summer campaign 2019	Lorraine Howe Paula Solowij	
	We will investigate and implement, where feasible, design solutions in known fly tipping hotspots, to minimise the ability to fly tip those areas.	August 2019	Identify problem areas where design solutions may reduce fly tipping Prepare and submit Estate Pride bid Communication with Neighbourhood managers Complete work, Review success and feedback to following years' campaign	Estate Maintenance Team Neighbourhood Board Comms	Case by case, August 2019	Lorraine Howe Paula Solowij	
Disruptive Children / Teenagers							
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Allenton/ Stockbrook Street/ Sussex Circus	We will run an educational roadshow in your area, to challenge perceptions around disruptive children and teenagers, and to promote diversionary activities	Review August 2019, August 2020 and August 2021	<p>Two roadshows will be completed by March 2019</p> <p>The roadshows will be targeted from the data from the Local Customer Priorities survey.</p> <p>These areas are Sussex Circus LHO- Bangor St and Hillcrest Road- and Allenton Bingham St LHO – areas of Bentley, Bingham St and Cokayne St.</p> <p>ASB Manager and CECD Manager met in Aug- Sept 18 to look at current data relating to results of doorstep survey regarding perception of ASB involving teenagers and children. As this data was not particularly representative of the ASB reports we had received we decided on the following.</p> <p>We took a 50% sample of the data collected from tenants via the 2017 survey. We then identified a range of addresses in those areas not surveyed</p>	<p>DH ASB Team, Police SNT CECD Team Enthusiasm Mash Up Neighbourhoods Youth Service DCC Youth Panel Sporting Communities Derby County in the Community Aspire Wrestling YMCA Alex Neave Boxing Club Jo Solbe funding</p>	August 2019	Nicholas Bale	.
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We will implement the CYP strategy	Review August 2019, August 2020 and August 2021	<p>We will regularly meet with DH CYP strategy delivery partners</p> <p>We will encourage involvement with the Sustainability team</p> <p>The ASB manager will meet regularly with the CECD manager for updates and feedback</p> <p>We will work with CYP partners to encourage and communicate diversionary activities.</p>	CECD Team ASB Team Tenancy Sustainability Team	August 2019	Nicholas Bale	
We will organise an inter-generational event in each area to promote better relations between generations	Review August 2019, August 2020 and August 2021	We will work with partners to target diversionary activities working with the CECD manager to assess community need and understand existing activities in the area.	Neighbourhoods	August 2019	Nicholas Bale	
We will encourage partnership work with other teams to have a cohesive strategy to CYP.	Review August 2019, August 2020 and August 2021	We will work with the Local Housing Managers, Derby City Council Staff and the safeguarding team enhance communication and understand other projects and campaigns.	DCC, Local Housing Managers CECD team	August 2019	Nicholas Bale	

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Dog Fouling							
Area	Delivery Plan Action	Deadline	Monitoring Key Milestones	Other Teams to engage with	Milestone Deadlines	Responsible Officer	
Sussex Circus	We will offer a free dog microchipping scheme for tenants, once a month from your local housing office, in conjunction with local veterinary practices and pet charities, and will use this opportunity to encourage responsible pet ownership	August 2019	Liaise with veterinary practices and national charities to see how free microchipping may be delivered Arrange microchipping events Publicise events with open conversation and engagement with residents. Host and support events	CECD Team RSPCA PDSA CPL	January - August 2019	Graeme Walton	
	We will run a poster competition in schools to raise awareness of dog fouling, and display winning posters in dog fouling hotspots	August 2019	Partners will approach local schools about running a competition Run poster competition Judging/identify winners Produce posters and display on lampposts in problem areas	MASHUP/ New contractor Enthusiasm/LHO staff/ Neighbourhoods StreetPride	January 2019 - August 2019	Graeme Walton	

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	We will approach local businesses to sponsor/supply free poop scoop bags for residents. We will supply them free of charge at our monthly microchipping session.	August 2019	Approach local business for supply of bags or funding contributions Distribute bags at microchipping sessions	Neighbourhood Officer/LHO staff	Throughout the year	Graeme Walton	
	Our staff will challenge irresponsible pet owners, and will be provided with a supply of poop scoop bags to give to owners seen not clearing their dog's waste.	August 2019	Communication with team on expectations in handling irresponsible pet owners	Neighbourhood Officer/LHO staff/PPOs	Throughout the year	Graeme Walton	

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	We will encourage residents to tell us where the problem areas are for dog fouling and will provide a way for residents to advise us confidentially if they know who the pet owners are.	August 2019	Produce a leaflet to be distributed to target problem areas Deliver leaflets Set up a process for residents to advise confidentially who the irresponsible owners are such as in a community room and encourage open conversations Work with Officers to encourage more open conversation and engagement with residents. We will publicise the campaign in DH News	CECD Team Neighbourhood Officer Comms Team	Sept 2018 Ongoing Ongoing	Graeme Walton	
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	We will target known problem areas of dog fouling, with active leaflet drops, awareness campaigns and estate inspections.	August 2019	Produce a leaflet to be distributed to target problem areas Deliver leaflets and start a conversation with local residents. We will publicise the campaign in DH News	Neighbourhood Officer	Sept 2018 Ongoing Ongoing	Graeme Walton	
Parking							
Area	Delivery Plan Action	Deadline	Monitoring Key Milestones	Other Teams to engage with	Milestone Deadlines	Responsible Officer	
Allenton/ Stockbrook Street/ Sussex Circus	We will identify and publicise alternative parking locations to alleviate match day parking in Chaddesden ward	Review August 2019, August 2020 and August 2021	Approach local businesses and schools in the areas to see if car parks can be used on match days Publicise alternative locations	Neighbourhood Officer	June 2018 - March 2019	Graeme Walton	

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	We will work with Traffic Enforcement Officers on enforcement around match day parking	Review August 2019, August 2020 and August 2021	<p>Liaise with Traffic Enforcement to patrol TRO areas on match days</p> <p>Publicise number of tickets issued and promote alternative parking locations</p>	Traffic Enforcement Derbyshire F&RS	June 2018 - December 2019	Graeme Walton	
	We will run a windscreen flier campaign in areas of irresponsible parking	Review August 2019, August 2020 and August 2021	<p>Produce a leaflet to be distributed to target problem areas</p> <p>Demonstrate enforcement by officer presence in uniform</p> <p>Targeted leaflet drops and hold conversation with owners of vehicles.</p> <p>We will publicise the campaign in DH News</p>	Neighbourhood Officer Derbyshire F&RS	June 2018 – on-going	Lorraine Howe Paula Solowij Graeme Walton	
	We will provide a minimum of 50 new hardstandings to our properties to remove cars off streets	Review August 2019, August 2020 and August 2021	<p>Identify addresses and pass to Estate Maintenance Team</p> <p>Install hard standings</p>	Estate Maintenance Team	March 2019 – Estates Work plan	Lorraine Howe Paula Solowij Graeme Walton	

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	We will run parking awareness campaigns around our local schools and promote alternative forms of transport	Review August 2019, August 2020 and August 2021	<p>We will engage outside of the school with parents and teachers.</p> <p>Hold traffic enforcement events with the school and other partners such as Move More Derby</p> <p>Set up walking buses with schools and promote to our residents</p> <p>Work with schools on any internal campaigns and assist with traffic issues.</p>	Local Schools Neighbourhood Officer Traffic Enforcement Police SNT Move More Derby – Owen Swift project lead.	August 2019	Lorraine Howe Paula Solowij Graeme Walton	
	We will identify areas where parking permit schemes will alleviate parking issues and implement them	Review August 2019, August 2020 and August 2021	<p>Identify problem areas which may benefit from a parking permit scheme</p> <p>Consult with residents and ask for their ideas and feedback</p> <p>Introduce scheme</p>	Neighbourhood Officer VCS	August 2019	Lorraine Howe Paula Solowij Graeme Walton	