

LOCALISED CUSTOMER PRIORITIES QUARTER 2 UPDATE

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 2019 – September 2019 and a proposed workplan to approve for October 2019 – September 2020.

2. RECOMMENDATION

- 2.1 To note the Local Customer Priorities update.
- 2.2 To approve the Local Customer Priorities workplan for October 2019 – September 2020 (Appendix 1).

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 breakdown barrier 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 agreed to extend the momentum on the priorities until August 2020. Consequently this report provides an update for quarter two's progress and asks for approval for another 12 month workplan to demonstrate how Derby Homes intend to tackle concerns raised in our communities.

- 4.12 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	Disruptive Children / Teenagers
Allenton	Fly tipping	Car Parking	Disruptive Children / Teenagers

Stockbrook	Fly tipping	Car Parking	Disruptive Teenagers	Children	/
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- 4.13 The updates below have been provided from the Area Housing Managers to update the Operational Board on the progress of the Local Customer Priorities since July 2019 – September 2019.

4.2 Fly Tipping in Allenton and Stockbrook

- 4.21 Derby Homes staff held a poster competition for year 5's in four schools, Redwood Juniors, Alvaston Juniors, Village Juniors and St James Juniors. Public Protection officers and Neighbourhood Officers gave a presentation to the schools about fly tipping and litter and the impact it has on the environment. Derby Homes funded the £20 vouchers for the six winners. An overall winner was then chosen from the above schools for a larger prize. The winning poster was from Alvaston Junior School and their design will be put up onto a refuse vehicle to create a bigger impact. All the winning posters are to be put onto cortex boards and placed onto lampposts in the areas around schools. It is also proposed to produce calendars for the children that took part using the twelve best posters from the four schools.
- 4.22 Staff have attended and supported Neighbourhoods on the next round of Compactor Days, the first being 9 September. Staff have delivered leaflets to promote the events and have also identified tenants that have open tenancy breach cases to advise that this service will be in their area so they can clear their gardens/property free of charge
- 4.23 Patch Managers have been working with and completing walkabouts with local Councillor's regarding hotspot areas in the wards. Estate Officers have been targeting identified areas by delivering leaflets in the area to educate residents about the impact of fly tipping and ways they can dispose of rubbish. These areas are being monitored.

4.3 Dog Fouling

- 4.31 Three dog microchipping events have been held in the Sussex Circus and Brook Street areas. Whilst take up has been low to have microchips fitted it has been a good way of engaging with residents to offer free pet healthcare advice. The events will be reviewed in order to identify their impact and to explore other ways to tackle the areas where problems exist.

4.4 Children and Disruptive Behaviour

- 4.41 To raise awareness of the local customer priorities, the ASB Team attended and were involved in a wide range of weekday and weekend summer events across Derby in conjunction with the Hub and external partners. Feedback has been positive, engagement included; interest in the Youth Panel from 14 young people and increased marketing of the youth panel's Instagram page.
- 4.42 Conversations have begun regarding partnership working with the Right Road Project. This project is funded by the Police and delivered by Aspire Wrestling. Currently the project is predominantly in the Chaddesden area with a view to expanding, depending on feedback from schools. Staff are currently exploring ways in which Derby Homes can support the project by raising awareness of being a

good tenant. The aim being to help young people recognise the impacts of ASB on the community and to understand the help and support available to tackle the problems.

- 4.43 Derby Homes teams are working together with the Move More team from Derby City Council to tackle ASB 'hotspots' in Allenton and Alvaston using written feedback gained from local residents. This project is in early stages but the current scope of the project would be to increase diversionary activities for youths in the area. It will also encourage and support community feedback channels such as residents groups to create a safe and sustainable community.
- 4.44 Derby Homes is working in partnership with the Parks team at Derby City Council and the Police to rejuvenate Osmaston Dirt track. This project was identified through feedback from a group of engaged young residents who feel their facility is not fit for purpose. It requires work to encourage more people to use the facility and to make it safer for a variety of age groups. The project is hoped to be completed by Spring 2020 to make the new dirt track available for summer 2020.

4.5 Car Parking

- 4.51 Additional parking has been installed on Osmaston Park Road to alleviate issues, through Estates Pride. Extra bay installation has been committed at Lapwing in Sinfen due to a petition which we received in May 2019. In total, 30 hardstandings are to be installed in 2019/20 across Allenton, Stockbrook Street and Sussex Circus management areas.
- 4.52 A road closure campaign to promote child safety around schools took place outside Redwood School every Wednesday from 26 June to 24 July. The campaign took place before and after school to draw attention to the impact of hazardous parking and the impact it has on child safety walking to school.
- 4.53 A new parking Permit Scheme has been introduced at Bloomfield, Keble Close, Oriel Court and Osmaston Road Flats to stop people abusing this area. Some people have been parking in order to access the Community Hospital which opened 30.9.2019.
- 4.54 At Sussex Circus, staff are currently drawing up plans to install parking bays for residents of Maine Drive and Rainier Drive in Chaddesden where there are particular issues around a GP surgery. Once plans are finalised, a consultation will take place with local residents, informal feedback is showing support for the proposal.
- 4.56 Car parking priorities are being identified through on-going partnership working between Patch Managers and the Estate Maintenance Manager This involves a need to understand the feasibility of providing extra parking spaces in an area.
- 4.57 A new parking permit scheme has been introduced at West Road in Spondon to stop school run traffic blocking access to a Derby Homes car park and garages. Consideration is being given to introducing a permit scheme on Ashworth Avenue to alleviate pressure on our car parks caused by Traffic Regulation Orders on Match Days.

4.6 Partnership Working

4.61 Allenton

Patch Managers attended Osmaston Partnership meetings on 19 June and 21 August, this is a good way of networking with all partners, agencies and volunteers who work in the Sinfen Ward.

Staff also attended Councillors on Patrol / Ward Walkabouts with Neighbourhood Teams. As part of the walkabouts, there is a litter pick to help tackle fly tipping. Between June and September there have been 4 walkabout's

The Area Housing Manager's attended 3 Neighbourhood Boards for the area where a report is presented giving updates on voids, ASB, improvement programmes, new builds, staffing, local priorities and estates pride funding.

Allenton office staff are working with partners in response to ASB feedback received from a petition for Lord Street park. Staff are working with residents and Sporting Communities to complete outreach work. A deep clean has been organised for the 13 November for the park. In conjunction with this, Derby Homes is looking to identify funding to install new play equipment to encourage younger children from the area

4.62 Sussex

Staff have been working in collaboration with the residents at the West End Residents Group to identify and discuss local issues and anti-social behaviour.

They have attended Chaddesden and Derwent Neighbourhood Board meetings to ensure we are collecting local feedback.

Staff attended a Fire Service Partnership meeting to discuss Nottingham Road stations programme of engagement and we hope to link into events that they are running over the current year.

They also carried out a West End walkabout with Ward Councillors and attended two Councillor on Patrol events in Chaddesden Ward this quarter.

4.63 Stockbrook Street

As part of the Councillors on Patrol / Ward walkabouts, 6 events were attended during June – September.

The Area Housing Manager has attended 2 Neighbourhood Boards, Mackworth and Abbey, and updates have been sent to Arboretum and Normanton Boards for information.

4.64 The Workplan

Appendix one outlines the Local Customer Priorities workplan for September 2019 – August 2020.

5. OTHER OPTIONS CONSIDERED

5.1 None required

6. IMPLICATIONS

FINANCIAL AND BUSINESS PLAN IMPLICATIONS

Resource and capacity for the Localised Customer Priorities are contained within the Housing Management budget. Any additional costs for resources such as vouchers for the poster competitions and advertising on bin lorries are contained in the Customer Engagement and Community Development budget.

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:

Holly Johnson / Customer Engagement and Community Development Manager / 01332 888418 / Holly.Johnson@derbyhomes.org

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 (Operational Board reports) Managing Director	Lorraine Testro	06/11/2019
	Maria Murphy	19/11/2019