

LOCALISED CUSTOMER PRIORITIES QUARTER 3 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 October 2019 – December 2019.

2. RECOMMENDATION

- 2.1 To note the Local Customer Priorities update.

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, it was agreed to extend the momentum on the priorities until August 2020. Consequently the 12 month workplan was approved in December 2019 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	Long term	Long term
Sussex Circus	Dog Fouling	Car Parking	Disruptive Children / Teenagers
Allenton	Fly tipping	Car Parking	Disruptive Children / Teenagers
Stockbrook	Fly tipping	Car Parking	Disruptive Children / Teenagers

- 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 October 2019 – December 2019.

4.2 Fly Tipping In Allenton And Stockbrook

- 4.2.1 On Monday 16 December at Alvaston Junior School a media event was held, this was the culmination of a partnership project between Derby Homes and the Council's Neighbourhood Team. The project was to deliver a series of school engagement sessions, with school pupils asked to produce posters about fly tipping and littering. The winning entry from the four schools involved has been installed on the side of a refuse truck. A calendar of the 12 best entries from the school has been produced and this was presented to pupils and the Head Teacher on the morning of the event. The story was publicised on Derby News room and in will be featured in Derby Homes News.
- 4.2.2 Compactor Days have been carried out in quarter 3 in the following wards Sinfen, Alvaston, Chellaston and Boulton with a total of 41.2 tonnes of waste being collected. Officers delivered flyers to advertise the events and also helped on the day by door knocking at our tenants addresses that have open tenancy breach cases of rubbish in their gardens.
- 4.2.3 Derby Homes have been increasing awareness and productivity with reporting fly tipping to Public Protection Officers. Videos and other information from customers have led to formal action being taken. One of the perpetrators was fined and the other is being formally prosecuted.
- 4.2.4 In Stockbrook Street two deep clean events have taken place in November, in the Mackworth and Arboretum wards. Along with a presence at the event, the team have been taking active measures to bring their estate inspections forward so as to identify customers who would benefit from free waste removal.

4.3 Dog Fouling

- 4.3.1 Contact with PDSA has started in order to prepare for engagement sessions in the summer and encourage responsible pet ownership. Although all areas do not have this issue as one of their priorities, each area has been reporting that they dealing with individual cases of pet ownership.

4.4 Children And Disruptive Behaviour

- 4.4.1 Derby Homes teams are looking at a project working with the Move More team from Derby City Council to tackle ASB 'hotspots' in Allenton and Alvaston. This was initiated using written feedback gained from local residents. The project has progressed to us creating a feedback survey and door knock exercise drafted for March (Q4). Further feedback will help us to understand the problems in the area. We will then work with partners to identify solutions, the aim being to provide a safer and more sustainable community.
- 4.4.2 Derby Homes are 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

- 4.4.3 A project in the Sussex Circus area of Chaddesden is in the early stages of development. The designated ASB officer is reviewing complaints based around illegal activity and antisocial behaviour and trying to reassure people that their concerns are being taken seriously. This is leading to work being carried out with tenants to educate them about the benefits of reporting concerns. It will also help them to understand where to report different types of issues and what support agencies can offer them. It will also promote the outreach work and Councillor on Patrol activities that already take place in the area.

4.5 Car Parking

- 4.5.1 Car parking has been busy this quarter as all the renewal permits for vehicle control sites for the city were issued in December.
- 4.5.2 Stockbrook Street is in the process of altering communal land on Bretton Avenue that is being repeatedly damaged by parking. An estate pride bid is being submitted to ask for a fence and a bollard to stop the damage of the grass.
- 4.5.3 At Sussex, officers are in the process of consulting residents on the installation of parking bays on Rainier Drive to relieve pressure on on-street parking for residents. They are also consulting with residents on the introduction of parking permit schemes for Ashworth Avenue and John Berrysford Close where there are specific problems around match day parking
- 4.5.4 Allenton have been working on similar projects by focussing on alleviating inappropriate parking with planters, bollards and yellow lines at Coleman Street after a consultation revealed customers did not want parking permits.
- 4.5.4 School Patrols in Allenton are happening with Civil Enforcement Officers and Neighbourhood teams trying to educate parents as to the dangers of inappropriate parking. Future projects include asking pupils to create and issue their own parking tickets.

4.6 Partnership Working

- 4.6.1 Derby Homes have been involved and working well with all Neighbourhood Board meetings in our communities Residents meeting included West End Residents meeting and Eaton Court Residents meeting.
- 4.6.2 Deep clean events have happened over the course of the quarter which included local school children helping with the installation of planters.

5. IMPLICATIONS

5.1 Financial And Business Plan

- 5.1.2 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 the 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:

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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 (Operational Board reports)	Lorraine Testro	21.01.2020
Managing Director	Maria Murphy	03.02.2020