

LOCALISED CUSTOMER PRIORITIES QUARTER 3

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 2020 to December 2020.

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.

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, with a further workplan to extend the momentum on the priorities until August 2020 agreed in August 2019. Due to the Coronavirus pandemic and following a comprehensive consultation with customers, a further 12- month workplan was agreed by the Operational Board in 2020. During this time, Derby Homes will implement new engagement software and introduce a system that will enable them to pinpoint and tackle areas of concern in a more targeted, timely and effective manner.

- 4.12 The localised priorities for each area are as follows:

Area			
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

- 4.13 The updates below have been provided from the Area Housing Managers to update the Operational Board on the progress of the Local Customer Priorities from October 2020 – December 2020.

4.2 Fly Tipping in Allenton and Stockbrook

- 4.21 The Neighbourhoods Team were hoping to reintroduce Compactor Days and stand-alone skip events across the whole city, but unfortunately these events had to be suspended due to Coronavirus. When the restrictions end, this programme of events will resume and we will 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.
- 4.22 We will be carrying out a consultation on the blocks of flats that are on Osmaston Road, Bloomfield Close and Oriel Court flats to see if we can relocate the existing bin stores to areas that are more exposed which should reduce any fly tipping and stops members of the public fly tipping. This will go some way to eradicating the mice infestations that are customers are experiencing in their flats at present due to the old DRI site being demolished, by providing more bins so that the stores do not overflow. This consultation exercise will need to be completed face to face, so that we can thoroughly explain the proposals. We will commence this as soon as restrictions allow.
- 4.23 Where we identify incidences of fly tipping on our land we involve the Council's Public Protection Officers and, if we can identify a perpetrator from the items that have been dumped they will issue a fixed penalty fine.

4.3 Dog Fouling

- 4.31 We are working in conjunction with the Neighbourhood Team and Spondon Neighbourhood Board on a Responsible Dog Ownership project. Already new signage has been installed and pavement stencilling has gone in on streets around Dale Road and Brunswood Parks. Publicity around this work has been circulated on social media and in the neighbourhood magazine. Going forward the plan is to install several poop scoop dispensers at various locations around the two parks, along with information boards, to try to tackle the wider issues of dog fouling.

4.4 Children and Disruptive Behaviour

- 4.41 ASB roadshows, which were planned for Radnor Street and Booth Street in spring half term 2020, to coincide with National ASB Awareness Week, unfortunately had to be postponed because of the coronavirus pandemic. At this stage it has not been possible to reschedule these.
- 4.42 In an attempt to ease the problems, the ASB Team have made several referrals into the "This is Derby" project, which helps young people who have problems at school and risk exclusion, mental health problems, or issues at home.

4.5 Car Parking

- 4.51 Work to install 81 hardstanding's across Allenton, Stockbrook Street and Sussex Circus management areas is continuing.
- 4.52 Work to extend the parking provision on Bretton Avenue, where the communal land is being churned up by cars of residents who insist on parking outside their properties, has been on hold due to the pandemic. We hope to resume this work shortly.
- 4.53 We are introducing a parking permit scheme to the rear of the maisonettes at Prince Charles Avenue to alleviate the congestion that is being caused at present, and to allow delivery vehicles access to the rear of the shops to deliver goods. In readiness we have lined and hatched the car park. Vehicle Control Services will erect signage and deliver permits to the households and the shopkeepers. This should be implemented over the next 3 months.
- 4.54 New car parking facilities were identified in 2020/21 and works on these schemes will be completed in the calendar year 2021:
- Osmaston Park Road, 3 parking areas (10 spaces) £50,000
 - Matlock Road, parking area (6 spaces) £25,000
 - Atchison Gardens, parking area (7 spaces) £25,000
 - Lapwing Close parking area (10 spaces) £30,000

These are in addition to the completion of a £150,000 scheme at Rivermead House to create 35 additional places which was started in 2019/20 (£90,000) and finished (£60,000) in 2020/21.

4.6 Partnership Working

- 4.61 Many of the usual partnership meetings in which we participate have been suspended due to Coronavirus. However, we are now beginning to see virtual Neighbourhood Board meetings being set up which will enable us to engage with partners.
- 4.62 Due to the current restrictions, the programme of Councillors on Patrol sessions has not been taking place. Once these sessions resume, we will be attending.

5. IMPLICATIONS

Specific funding for works on this area is across a number of budgets in Derby Homes. These include:

- £100,000 within the Estates Pride revenue budget for works agreed with the Local Housing Managers.
- £160,000 from Estates Pride Capital for works on creating new hardstanding's to reduce on road parking.
- £190,000 from Estates Pride Capital in 2020/21 for works to create a number of new car parking area, at various sites

- £84,500 within the Customer Engagement and Community Development budget, this budget also funds additional spend with the DACP
- From 2021/22 we are introducing a new £50,000 discretionary budget linked to Customer First to fund "right options" for tenants

These are in addition to core budgets for the Caretakers service, Grounds Maintenance service and a £258,000 contribution to the Councils Public Protection Officer service, whose services are also used in response to issues raised within Local Priorities.

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:

Graeme Walton / Area Housing Manager / 01332 8888630 / Graeme.Walton@derbyhomes.org

Background Information: None

Appendices: None

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

Head of Service (Operational Board reports)	Lorraine Testro	25.01.2021
Finance Director/Derby Homes Accountant	Michael Kirk	25.01.2021
Company Solicitor	Taranjit Lalria	25.01.2021
Managing Director	Maria Murphy	15.02.2021