

## LOCALISED CUSTOMER PRIORITIES QUARTER 4 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 January 2021 to March 2021.

### 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.
- 4.12 We have recently created a manual process which enables us to understand customer dissatisfaction and identify areas of concern across our estates. This is an interim measure whilst we procure and implement our digital offer Engagement HQ.
- 4.13 The current process involves overlaying the following data: customer complaints, void turnover, Anti-social behaviour cases, Councillor/MP enquires and the customer survey. This data will help us to RAG rate our estates and gain a picture of hot spot areas across the city. The data will be reviewed at the end of quarter 4 to inform our local priorities for the year.
- 4.14 The Housing Management teams will carry out small projects in these areas. This will involve talking to local people to fully understand the problems that they experience. They will then work in partnership with tenants, community groups and partner agencies to make positive changes and improve the quality of life for people living in our properties.
- 4.15 A report on the new identified priorities will be presented at the next Operational Board for approval.

4.16 The current 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

4.17 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 January 2021 to March 2021.

## 4.2 Fly Tipping in Allenton and Stockbrook

4.21 We have had an issue with fly tipping and littering throughout the whole of the Stockbrook Street area for many years now. Each week our Estate Response Officers carry out a sweep of the area following the general waste collection by StreetPride, clearing the drying areas and other fly tipping hotspots where we know rubbish regularly accumulates. Derby Homes and DCC Neighbourhoods Team continue to work together to try and resolve these issues. Unfortunately, efforts have been hampered during lockdown with households generating more waste than usual. Unfortunately, we have not yet been able to resume the compactor days which also help to manage the problem.

4.22 We will continue the weekly visits from our Estate Response Officers, but we are also going to commence more proactive engagement where there is evidence that households are not managing their waste responsibly. The Public Protection Officers (PPO's) will provide support and advice before considering enforcement action.

4.23 The Estate Officers and Neighbourhood Officer will work on trying to improve the public's perception of the area, generating a sense of pride amongst residents. More work can be done on this once lockdown restrictions have eased.

4.24 We will be commencing our consultation in 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 visually exposed, thus reducing fly tipping. This will go some way to eradicating the mice infestations that our customers are experiencing in their flats due to the old DRI site being demolished, as it will provide more bins so that the bin stores do not overflow. This will take place as soon as restrictions allow as face to face consultation is needed so customers understand why we need to change.

## 4.3 Dog Fouling

4.31 The "Spondon Says No to Dog Fouling" Campaign launched in March. This is a joint venture between several partners including Derby Homes, Spondon Neighbourhood Board, Derby City Council, Derby Parks and Friends of Spondon Parks (FoSP).

- 4.32 In response to resident complaints and a survey carried out by FoSP, what is to be a first for the city, 8 poop scoop bag dispensers are being installed in two Spondon parks.
- 4.33 Derby Homes have joint funded this project to tackle dog fouling in the local area. Funding has been used to purchase the dog bag dispensers, refillable bags, and further equipment for the next stage of the Responsible Dog Ownership Campaign, that is to follow. We have also provided funding so that we can put a dog waste bin on Asterdale View, as this has been identified as a hot spot by the PPO and Neighbourhood Officer.
- 4.34 The PPO's will be carrying out enforcement action following a campaign of publicity after the dispensers have gone in. Publicity posters have been displayed around the Ward. Further activities will take place in the coming months and if this pilot is successful it is hoped the scheme will be rolled out around the city.

#### **4.4 Children and Disruptive Behaviour**

- 4.41 Anti-Social Behaviour (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, but we hope to plan these in soon.
- 4.42 The ASB Team have, however, continued to make 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.
- 4.43 The Police and Crime Commissioner has been successful in securing £500,000 worth of funding from the Home Office Safer Streets fund to target criminality in the Darley Ward. This is primarily being spent on a network of CCTV cameras across the West End of the City, along with target hardening of homes and the public realm, delivered through Derby Homes' Crime Prevention Team. This a collaboration between the PCC, Ward Councillors, Derby City Council Neighbourhood Team and Derby Homes.
- 4.44 We have conducted a number of leaflet drops in the area publicising the funding and services that are available to residents and have conducted a targeted programme towards our more vulnerable residents to raise awareness and ask if they require any additional security measures in their home.

#### **4.5 Car Parking**

- 4.51 Work to install 81 hardstanding's across Allenton, Stockbrook Street and Sussex Circus management areas is nearing completion and we are now compiling a work programme of an additional 60 hardstandings for the next financial year.

- 4.52 The Board has also approved funding for larger scale parking schemes at Atchison Gardens and Matlock Road in Chaddesden and at Lapwing Close in Sinfen. It is hoped that these schemes will be delivered in Quarter 1 of 2021/22.

- 4.53 We have identified an issue with customers who have parked on grass verges to access their accommodation adjacent to Melandra Court. We have worked with the Public Protection Team to deliver words of advice and we have submitted an Estate Pride bid to install kneel rail fencing and a bollard to stop this misuse.
- 4.54 We have worked with the Neighbourhood Team to deal with inconsiderately parked and abandoned vehicles on Stockbrook Street. Sometimes, if a car is taxed and has a valid MOT it is difficult to take immediate action, but we are working with our colleagues to resolve these issues.
- 4.55 Plans to improve parking provision on Bretton Avenue are currently on hold whilst the redevelopment of the area is considered.
- 4.56 The Parking Permit Scheme to the rear of the maisonettes at Prince Charles Avenue to alleviate the congestion, and to allow delivery vehicles access to the rear of the shops to deliver goods, has now been implemented. We have also improved road and car park markings.
- 4.57 We are meeting regularly with the Spondon Highways subgroup to identify ways of reducing abuse of existing parking provision around Church Street and West Road and hope to implement a joint project with Highways very shortly.

#### **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**

None.

### **6. FINANCIAL AND BUSINESS PLAN**

Specific funding for works on this area is across several 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 several new car parking areas, 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](mailto:Graeme.Walton@derbyhomes.org)

Background Information: None

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

<b>Head of Service</b> (Operational Board reports)	Lorraine Testro	08.04.2021
<b>Head of Finance and Income</b>	Michael Kirk	08.04.2021
<b>Managing Director</b>	Maria Murphy	30.04.2021