

LOCALISED CUSTOMER PRIORITIES QUARTER 1 UPDATE

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report provides the Operational Board with an update on the progress being made in our new approach to Derby Homes Customer Priorities, embracing the values and principles of 'Better Together'.

2. RECOMMENDATION

- 2.1 To note the positive progress being made, and receive an update on three case studies provided, as part of our ongoing Derby Homes Customer Priority programme.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To gain insight into the wide variety of activities that take place within each thematic workstream led by Derby Homes, and supported by the Localities team, and how these are building towards securing long-term positive outcomes for our customers and our estates.
- 3.2 To break down barriers and work with our customers, to provide a service that is in-line with the Customer First Strategy, and further aligns with the 'Better Together' approach.

4. MATTER FOR CONSIDERATION

- 4.1 In August 2021, the Operational Board endorsed a proposal to change the way that we identified our local customer priorities, by adopting an ongoing programme of thematic workstreams, informed through data collection from various sources, together with more regular feedback from customers.
- 4.2 This report provides three case studies of projects which have been developed and delivered, adopting the principles of 'Better Together'.
- 4.3 **Case Study 1 – 'Standing together against Anti-Social Behaviour'.**
- 4.4 Anti-social behaviour remains a key customer priority, and Derby Homes together with our partners delivered a range of activities during the National Anti-Social Behaviour Awareness Week back in July.
- 4.5 Our Anti-Social Behaviour team collaborated and coordinated two community events, one at Sussex Circus in the north of the City, and a second event at Bramblebrook Community Centre in the south of the City.

- 4.6 These events provided information and advice for our customers and residents around what is, and what is not, anti-social behaviour, and what support or signposting was available if they were experiencing anti-social behaviour.
- 4.7 Derby Homes also used the opportunity during the week to share information online, including a resource pack for those affected by anti-social behaviour, and on social media, to raise awareness of what other services were available.
- 4.8 These included our own services, in addition to those services provided by Derbyshire Police, Derby City Council, Derbyshire Fire and Rescue Service, and Derbyshire Victim Services (DVS).
- 4.9 This year's theme was 'Know your rights', and by Derby Homes working together with local organisations, we were able to raise awareness amongst our customers and residents of the fine balance between tolerance, respect, and enforcement.
- 4.10 As a result of this customer priority workstream, we have also updated our website to include information from Crimestoppers UK, as to what is and is not anti-social behaviour, and worked with Derbyshire Constabulary on improving the information we provide on our website around Cannabis.
- 4.11 This case study demonstrates how a genuine partnership approach can strengthen messaging and make it clearer and more consistent for our customers and residents.
- 4.12 **Case Study 2 – Great BIG Green Week – Sinfin Moor Park**
- 4.13 Another national campaign we supported was the Great BIG Green Week. Our parks and green open spaces again remain as a key customer priority, and so the campaign provided a platform to organise several events across the City, aimed at encouraging customers and residents to use their local parks more.
- 4.14 The campaign aims to improve both the physical and natural environment, and foster greater community ownership through awareness and education. Of note, the Operational Board, this year, approved Estates Pride funding for Sinfin Moor Park to install new play equipment; a zipwire, and this campaign turned its attention to protecting nature and increasing biodiversity.
- 4.15 The Sinfin Moor Park Great BIG Green event was a collaboration organised by our Locality Officer, together with Derby City Council's Parks Department, Local Area Coordination, Sinfin Community Centre, the Friends of Sinfin Moor Park and local councillors and residents.
- 4.16 The outdoor event offered education, information, and advice, and created two new owl habitat boxes to be installed in 2 nearby wooded areas, and nearly twenty 'bug boxes' to be installed; both within the park and some within our customers own gardens.
- 4.17 This is, again, a good example of 'better together', whereby using a national campaign we can greater foster local collaboration and coordination to deliver outcomes against our customer priorities.
- 4.18 **Case Study 3 – St. Philip's Church & Community Café**

- 4.19 One of our customer priorities in Chaddesden West, formerly Derwent ward, is around tackling poverty and social isolation. Derby Homes has been involved in several projects in the area, aimed at alleviating the impact of poverty and loneliness and isolation.
- 4.20 One such project is the new Community Café at St. Philip's Church. The Café is run by community volunteers and provides a much-needed social meeting place that gives customers and residents the opportunity to connect socially, befriend others, find out what is happening locally, and seek support from local groups and other statutory services if necessary.
- 4.21 The idea for the project started back in 2020/21 when our Localities Officer worked with the community of St. Philip's, to bring together other interested customers, residents, and partners through a series of 'community conversations'.
- 4.22 These 'community conversations' created a platform for our customers and residents to put forward their ideas and suggestions. Overwhelmingly, these conversations highlighted the need for a space where the community could come together, talk with others, build relationships, skill share and feel supported and empowered to adopt change.
- 4.23 Derby Homes supported St. Philip's to create a business plan and secure funding to enable the project to get off the ground and now, two years on, the project is going from strength to strength, with further developments in the pipeline.
- 4.24 The Café offers a low-cost menu and has a fully developed program of activities including breakfast clubs, coffee mornings, toddler groups, and mental health and debt advice workshops; these events, open to everyone, and are widely publicised through social media platforms to the local community.
- 4.25 This is a great example of an asset-based community development approach to supporting our customers, and local communities to initiate, develop and deliver projects in their area that impact the things that matter to them. The café is clearly already making a positive contribution to alleviating poverty by providing local advocacy and advice, and demonstrably delivering significant outcomes in tackling loneliness and isolation for many living in the local community.

5. PARTNERSHIP WORKING

- 5.1 The information above represents some of the projects which have been delivered adopting the 'Better Together' principles embedded in our Customer Priorities. We continue to involve several external partners, including the Police, and many local voluntary and community sector organisations; this will ensure specialist delivery, represent value for money, and ultimately deliver positive outcomes for our customers, and the wider community.

6. IMPLICATIONS

6.1 FINANCIAL AND BUSINESS PLAN

- 6.1.1 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 Area Housing Managers.
- £250,000 from Estates Pride Capital for works on creating new hardstanding's to reduce on road parking, re-surfacing car parks and creating new car parking bays.
- £99,000 within the Customer Engagement and Community Development budget, this budget also funds additional spend with the DACP.
- 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 and Grounds Maintenance service.

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

For more information please contact:

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Background Information: None

List of appendices: None

This report has been approved by the following:

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| Governance (checked) | Jane Haywood | 21.08.2023 |
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