

CUSTOMER ENGAGEMENT AND COMMUNITY DEVELOPMENT UPDATE QUARTER 2

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report updates the Operational Board on the progress of the Customer Engagement Programme through the Customer Engagement and Community Development team for Quarter 2.

2. RECOMMENDATION

- 2.1 To note the report.

3. REASON FOR RECOMMENDATION

- 3.1 To ensure Operational Board Members are updated on the progress and delivery of the Customer Engagement Programme.

4. MATTER FOR CONSIDERATION

The Headlines

- 4.1 The Princess Royal visited the War Memorial Village on 18 July. The War Memorial Village celebrated its 70 anniversary with a fly past on 24 August. Celebrations to commemorate 100 years of council housing started the year long celebration. T-shirts and lanyards were issued to staff. Pink has now been launched for Derby Homes.
- 4.2 Many Summer engagement activities took place including Love Parks, Sunnyhill Community Centre, Normanton Park 110 year Anniversary and Parkland View's third Birthday.
- 4.3 Approval was granted from Operational Board to continue with the Local Customer Priorities for another year. This will allow us to continue to tackle the main issues in our neighbourhoods and communities.

Youth panel

- 4.4 Youth Panel had a trip to Skegness to see the Derbyshire Children's Holiday Centre and the work that has taken place there with support from Derby Homes.

Customer Voice

- 4.5 The tenant scrutiny panel completed their report on the 'sign up' process and presented it to the Operational Board meeting held on 29th August. Nearly all the recommendations were accepted and two are to be investigated further.
- 4.6 For more detail, please see appendix 1.

5. OTHER OPTIONS CONSIDERED

Not applicable.

The areas listed below have no implications directly arising from this report:

Consultation

Financial and Business Plan

Legal and Confidentiality

Council

Personnel

Environmental

Equalities Impact Assessment

Health & Safety

Risk

Policy Review

For more information please contact:

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Background information: None

List of appendices: Appendix One Customer Engagement

This report has been approved by the following

Managing Director Head of Service	Maria Murphy Lorraine Testro	19/11/2019 [Date]
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