

CUSTOMER ENGAGEMENT AND COMMUNITY DEVELOPMENT UPDATE

Report of the Head of Housing Management & Housing Options

1. SUMMARY

This report updates the Operational Board on the further progress of the changes made to Customer Engagement and Community Development. In particular, work that the team lead with the delivery of Derby Homes News, Award writing success and Volunteering celebrations.

2. RECOMMENDATION

The Operational Board is asked to note the report.

3. REASON FOR RECOMMENDATION

To ensure the Operational Board is updated on the work of the Customer Engagement and Community Development Team.

4. MATTER FOR CONSIDERATION

4.1 Derby Homes News

The latest addition of Derby Homes News (DHN) has been delivered to all customers and initial feedback received is very positive.

DHN is being produced in a new style, the team are aiming for content that delivers a more relaxed and informative read for customers, yet still addressing important messages.

All content and design is now delivered in house within the Customer Communications team. We are committed to ensuring that we cover a wide range of key issues and work closely with the Senior Management Team.

The team are effective at creative writing, covering stories as 'Roving Reporters'. Capturing articles that are provoking, we are covering topics that our customers may be affected by, such as the recent Knife Crime article, interviewing experts in the field and writing thought provoking articles which share knowledge and guidance.

4.2 Award Winning

Following on from last year's (2014-15) award winning Annual Report, the team has seen success again for this year's (2015-16) Annual Report.

April saw us and the Finance team pick up a very prestigious national award, the Public Finance Innovation Award – Achievement in Financial Reporting and Accountability.

4.3 Volunteering Celebration

Derby Homes is passionate about offering volunteering opportunities that allow people to obtain skills or give something to benefit their community, on the estates that we manage.

The team support and manage a whole host of different volunteers and work closely with partners to enhance the lives of our customers, by tackling isolation, physical activities and encouraging social interactions within community rooms that we manage.

To celebrate the great work our volunteers and our partners do in the community, we hosted our second Volunteering Celebration event on the 2 June in line with National Volunteering week.

The event had around 90 volunteers attend where they all received a certificate of thanks from Derby Homes.

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

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Author: James Joyce / Customer Engagement & Community Development Manager / 01332 888766 / james.joyce@derbyhomes.org

Background Information: None

Supporting Information: None