

## **CUSTOMER ENGAGEMENT AND COMMUNITY DEVELOPMENT UPDATE**

Report of the Head of Housing Management and Housing Options

### **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.

### **2. RECOMMENDATION**

- 2.1 To note the report as an update.

### **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**

#### **4.1 Local Customer Priorities**

From the successful 5 week Door Step Campaign in October 2017, the Area Housing Managers and the Customer Engagement and Community Development team have successfully identified the Local Customer Priorities. After identification, there was a successful 3 day consultation with over 100 local residents to review the strength and weaknesses of the priorities. The Board Report and workplan were approved in line with this consultation at August's Operational Board and the workplan is progressing accordingly. More work has been identified for the Children and Disruptive Behaviours priority and work is ongoing with the ASB manager and Youth Panel to identify this.

#### **4.2 Customer Voice**

The Tenant Panel have officially been rebranded to be the Customer Voice following approval of their Board Report in August. There has been successful recruitment of 2 new members called Kevin and Lesley. The action plan from the Board report is in progress with successes including new IT for the members and promotion in Derby Homes News. Work in underway to identify the Customer Voice a budget for future engagement.

#### **4.3 Charity of the Year**

The Charity of the year funding for the Motor Neurone's Disease Association is steadily rising. This month we have managed to reach over £1000 with the total currently at £1,201. Fund raising activities included a Car wash and burger service and a candle raffle. Over the next month we will be looking at organising a fashion event and a sandwich shop for staff.

#### **4.4 The pilot launch of the 'Your Service, Your Say'**

During the last quarter, the Customer Engagement and Community Development Team has launched a pilot model for consulting with our tenants. The pilot consists of an email circulated to over 5,000 tenants which contains links to policies and surveys have genuine feedback on our services. We consulted on the Discretionary Allocations Policy, Pet Policy and the Home Release Policy to gain insight into our customers and evaluate our policies. We collected their opinions on SNAP, a digital survey tool, and had responses from 205 people and 2,966 unique opens of the email. We are feeding back the impact on the policies in the next email consultation.

#### **4.5 The Hub and Resources**

The relocation of teams in the Hub is proving to be a success as key customer service areas such as the Communications Team and the Customer Service Manager are working in partnership against the Customer First Strategy.

In the Customer Engagement and Community Development team there is ongoing transition with resources.

- Charlotte Eley is a permanent full time Customer Engagement Officer (post originally held by Tia Johnson).
- There is recruitment for a 12 month full time Customer Engagement Officer (In Charlotte Dodds Secondment)
- There is recruitment for a permanent full time Senior Customer Engagement Post (previously held by Tricia Trice).
- The Participation Officer for the Youth Panel has been recruited. It is a Derby City Council post but seconded to Derby Homes to lead on the Youth Panel. The post is expected to start mid-October.

All recruitment will be closed by October and anticipate the new team to be in place by end of 2018.

There is a fob for access to the Hub after a review of security on site following an incident in March 2018. All regular tenants to the Hub, such as Customer Voice will be issued fobs for entry. All other customers are welcome to the Hub but will need to follow site protocol of signing in at reception before entry.

#### **4.6 Community Development Update**

Community Development has evolved in partnership with Derby City Council and progressing well. Work includes coordinating Enthusiasm to Addison Road and working towards a uniform Volunteer strategy for both Derby Homes and the Council. The Community Development team was also successful in obtaining £10,000 grant for the St Martin's Community Centre project, which is near completion.

#### **4.7 Community Rooms Furniture**

The furniture project is progressing as the procurement has now been finalised. The project will lead to mini launches of each community room. There are 4 rooms planned for the end of the financial year and we are looking at refurbishing another 4 before the end of the year.

### **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

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

Author: Holly Johnson / Customer Engagement & Community Development Manager / 01332 888418/  
[holly.johnson@derbyhomes.org](mailto:holly.johnson@derbyhomes.org)

Background Information: None

Supporting Information: None