

LOCALISED CUSTOMER PRIORITIES QUARTER 2 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 July 2021 to September 2021 and an update on work to identify our future local customer priorities.

2. RECOMMENDATION

- 2.1 To note the Local Customer Priorities Quarter 2 update.
- 2.2 To note the update on work to identify future local customer priorities.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To gain an insight into the work carried out by Derby Homes to make improvements on our estates using feedback received from our customers.
- 3.2 To break down barriers with our customers and provide a service that is in line with the Customer First Strategy.

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. During this time, we intended to implement new engagement software and introduce a system that would enable us to pinpoint and tackle areas of concern in a more targeted, timely and effective manner.
- 4.2 The localised priorities for each area currently 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
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- 4.3 The information below has been provided by the Area Housing Managers to update the Operational Board on the progress of the Local Customer Priorities from July 2021 to September 2021.

4.4 Fly Tipping in Allenton and Stockbrook

- 4.41 Fly tipping complaints have reduced around Nidderdale Court and Keldholme Lane area following joint work with PPO'S, Streetpride, and local councillors, as well as the introduction of fortnightly household waste and recycling collections.
- 4.42 We are continuing to work closely with Street Pride to enhance waste management provision at Osmaston Road flats by introducing recycling facilities. A similar model will then be rolled out onto Bloomfield Close and Oriel Court.

4.3 Dog fouling

- 4.31 Work to raise awareness of dog fouling in two of Spondon's parks is underway following the successful partnership launch of poop scoop dispensers in Dale Road and Brunswood parks. It is planned to hold two weeks of direct awareness raising with dog owners in October, followed by two weeks of targeted enforcement in Spring 2022. This is a partnership project between Derby Homes, Derby City Council Neighbourhoods and Parks teams and Friends of Spondon Parks, partly funded by Derby Homes.

4.4 Children and Disruptive Behaviour

- 4.41 ASB roadshows, which were planned for Radnor Street and Booth Street have now taken place during this year's National ASB Awareness Week in Chaddesden on 20 July and Allenton on 22 July.
- 4.42 The ASB Team are continuing 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, when they identify young people who would benefit from this intervention.

4.5 Car Parking

- 4.51 Work is well underway to install this year's programme of 60 hardstandings across the city.
- 4.52 Work on larger scale parking schemes in Chaddesden and Sinfen have also been completed, benefitting several residents.

4.6 Partnership Working

- 4.61 Virtual Neighbourhood Board meetings have now resumed across the city enabling us to engage with partners again.

- 4.62 Councillors on Patrol sessions have not yet resumed. Once these sessions resume, we will be attending.

5. Moving the Local Customer Priorities forward

- 5.1 In August 2021, we reported to the Operational Board that we were proposing to change the way that we identified our local customer priorities in the future. We proposed using an ongoing programme of data collection from various and more regular sources of feedback from customers, including:

- Customer Satisfaction Survey comments
- Number of ASB complaints for an area
- Number of general complaints from Customer Services
- Numbers of MP/Councillor enquiries for an area

and additional housing management data including:

- Turnover of properties in an area
- Customer satisfaction with an area
- Customer satisfaction with a property

- 5.2 We have now compiled data from partner sources including:

- locality audits
- Experian Mosaic
- crime data
- insight from Local Area Coordination and Move More at street level

and have produced infographics for 14 priority areas across the city. Anecdotal information from partners is still to be added. This will be in the form of a summarised narrative for each area and includes information gathered from recent workshops held with partners and services across the council.

- 5.3 The next stage is to plan how we develop the projects to target specific needs in these 14 areas.

6. IMPLICATIONS

6.1 FINANCIAL AND BUSINESS PLAN

- 6.11 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.
- £565,000 from Estates Pride Capital for works on creating new hardstandings to reduce on road parking, re-surfacing car parks and creating new car parking bays.
- £84,500 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, 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

Background Information: None

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

Managing Director	Maria Murphy	23/11/2021
Finance Director/Derby Homes Accountant	Michael Kirk	17/11/2021
Company Solicitor	Taran Lalria	17/11/2021
Head of Service	Lorraine Testro	16/11/2021