

CUSTOMER ENGAGEMENT & REACH

Report of Derby Homes' Tenant Panel

1. SUMMARY

This report is to show the findings of the Tenant Panel's review of Customer Engagement and Reach within Derby Homes. The successful integration of the Customer Engagement and Community Development Team, that Derby Homes continues to comply with Housing Communities Agency (HCA) standards for Tenant Involvement and Empowerment along with the panel's recommendations for improvement.

2. RECOMMENDATION

1. To note and comment on the information as detailed in Appendices 1,2,3 and 4.
2. To approve the recommendations in paragraph 3.9 below.

3. MATTER FOR CONSIDERATION

3.1 Due to the complex nature of the review and the many different aspects needing to be looked at it was carried out over a four month period.

3.2 Over the course of the 4 months we felt it would be important to review:

Customer Engagement and Community Development Team (CECD)
Local Housing Office staff
Derby Association of Community Partners (DACP)
Housing Management Training
Mechanism for capturing engagement information
Volunteers
New Build function
Clearview reporting system

3.3 We carried out the following meetings with:

- Customer Engagement and Community Development Manager
- Customer Engagement Assistant
- Members of DACP
- Housing Management Trainers
- Housing Officers
- Community Development Co-ordinator
- Communications Manager
- New Build Manager
- Reviewed HCA framework for Tenant Involvement and Empowerment

- 3.4 In 2013 Derby City Council carried out a full review of services within Derby Homes and decided that Resident Involvement needed to be refreshed. As a result of this the Customer Engagement and Community Development Team have become more proactive in their approach to customers, staff and the wider public.
- 3.5 They have become more involved with staff at a local level and work with departments to ensure that essential data is captured and reports produced in a timely manner.
- 3.6 Full details of our review and the role Customer Engagement and Community Development Team play can be evidenced in appendix 1.

3.7 **HCA Standards**

The HCA sets consumer standards so tenants, landlords & stakeholders know the outcomes that are expected. This is crucial if tenants are to be able to hold landlords to account effectively.

As the HCA does not scrutinise or police these standards, we have carried out a review and looked at Tenant Involvement and Empowerment to ensure the standard is being met and that Customer Engagement is embedded throughout Derby Homes, full details can be found in appendix 1.

- 3.8 Supporting information for this review can be found:

Appendix 2 – Customer Engagement and Community Development Strategy 2013-16

Appendix 3 – Volunteer Strategy

Appendix 4 - HCA Standard – Tenant Involvement and Empowerment

3.9 **Conclusion**

Having looked at all areas of the business, we feel that since the refresh of Customer Engagement and Community Development Team, the far reaching engagement with customers and the general public has increased and has shown a significant improvement in satisfaction figures.

Recommendation: With the likelihood of library opening hours being reduced from July 2016, as an alternative we feel that Housing Officers could use their Community Rooms as a base so they are more easily accessible to customers.

Recommendation: Many Local Housing Office staff told us that they do not input survey results directly to Clearview whilst out on the estates due to the unreliability of tablets supplied. Investigate why tablets issued to staff do not appear to be fit for purpose.

3.10 **Managers Comments**

Recommendation: With the likelihood of library opening hours being reduced from July 2016, we feel that Housing Officers could use their Community Rooms as a base so they are more easily accessible to customers as an alternative.

Manager's comments

This is certainly something the Local housing Offices could investigate.

Recommendation: Many LHO staff told us that they do not input survey results directly to Clearview whilst out on the estates due to the unreliability of tablets supplied. Investigate why tablets issued to staff do not appear to be fit for purpose.

Manager's comments

This is currently under review. A dedicated team have been commissioned to investigate integrated technology and software; this project is reviewing all software to ensure compatibility.

- 3.11 I am extremely pleased with the full review that the Tenant Panel has undertaken. This has been a cross cutting review, covering many service areas that are aligned to engagement. The review has highlighted that engagement is embedded with Derby Homes services. That all Derby Homes staff feel able to call upon my team for support, advice and general help to enable them to fulfil their roles and achieve their objectives. The panel have identified a clear connection with us making the decision to cancel focus groups and planned meeting, moving away from the old way of engaging and moving fully to a face to face method, including the door knock and pop up events. This has clearly made a difference and is evident with Derby Homes' overall rise in customer satisfaction. This is pleasing for me to hear that it is recognised.

I would like to thank the Tenant Panel for all the hard work that they have put into this difficult cross cutting review.

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:

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Background Information: None
Supporting Information: None