



Bristol City Council

Moving Forward Together Programme

Housing Management Board 19th March



Moving Forward Together

World class housing services delivering what residents want

Why?

We don't deliver all services effectively enough

Need to rebuild relationship with residents

Tackle poor culture and equality/diversity issues

Need to be efficient and fit for the future – make the most of our resources



- *Resident satisfaction 69%*
- *Employee Satisfaction 65%*



Our residents priorities



Local

Being more visible and having a local presence

Listen

Listening to what residents say

Easy

Making it easier to contact us

Trust

Keeping our promises

Safety

Tackling crime and anti-social behaviour (our residents feel safe)

Security

Improving the security and appearance of our homes and estates

We have used these priorities to build a programme of change that delivers a service that residents want

We need to make some fundamental change in 12 months so we need to work at pace



Moving Forward Together

World class housing services delivering what residents want

Outcomes The services we provide meet our residents' priorities

We're meeting customer priorities in the most efficient and cost effective way

Our employees are happy and represent the diverse population of the city

We contribute effectively to corporate priorities and the One City Plan

Creating a vision....*local, responsible empowered*

We will do what matters most.....

We will be visible and easy to access. We will listen and keep our promises. Your home will be secure and your neighbourhood will be safe

In the way that matters most:

Designing services from a resident's point of view

That are locally delivered and visible

Giving back accountability and decision making to residents and employees

Rebuilding trust and relationships – diverse and inclusive

Removing barriers to working effectively

What we are doing.....

