

Moving Forward Together

Community Scrutiny

October 2020



Contents

1. Background
2. Co-design in lockdown
3. A vision for our service
4. Moving Forward...



Background

Our Vision

To become a world class housing and landlord service; a service that meets the needs of our residents, provides a great place to work and has equality and diversity at its heart.

The driver for change

3,300 survey responses from residents across the city identifying six clear priorities



Co-design in lockdown



Over 100 individual co-design events with employees



By the end of this co-design phase every team within Housing and Landlord Services will have inputted into a new model



16 resident engagement events and Local Housing Forums



3 further resident surveys with a focussed group of residents dedicated to helping with co-design



Facebook Q&A event for residents to ask the director about MFT and the future of the service



A vision for our service



Local

Being more visible and having a local presence

- Our teams will be visible in local communities and more accessible to residents
- Our services will be tailored to the needs of the local community
- We will build positive relationships and work together
- Our local teams will understand the communities they serve and adapt to resident's needs



Listen

Listening to what residents say

- We will increase opportunities for residents to give feedback and use it to improve our services
- We will listen and hear what residents say to understand their concerns and needs
- We will work with residents at a city wide and local level to design the services they need us to deliver



Easy

Making it easier to contact us

- We'll provide residents with a named Housing Officer as a single point of contact
- We'll empower local employees to make decisions when residents first contact us
- We'll increase access to information and services so residents can contact us however they want to when they want to, including better digital access to services



Trust

Keeping our promises

- A Housing Officer will be responsible for the level of service residents receive
- We will work hard to develop strong and lasting relationships with residents and communities.
- We will conduct regular satisfaction surveys, publish our performance and encourage greater scrutiny from residents.



Safety

Tackling crime and anti-social behaviour

- We will act quickly working together with the police and other organisations when dealing with crime and anti-social behaviour
- We will keep residents safe by empowering local employees to make decisions around safety and security issues on our estates
- We will collect data and insight on anti-social behaviour to continually improve the service



Security

Improving the security of our homes and estates

- Our local team will work with residents to ensure homes and estates are safe and secure
- We'll listen to the concerns of residents and work with them to make communities safer
- We'll investigate physical ways to make homes and estates more secure



Moving Forward....

1 Design

We aim to complete the operating model by the end of October.

2 Review

In November and December we will be reviewing the operating model with wider stakeholders and seeking approval for the full business case at Corporate Leadership Board

3 Plan

We will also be planning how to test the operating model by running a pilot in one area of the city. At this stage we do not know which area the pilot will be run

4 Deliver

Our best estimate on the start date will be early in the new year. The outcome of the proof of concept will allow us to refine the operating model before implementing changes across the service. We aim to complete the majority of the work by the end of 2021



How it fits together.....

