

Moving Forward Together

Update to Housing Management Board

10th December 2020



Our vision

Our Vision

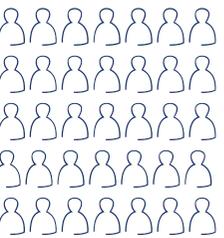
Become a world-class housing and landlord service; a service that meets the needs of our residents, provides a great place to work and has equality and diversity at its heart.

The driver for change

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

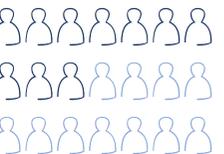


Co-design Engagement



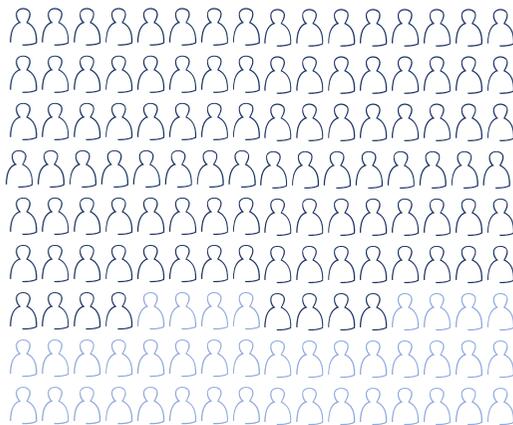
496

Number of unique participants



50%

Of the workforce involved

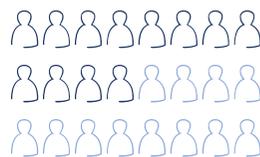


Co-design workshops with 456 attendees covering topics such as

60

- Values and Behaviours
- Functional deployment (local vrs central)
- Roles and responsibilities
- Performance Management
- Structures and patch sizes
- Career progression and development

Co-design has been an amazing success so far
Communication and engagement increased throughout
We listened to feedback and refined our approach
We are drafting and validating the visuals and products to encompass the views of staff by the end of October
The next stage is to make this real for customers



100%

Of teams engaged via their regular team meetings, with 368 attendees



60/65

Daily zoom drop ins complete, with 368 attendees



84/92

Operational managers engaged via the Change Readiness Assessment to get a pulse check of buy in and shape our delivery plans

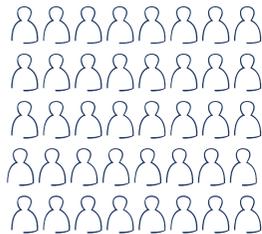


Resident Engagement

Communication slow to start picked up via weekly surveys

We listened to feedback and began to refine our approach

The next stage is to make this real for customers



14

Resident workshops and meetings

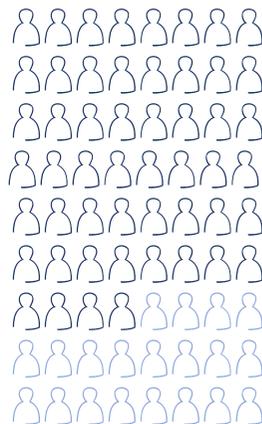


10%

Survey responses average 40 per week

Weekly survey x 6 weeks on the following topics:

- Local & visible housing teams
- Improving the security & appearance of homes
- Managing anti-social behaviour
- Tenant participation



456

Residents contacted each week

Feedback:

- More local 'surgeries' & face-to-face contact with Housing Officers
- Better up keep & maintenance of estates/buildings
- Better management of fly tipping/litter/waste
- Faster response to ASB issues
- Install CCTV around estates
- More youth facilities
- Wider variety of ways to participate



Where are we now?

Final co-design workshops to design and recommend an operating model that:

- a) has resident priorities at its heart*
- b) aims to address challenges identified – e.g. local and accessible to residents*

We're going to test the operating model to make sure it works (pilot)

Alongside testing the operating model we will also look at:

- Different ways of managing and working with other parts of BCC so we're more joined up**
- Training and development for employees around values, behaviours and customer service to ensure they provide excellent service to residents**



What next – preparing for a pilot

We want to continue to work with residents to plan a pilot to test the model, which includes:

- Setting up a resident advisory group to inform the resident engagement plan for pilot
- Monitoring resident engagement throughout the Pilot – Spring 2021



Moving Forward....

1 Design

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

2 Review

In 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 next Spring. The outcome of the pilot 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

