

Housing Management Board

March 2021



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Update since last board....

At the last board we shared our plans to pilot a new operating model for the service in the spring of 2021

In January 2021 there were two significant events. We entered into a third national lock down and we received news that Julian Higson had decided to leave BCC.

As a result we decided that the timing and the environment is not right to trial a new operating model or to pilot a new local team structure in March this year.

We have not let this deter us from our vision and remain committed to the aims and objectives of the programme and the 6 resident priorities.

Housing & Landlord Services have spent the last few weeks deciding what we can take forward now

And will revisit the operating model and team structure at a later date



Initiatives we will be progressing with

Engaging our culture improving the way we work

In the short term, MFT will continue to focus on improvements and changes that we can make now to make a real difference to residents. The focus will be on strengthening and improving our leadership, values and behaviours and making a positive difference for residents as we go about our daily work.

This work will include:

Working with the Customer Service Centre to find ways to make it easier for our residents to contact us

Developing an estates standard to improve the security and appearance of our homes

Prioritising and implementing our colleagues' ideas from a list of improvements

Training to help us achieve better ways of working, including focusing on our values and behaviours

Improving career progression and introducing career grade roles

Developing and rolling out an Equalities and Inclusion action plan for Housing and Landlord Services, to ensure we are creating a diverse and inclusive workplace that meets the needs of staff and residents

Working with corporate colleagues to ensure the roll out of new devices addresses our IT challenges

