



Different management arrangements, same service?

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Sheffield City Council





SUMMER '09

in touch

with Sheffield Homes

Your quarterly customer magazine



The Sheffield Homes JOURNEY

2004
Sheffield Homes starts business in April. Five contractor partners are appointed and Decent Homes work gets underway. Sheffield Homes wins 3 Star excellent rating from the Audit Commission.

2005
Sheffield Homes wins its second 3 star excellent rating. The first 'Play Safe in Sheffield's schools' event takes place.

2007
Sheffield Homes is shortlisted at the UK Housing Awards in the 'Most Inspirational Colleague' category for our Community Champions awards scheme in memory of our late colleague Paul Key. Sheffield Homes and its partners work hard to help residents get back to normality following the worst flood in Sheffield in 100 years.

2006
Sheffield Homes is the winner of the UK Housing Awards in the 'Excellence in Delivering Safer Neighbourhoods' category for the innovative work of our Neighbourhood Action Team in preventing anti social behaviour.

2008
Sheffield Homes are winners in the Celebrating Construction in Sheffield awards, in partnership with Kier, Lovell Henry, Boots, Waters and Keepmoat. Sheffield Homes also wins a silver medal in the 'Best Small Contact Centre' category for the Europe Region for our two call centres and is highly commended in the 'Best Use of Communications' category at the National Federation of ALMOs (NFA) Awards for a DVD on anti social behaviour made with a local school as a teaching aid.

2009
Sheffield Homes is a finalist at the NFA Awards in the 'Most effective partnership project' category for our tree planting project in partnership with Sheffield Council, local Communities and schools. Sheffield Homes is only one of 6 ALMOs to achieve Resident Improvement Quality (RIQ) Standard, which is the recognised excellence standard for all social housing landlords.

2010
Sheffield Homes awarded Customer Service Excellence (CSE) Award, previously known as Charles Mack, the Government's National Standard for organisations delivering public services. Sheffield Homes is awarded a top three star rating for the third time in succession by the Audit Commission. Launch of FOCUS, Mission, Vision, Values. Revamped Sheffield Homes website launched featuring Homey.

2014
The extended Decent Homes programme finishes.

2011
Newton Croft Sheltered Scheme wins the silver award from the Elderly Accommodation Council (EAC) Housing for older people, after residents at the Woodhouse scheme voted it amongst the best in the country as part of a nationwide consultation event.

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Investing in your home, your service, your community, our people

Who should manage Council housing in the future?

The
Council?

An Arms Length
Management Organisation?

www.sheffield.gov.uk/planningthefuture

Tel: 0114 205 7333



The Difference?

Council housing would be managed directly by the Council
– not by a separate ALMO

Council would be responsible for day to day housing
management as well as being the landlord

Decision-making would be through the Council's Cabinet –
not through a Board of Directors

Council would work with tenants and residents to
encourage involvement and influence in service delivery



The future of Council housing in your hands



We recently asked you to take part in a ballot to tell us who you would like to manage your council home and estate in the future. We then wrote to all tenants and leaseholders to tell you the ballot results.

This is how you have voted: I would like my home to be managed directly by:



The final decision

The turnout of the ballot was 55.2%. 88.2% of voters wanted their home to be managed by the council in the future. The size of the turnout and the result of the voting gave a very clear message of what tenants wanted.

The results of the ballot along with other information that we gathered during the consultation period were presented to the Council's Cabinet on 21 March 2012.

At this meeting a decision was made to bring housing management services back into the Council.



DP1080

What happens next?

We will now start making arrangements to bring housing management back into the Council.

This will include transferring staff from Sheffield Homes to the Council. We would like to have completed all the changes by April 2014, or earlier if we can and it benefits you.

We will be asking tenants and leaseholders to get involved to tell us how they want services run in the future and help plan the future service. We will build on the excellent work of Sheffield Homes over the last 8 years.

We see a bright future for Council housing in Sheffield.

What you have told us

We have gathered feedback from the recent consultation events prior to the ballot of tenants and this is what you have said is important to you for the future service:

The top five priorities from tenants

- Receiving a value for money service
- Ensuring tenants have their say in the future management of their homes
- Ensuring repairs are carried out effectively
- Funding and support for sheltered schemes and wardens
- Ensure service continues with staff you are familiar with

The top five priorities from leaseholders

- Value for money services
- Any savings made to be spent effectively
- Better leaseholder engagement
- Joining up services
- Improving services for leaseholders

Our vision of what council housing will be like

In the future, we want:

- An excellent quality housing service
- One stop shops to make it easier for you to get the housing and other council services you need
- Efficient management so more of your money is spent on front line services and homes
- To make the best use of the Council's role as landlord to help people achieve their full potential (including health, education and quality of life)
- A bigger say for tenants and leaseholders about their homes, their neighbourhoods and their city.
- Joined up services and management so neighbourhoods can flourish
- Desirable and well maintained homes

Getting Involved

Our top priority now is to involve as many of you in creating our housing services for the future. Getting involved is easy and it need not take up much of your time. We have already received responses from over a 1,000 of you who said you'd like to get involved.

Jacqueline Curtis, who has lived in a council house at Hackenthorpe for 38 years, was the 1000th person to offer her help. She said, "I believe the transfer back into Council management is significant for all tenants and leaseholders. I think it's important for all of us to have a say in how our homes are to be managed in the future."

There are a number of ways you can tell us you'd like to get involved:

- visit www.sheffield.gov.uk/planningthefuture
- call 0114 2930241
- email planningthefuture@sheffield.gov.uk



Next Steps

Transfer date agreed as 1st April 2013

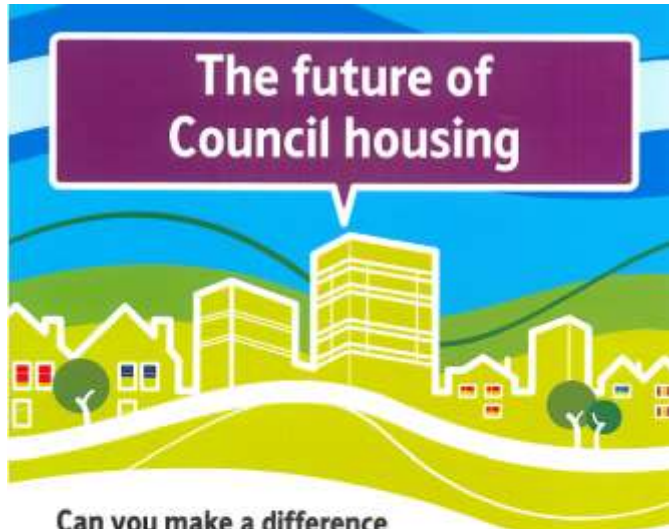
Location of teams within Council structure agreed

‘Back office’ teams distributed across SCC structures

Housing management and maintenance service remained
as one

Began work on achieving vision





It's Your Shout!

Developing a shared vision of the future

Value? Keep? Change? How?

Can you make a difference to Council housing services in Sheffield?

- We want Council tenants, leaseholders and other customers of the Council housing service to get involved in some new project groups to look at improving housing services.
- Whether you have been involved before or not, your views will really make a difference!
- You would need to attend project group meetings with staff and other customers and be able to commit about 2 to 4 hours of your time each month - either daytime or early evenings.

We are hoping to start the groups in October and work will carry on beyond April 2013 when housing services return to the Council. The groups will focus on the following areas:

- Involvement and engagement
- Well-maintained homes and neighbourhoods
- Clean and attractive neighbourhoods
- Anti-Social Behaviour
- Easy access to services
- Making the best use of Council homes
- Managing our rental income
- Joining-up housing with other Council services

To find out more or get involved:
 email: planningthefuture@sheffield.gov.uk
 tel: 0114 205 3508
 Visit www.sheffield.gov.uk/planningthefuture



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Well
maintained
homes and
neighbourhoods

Joined-up
services
that better
support me

Easy
access to
services

Clean,
attractive
neighbourhoods

A home to
suit my
needs

The
opportunity
to have my
say

Making the
most of our
available
income

Quick,
effective
response to
ASB





...it's never
been just about
housing





Housing+

Supporting you,
your home and your community



Housing+ principles

1

Meet & Greet

@ viewing, pre-tenancy, sign-up and needs assessment

2

Key Contact

Delivering excellent customer services to households in their patch

3

Tailored Plan

Visiting at least annually to agree household plan

4

Achieve More

Working to help households achieve their aspirations

5

Encourage & Support

Offering appropriate support to enjoy and sustain tenancies



Housing+ principles

6

Low-level Prevention

Preventative work around health, jobs, money or home

7

Refer On

Support from CHS or SCC colleagues but keeping in touch

8

Monitor & Enforce

Local environment and individual tenancy conditions

9

Active Community

Encouraging & supporting local people to play an active role

10

Resilience

For individual households and the HRA



The same but different...

Maintained performance and satisfaction through a period of transition

Worked with customers on a vision for the future

Being part of a bigger organisation has unlocked opportunities

Working jointly across the Council to achieve more for our customers





Rehousing Officer
Income Management Officer
School Headteacher
CYPF Social Worker
Police Officer
ASB Officer
Adult Mental Health Worker
Adult Social Worker
MAST Team
Tenancy Management Officer

5 different organisations
 10 different officers
 A well-worn garden path
 A disengaged & confused tenant

**£ savings
 potential for
 health, housing
 and social care?**

