



HOUSING
ALL UNDER ONE ROOF

Housing – All Under One Roof

Programme Update – Housing
Management Advisory Board

Jaine Cresser

Assistant Director – Housing and Investment



25 January 2018

Stevenage
BOROUGH COUNCIL

The journey so far

- Housing Quality Network review in July 2016
- Senior Management Review in July - Nov 16
- Staff presentation in Jan 17
- Northgate modules purchased in April 17
- Improved phones issued in May 17
- Housing and Investment Management re-structure launched in June 17
- Transformation Programme launched 3 July 17
 - Staff update mid September 17
 - Staff update mid December 17
- New Management team in place
- Away day 28 February 18



The Programme

- ✓ Business Vision
- ✓ Knowing our Customers
- ✓ Service and Personal development
- ✓ Digital Housing



Active Projects



- Phase 1 programme consists of 21 projects:
 - Completed projects: 4
 - **Business Vision**
 - **Big Knock**
 - **Northgate modules purchased**
 - **Management restructure**
 - Live projects: **8**
 - Project being scoped: **1** (Rationalisation of 4wk/3month visits)



Northgate modules

- ✓ Housing Advice Module
- ✓ Task Manager – being rolled out
- Supported Housing (in progress)
- Scoped – Income Health Check – Feb/March 2018
- Key Details
- Exploring modules not currently used
- Looking for volunteers for the Northgate User Group



Business Vision –Launched Dec 18

- “To have a customer centred service with a right first time approach. Encouraging customers to self-serve where they can.”



Big Knock – Co-Operative Council

- We did it! We achieved a ‘viable sample’



The top things customers said we could ‘do to improve’ were related to communication and investing in their homes



Housing and Investment Management Team

- Three new Housing Operations Manager posts
 - Providing Homes – Hannah Morris
 - Managing Homes – Laura Hodgskin
 - Investing in Homes and properties – Andrew Garside
- They will;
 - Familiarise themselves with the business
 - Seek the teams views
 - Work with staff to design the future service delivery



