

# **FOR PUBLICATION**

## **LOCAL OFFERS TO TENANTS 2014/15 (H000)**

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MEETING: 1. CABINET  
2. EXECUTIVE MEMBER - HOUSING

DATE: 1. 25<sup>TH</sup> MARCH 2014  
2. 17<sup>TH</sup> MARCH 2014

REPORT BY: HOUSING SERVICE MANAGER – CUSTOMER DIVISION

WARD: ALL

COMMUNITY ASSEMBLY: ALL

KEY DECISION REFERENCE (IF APPLICABLE): 300

FOR PUBLICATION

BACKGROUND PAPERS FOR PUBLIC REPORTS:

TITLE: LOCATION:

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### **1.0 PURPOSE OF REPORT**

- 1.1 The purpose of the report is to present to Members for approval, the Local Offers to tenants for 2014/15, which form part of the Annual Report to tenants.
- 1.2 The Council is required by the Homes and Communities Agency, the social housing regulator, to produce an Annual Report to tenants each year.
- 1.3 The Annual Report reports on performance for the previous year and also includes Local Offers (service improvements) for the next year.

### **2.0 RECOMMENDATIONS**

- 2.1 That the Local Offers to tenants for 2014/15 are approved.

### **3.0 BACKGROUND**

- 3.1 Since 2010, housing providers have been required to produce an Annual Report to tenants.
- 3.2 An Annual Report for each year ending 31st March should be made available to tenants no later than 1st October and should include details of performance against the HCA's standards, comparisons with the previous year(s) performance, what has been achieved during the year and planned service improvements (Local Offers) for the following year.
- 3.3 A great deal of work is done with staff and tenants each year consulting on the Local Offers for the following year.

### **4.0 PROPOSED LOCAL OFFERS**

- 4.1 The consultation with tenants has now been completed with this year's events culminating in an event held at the Winding Wheel attended by around 80 tenants, who all had the opportunity to hear about the offers, and to comment on them.

The Local Offers are tabled below:

- **Tenant Engagement**

Tenant Engagement Service's local offer is:

We will extend our use of social media to promote Housing Services by introducing Twitter.

We will use Twitter to:

- Promote events
- Tell customers how to access services
- Tell customers how to report repairs and anti-social behaviour
- Encourage two-way communication with our customers

We will aim to acknowledge and reply (where applicable and appropriate) to your Twitter comments within 3 hours, (in normal office hours).

We will measure our Local Offer by:

- Monitoring the number of our followers on Twitter
- Asking questions about satisfaction with our Twitter feed

The outcome we are aiming to achieve is to increase the number and diversity of tenants who we engage with.

We will monitor our performance on this Local Offer and report back to you through Housing Services' newsletter, 'Our Homes'.

- **Repairs**

The Repairs Service's local offer is:

We will carry out internal decorations to properties that are 'hard to let' to make them more appealing to incoming tenants.

Key rooms in the 'hard to let' property will be decorated rather than the new tenant being issued with a decoration allowance.

The cost of this work, and the additional time taken to complete it, will be offset against savings made as a result of a reduction in the number of times that the property is refused by potential new tenants. This will enable the property to be relet quicker, reducing the amount of rent lost while the property is empty.

We will measure our Local Offer by:

- Monitoring relet times to identify improvements
- Monitoring the amount of rent lost during the relet process to identify improvements in value for money
- Monitoring comments from new tenants in customer satisfaction surveys
- Monitoring the number of, and reasons why properties are refused

The outcome we are aiming to achieve is to increase the number of properties accepted 'first time'.

We will monitor our performance on this local offer and report back to you through Housing Services' newsletter, 'Our Homes'.

- **On The Move**

On The Move's local offer is:

We will introduce a Wednesday morning drop-in session at On the Move.

The drop-in session will enable people to obtain advice on a range of issues including mutual exchanges, transfers, discretionary housing

payments, the Tenant Incentive Scheme and welfare reform.

We will measure our Local Offer by:

- Monitoring the number of people using the drop-in session
- Monitoring the type of enquiries made at the drop-in session.
- Carrying out exit surveys with customers using the sessions.

The outcome we are aiming to achieve is to improve and increase our accessibility to our customers.

We will monitor our performance on this local offer and report back to you through Housing Services' newsletter, 'Our Homes'.

- **Adaptation Service**

The Adaptation Service's local offer is:

We will provide advice and information about the Adaptations Service at quarterly events held in key locations throughout the Borough.

We will measure our Local Offer by:

- Monitoring the number of people using the events
- Monitoring the type of enquiries made at the events
- Carrying out exit surveys with customers using the events.

The outcome we are aiming to achieve is to increase awareness of the adaptations service.

We will monitor our performance on this local offer and report back to you through Housing Services' newsletter, 'Our Homes'.

- **Anti-Social Behaviour (ASB) and Estate Services**

The ASB and Estate Services' local offer is:

We will use our mobile office to consult with tenants about our services and to provide tenants with opportunities to speak to us about ASB and other issues that effect their neighbourhoods and estates.

We will measure our Local Offer by:

- Monitoring the number of times the mobile office is used on estates
- Monitoring the number and type of enquiries made at the mobile office

- Carrying out exit surveys with tenants using the mobile office

The outcome we are aiming to achieve is to increase and improve our accessibility to tenants and thus improving satisfaction levels with the service.

We will monitor our performance on this local offer and report back to you through Housing Services' newsletter, 'Our Homes'.

- **Tenancy Management**

The Tenancy Management local offer is:

We will increase the number of Tenancy Support Officers from one to three.

The additional Tenancy Support Officers will be able to advise and support more tenants to help them to keep their homes. This will particularly benefit tenants who are experiencing problems with regard to rent arrears due to the effects of welfare reform.

We will measure our Local Offer by:

- Monitoring the number of tenancies that have been supported by the Tenancy Support Officers
- Monitoring the number of tenancies that have been sustained by the interventions of the Tenancy Support Officers
- Monitoring the reasons for support being required
- Monitoring the comments made by service users on customer satisfaction surveys to identify how the service has impacted on their quality of life

The outcome we are aiming to achieve is to reduce the number of tenancies which fail.

We will monitor our performance on this local offer and report back to you through Housing Services' newsletter, 'Our Homes'.

- **Careline and Support Service**

The Careline and Support Service's local offer is:

We will make referrals for support services direct from service users' homes using mobile devices.

The mobile devices will enable Support Officers to electronically complete forms on site and email information to the appropriate service

providers immediately. As well as speeding up the process, the mobile devices will improve the security of confidential information.

We will measure our Local Offer by:

- Monitoring the number of referrals for support made within 24 hours

The outcome we are aiming to achieve is to enable the Support Officers to support more clients by reducing the time spent on office based tasks.

We will monitor our performance on this local offer and report back to you through Housing Services' newsletter, 'Our Homes'.

## **5.0 RISK MANAGEMENT**

| <b>Description of Risk</b>      | <b>Likelihood</b> | <b>Impact</b> | <b>Mitigating Action</b>                    | <b>Resultant Likelihood</b> | <b>Resultant Impact</b> |
|---------------------------------|-------------------|---------------|---|-----------------------------|-------------------------|
| Failure to produce Local Offers | Low               | High          | Project Plan in place and closely monitored | Low                         | Low                     |

## **6.0 EQUALITY IMPACT ASSESSMENT**

6.1 In the production of its own guidelines and regulations the HCA will have completed an Equality Impact Assessment on the whole regulatory framework. We will produce individual Equality Impact Assessments when reporting any changes in subsequent policy, practice and procedure.

## **7.0 RECOMMENDATIONS**

7.1 That the Local Offers to tenants for 2014/15 are approved.

## **8.0 REASON FOR RECOMMENDATION**

8.1 To ensure compliance with the requirements of the HCA.

Further information on this matter can be obtained from Julie McGrogan on extension 5135.

Officer recommendation supported/not supported/modified as below or Executive Member's recommendation/comments if no Officer recommendation.

A handwritten signature in black ink, appearing to read "J. McManus". The signature is written in a cursive style with a large initial "J" and a circular flourish at the end.

Signed

Executive Member

Date 17.3.14

Consultee Lead Member/Support Member comments (if applicable)