



Appendix B

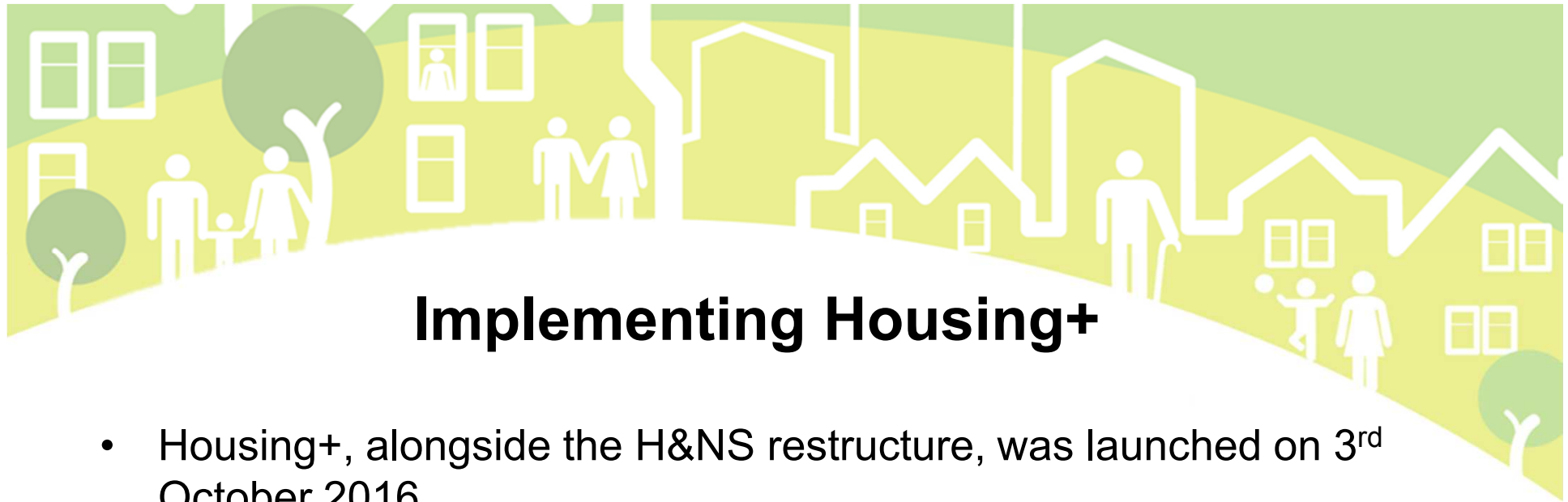
Housing and Neighbourhoods Service

Housing+ Update

Safer and Stronger Communities Scrutiny Panel

March 2017

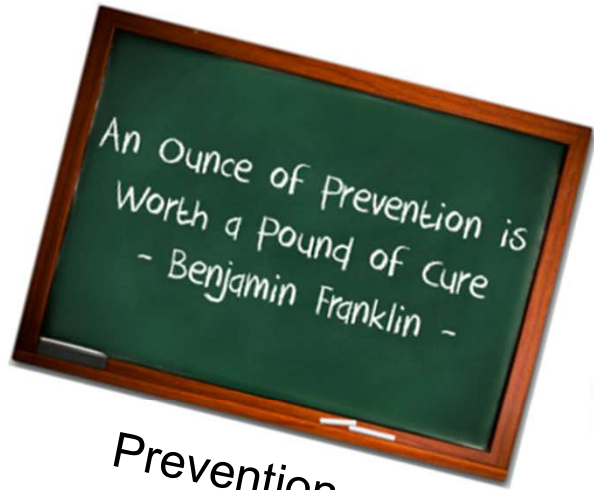




Implementing Housing+

- Housing+, alongside the H&NS restructure, was launched on 3rd October 2016.
- One of the biggest restructures SCC has ever undertaken, with 970 in scope and over 750 moving into new roles.
- So a huge amount of change across the service – and to varying degrees for individuals.
- Training programme developed to support staff in their new roles, teams still embedding the new ways of working.
- This is a journey, not an overnight change!

Housing+ A reminder!



Prevention



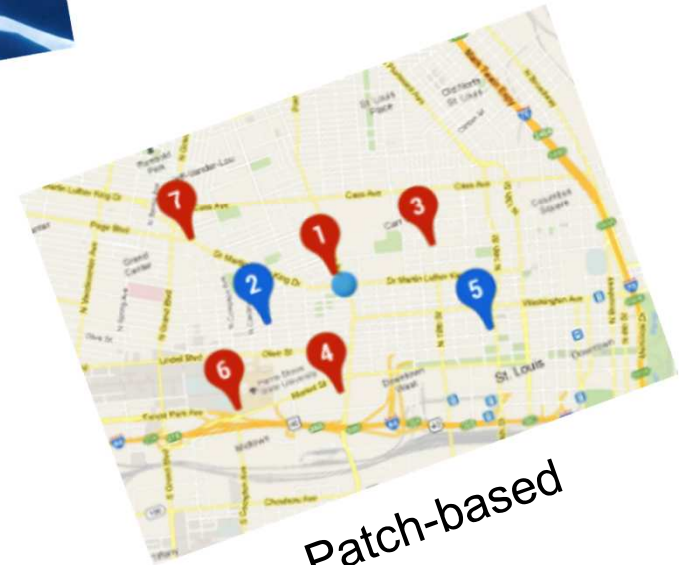
Joint-working



Home visits



Supporting Communities



Patch-based

Supporting the Council's Ways of Working



... engaging with our customers early to discuss their requirements, talking to our communities to better understand their needs



... offering flexible and practical solutions tailored to local needs, taking a fresh approach to service delivery to achieve better outcomes for our most vulnerable tenants



... working with other Council teams, partners, external agencies and other landlords , developing cross-council approaches to neighbourhood management



The journey so far

- Patches determined and allocated across the city and Officers made responsible for their 'patch'
- Since October around 2000 home visits completed, and a further 850 live Housing+ cases are currently being managed.
- Staff have embraced the Housing+ approach, and as more training is delivered they are becoming more confident in their roles.
- Case studies outlined in the report we've provided today illustrate how Housing+ has improved outcomes for tenants





Next steps

- 6-month review of the restructure in April / May.
- Journey towards full implementation of Housing+ will continue over coming months.
- Working in partnership with the University to measure the Health and Wellbeing impact of Housing+ (results will be known in March 2018)





Feedback from Scrutiny Panel

- Keen to learn from your feedback from recent visits to our Neighbourhood Teams.
- What did you see working well, anything not so well?
- How can we promote Housing+, and stronger partnership working, with Members and local service partners?



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