































Welcome!

Kim Ayling
Chairperson



Hello from Cllr Lisa Mitchell

Cabinet Member for Housing & the Green Environment



Hello from Cllr Toqeer Kataria

Cabinet Member for Communities & Customer Engagement



Stamping down on stigma

Tenant Inspectors:

Lynda, Dreena, Ann, Karen & Brenda



POVERTY

CRIME

COUNCIL HOUSING STIGNA MENTAL HEALTH

DISABIL-ITIES

RACE

IMMI-GRATION

SEE THE PERSON. NOT THE STEREOTYPES

VISIT SEETHEPERSON.ORG





It's not okay A guide to tackling stigma in social housing







A new deal for social housing



FOLLOWING OUR INSPECTION WE FOUND THAT

- not all managers believed that there was a Stigma to living in Social Housing
- 24% of staff felt there was no stigma in living in a council house
- 31% tenants said they had felt stigmatised by someone working for the council.
- A clear link between stigma and customer care
- A number of comments from both staff and tenants who felt a perceived lack of action taken against 'bad' tenants







TITLE CENT BE





Talking down to tenants

Making assumptions about tenants



Being disrespectful of tenants, of their homes, of their communities

Tick box tenant involvement and consultation



Being uncaring, inconsistent, failing to follow through, ducking difficult issues









Treat as you want to be treated, with respect

Listen to, appreciate and act on tenants' concerns

Keep people informed, use a range of ways to communicate

Improve the quality of homes and estates

Have skilled, professional, empathetic and well-trained staff





TENANT INSPECTORS

Council Housing Stigma Report

Southampton City Council Housing Management

October 2020-October 2021



EVERYONE DESERVES SOMEWHERE DECEMN TO LIVE.

EVERYONE DESERVES
BEING TREATED WITH
RESPECT.



Golden Leaves – meet the tenants' group creating a greener & more colourful Golden Grove

Violetta Liszka





How tenants are improving our repairs service

Tenant Repairs Panel - Vicky Lee Egerton





Repairs Panel

What have we been up to?

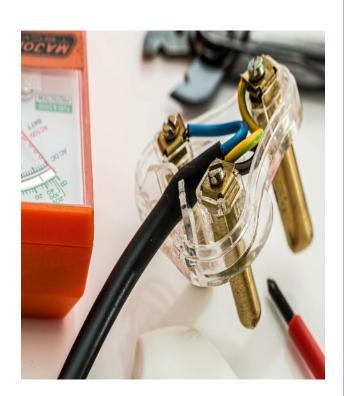
The Council's Website

The panel, having looked at the website, suggested a number of changes to SCC, some of which have been actioned.

Others are more in depth, so require some background work, before they can be implemented. The changes included the Emergency Repairs and the Gas Leak information.

It needed to be clearer and in plain English, so tenants understood, what was considered to be an emergency repair. Which is important, when you are in an emergency situation.

We also suggested a change in the order of the wording, for changing or cancelling a repairs appointment, online.



Recharges

The panel felt that this section of the website, regarding repairs recharged to tenants, (known as Maintenance Recovery Charges) needs to be clearer. A table of costs should be included, so that the tenant knows what the cost could be, before signing a Payment Agreement.



Home Improvements



Additionally, information regarding making improvements to your home, has been changed on the website. Again, this has been made much clearer.

It shows those improvements that can be done without permission, and improvements that <u>do</u> require permission. It is always best to check, before starting any project.

And it clearly tells a tenant, who to send the permission request to.
Something that wasn't very obvious before.

Damp

Furthermore, we revisited the damp reduction initiative.

Many homes have this problem, especially the older style, concrete properties.



Southampton City Council are looking at ways to help reduce this, but tenants have ways of helping too. Better ventilation and hanging washing outside where possible, can help reduce condensation in the home.

Moving Out Standards





When reviewing the Moving Out Standards, it was agreed to change the wording regarding carpets.

It will now be possible, to leave carpets and other floor coverings, when vacating a property! If they are in excellent condition, and the new occupant would like them, then floor coverings can stay! Which may help many tenants when moving into a new home.

Sanitaryware Review

This review covered installing over the bath showers and replacing cisterns, when a property becomes a void only.

The impact of changing cisterns and showers, would see a saving in tenant's water consumption and their bills.

In addition, a review of the shower supplier was undertaken. Two suppliers were being used. One had issues getting replacement parts, and the showers were not performing well. Resulting in no satisfactory feedback.





On the basis of installation and shower replacements, in order to increase service delivery benefits, and with the agreement of the Repairs Panel, it was decided to change to one supplier. This was based on cost, performance, service delivery, and more importantly, tenant satisfaction.



The next slide is just a few of the comments from Mark Mullen, Housing Operations Manager in relation to the challenges and improvements that the Repairs section face.

I will give you a few moments to read some of the points he has raised.

Challenges include:-

Increase in major repairs.

Backlog of repairs due to major repairs.

Phoned in repairs doubled in last 12 months.

Repair requests submitted online increased by over 1,000 per month.

Increase in both material and fuel costs.

Temporary shortage of trades and staff due to lockdown.

High level of manual process in logistics.

Improvements include:-

Making digital changes to reduce manual processes.

Improve ability to complete more work.

Texting tenants with more, and better, information about the repairs they have ordered.

Increase prior notice when trades will arrive, on the day of the job.

Increased planned maintenance programmes.

Improved call centre experience by recruiting more call handles.

Adjust time allocation for jobs to reduce second visits.

Repair Challenges and Improvements

Courtesy of Mark Mullen Housing Operations Manager



And finally, we are planning to visit the call center.

We want to see for ourselves, the issues they have, when a tenant reports a repair.

Is there anything that the panel can add to the process, that will help make reporting a lot easier? We hope so.

Always good to see things from a different perspective, to be on the other side of the fence.



So.....

This is what the Repairs Panel have been up to!

We have managed to meet, either in person or via the internet, thanks to the Tenant Engagement Team.

We hope you have found it helpful to know, there are people working hard, to make sure your repair service is being looked at, and updated. That working with SCC, improvements can be made where possible. And that tenants are being taken seriously when there is a need for a complaint. If you have any questions regarding the Repairs Panel, please contact Debbie Collis.

Thank you for listening.

Story of Holyrood Gardening Club

Lynda Walton



How would you like to be consulted on the Local Plan?

Helen Owens - Engagement Specialist





What is Southampton City Vision?

- The planning policy framework for the city which gives us the ability to effectively guide and control future development.
- Place shaping tool city wide & community focussed. Meets the development needs of the city whilst recognising the needs & diversity of individual communities.



- Legal requirement Planning and Compulsory Purchase Act 2004
- NPPF "... plans should provide a positive vision for the future of each area; a framework for addressing housing needs and other economic, social and environmental priorities; and a platform for local people to shape their surroundings".



What's in the Plan?

- Make sure that growth is managed and sets out some rules about what can be built and where. Importantly it also makes sure that it doesn't just deliver houses or work spaces but all the things people need to live and work:
 - School places
 - Health services
 - Transport network
 - Open spaces
 - Quality environment



- A Local Plan should look ahead over a minimum 15 year period from adoption.
- Includes strategic policies which plan for and allocate sufficient sites to deliver the key priorities of the area.
- Sets out detailed policies for specific areas, sites and types of development.



Where are we now?

- Have results from first consultation and understand priorities for residents and businesses:
 - Environment & Climate change
 - Growth
 - Getting around & accessibility
- Identifying development sites across the city:
 - Strategic Land Availability Assessment (SLAA)
 - 'Call for sites' consultation
- Developing options: how do we deliver what is needed in the best way:
 - What the plan must deliver: some options on how we achieve this
 - What else will help deliver the vision for the city
- Consultation: Draft Plan with Options, Autumn 2022



Why am I here?

".. a platform for local people to shape their surroundings".

- Want to give everyone the opportunity to have their say;
- Understand the best ways to engage with people;
- Help improve our engagement with tenants across the city; and
- Show that we have listened and how your views can help shape things.

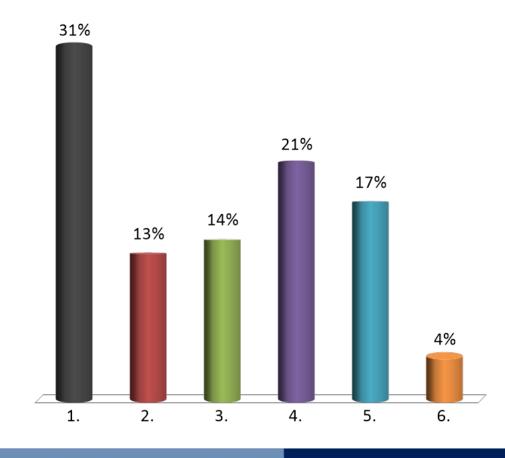


What is most relevant?

(PLEASE CHOOSE YOUR 3 TOP ANSWERS)

- Environment and Climate Change
- 2. Growth (the economy, jobs, High Streets)
- Getting around the city / access
- 4. Homes
- Infrastructure (schools, health, community & leisure facilities)
- 6. Design

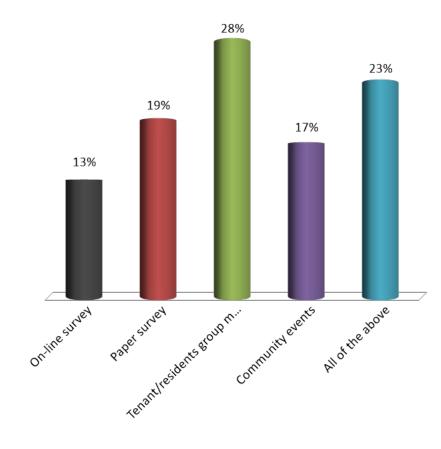




What is the best way to ask?

(PLEASE CHOOSE YOUR 3 TOP ANSWERS)

- 1. On-line survey
- Paper survey
- 3. Tenant/residents group meetings
- 4. Community events
- 5. All of the above



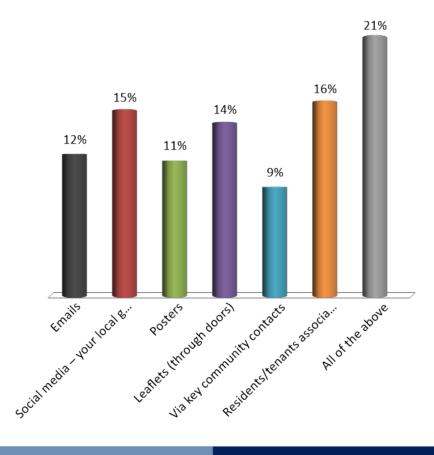


What's the best way to spread the word?

(PLEASE CHOOSE YOUR 3 TOP ANSWERS)

- 1. Emails
- Social media your local groups
- 3. Posters
- 4. Leaflets (through doors)
- 5. Via key community contacts
- Residents/tenants associations
- 7. All of the above







Let me know who you are!

- These quick questions give me a starting point
- Contacts help
- Please let me know if you want to be involved and can help your communities to have their say

Thanks

Helen Owens

helen.owens@southampton.gov.uk





Buffet Break & Information Stands







Launching our new Tenant Training programme

Michael Farleigh – Tenant Engagement Officer



Intergeneration conversation with a Junior Warden

Rosina, John & Ian



Junior Neighbourhood Wardens INTERGEN







Junior Neighbourhood Wardens INTERGEN

I wanna make a complaint!

Tenants Scrutiny Panel
Helen Miller



Tenant Scrutiny Panel 2022 conference update

Hello my name is Helen, and I am lucky enough to be a part of the Tenant scrutiny panel

- What is the Scrutiny panel you are now thinking. let me explain.....
- The role of the Scrutiny panel is to scrutinise the council, and look for areas that can be improved upon. We decide the best way that improvements can be made, and the best way to do this

To do this we talk to staff that are related to the topic as well as looking through mountains of relevant information.

After doing all this and many other things we make recommendations to help improve the service both for staff, and tenants.



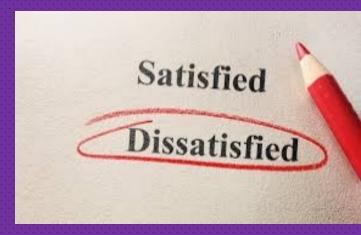
Over the last year we have scrutinised and suggested many changes, here is an idea of what we have been undertaking this year

Continuing to make improvements to the complaints process and information available for all tenants.

This has included redesigning and rewording a lengthy, boring, corporate looking complaints guidance sheet and complaint form. It is now much shorter, clearer and to the point.

Ensured that the Housing Ombudsman advice service is advertised on all complaint letters, this ensures complainants are aware of this service







We have produced some ward area information which will be linked to the Homebid site. This includes the following information:

- Local schools
- Doctors surgery's
- Local dentists
- Local pharmacy
- Local shops
- Places of worship
- Parks and open spaces
- Transport information
- Paypoint for gas/ electric etc

This will enable prospective or current tenants to have a clearer idea of what is available in the area they are considering moving to.

This will hopefully bring down the amount of properties that are refused on locality.

This information will be going onto the website soon

PRIORITY LIST

- Nearest school
- Nearest doctors
- Local shop
- 4 Local chemist
- 5 Places of worship
- Open spaces for dog & kids
- Paypoint for gas & electric
- 8.
- 9.
- 10.



We have looked at all the current housing policy's & procedures to identify which ones are currently online, and ones that are currently not online. We consider by adding policies to the website for all residents to be able to access will show transparency from SCC At the present time there are 77 housing policy's & procedures, of which 8 are currently on the SCC website. Some of the 77 are for staff guidance, but there are some important policy's we feel should be on the website these include the pet policy, domestic abuse policy, Anti social behaviour policy and mobility scooter policy.

This work is now on hold since the Housing Policy Officer left SCC employment until such time as hopefully a replacement staff member is employed

- Green spaces is always a topic of conversation, with the Scrutiny Panel working with the City Services Team to add the weed spraying routine to the website to enable everyone to be able to see when this is due to be undertaken in their area.
- Currently reviewing the service commitments for green spaces which gives information on what is expected from City Services in terms of the grass cutting, weed spraying, litter picking etc.
- Suggested changes to the wildlife area information on the website, to enable it be easily accessible
- Currently designing a generic H.E.L.P Agreement (Housing and Environmental Local Partnership Agreement) form to be used when an individual person community group or gardening group would like to manage an area of SCC land.

Decorating pack and vouchers

We are currently reviewing the decorating pack and voucher information that is advertised in any/SCC documents or on/the website to ensure the wording is onsistent, clear and ser friendly

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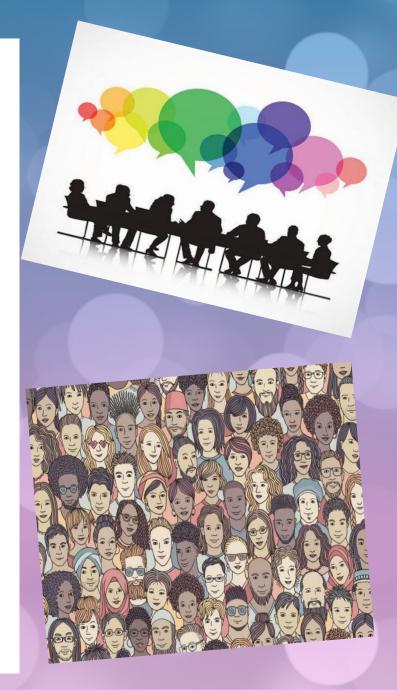
Last but not least......

We are a friendly bunch and always welcome new members.

If you are interested, we meet every
2 weeks on a Thursday
1-3pm at Manston Court
or via Teams which ever way you
prefer.

If you would like any further information, please speak to Debbie Collis our Tenant Engagement Officer who supports the Scrutiny Panel

Thank you for listening.



The green, green grass of home!

Featuring: tenants
Lynn Tupper & Dennis Ring





Dahlia Gardening Club flourishing at Drummond Court

Shirley Walters







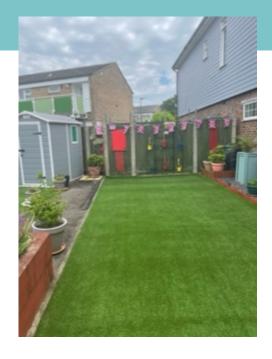














































Looking after the pennies....

Tenant Resources Panel
Lesley Beyleveld & Andrea Burd

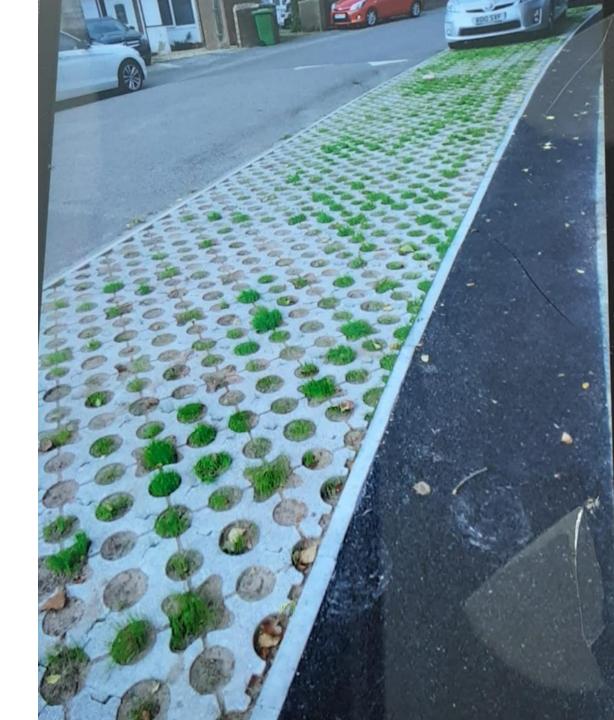




getting Tenants involvedin PROCURENT



The 1000 extra parking spaces project









Contact us direct at

SouthamptonTRG @gmail.com



The Tenants
Resource Group

Thanks for listening!!

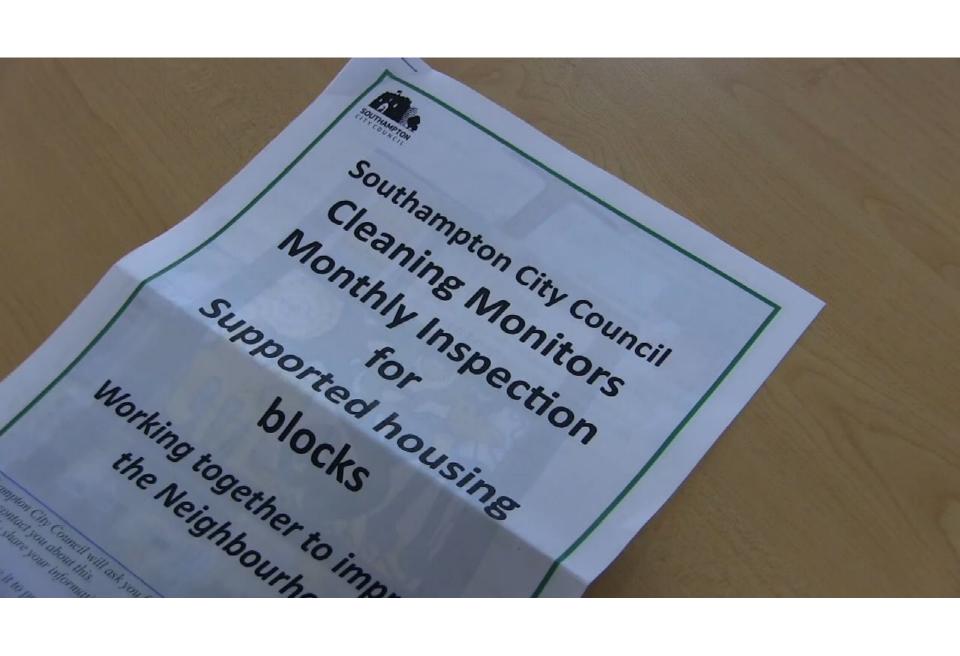
Nothing escapes the eye of the cleaning monitors!

Featuring in video:

Tenants John Ansel and

Senior Neighbourhood Wardens Russell & Adam





Putting the support into the Supported Housing Forum

Ray White – the Chairperson



A few words from Mary - our Executive Director

Mary D'Arcy



Conference evaluation

Kim Ayling



Thank you & goodbye!

Kim Ayling

