

Central HCN – Local Office of the Future



Local Office of the Future

- **Consultation**
 - Managers & staff, Housing Community Network & SCNI – Feb/Mar 2010.
- **Why?**
 - Post Modernising
 - Review objectives
 - What constitutes “Good” or “Excellent”
 - Resourcing implications – new staffing models



Outcomes

- **Refocus of role of local Offices**
- **Revised Business Plans for 2010/2011**
- **Integration of Area Plans with business units**
- **Agenda for partnership working with HCN and SCNI**



1. Deliver the Decent Homes Standard

- Decent Homes baseline
- Establish Local Area Priorities for 2011/12 /Consult DHCN
- Effective Response Maintenance service
 - 95% customer satisfaction (Tel. post inspection)
 - Increase satisfaction with condition of home (CTOS)
 - Monitor outcomes of inspections – successful/unsuccessful



2. Promoting Independent Living

- (i) **Improve quality of housing for people with disabilities**
 - **Deliver on programme of adaptations within timescales**
 - **Contribute to development of “Accessible Housing Register”**



Promoting Independent Living (cont.)

(ii) Provide services to tackle homelessness

- Identify temporary accommodation requirements
- Establish reasons for tenancy failure
- Identify floating support requirements
- Establish customer satisfaction levels with service



3. Fostering Urban and Rural Regeneration

- LSPs, Neighbourhood Renewal, SPOD, estate strategies etc.
- Expected outcomes by March 2011



4. Promote Affordable Housing

- **Implement Desktop Assessment, Personal Housing Plans & Partner Landlord Scheme**
- **Develop Local Office database to include:**
(in conjunction with community)
 - **NIHE stock & turnover levels;**
 - **Housing Assoc stock and turnover levels;**
 - **Private sector opportunities including Local Housing Allowances.**



5. Building a Stronger Community

(i) Empower local communities

- Increase community representation from x% to y% or no. of Compacts agreed
- Undertake at least one estate inspection with local community group and partners;
- Outcomes from Good Relations / Shared Neighbourhood programmes



Building a Stronger Community (cont.)

(ii) Work with others to improve community safety:

- Work in partnership at community level and report progress to DHCN
- Provide update on activity levels , complainant satisfaction, average days to resolve a case etc.



6. Delivering Better Public Services

- **Implement Financial Inclusion Strategy**
- **Provision of basic money advice**
- **90% of new tenants aware of weekly charge at sign up**
- **Relet properties within 26 days**
- **Achieve < x% service failures**
- **Achieve < x maintenance appointments**
- **Achieve x% of repairs completed at first visit**



Further Development?

- **Individual needs of community to be incorporated into compacts**
- **Increased role of HCN in office monitoring/evaluation?**
- **“Proof Reading” of NIHE documentation**
- **Inspection of dwellings to ensure suitable standards**
- **Deposits / guarantors / tenant reward scheme**



Further Development?

- **Communities paid to monitor void properties**
- **Review use of green spaces with communities**
- **Increased participation from other agencies / Develop compacts for Housing Associations**
- **Discuss local housing market at DCHN meetings**
- **Report on movement at DHCN between private & public sector**
- **Greater use of mystery shopping & TLI**
- **Prioritising the housing needs of young people**
- **Communities providing after hours support for vulnerable people**
- **Tenancy management courses through local groups**



Housing Benefit Units

- **Processing times**
- **Overpayments prevention plan**
- **Annual report on benefit service**
- **Uptake, income maximisation, prevention of overpayments, local office services**



Main Points - Accounts Units

- **New Prevention measures – new tenant debt / maximise zero debtors**
- **Maximise contact – telephone/visit**
- **New Tenancy Customer profiling?**
- **Annual report to AHCN on Financial Inclusion strategy**



Customer Service Units

- **“Call quality” – Develop more extensive/rolling Mystery Shopping feedback**
- **Staff satisfaction**
- **Benchmarking**





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