Getting the basics right

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Head of Neighbourhood Services

Put our customers first, be forward thinking and pursue opportunities for growth

go the extra mile

work as one team for the community

find solutions to problems
What I am going to cover

- Background information about Solihull Community Housing
- Our key challenges and what we are doing to meet them
- Income Collection
- Tenancy Sustainment
- The Digital Log Book
- Solihull Integration Project
- Commercial Ventures
- Savings and Service Cuts
A bit of background

- Solihull Community is an ALMO – established in 2004
- Solihull is a Borough of contrasting needs
- We manage 10,054 properties on behalf of the Council & we have 1163 leaseholders
- We have 37 high rise blocks – all located within a 3 mile radius of each other & 750 low rise blocks
- 65% of our stock are flats, maisonettes & bungalows
- We have 8,325 people on the housing register
- We do have an increasing number of difficult to let properties
A bit more background

- We provide a full range of housing management services including a cross tenure ASB service
- We also manage the housing register & CBL on behalf of the Council
- We provide a homelessness service
- We have our own DLO for day to day repairs & voids
- We have established a Commercial Team – more about that later on…..
- We have to make huge savings – at least £23m over the next four years
- We currently have 295 members of staff
Income Collection

- Key priority throughout SCH & performance is still relatively strong
- Lean Review completed back in 2012 – but constantly need to review & revise our approach
- Welfare Reform was the catalyst for change – developed clear policy for use of DHP with Income & Awards Team
- Universal Credit – we went live in May 2015 – close working relationship with DWP is vital
- Sharing best practice amongst other landlords in the Midlands has also helped
- Currently starting to model the impact of further welfare cuts

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Tenancy Sustainment

- Established Tenancy Sustainment Team in October 2013
- Their role and remit has been constantly developing since then
- We introduced Introductory & Fixed Term Tenancies from April 2014 – huge change & don’t underestimate the impact
- Recently reviewed their role again & have expanded the Team to include our Money Advice Team & Housing Options staff who manage the CBL
- Co-located Tenancy Sustainment Team with Voids Team
- The Team have been leading the way on ‘channel shifting’
The Digital Log Book

- Pre tenancy contact and support are vital
- Every applicant is contacted and participates in a pre-tenancy interview prior to offer of a tenancy
- Required to set up a personal digital log book and complete an online assessment
- Receive full advice on costs of running a home and budgeting
- Tenancy Action plan and assessment is completed
- Assess the support level required particularly vulnerable customers
- Sign post and refer to other services including our Money Advice Team
Support and Referrals

- Digital Inclusion – ensure all new tenants have an email account and we can sign post to book free I.T. courses
- Local Welfare Provision - we can access goods and services including essential furniture, white goods and starter packs
- Financial inclusion – we advise of availability and how to obtain basic bank accounts e.g Barclays Bank
- Warn against high cost interest retailers and loans - signpost to credit union
- Promote employment and training via Council’s Employment Support

However – we are currently not in a position to withdraw an offer of accommodation even if we know that it is unaffordable
Digital Log Book

The Digital Log Book is an online digital personalised portal that enables you to manage all aspects of your tenancy with Solihull Community Housing.

It will enable you to access and bid on properties and once you have been allocated a property you will be able to better manage your property, access all property information and even report a repair.

There is an online calculator to help you manage your finances, monitoring your daily, weekly and monthly incomings and outgoings.

You will also be able to access employment opportunities, create CV’s and gain additional skills as well as being signposted to other important pages to help support you in employment.
Your Folders

Once you are logged into your Digital Log Book, you will be able to view a number of folders, enabling you to manage your information and Digital Log Book and digital identity.
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In order to help you to better manage your money, in preparation for the implementation of Universal Credit, you will have access to a folder that includes budgeting tools and ability to save monthly budgets, together with information about finance and signposting to organisations that can help with money advice etc.

**Money left over for February: £-119.71**
**Money Advice Service**
Call 0300 550 5000
moneyadviseservice.org.uk

**Weekly average for February:**
- **Incomings:** £140.37
- **Outgoings:** £170.3
- **Savings:** £-29.93

### Incomings
- **Add your income here**
- **Child Benefit:** £20.50 Weekly
- **Child Tax Credit:** £3.52 Weekly
- **Income Support:** £77.35 Weekly
- **Wages:** £10 Weekly

### Outgoings
- **Add a new budget item**

#### Total Property Rent: £250.79
- **Rent to Pay:** £0 Weekly
- **Council Tax:** £0 Weekly
- **Utilities Electric:** £14 Weekly
- **Utilities Gas:** £14 Weekly
- **Utilities Water:** £7 Weekly
- **TV Licence:** £5.60 Weekly
- **TV Package:** £0 Monthly
- **Mobile Phone:** £26.10 Weekly
- **Phone Landline:** £0 Monthly
- **Food:** £40 Weekly
- **Travel:** £0 Weekly
- **Leisure:** £0 Monthly
- **Credit Card:** £0 Monthly
- **Pay Day Loan:** £0 Weekly
- **Personal Loan:** £0 Monthly
- **Personal Loan:** £0 Monthly
- **Cigarettes:** £0 Weekly

### Monthly Total
- **£561.48**
- **£681.19**
Summary of Monthly Money/Finances

Automatically calculates ‘income’ with ‘outgoings’ telling you what money you have left at the end of the month.

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CV Creator

You will be able create a standard template CV for job application purposes.

Tenant taken on a step-by-step process to create a CV.
Find a Job

Once you have created a CV you can then link to the Universal Job match website from your Digital Log Book in order to search and apply for a job. If you are a new user you will need to set yourself up as a new user on the Universal Job match web site.

Find a job with Universal Jobmatch
Search and apply for full or part-time jobs in Great Britain and abroad. Log in to Universal Jobmatch if you have an account.
Search and apply for jobs without an account.

Job title

Postcode, town or place

Skills (optional)

Search
Register with Solihull Find a Home
If you have registered for a Digital Log Book and currently do not have a tenancy with Solihull Community Housing, you can use it to access Solihull’s property service. The service will allow you to search for a property.

Solihull Home Options is the name for the Council’s Allocations Scheme which includes partner housing association properties for rent.

- Solihull Home Options is a partnership. You can view information about our partners by visiting our partners page on this website.
- Solihull Home Options enables you to decide where you want to live.

Properties that are available for rent will be advertised each week.

- We offer advice and support to assured customers to make the most of their housing opportunities and to plan ahead. Please use our Housing Options Wizard which will guide you through the different options you can explore to enhance your housing situation. This includes access to Money Advice which includes associated services.
- All new applicants need to fill in an application form, completed online by clicking here. If you are unable to complete an online application, please call into a Solihull Connect office or call us on 0121 717 1515.

If you would like to view or download our Easy to Read guide, please click here.

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Your Tenancy

Once you have taken up a tenancy with Solihull Community Housing and attended your sign-up interview and signed all the relevant documents, your personal details will be linked together. You will then be able to view your rent balance as shown below.

This enables Solihull Community Housing to comply with landlords legislations to provide you with all kinds of information about your home and locality.
Solihull Integration Project

“By 2020 WMP will have reduced by almost 45% over a decade. I am confident though that policing will continue to protect the public but how services may look and be delivered will have to alter – both to respond to the financial challenges we are facing and to new and growing threats like child sexual exploitation and online crime.”

Chief Constable Chris Simms  July 2015

“To identify and explore opportunities to improve partnership working and integration between Solihull Council, Solihull Police & Solihull Community Housing which will support the vision of the partners and provide a better service to Solihull communities.”

October 2014
Solihull Integration Project

- Conflicting Priorities
- Duplication of resources
- Silo Working
- Inconsistent information sharing
- Improved intervention and enforcement opportunities
- Operational duplication
- Common high demand areas
- Improved outcomes for local residents
- Formalising and strengthening the good partnership work that already exists

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Alignment of Local Teams from January 2016

SMBC
- Neighbourhoods Manager
- Neighbourhood Rangers
- Neighbourhood Activity Program (NAP)
- Neighbourhood Co-ordinators
- Environmental Crime Team
- Environmental Health - Community

Local Community Team

Solihull Local Police Unit
- Neighbourhood Inspectors
- Neighbourhood Sergeants
- Neighbourhood PC's
- Neighbourhood PCSO's

SCH
- Neighbourhood Services Manager
- Senior Low Level ASB Officer
- Tenancy Officers
- ASB Officers
- Estates Officers
- Low Level ASB Officers

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Commercial Ventures

- New build for rent & sale – to generate a surplus that we can re-invest
- Better Places
  - Graffiti Service
  - Pest Control Service
  - House Clearances
  - Bulky Waste removal
- Wellbeing Service
- Private Sector Leasing & Social Lettings Agency
Savings & Service Cuts

- Management restructure took place in August 2015
- Further restructuring planned for next 2-3 years
- Withdrew assisted gardening scheme in April 2015 – following consultation with customers
- Cut Environmental Improvement Budget from April 2015
- Reviewed cleaning contract as part of retendering exercise
- Reviewed CCTV contract as part of retendering exercise
Thank you for listening

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