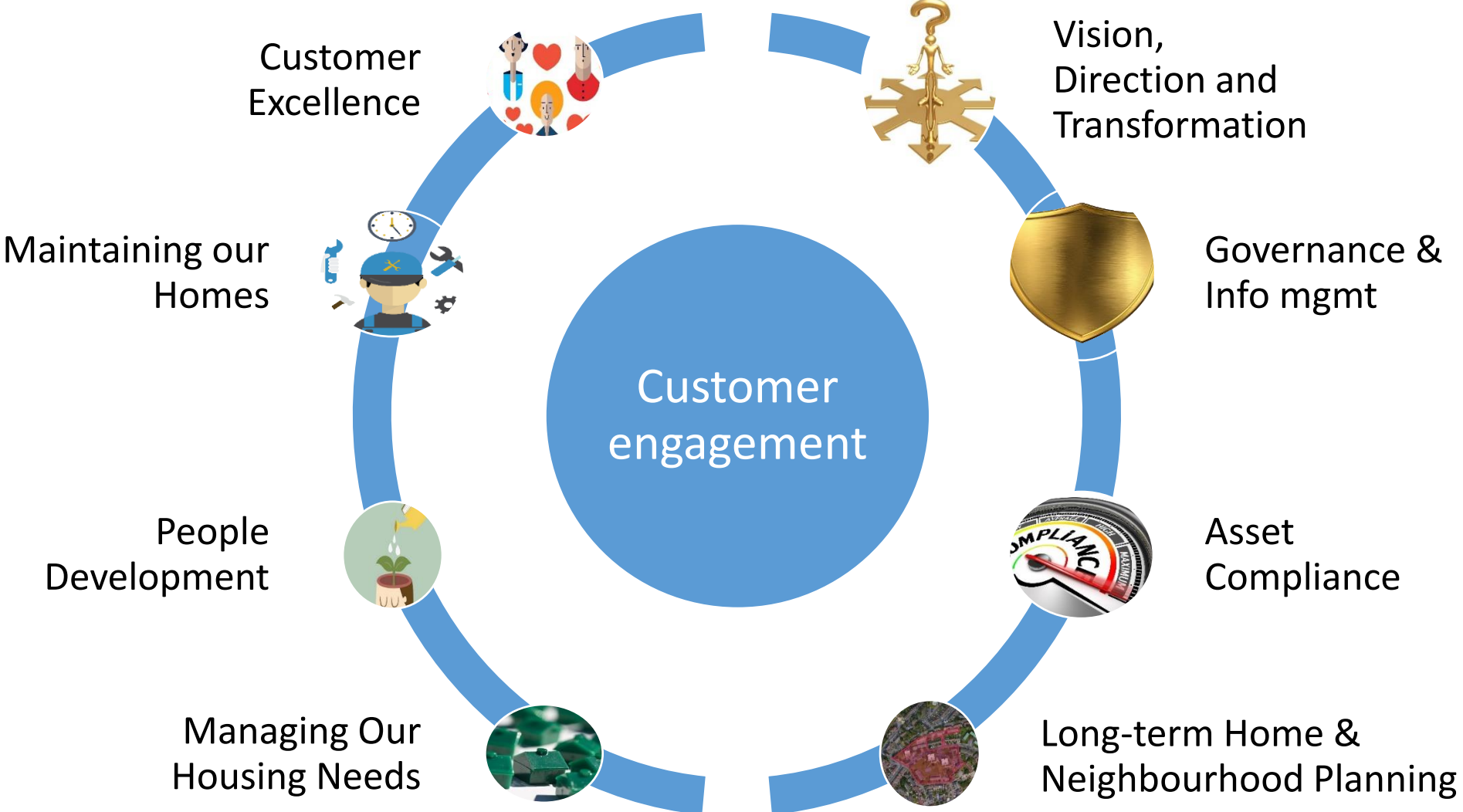


Transformation Update Feb 2024

The Programme 3- 5 years







- Customer Care programme
- NEC & data cleansing
- Lettable standard
- Customer Information review
- Resident engagement framework
- New delivery model
- Cleaning standards/Photobook



- New contractors
- New Contact Centre
- Awaab's law – Damp and Mould task force
- Disrepair review



- Setting behavioural standards
- Stabilising the workforce
- TNA & professionalisation of workforce



- New housing needs operating model – live Sept 2023
- Homelessness and Rough Sleeping strategy
- Occupancy Checks
- DPS
- HA Partnership
- Partnership – Childrens & Adults, RSL

Maintaining our Homes



Customer Excellence



People Development



Managing Our Housing Needs



Lessons learnt so far

- New Regulatory Framework means the programme will need to adapt
- Customers are at the heart of key changes (statutory requirement) – engagement extends timeframes if done properly
- The scale of change is significant: behaviour, process, attitude, skills
- Return to Statutory Services (General Fund) yet shift to Customer at the heart – difficult to balance but engagement is key
- Restructures impact on people – takes time to settle and overcome barriers to change
- Communicate, Communicate, Communicate – Change is very much feared
- Processes will change – we want to get colleagues involved
- Get involved so we all deliver better services
- Scale of change requires monitoring, commitment, engagement and training