

Sutton Housing Partnership

Information Network

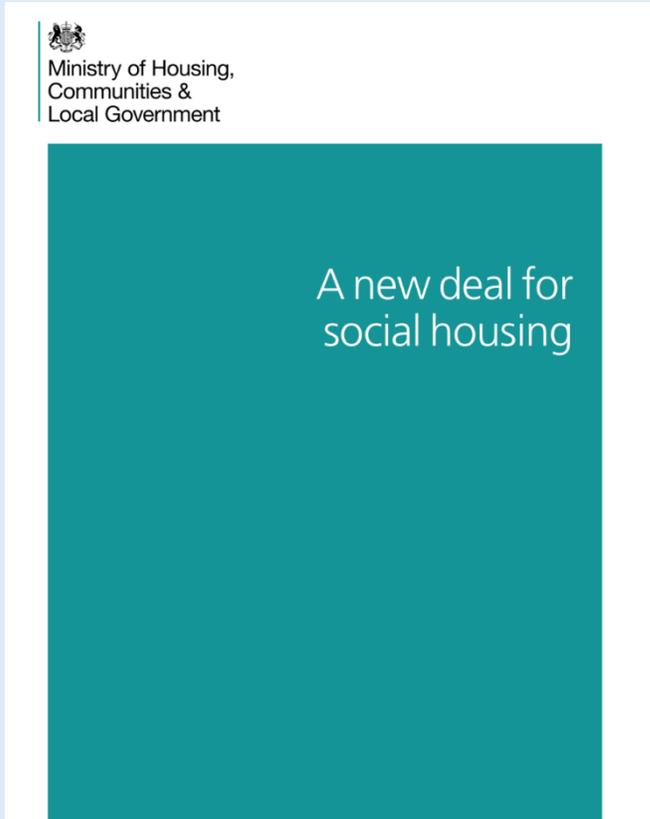
Monday 4th December 2023

Key Housing Issues in Sutton



- Increasing the supply of social and affordable housing
- Reducing dependency upon insecure temporary accommodation and overcrowded homes
- Keeping tenants safe in their homes – ensuring fire safety and tackling fuel poverty which drives damp and mould
- Services must meet the new Housing Consumer Standards
- The tenant and resident voice is heard and we work collaboratively to deliver effective services

Strategic Context



- Housing White Paper “will transform social housing redress and regulation”. DLUHC plans to name and shame failing landlords
- Challenge of implementing building and fire safety legislation, maintaining decent homes and achieving zero carbon
- Covid has stretched community resilience and changed the work experience
- Inflation and soaring energy costs are generating a cost of living crisis; supply chains are stretched and increasingly unreliable
- Already seeing an impact on rent collection and arrears
- New focus on quality standards in the sector led by ITV, the Housing Ombudsman and Kwajo Tweneboa, a Clarion tenant of Eastfields Estate in Mitcham

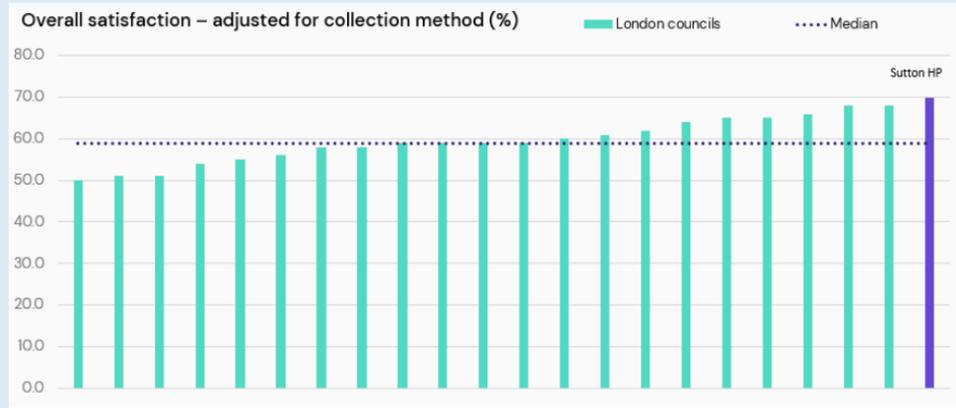
Housing Quality is now top of the Agenda



- Many landlords besieged by legal disrepair claims are resourcing new teams to respond to them
- 83% increase nationally in complaints to the Housing Ombudsman
- Select Committee Inquiry into the quality and regulation of social housing in England and the Government's proposals in the social housing White Paper for improving the regulatory regime
- Kwajo Tweneboa a 22-year-old student has become a champion for social housing tenants, shaming Clarion, Europe's biggest housing association, into action



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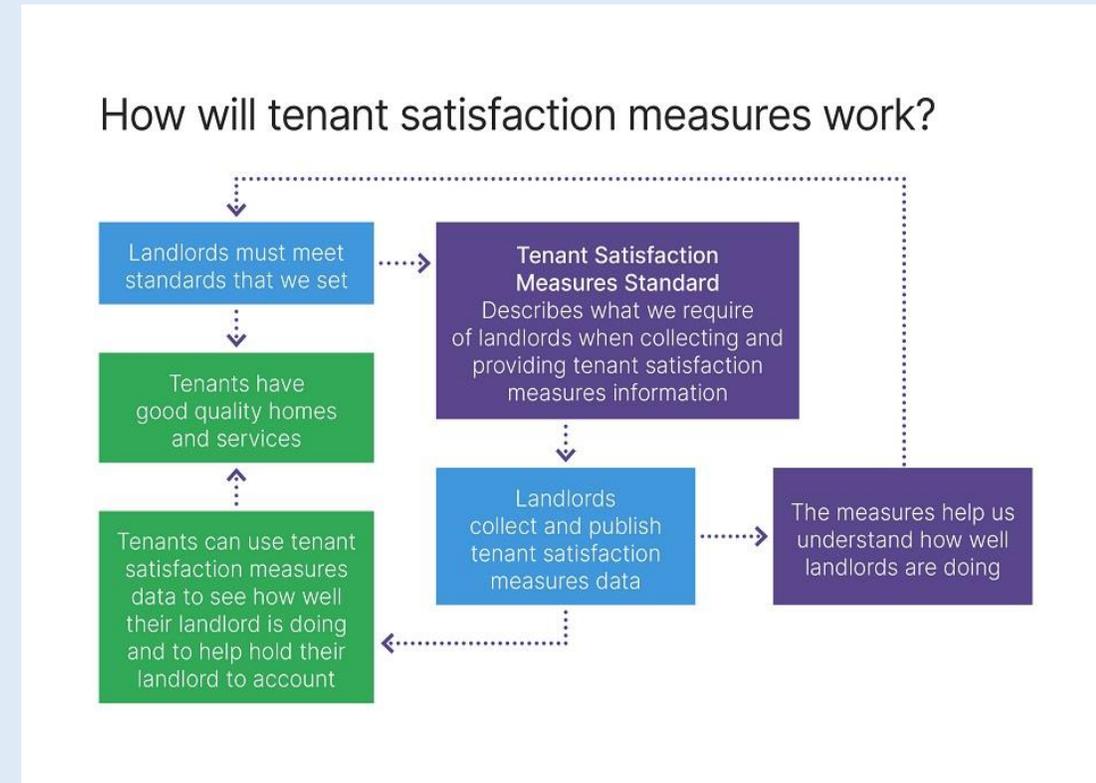
- We are a Housing Company (ALMO) formed in 2006 and manage 7500 London Borough of Sutton homes.
- We have a distinctive way of working, the New Deal, based on smaller patches, building mutual trust and confidence between us and residents and every home a platform for household success
- According to Housemark we are the best performing local authority landlord in London



Housing Regulation Act Requirements

- To be safe in your home
- Transparency of landlord performance
- Prompt and fair handling of complaint resolution
- Tenants treated with respect
- Strengthened resident engagement
- Good quality homes and neighbourhoods

Ensuring the tenant and resident voice is always being heard and listened to



Remodelled SHP: what have we achieved?

- **Improving Communities:** tackling cost of living crisis; help with energy bills, maximising income and saving regularly through Sutton Credit Union, help with essential costs from Household Support Fund, saving energy at home; SHP Community Food Shop at Hill House, STARS furniture scheme provides new affordable furniture and appliances, the Warm Spaces drop in for a warm drink, meet mutual friends or new people and keep warm
- **Achieving accreditation under the Domestic Abuse Housing Alliance**
- **Smaller patch sizes** allow managers to be more visible locally, get to know residents and develop mutual trust
- **Keeping people safe in their homes:** Stock Condition Survey and compliance Action Plan to ensure all homes are safe
- **In-house repairs** team has improved reliability with 99.6% of appointments met and 97.6% of all repairs completed within target
- **Collaborative working with residents:** joint Resident Engagement events with SFTRA and local conversations with Resident Action Groups to identify and act upon tenant priorities



SHP's top priorities:

- Get to know our residents and transform our partnership with them to one that is characterised by **co-working** between equal partners
- Develop the **Housing Manager** role to retain and attract talented people with interest and curiosity for understanding households and helping them to prosper
- **Furniture/white goods poverty**: expanding affordable rental schemes
- **Food poverty**: more wrap-around support via initiatives like Hill House food shop
- **Debt/rent arrears**: refocus on holistic engagement working *with* families in arrears rather than punitive approaches



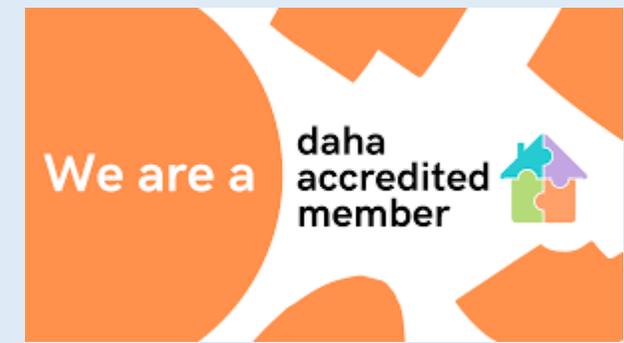
SHP's top priorities in the year ahead:



- Invest more in tackling anti social behaviour at a time of dwindling police resources
- Keep buildings fully compliant and tenants safe at all time
- Provide staff with everything needed to work effectively
- Establish trusted and productive partnerships with the Council and partners so we are seen as valued, relevant and worth engaging with
- Make use of the cost savings SHP has delivered to increase supply of social housing through buybacks and support the Council's estate regeneration planning



Progress Made by SHP



ST HELIER COMMUNITY FOOD SHOP

OPENING 22 AND 23 APRIL AT HILL HOUSE

Providing individuals and families with affordable food

- £3 a week gives access to 12–15 food items a week (worth approximately £15)
- There will be a mix of fresh and non-perishable food which will vary from week to week.
- Membership is for six months and can be cancelled at any time.
- Members can receive advice and support on education, training, employment and health and wellbeing.
- Every Thursday and Friday 10am–12 noon at Hill House, Bishopsford Road, Carshalton, SM4 6BL

Sign up at bit.ly/StHelierFoodShop or call us

For more information contact:

Sutton Housing Partnership 020 8915 2000
SHP Community Development 07871 981764
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hillhouse@communityactionsutton.org.uk



- Clear organisational purpose: every home a platform for successful lives
- Tenant satisfaction compares well against London landlords - 78% to 69%
- Person centred approach to tenancy management - nurturing mutual trust and confidence through regular contact and connection to opportunities
- Focusing on levels of satisfaction, trust and engagement, addressing areas customers say they are most concerned about and prioritising service delivery
- Place based: listening to local residents; empowering the Housing Manager
- Accountable in-house services for repairs, caretaking and gardening
- Dealing immediately with complaints to resolve them straight away
- Community investment for supporting jobseekers, tackling food and fuel poverty, in health and wellbeing activities and in financial and digital inclusion
- Addressing the challenges: domestic abuse, anti-social behaviour and rising costs of living

Health and Wellbeing

- Building on existing community capacity to transfer authority and power to tenants and communities
- Individuals and communities need to have a sense of hope, purpose and control over their lives in order to enjoy good health and wellbeing
- **Contact:** people in communities need to be able to meet up to bond with others and share common interests
- **Confidence:** in talking about and raising community needs that residents can address
- **Control:** moving beyond dependency upon others to make change and taking action collectively
- Important that communities and professionals work as equal partners



Managing Change and Solving Problems

CHOOSE POSITIVITY
DEFAULT TO TRANSPARENCY
FOCUS ON SELF-IMPROVEMENT
BE A NO-EGO DOER
LISTEN FIRST, THEN LISTEN MORE
COMMUNICATE WITH CLARITY
MAKE TIME TO REFLECT
LIVE SMARTER, NOT HARDER
SHOW GRATITUDE
DO THE RIGHT THING

- The ability of frontline workers to respond positively to change, and to operate within a constantly changing environment, has become more critical
- Things are changing, we need to be out there explaining the changes to our tenants and putting things in place
- We became very good at training people to deliver on key lines of enquiry... but now we need people who see the big picture and deal with change
- The move away from a highly process-driven environment to one where individuals are more empowered to make decisions whilst on the front line, makes it more critical that they can respond according to the situation

Working Together for Housing in Sutton

- The Sutton Plan describes how different sectors and partners will work together:
- ***Work across sectors*** - build and maintain partnerships across all of the borough's sectors, working together towards achieving our shared vision and objectives.
- ***Provide coordinated, seamless services*** - reduce duplication and enable as much care and health support as possible to take place at home and in the community.
- SHP's ambition is to make a success of partnership working to realise the Plan objectives by connecting up what is often effective and inspirational work being delivered by individual organisations to how others are addressing the same issues in different sectors.
- To break down organisational silos and the separatist culture which sustains them
- Replace this with truly collaborative partnership working that aligns objectives between agencies and makes use of shared platforms, insight, resources and know-how to optimise the impact for and with residents and communities.
- This strategic alliance is at best only embryonic and needs to be built at leadership level and at the ground floor across resident facing services and activities.



Alliance with Strategic Partners: building community capacity and independence



- SHP is developing a new relationship with residents based on mutual rights and obligations: regular and productive conversations about taking responsibility and making the right choices
- Encouraging mutual trust and confidence between housing managers and residents to work in a coordinated way on local issues and priorities that require a joined up response.
- Tenants can approach their Housing Manager direct about paying their rent or paying off arrears and that rent conversation will inevitably illuminate other tenancy sustainment challenges they face:
 - *Money pressures, household budgeting and financial inclusion*
 - *Health concerns, general wellbeing and keeping active*
 - *Access to education, training and employment*
 - *Availability of local community and support networks*
 - *Concerns about safety and deterring behaviour that could cause nuisance*
- The reduced availability of local provision to address these concerns makes it important that as a landlord SHP is able to step in and engage with affected residents
- SHP is not able to solve every problem that our residents face and we rely on other agencies to work with us so we can signpost residents to appropriate advice and support.
- It is Important that we create a strong reciprocal understanding with those agencies of what each needs from the other.



Successful Communities

Successful Communities have the following characteristics:

- **Well connected** (geographically and through social networks and communication technologies) - *people meet up and talk to one another*
- **Confident and creative** (innovative, entertaining and vibrant) – *prepared to step and take responsibility*
- **Thriving** (strong and diverse businesses, services and employment across all community groups) – *enabling residents to succeed at what they want to be*
- **Sustainable and resilient** (environmentally, economically and socially) - *able to respond to adversity and build upon existing assets*
- **Designed for people** (easy and safe for all community groups to access the services, amenities and comfort they need) – *inclusive, welcoming and rewarding*

