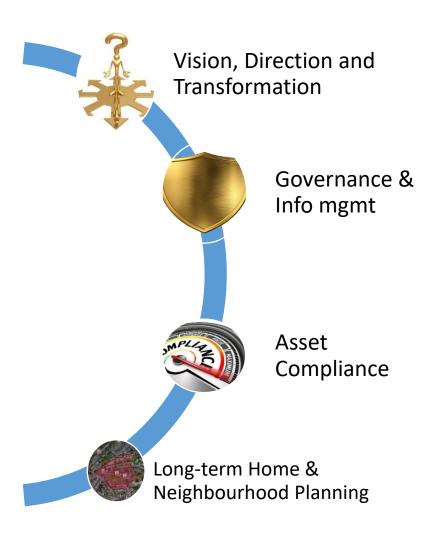
## Transformation Update Feb 2024



## The Programme 3- 5 years









- New Vision and Mission for the directorate
- New Housing Strategy
- Voluntary Undertaking agreed with regulator
- Residents Charter



- CiPFA training to re-establish how HRA funds used
- New SLAs across the organisation
- New Performance framework
- New Housing directorate structure top tier
- Adaptation to regulatory framework



- Registering all 46 tower blocks & preparation for new inspection regime
- Structure of team developing to satisfy new building and fire safety regime
- Review of LPS blocks



- Regina Road
- Regen strategy
- New division
- Asset Management Strategy





- 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



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 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

