NPH Tenant and Leaseholder Conference 2019

Update from Mike Kay, Chief Executive

NORTHAMPTON PARTNERSHIP HOMES

NPH purpose – Our Vision

NPH provide homes which enable people to live happy and healthy lives in enriched communities

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What will I cover?

- Corporate Plan
- Estate Services
- Grounds Maintenance
- Development Update

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Corporate Plan

2018 - 2023

People • Homes • Communities

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Our Strategic Objectives

- Quality homes and estates
- Customer focussed
- Opportunity and access for all
- Maximise Partnership
- Being an effective organisation

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Quality Homes and Estates

Key themes:

- Estate Renewal
- Community Regeneration
- Developing and creating new homes
- Clean and well maintained estates

Over the next 5 years approx. £100m spent on improving homes, Neighbourhood Regeneration and new homes

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Customer Focussed

The Institute of Customer Service

Key themes:

- Easy to do business with NPH
- Able to contact the right person
- Listen and involve our customers
- An Omni-channel approach to customer choice
- Customer Service Strategy

We will work to attain Service Mark accreditation from **The Institute of Customer Service in 2020**

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Opportunity and access for all

Key themes:

- Customers access to more services online
- Improved resident involvement
- Continued investment in training for tenants
- A Community Interest Company

'Happy to Help' CIC has now been registered as a new subsidiary company and is co-governed with tenants.

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Maximise Partnership

Key themes:

- Using our partnerships to deliver more
- Launch of Happy to Help CIC
- Partnership work with local and third sector organisations
- Partnerships with contractors
- Supporting delivery of NBC Housing Strategy

CIC will look to **create inward investment** of around £500K over 5 years

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Being an effective organisation

Key themes:

- Effective and efficient
- Value for money organisation
- Growing and developing staff
- Our culture

Investing an developing and growing our own talent through our **Apprenticeship Programme**.

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So How did we do?

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Carrying out Repairs

% of appointments kept	% of total repairs completed within target period	% of emergency repairs completed within target time (24 hours)	% of repairs completed during first visit
28 Feb 19	28 Feb 19	28 Feb 19	28 Feb 19
99.52%	98.39%	99.50%	98.56%
Needs Improvement	Poor	Needs Improvement	Very Good

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Reporting Anti-social Behaviour

Number of cases of ASB received	Number of cases of ASB closed	% of tenants surveyed who were satisfied with the ASB service (case handling)	% of tenants surveyed who were satisfied with the ASB service (case outcome)
31 Mar 18	31 Mar 18	28 Feb 19	28 Feb 19
503	251	85.34%	79.31%
Monitoring	Monitoring	Very Good	Monitoring

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Housing Management - Voids

Average no. of days to re-let empty properties needing minor works

28 Feb 19

27.95

Poor

Average no. of days to re-let empty properties needing major works

28 Feb 19

48.29

Poor

Average no. of days to re-let all empty properties

28 Feb 19

33.11

Poor

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Housing Management – Rent Income

% void rent loss	% rent collected (excluding traveller site)	% current tenant arrears
28 Feb 19	28 Feb 19	28 Feb 19
0.74%	99.18%	2.68%
Very Good	Very Good	Very Good

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Feedback and Complaints

% of complaints responded to in full within target time

31 Dec 18

86.14%

Needs Improvement

% of complainants satisfied with case handling

31 Dec 18

96.42%

Very Good

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Survey of tenants and residents (STAR 2017)

% of tenants satisfied with overall quality of home	% of tenants satisfied with NPH services	% of tenants who think NPH is good at keeping them informed	% of tenants satisfied that their rent provides value for money
31 Dec 18	31 Dec 18	31 Dec 18	31 Dec 18
74.58%	76.43%	74.22%	78.42%
Meeting Target	Meeting Target	Needs Improvement	Very Good

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Estate Services

Update on Cleaning Contract carried out to NPH managed blocks by JustAsk

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Estate Services

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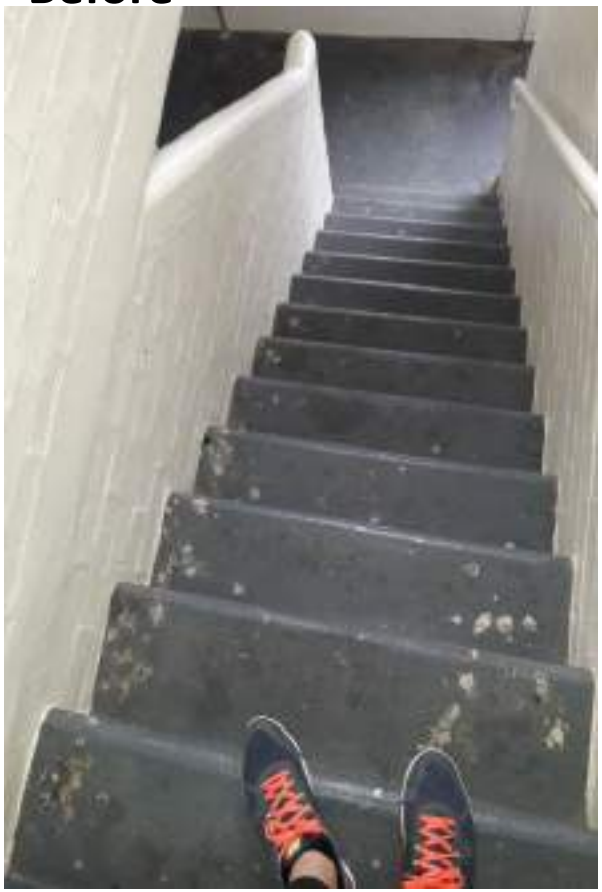
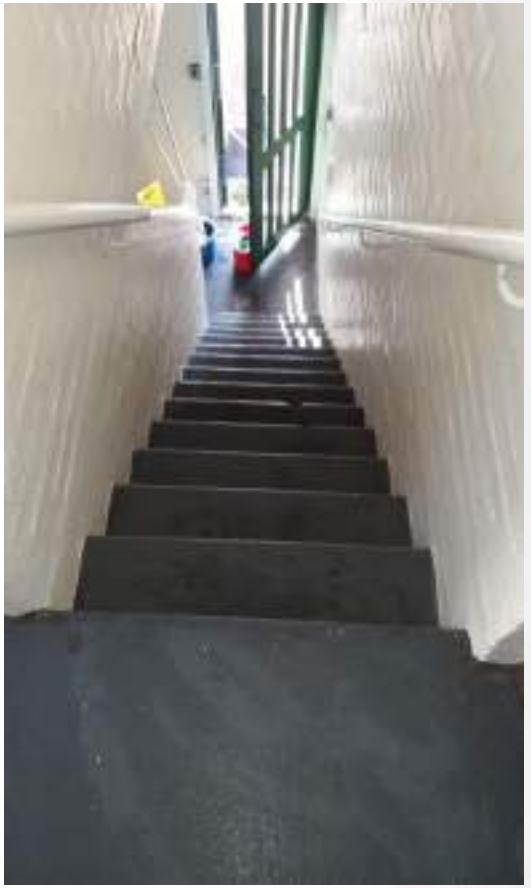
Before



After

After



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Before

After

After

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Grounds Maintenance

Update on Grounds Maintenance Contract carried out on NPH managed land by Continental

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What Were The Problems We Faced?

- An acknowledgement that many of the sites had been neglected for many years resulting in a very poor standard
- Amey did very little on a winter pruning programme during 2017-18 and did not carry out any grass cutting for the Spring
- Continental contract did not start until 1st June 2018 (middle of growing season).
- The division of responsibilities between NBC & NPH for grounds maintenance on the estates is confusing.

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Neglected grounds maintenance

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Overgrown areas

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The First Four Months (June – Sept)

- The contract started from 1st June 2018-this is in the middle of the growing season
- Resources concentrated solely on grass cutting. There is no requirement to cut & collect in following years
- If cut & collect were enforced it would have resulted in a disproportionate amount of time being spent on collecting the cuttings & taking them to landfill sites and significant increased costs to tenants.

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The First Four Months (June – Sept)

- The first grass cuts took over 6 weeks to complete due to the amount of work involved
- The second cut reduced the time to 3 weeks
- The third cut reduced the time to 2 weeks with the later cuts occurring within 10 days. The last grass cut occurred mid October.
- Only hedge/bush or shrub work was possible to areas where it was deemed dangerous or an obstruction to residents or vehicles

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Improvements before and after

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Before and After

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Big Items-Shrub & Hedging (Oct – March)

- After the completion of grass cutting for the year, priority was given to shrub & hedge and tree maintenance as big ticket items
- Due to the previous lack of adequate grounds maintenance & the failure to carry out a winter cut back programme, Continental have experienced low productively
- Completed a full tree survey on NPH managed land

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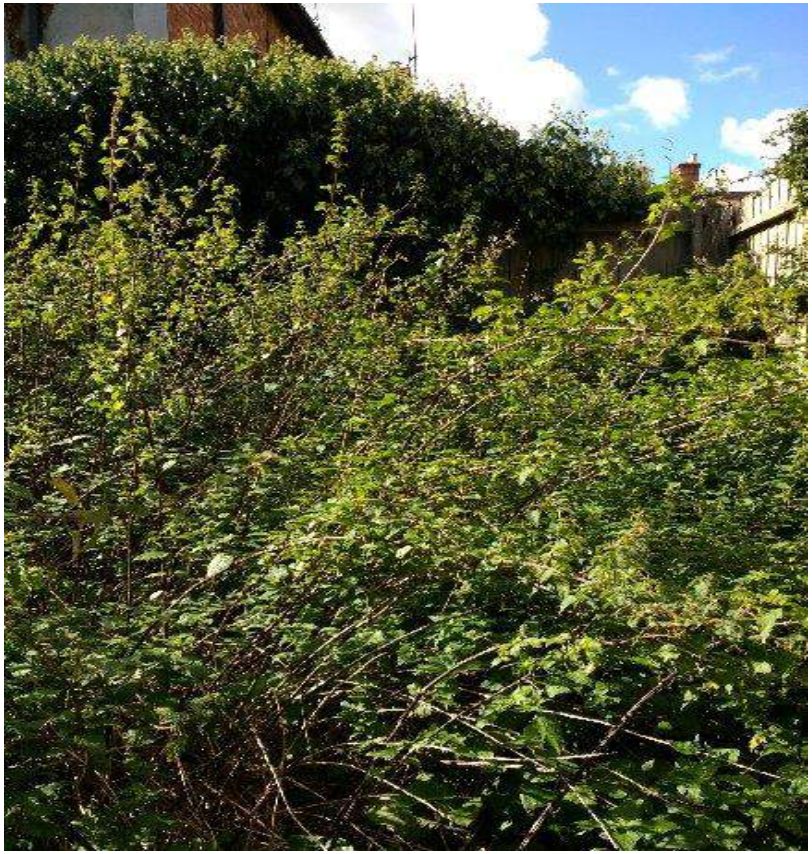
Problematic Areas



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Hedge Removal to Improve Security

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Ivy Removal

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Weed Removal

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Older Person Schemes

- The original design was open plan. Many had the front gardens cut by Amey but this service was not part of the contract.
- Some residents have attempted to brighten up their gardens with shrubs and other planting but have become frail and are unable to continue to maintain.
- Many Older Person residents do not pay service charges so extra charges are required if a service is to be provided

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Gardening Service to Residents

- Continental can provide a tenant own garden service of grass, pruning, hedging
- The cost would be £37,500 per annum representing a charge of £375 per tenant
- A recovered weekly cost over 48 weeks of £7.82
- CIC looking into providing a discounted (volunteer) Grass Cutting Service

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Examples of development progress to date

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Overslade House

Before

Work in progress

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Lower Bath Street – completed scheme

Before

After

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Little Cross Street – completed scheme

Before

After

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Lakeview House – completed scheme

Before

After

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Kings Heath Skate Park

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Spring Boroughs

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Longland Road garage site development

Before

Work in Progress

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Northfield/Eastfield site development

Before

Work in progress

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Nene Drive Community Room site development

Before

After

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Mike Kay
NPH Chief Executive

Thank You

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See the Person (Benefit to Society campaign)

Martyn Lund, National Committee

Why is there a stigma?

LSE research says:

Findings

- Social housing is increasingly a residualised sector. A reduction in numbers of properties, together with changes in housing policy, have led to the sector housing more vulnerable households.[1]
- Fewer people now have direct experience of social housing and increasingly it is seen as a tenure of last choice and as a safety net. The public over-estimate the number of people in social housing who are unemployed.[2]
- This view of social housing is reflected in pejorative media programming, recognised in 'poverty porn' and moralising broadcasting such as *Benefits Street* and *Council House Crackdown*, which specifically link tenure and benefits status together, also drawing links to perceptions of unacceptable behaviours.[2] 90% of tenants say the media portrays a stereotype of social housing tenants.[4]
- Social housing tenants have a very different perspective and their narrative shows the value of community in their local area and of their volunteering, caring and work roles.[2]
- This narrative is supported by the English Housing Survey which shows that 70% of social housing tenants are in work or retired, with just 7% unemployed. The remaining 22% are unable to work due to caring responsibilities or disability with 1% in full time education. Tenants recognise the contributions made to society by all these people.[1]
- Social housing tenants view an increase in stigma as being one of the major challenges to the tenure and to their wellbeing.[2]

Where we've been

- Campaign set up 2017
- Small group of tenants and housing staff wanting to make a difference
- Now 30+ sponsors and others amplifying

What a year - 2018

- House of Commons launch – with Housing Minister
- PM acknowledges stigma of social housing is an issue
- Green Paper has a chapter on tackling stigma – tenant campaign leaders invited to discuss with the MHCLG
- Housing Minister signs our pledge to tackle negative stereotyping
- We reached more than 300,000 people through social media
- LSE research published setting out the background of stigma
- Reprint of Fair Press for Tenants (our publication with the NUJ)…

… but there is more to do

The PM seems to have forgotten she's a Conservative

Mrs May's views on council houses ignore the basic Tory tenets of personal aspiration and pride

JAMES BARTHOLOMEW

Theresa May yesterday criticised or sneered at house builders, letting agents, landlords and managing agents. She talked of certain house builders which "dodge" their obligations. Her only reference to landlords was preceded by the word "rogue". Some managing agents had been "unscrupulous". She managed to get in a derogatory mention of the profit motive along the way.

Meanwhile she had nothing but praise and encouraging words for state-controlled housing, housing associations and tenants of council homes. She approvingly quoted some named person who had suggested that the rise of social housing in Britain had been "the biggest collective leap in living standards in British history". She wanted more of it of higher quality. She wanted social housing indistinguishable from private housing – so good that people would be "proud to call it their home". It was as if she has not seen or understood any of the important things that have happened in British housing in the past 70 or 80 years. It is as if she does not grasp what being a Conservative means.

Does she really expect people to be as proud of a home which is subsidised by other people as they would be of one which they struggled and saved to buy over 20 or 30 years? That is fantasyland psychology. Nor is it fair that people who worked and saved should find themselves next door to someone in an equally ample home who never made such sacrifices.

She has the perfectly good intention to be kind. But she does not understand what Margaret Thatcher so firmly grasped: that the less well-off do not want kindness. They want opportunity – the chance to improve their lot through their own efforts. They want the independence that buying a home creates.

Tenants of the state are at the mercy of the state. They are not allowed to make significant alterations. They are building up no capital. They cannot legally sub-let. If they want to move to another town, it will be difficult or impossible to get a similar property. They are trapped. This is big brother world. That is why Mrs Thatcher brought in the Right to Buy for council tenants. They at last overcame these limitations and often celebrated by painting their front doors in the colours they wanted instead of the council-imposed colour. Mrs Thatcher said: "If a Tory does not believe that private property is one of the main bulwarks of individual freedom, then he had better become a socialist and have done with it."

Yes, "individual freedom". That is a bit of Conservatism that Mrs May seems to have trouble with. She has it herself, of course. But being a Conservative means wanting it for everybody and wanting a private home for everyone who wants one. It is about personal aspiration and pride – not a false pride of receiving a gift from a condescending government.

Her knowledge of housing history is weak. Aneurin Bevan, the post-war Labour minister responsible for housing, like Mrs May, wanted to build top-quality council homes. But it takes more money and land to build at that standard. Bevan's policy resulted in a disappointing number of homes being built. So a modest number of people got good homes but the needs of hundreds of thousands of others were not satisfied. Fewer homes were built than after the First World War. After that, governments started building tower blocks to accommodate people more cheaply. That was a disaster. Many were vandalised and became ghettos of crime. Hundreds of council estates consisting of two or more tower blocks were demolished because no one wanted to live in them.

For these and other reasons, social housing has been in decline as a proportion of all housing for the past 40 years. The process continued uninterrupted under Tony Blair's government because it had become obvious that social housing did not work. And this has been the experience around the world. Germany, America and Australia have all seen significant drops in the proportion of social housing. Go online and you can watch the demolition of the Carpenders estate in France or the vast Pruitt Igoe estate in America.

Mrs May showed yesterday that she does not grasp the extent of the housing crisis and how [illegible] her little measures are to meet it. The cost of buying a flat or house is now far too high in relation to incomes. This is not because of builders or letting agents or any of the rest. It is government that is to blame for our housing crisis. The planning system is not fit for purpose. It does not allow for the building of lots of homes in places and in styles that people are happy about. It is all about the cost of land with permission to build. The demand is there but the supply is constrained by a planning system dating back to the post-war Labour government. If Mrs May seriously wanted to tackle the problem, she would send researchers to Germany, Switzerland and elsewhere to analyse the superior systems there.

James Bartholomew is the author of "The Welfare of Nations"

FOLLOW James Bartholomew on Twitter at @JBartholomew; Read more at telegraph.co.uk/opinion

Why it matters to me…

Work with us…

- Together we are stronger
- Amplify tenants' voices
- Recognise where the sector is part of the problem – and become part of the solution
- New leadership committee

@2benefitsociety

facebook.com/benefittosociety

Knowing you…..

- Tailoring and delivering services based on understanding and knowing our tenant and leaseholder needs
- Tenant Profile Project over the last year on getting to know you, and providing services with information to help inform what they do
- Helping to make changes to services over the coming year
- Snapshot data from June 2018 and April 2019

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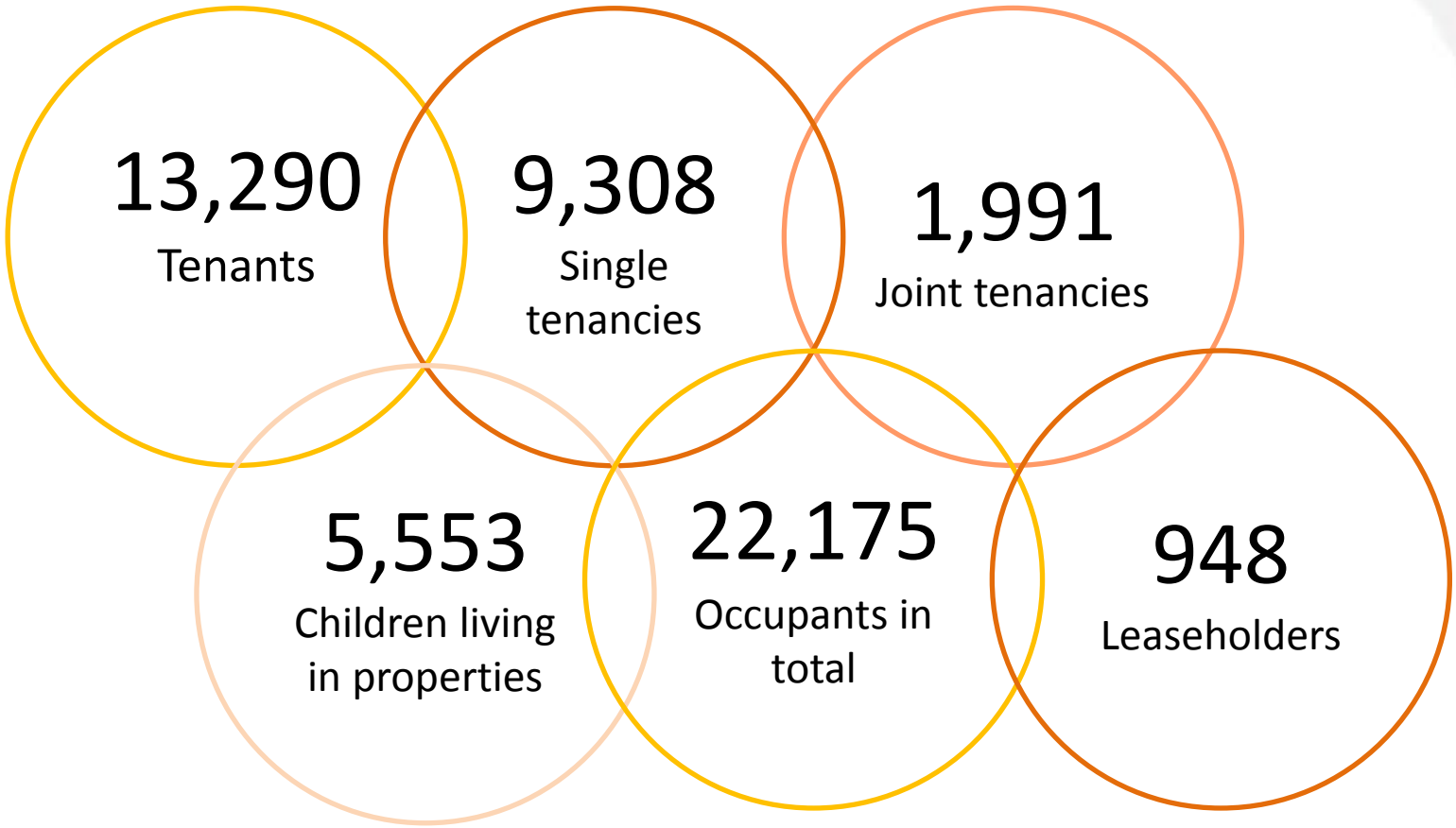
Who are our current tenants?



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Our tenants – demographics

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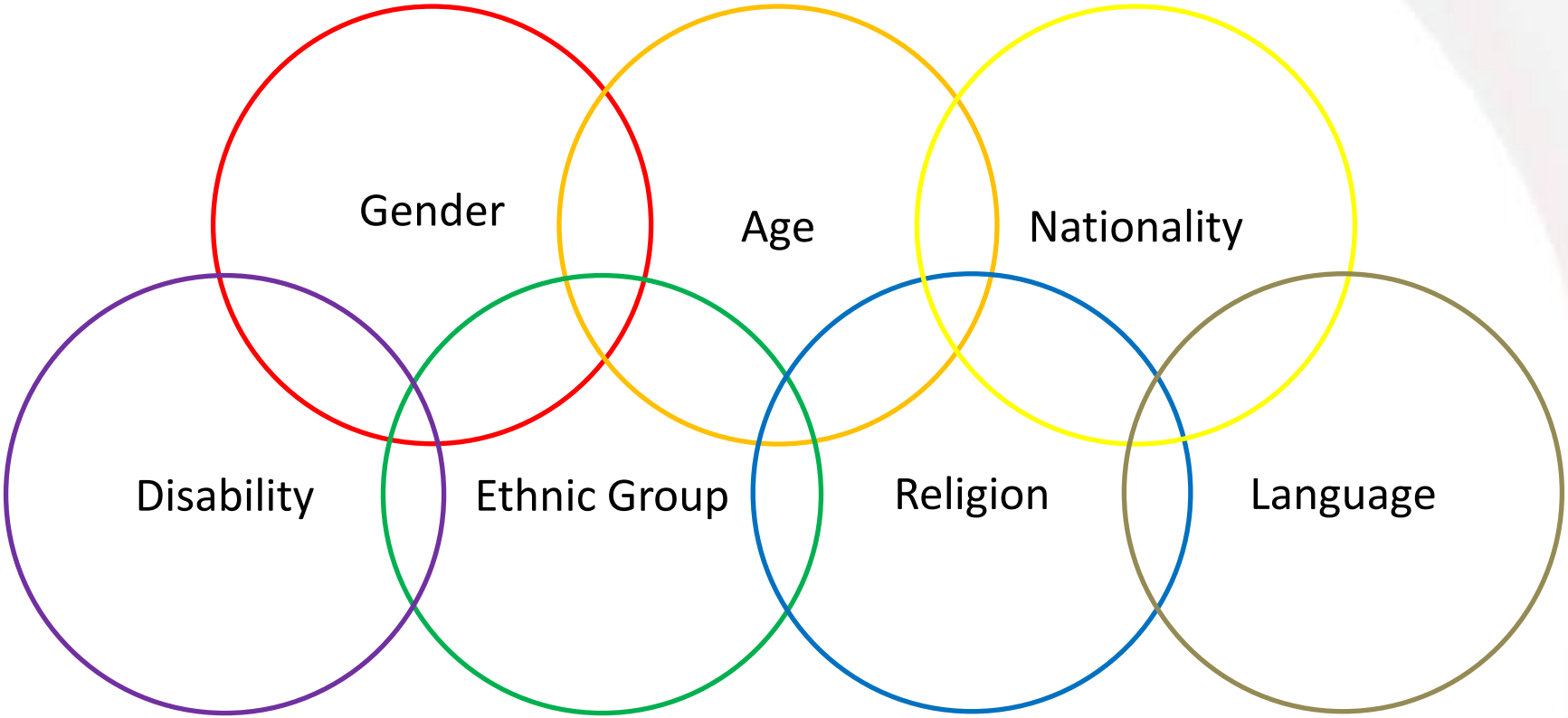

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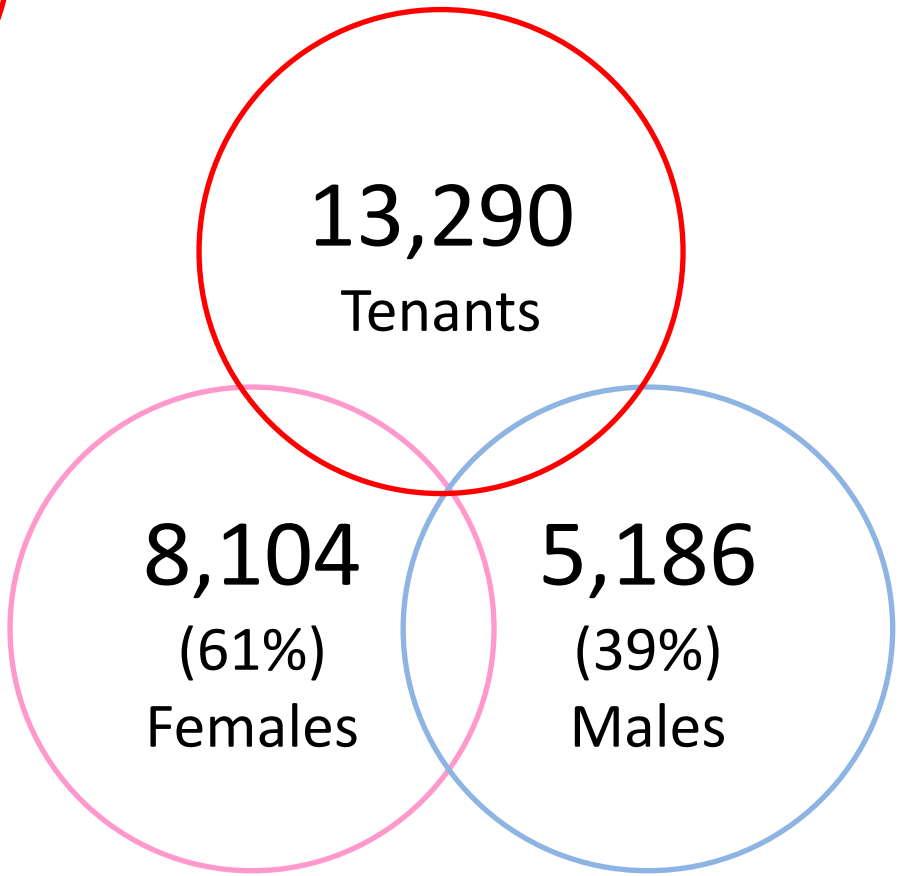
Gender



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Age

Age	Tenants	Tenants %
18 to 24	563	4.24%
25 to 44	4555	34.27%
45 to 64	**4797**	**36.09%**
65 to 84	2825	21.26%
85+	407	3.06%
Age unknown	143	1.08%

55+	**5382**	**40.50%**

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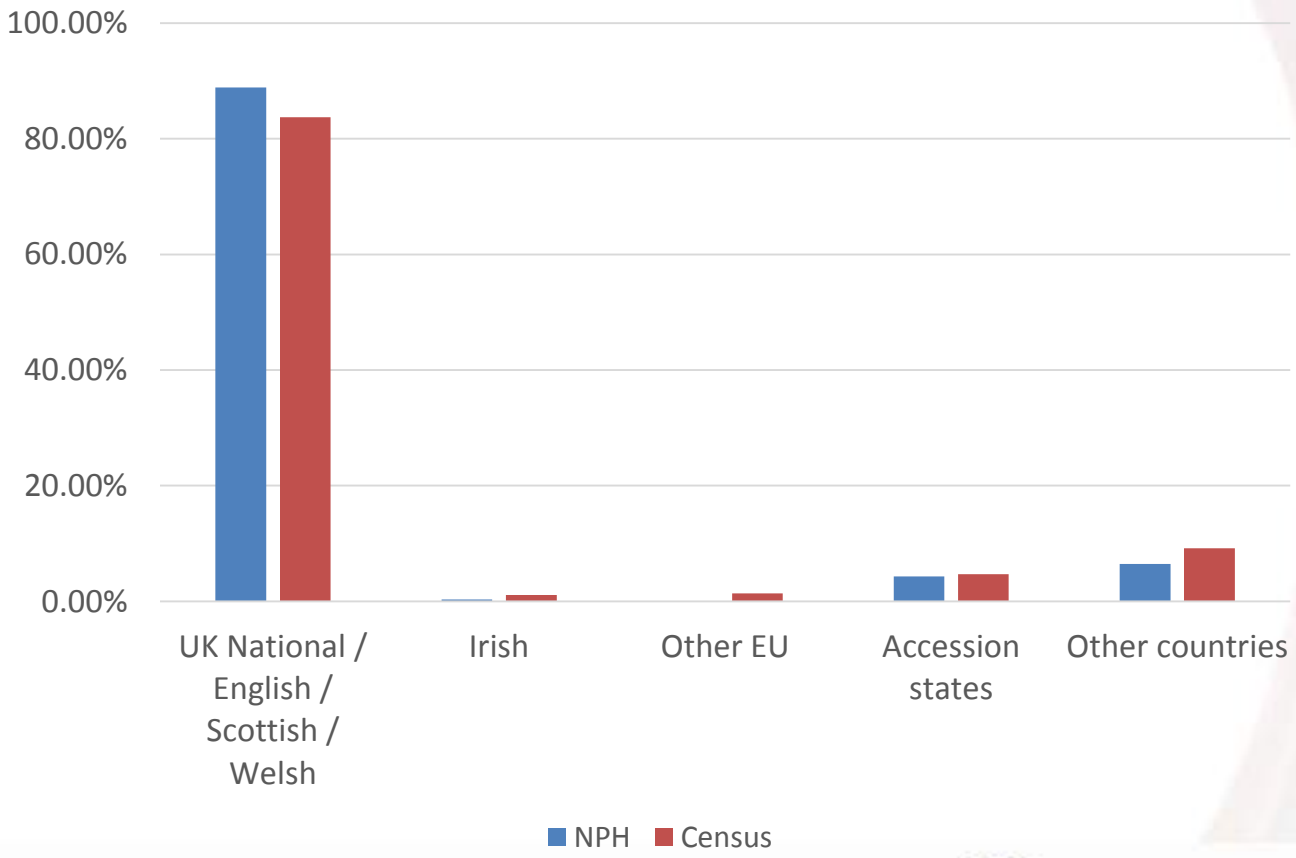
Nationality



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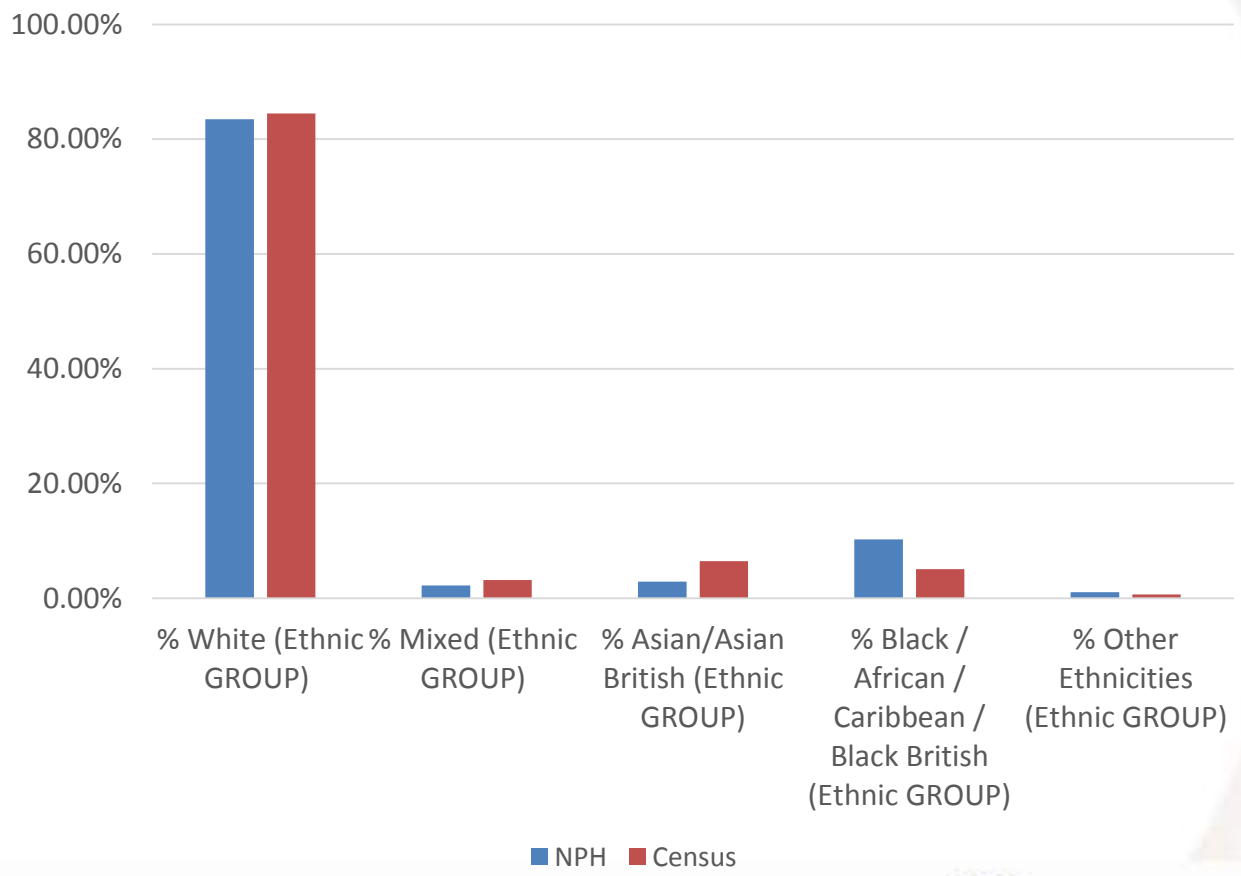
Ethnic group



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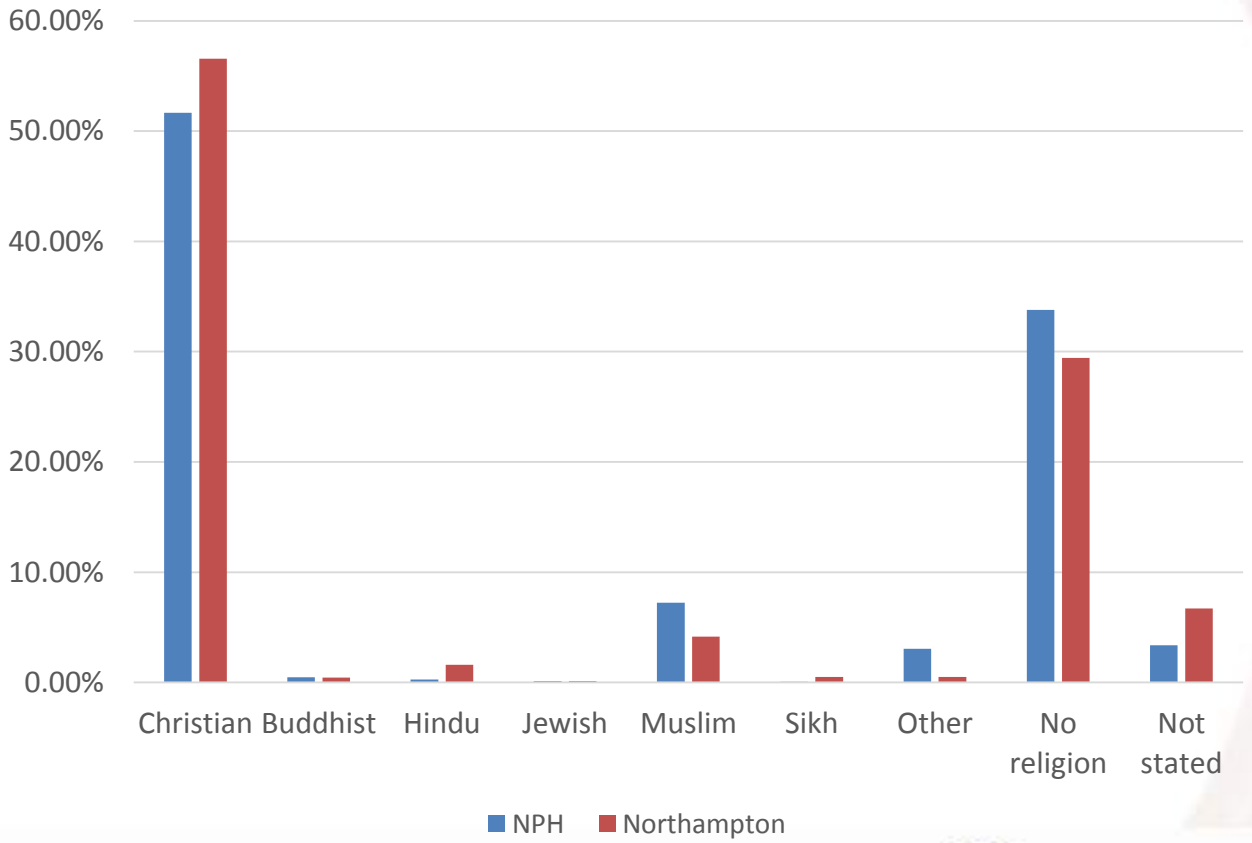
Religion



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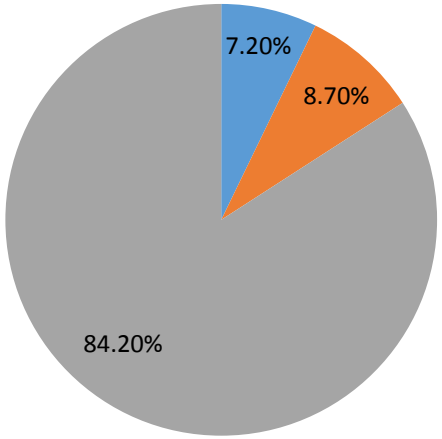
Disability

2011 Census



NPH Tenants			
Tenants responding 'Yes' to the question 'Do you consider yourself to have a disability?'		Tenants with at least one recorded vulnerability	
522	3.93%	4,247	31.96%

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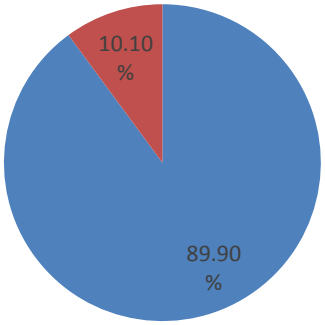
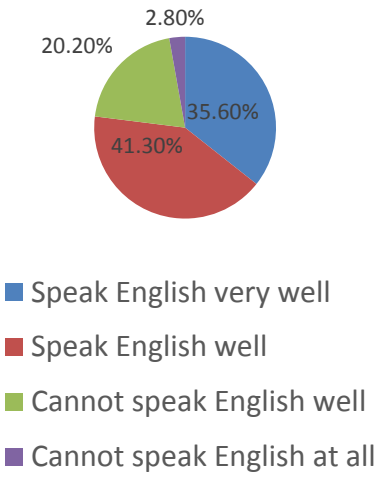
Language

Census 2011



Of those whose main language is not English



NPH Tenants			
Number / % of language entries other than English		Number / % of interpreters needed (of those who don't speak English)	
714	5.32%	122	17.08%

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Housing management

11,223
Live tenancies

12
Housing Officers

850 - 1100
Tenancies per patch

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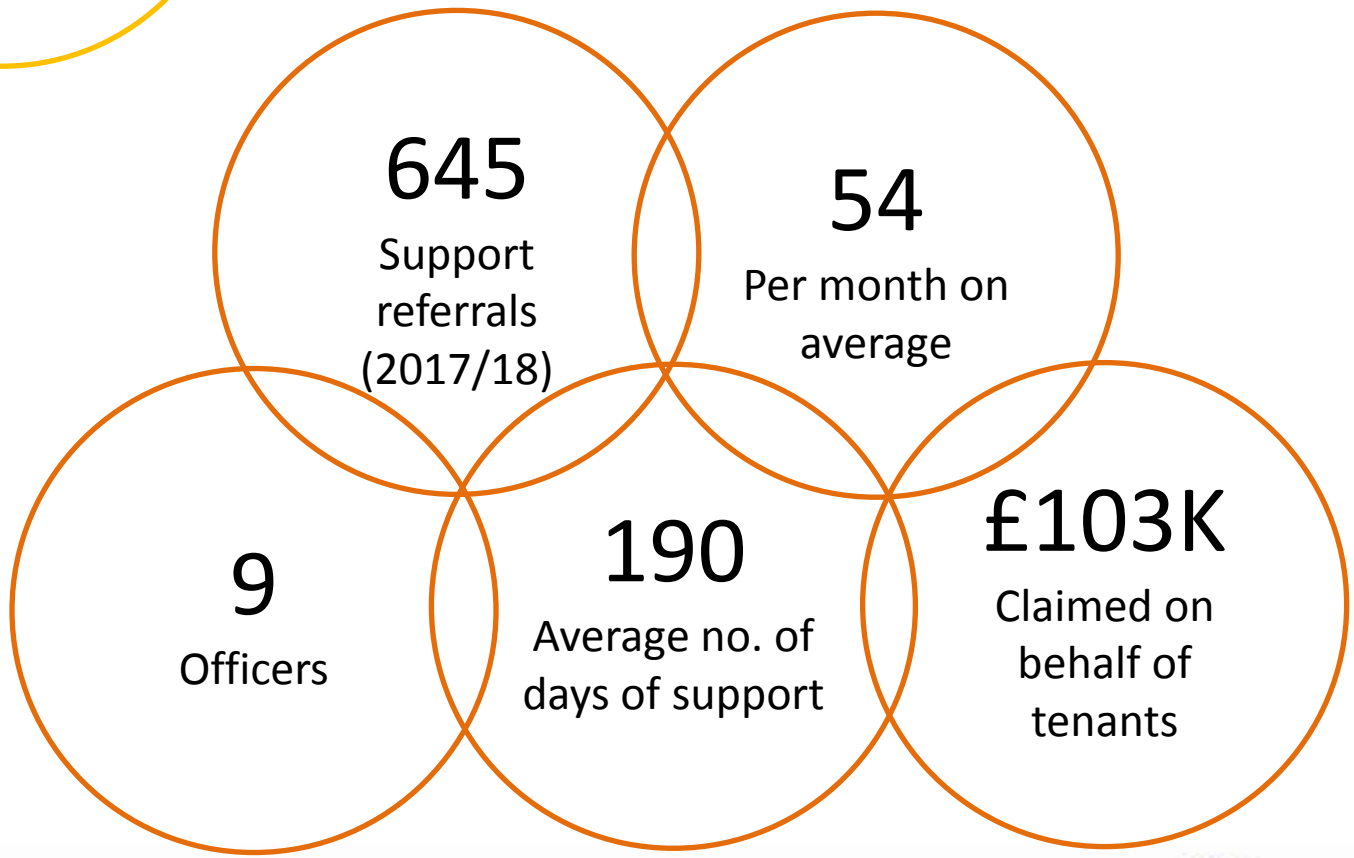
Supporting our tenants



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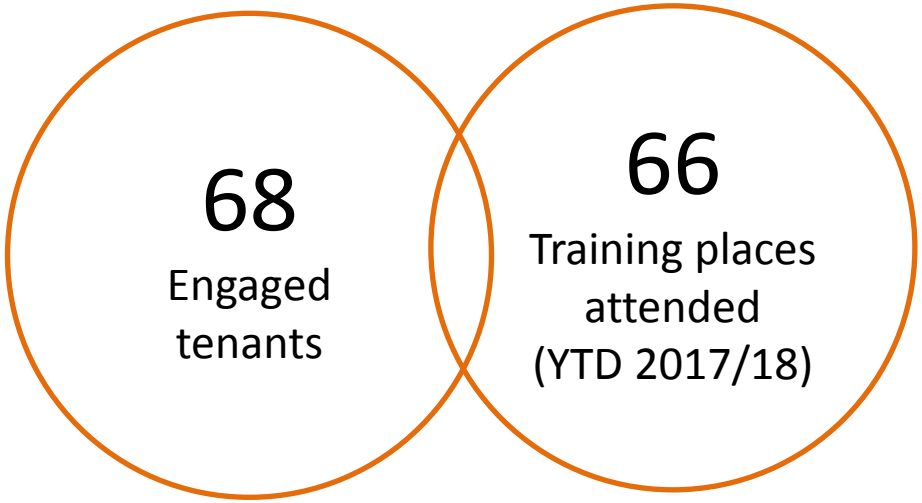
Engagement



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What types of properties do our tenants live in and where?

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Property types and bedrooms

1/4/2019	0 bed	1 bed	2 bed	3 bed	4 bed	5 bed	TOTAL	%
Bedsits	224	0	0	0	0	0	224	1.96%
Bungalows (incl Older Persons)	0	880	688	18	2	0	1588	13.90%
Flats (incl Older Persons)	0	3268	1211	22	1	0	4502	39.41%
Houses	0	0	1693	2922	203	114	4932	**43.18%**
Maisonettes	0	0	61	112	4	0	177	1.55%
TOTAL	224	4148	3653	3074	210	114	11423	
	1.96%	**36.31%**	31.98%	26.91%	1.84%	1.00%		

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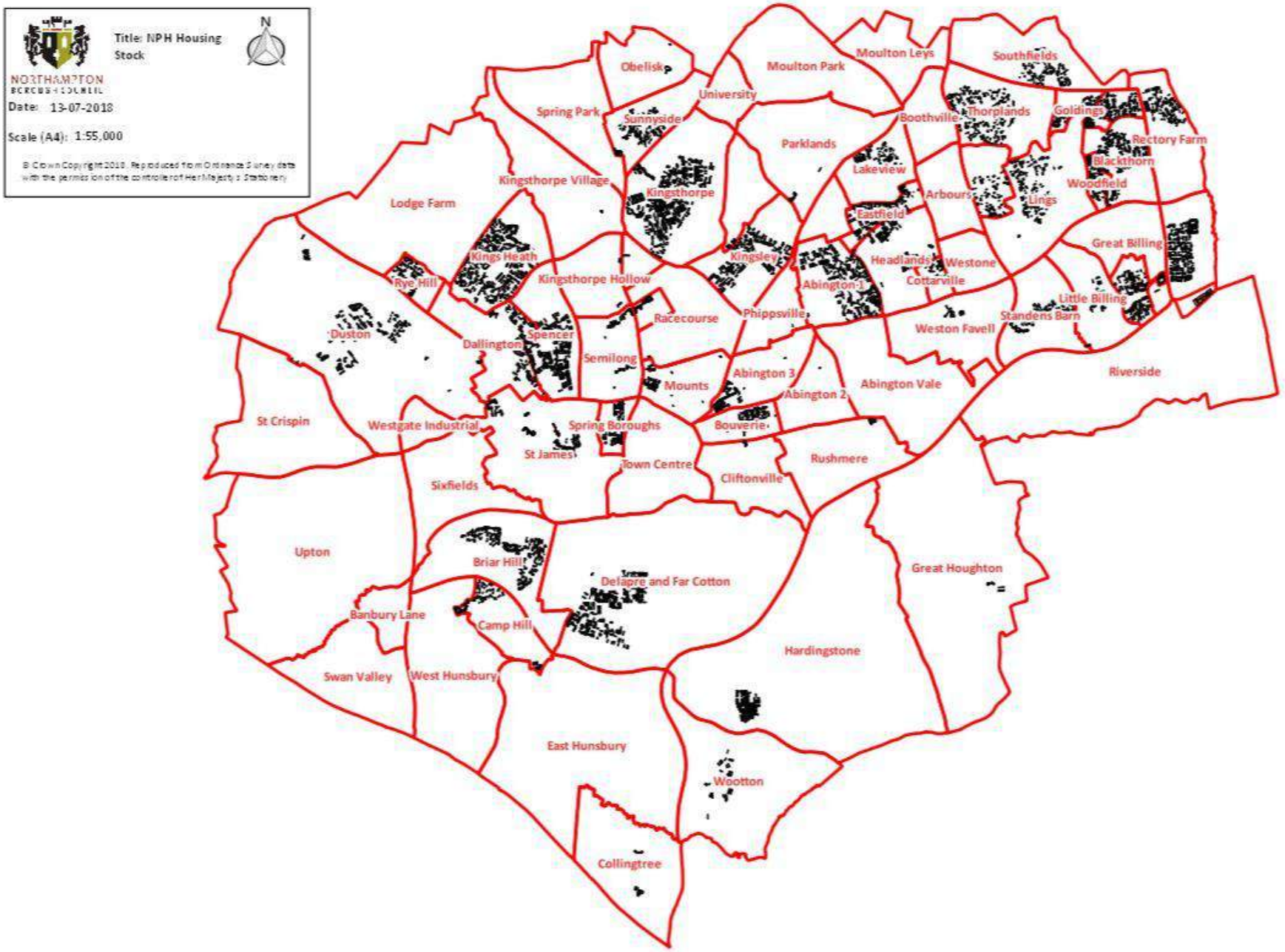
NORTHAMPTON
BOROUGH COUNCIL
Title: NPH Housing Stock
N
Date: 13-07-2018
Scale (A4): 1:55,000
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Obelisk
Moulton Park
Moulton Leys
Southfields
University
Spring Park
Sunnyside
Boothville
Thorplands
Goldings
Rectory Farm
Parklands
Lakeview
Blackthorn
Woodfield
Kingsthorpe Village
Kingsthorpe
Lodge Farm
Arbours
Lings
Eastfield
Great Billing
Kings Heath
Kingsley
Headlands
Westone
Rye Hill
Kingsthorpe Hollow
Abington 1
Cottarville
Little Billing
Racecourse
Phippsville
Standens Barn
Duston
Spencer
Weston Favell
Dallington
Semilong
Riverside
Abington 3
Mounts
Abington 2
Abington Vale
St Crispin
Westgate Industrial
Spring Boroughs
Bouverie
St James
Rushmere
Town Centre
Cliftonville
Sixfields
Upton
Briar Hill
Great Houghton
Delapre and Far Cotton
Banbury Lane
Camp Hill
Hardingstone
Swan Valley
West Hunsbury
East Hunsbury
Wootton
Collingtree

Index of Deprivation

- UK measure that looks at 7 themes
- Reviews data to give an overall score for defined areas

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Index of Multiple Deprivation

- Out of 133 defined areas in Northampton, 36 are in the most deprived 20% nationally
- The map shows the 20 most deprived from most (red) to least (blue)deprived

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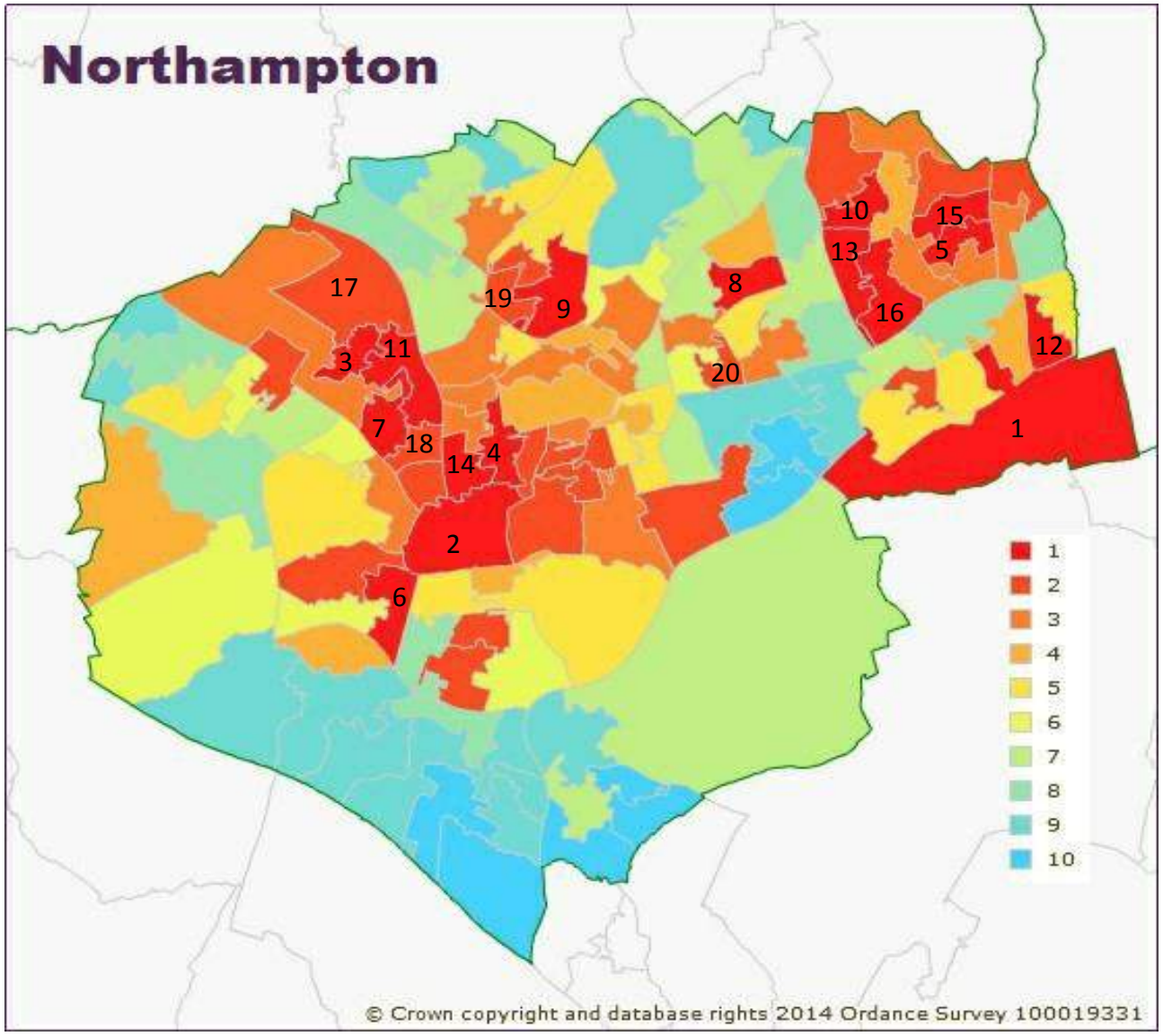


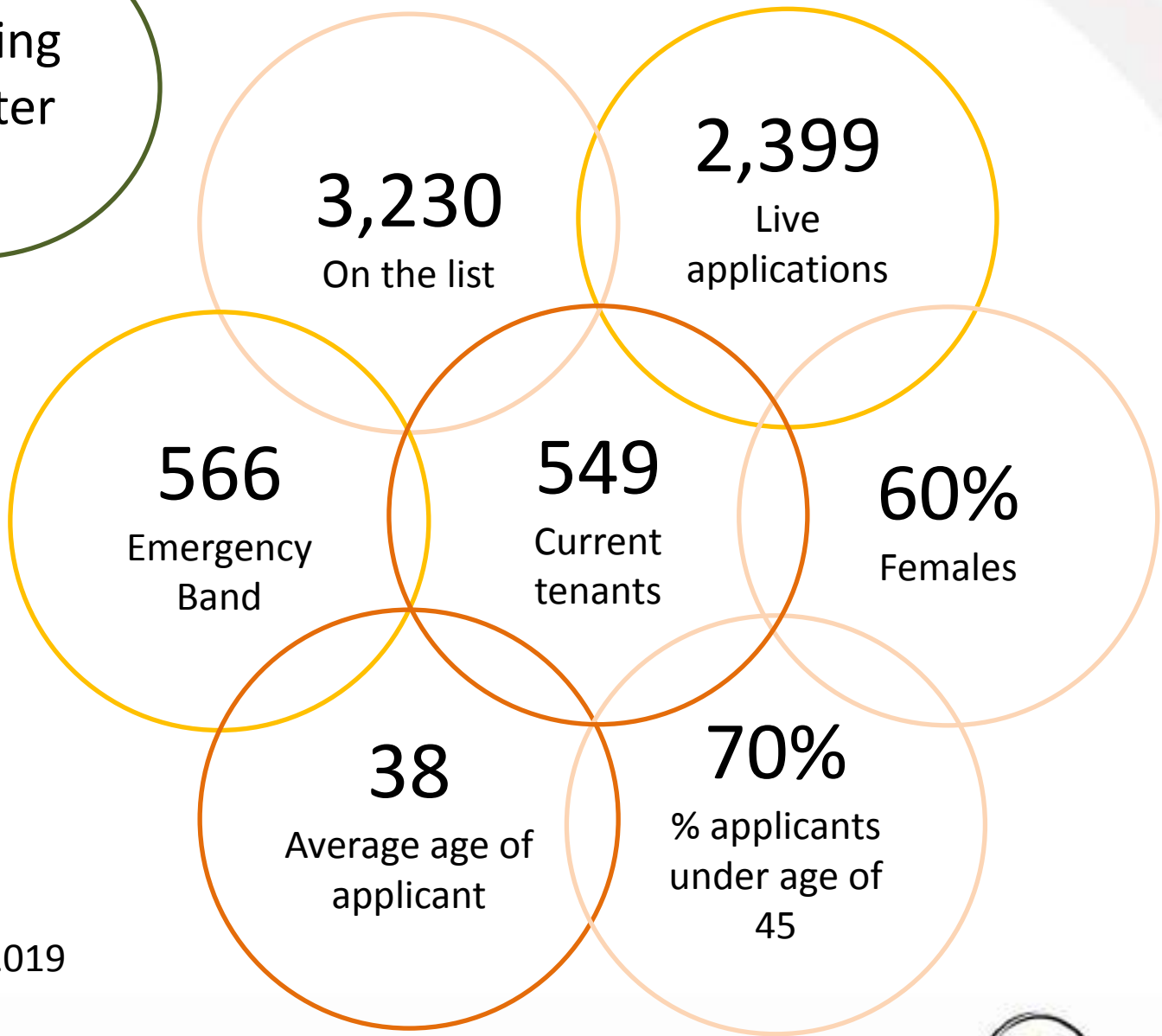
1 – Northampton 011A - Bellinge : Fieldmill Road area, Billing Aquadrome
2 - Northampton 021F - Town Centre : Rail Station, St James Retail Park, St Peter's Way, Drapery
3 - Northampton 017E - Kings Heath : Park Drive, West Oval
4 - Northampton 021C - Semilong & Barrack Rd : Marriot Street, St George's Street, Deal Street, Sheep Street
5 - Northampton – 007D - Blackthorn : Blackthorn Primary School, Pikemead Ct, Hopmead Ct
6 - Northampton 026C - Briar Hill : Ringway, Southwood Hill
7 - Northampton 017A - Dallington : Dallington Road, Merthyr Road
8 - Northampton 012A – Eastfield Park, Grange Road
9 - Northampton 009D – Kingsthorpe St Davids : Auckland Close, Kingsland Avenue, Whilton Road
10 - Northampton 004E – Thorplands : Holmecross Road, Waterpump Court
11 - Northampton 017C – Gladstone Road Industrial Estate, Earl Spencer Primary School
12 - Northampton 011D – Ecton Brook (W/S) : Ecton Brook Road (S), Pennycress Place, Primary School
13 - Northampton 004A – Lumbertubs : Penistone Road, Tonmead Road
14 - Northampton 021E – Quorn Way, Spring Lane, Lower Bath Street (west of town centre)
15 - Northampton 005DA – Goldings/ Overstone Lodge/ Blackthorn
16 - Northampton 007C – Weston Favell Shopping Centre, Lumbertubs Primary School
17 - Northampton 017D – Kings Heath : Nene Drive, Severn Drive
18 - Northampton 017B – Spencer : Countess Road, Symington Street
19 - Northampton 009B – Kingsthorpe St Davids : St David's Road, Nursery Lane
20 - Northampton 012C – Abington : Danefield Road, Briton Road

NORTHAMPTON PARTNERSHIP HOMES

… and who might our future tenants be?

NORTHAMPTON PARTNERSHIP HOMES

Housing register



1 April 2019

NORTHAMPTON PARTNERSHIP HOMES

Bedroom Need

Bedroom need	Emergency band	Urgent Need	Moderate Need	Reduced Priority	Total	Total % (of known need)
1 bed	122	226	416	101	865	38.70%
2 beds	248	305	294	86	933	41.74%
3 beds	77	132	72	41	322	14.41%
4 beds	29	34	25	2	90	4.03%
5 beds	9	6	4	6	25	1.12%
Unknown	81	535	225	154	995	-
TOTAL	566	1238	1036	390	3230	

80%

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Reasons for housing need / banding

Rank	Top five reasons for banding (Live applications - Emergency / Urgent Need)	No.	%
1	Priority need - asked to leave	307	23.67%
2	Severe welfare	252	19.43%
3	E11 accepted as homeless	246	18.97%
4	Under-occupying in 2+ bedroom property	168	12.95%
5	Severe medical	69	5.32%

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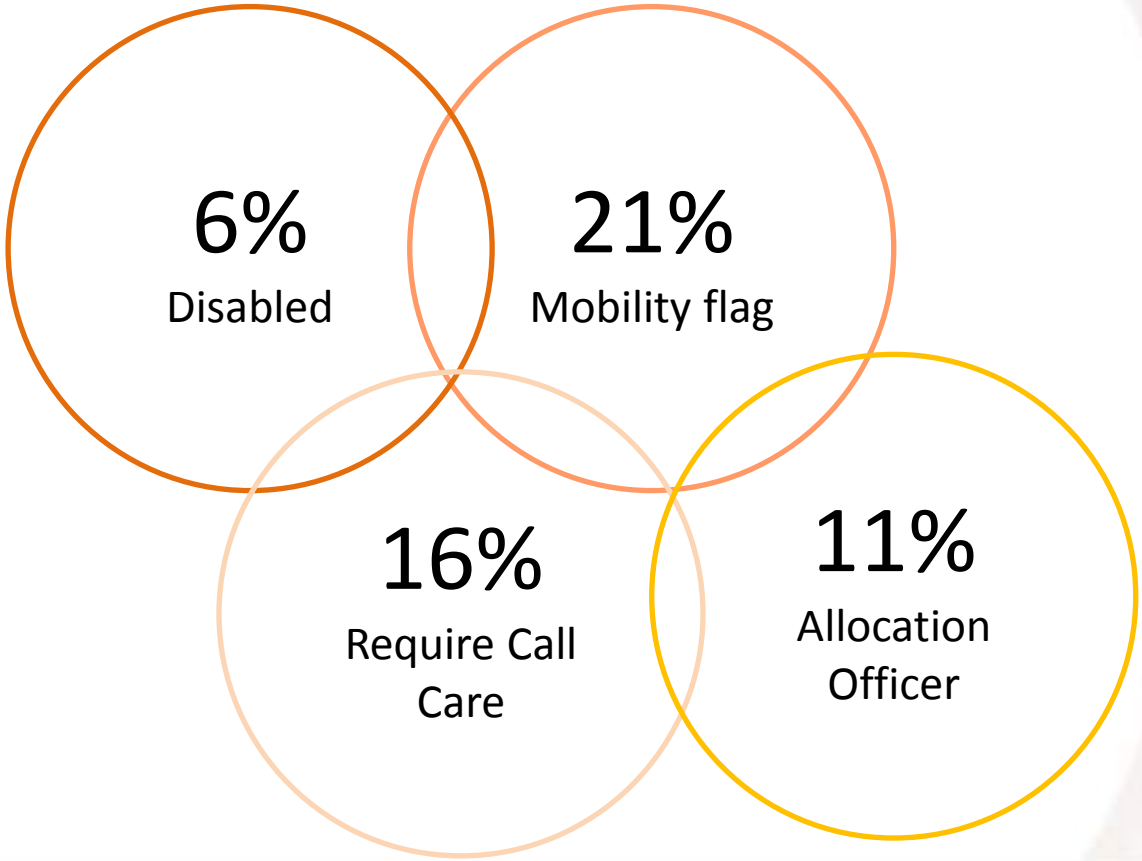
Additional needs



Top two bands only

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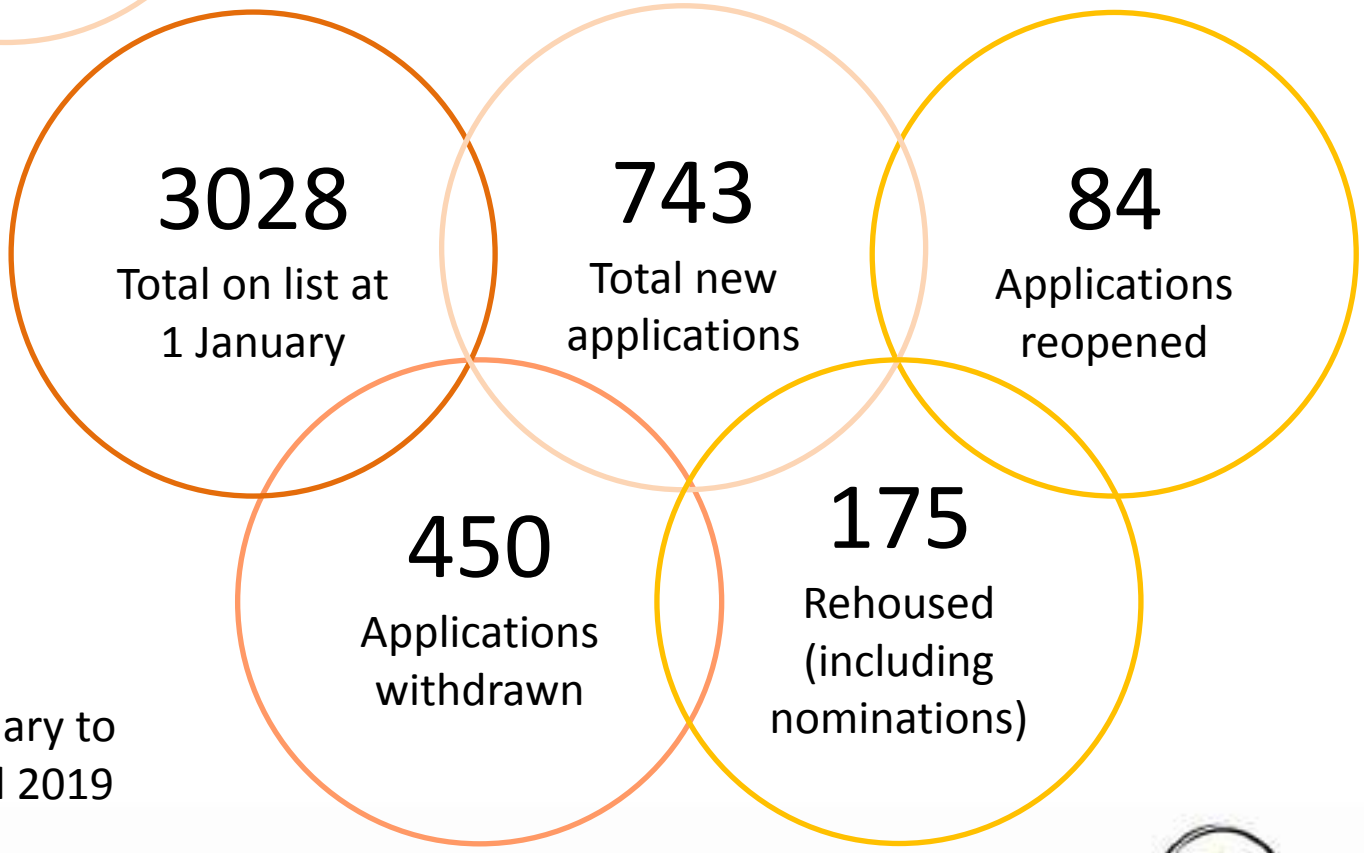
Ever changing needs



1 January to
1 April 2019

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How are we going to meet future demand?

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Lettings

Total lettings 2017/18	954
Lettings to existing social tenants	272
From outside the area (out of 272)	11
Tenants new to social housing	**518**
From outside the area (out of 518)	83
Lettings through mutual exchange	164
From outside the area (out of 164)	32

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Lettings

Lettings 2018/19	0 bed	1 bed	2 bed	3 bed	4 bed	5 bed	TOTAL
Bedsits	29	0	0	0	0	0	29
Bungalows (incl Older Persons)	0	74	40	0	0	0	117
Flats (incl Older Persons)	0	288	80	2	0	0	**370**
Houses	0	0	58	87	10	4	159
Maisonettes	0	0	3	8	0	0	11
TOTAL	29	**362**	181	99	11	4	686

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Stock – ebb and flow

Stock in 2018/19		Stock out 2018/19	
New build	+64	Demolitions	-1
Acquisitions	+7	RTB	-125
Conversions resulting in increase in dwellings	+2	Conversions resulting in decrease in dwellings	0
TOTAL	+73		-126
NET CHANGE			-53

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Knowing you….

- Knowing you….is really important so that we can deliver and tailor services to meet your needs
- Next presentations are all about changes and what's planned for the coming year

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thank you!

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Helen Town

Assistant director – asset management and development

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Thorplands

- Complete the neighbourhood investment work
- New play area
- Community orchard
- NPH and Engie funding for residents association
- Tanners – 17 homes, new location for shop, take-away and a community café…….

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Kings Heath

- Completion of neighbourhood investment
- Regeneration of neighbourhood shops
- New community café in partnership with Rights Resolution, renovation gifted by Engie

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24 new homes to be completed by the end of the calendar year

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Spring Boroughs

Completion of neighbourhood investment works

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Spring Boroughs

- Submission of planning application for new development of houses and apartments

- Funding application for heritage trail and multi-use games area

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Camp Hill

- Conversion of Overslade House to a family apartment scheme and renaming Centenary House

- Completion of neighbourhood investment works

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New neighbourhood investment areas

- Lings
- Lakeview
- Lumbertubs
- Blackthorn
- Briar Hill
- Southfields
- Goldings
- Overstone

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Borough wide improvements

- Fire door replacements
- New communal doors
- Upgrade of refuse and recycling facilities
- Car park upgrades and new parking provision
- Completion of garage refurbishment
- Adaption programme

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New homes

Continual work to identify suitable sites to increase the provision of social housing in Northampton.

- New build
- Conversions
- Different types of homes to meet future housing need for tenants and applicants

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Gary Duckmanton

Assistant director for

property maintenance and compliance

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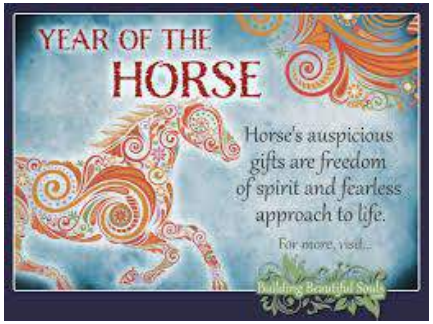
Guess the date

Bruno Mars was at number 1 with Uptown Funk

Liverpool beat Wimbledon 2 -1 in the FA cup



If you were born on this day – you'd be a horse!

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…..NPH was born

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5th January 2015

That's exactly:

? years

? months

? days

? hours

? minutes

? seconds

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Past

Present

Future

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My vision for the repairs service

- Resident feedback is collected and used to make sure we are providing the kind of service our residents need and want.

- We encourage and support residents to look after their home.

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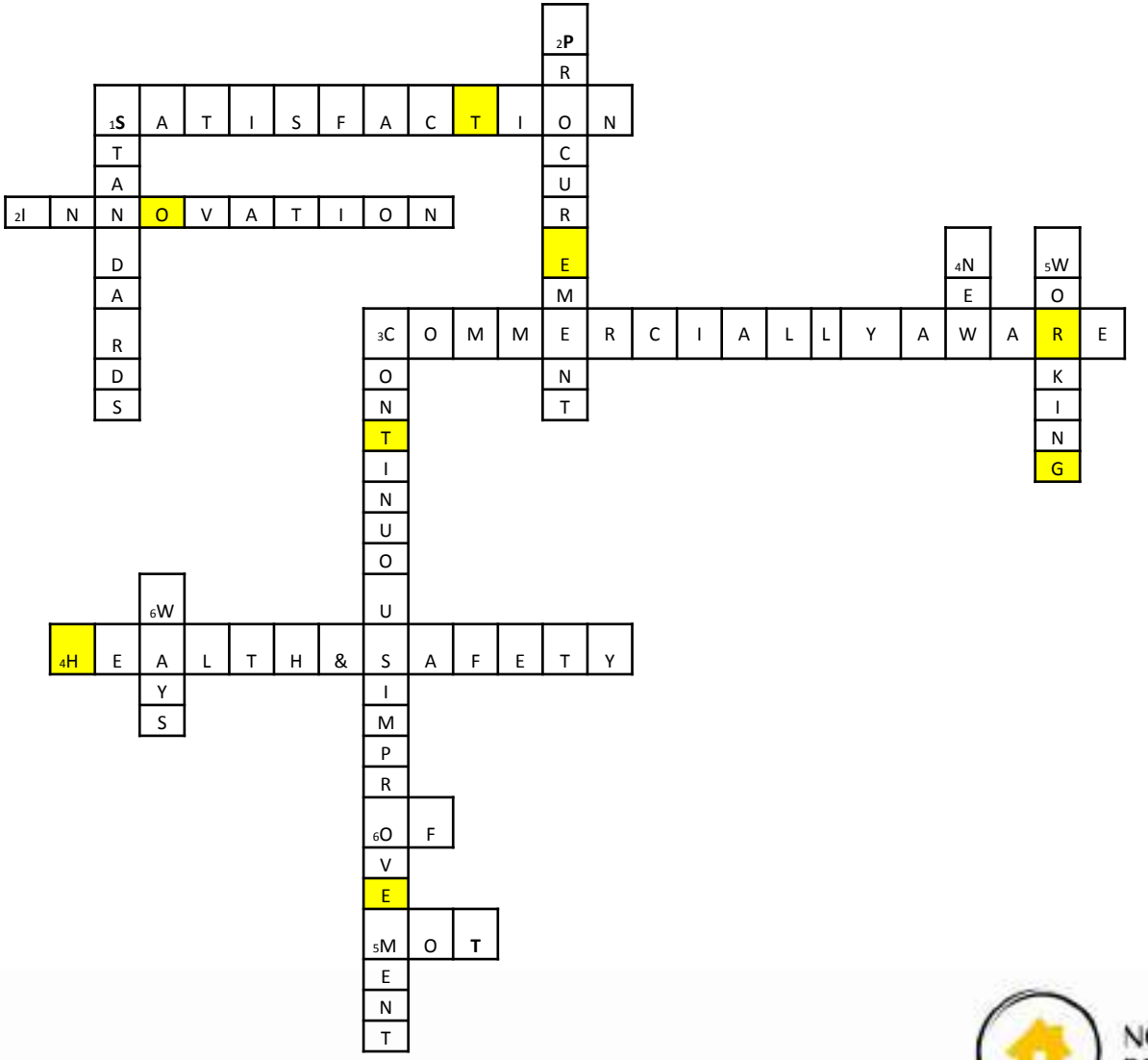
How did you do?



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Priorities for 2019/20…..

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Procurement

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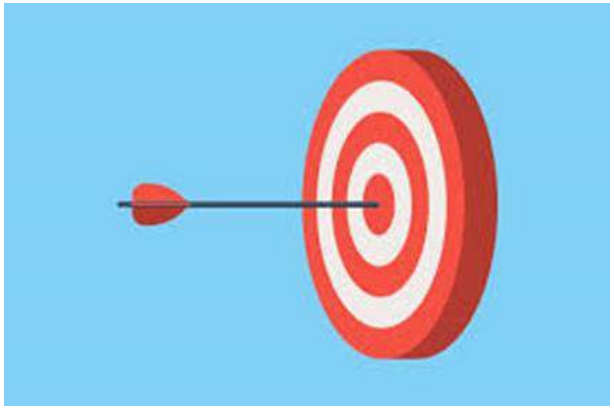
Service



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Value for money

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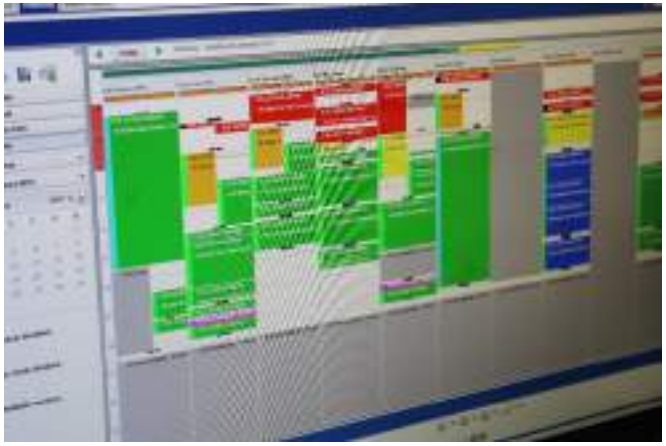
Innovation



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Health and Safety

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Standards

The standards we expect for repairs:

- Be courteous
- Be presentable
- Be patient
- Keep appointments
- Introduce yourself and show identification
- Keep residents up to date on progress
- Respect the resident's property
- Maintain a high standard of work
- Seek advice if in doubt
- Report any concerns about the resident's welfare
- Leave the work place clean and tidy
- Be professional

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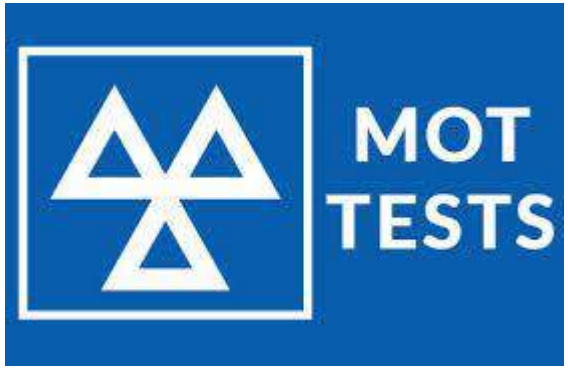
New ways of working



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Together we can achieve more!

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Nicky McKenzie

Assistant director for housing

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What a year!

- Tenancy sustainment strategy
- New ground maintenance contract
- Agreed with NBC to revert back to lifetime tenancies
- Review of resident involvement
- New sign up process to reduce void times

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Support team accreditation

Outstanding service – well done to the whole team!

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Accredited ASB mediators

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Thanks to you

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The NPH community bus

Coming soon to your neighbourhood

Access services

Get online

Meet NPH staff

Give us feedback

Raise issues

Meet your neighbours

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Service standards

Making sure you know what you can expect from your housing services.

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Happy to help

Developing the work of our CIC to support residents and communities.

happy to help Community Interest Company

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And there's more…..

- Brand new management model for Centenary House
- ASB accreditation
- Full garage review
- Looking at options to make it easier to swap your home
- A programme of home visits to support tenancies and homes
- Review our approach to under occupation
- Smart meters at traveller site
- Supporting national domestic abuse campaign
- Good neighbour agreement for every new sign up

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Getting To Know…

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What is Happy To Help?

Why are we Happy To Help?

How could you be Happy To Help?

What are we Happy To Help with?

What is Happy To Help?

A social enterprise

Wholly owned by NPH

Has its own board

Provides services that benefit NPH residents

Funded by social value commitments, donations and any income it makes

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Why are we Happy To Help?

Doing things differently for a bigger impact

Making the most of opportunities

Tenant Empowerment at different levels – from the 'basics' through to jointly running the company with you

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How could you be Happy To Help?

Involvement in governance

Applying for help or support for your community group

Volunteering to help run some of the services

Tell your neighbour!

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What are we Happy To Help with?

Our company objectives:

“Improving the health, wellbeing, economy, environment or opportunities to the benefit of NPH customers and communities”

Four initial services with a variety of themes and aims

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Service 1: Boxes Of Help

Providing food, cleaning & hygiene items for tenants in crisis

A mix of donations and purchases

Will expand this to include small household items:
– toasters, kettles, pots & pans, cutlery…

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Service 1: Boxes Of Help

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Service 2:
The Community Ideas Fund

A small grants fund (maximum £250)

Applications assessed at each board meeting

Easy to access

Primarily aimed at those groups using NPH community hubs

Open to anyone as long as NPH residents benefit

Agreed to fund 8 applications so far, including…

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Service 2:
The Community Ideas Fund

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Service 3:
The Paint Shop

Donated waste and 'imperfect' paint
Plus payments for taking paint

Selling the paint for a very low cost
Selling low cost decorating items

- ✓ **Addressing decorating poverty**
- ✓ **Helping community groups**
- ✓ **Reducing waste paint going to landfill**
- ✓ **Providing volunteer opportunities**
- ✓ **Income to re-invest in services**

Service 3:
The Paint Shop

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Service 3:
The Paint Shop

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Service 3:
The Paint Shop

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Service 4:
The Move-In Service

Furniture, appliances, carpets & removals for those in crisis

Simple referral process, fast turn-around

Complements external charity grants

Some headline numbers from January to March 2019…

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Carpeted 13 properties

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Provided and installed 10 washing machines

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Provided and installed
6 fridges / freezers

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Provided and installed 10 cookers

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Provided 2 emergency removals

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Provided 19 beds

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Service 4:
The Move-In Service

January to March 2019:

Helped 82 people, including 29 children

Over a year we expect to help 300+ people with essential items

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And that's why NPH are

Thank you

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New Ways to Get Involved!

But first…

A (brief) word from Oscar

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New Ways to Get Involved

Cam Whyld
Head of Engagement & Customer Experience

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Why we're changing

- ✓ Strengthening the relationship between NPH and residents
- ✓ Hearing more of you, more of the time
- ✓ Improving how we feedback on the difference that you can make

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How we'll change

- ✓ Re-balancing the formal with the informal – its not all about meetings
- ✓ Re-balancing the 'help us' with the 'help you'
- ✓ Making it easier to have your say
  (with options for those who don't want 'easy')
- ✓ Reaching out and providing more 'routes in' to engagement

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What will improve as a result

- ✓ More people involved
- ✓ Easier to get involved
- ✓ Inclusive
- ✓ Visible
- ✓ Improved feedback
- ✓ Bigger impact

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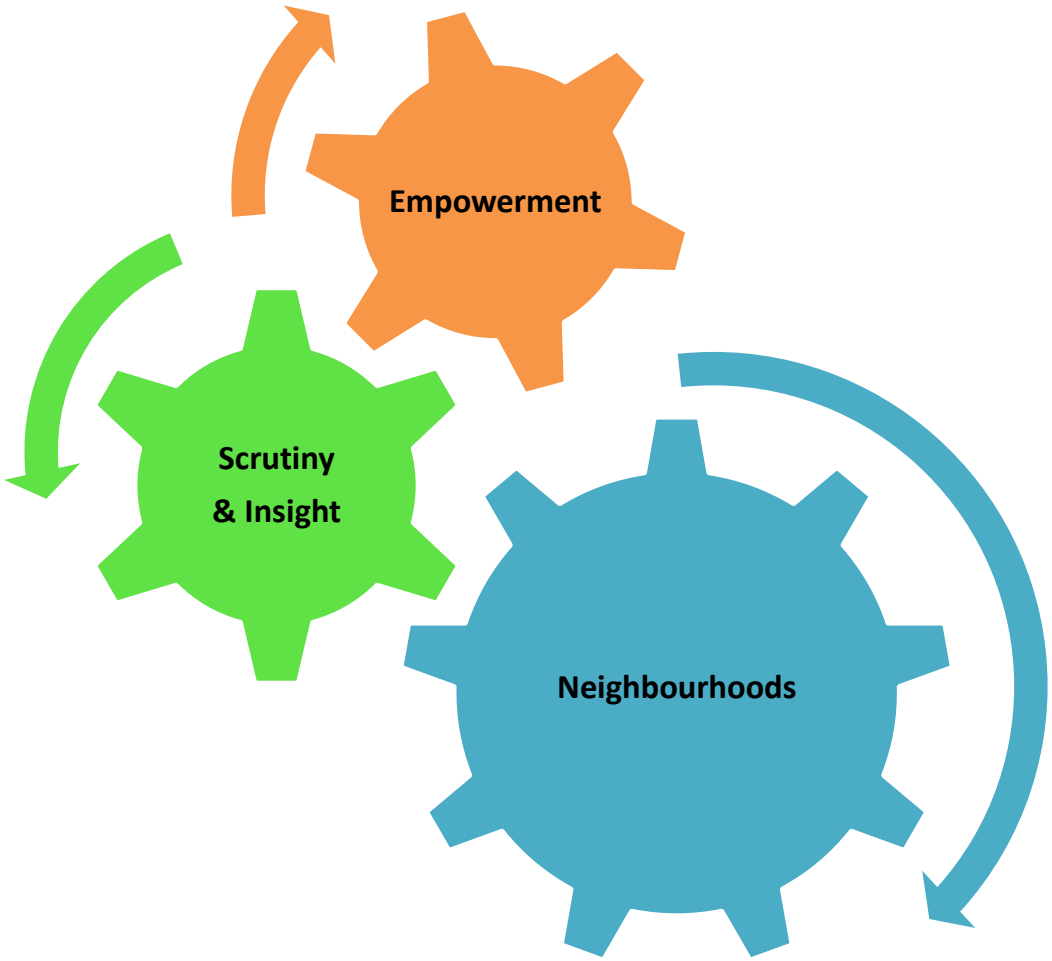
In a nutshell: three different focuses of activity



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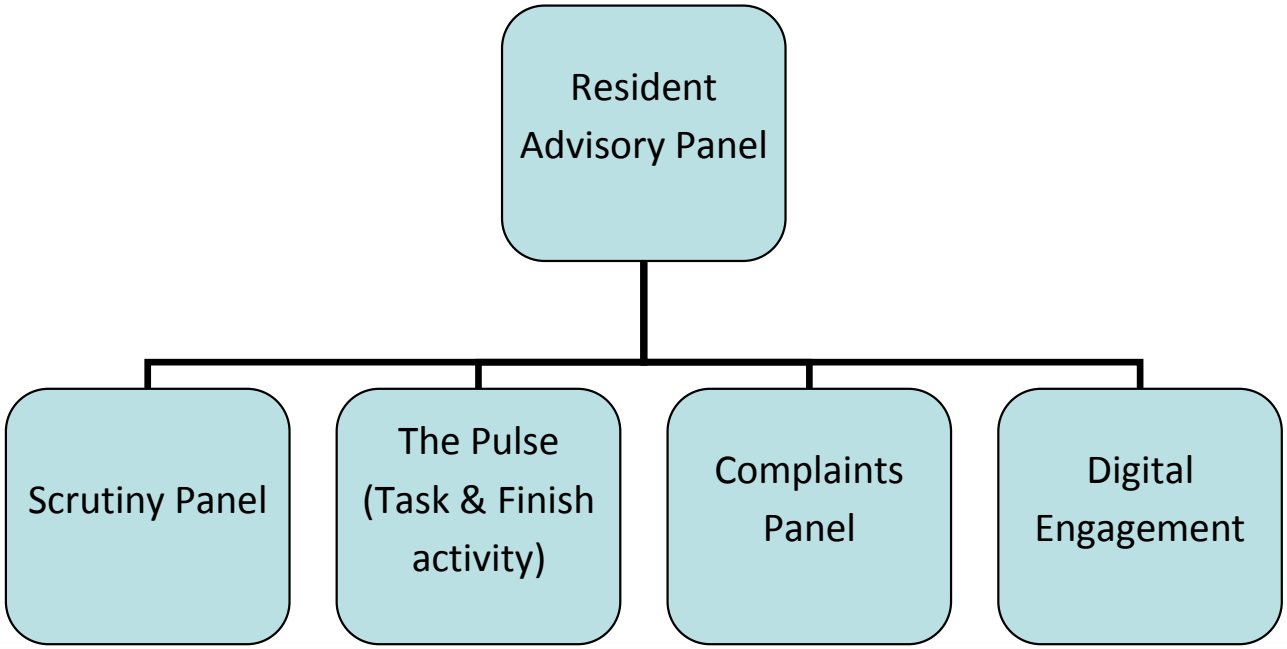
Scrutiny & Insight

Advisory Panel: looks at performance and works collaboratively with NPH to improve services

The Pulse: procurement, interviews, focus groups, user/service specific groups…

Digital: involvement in surveys and opinion polls



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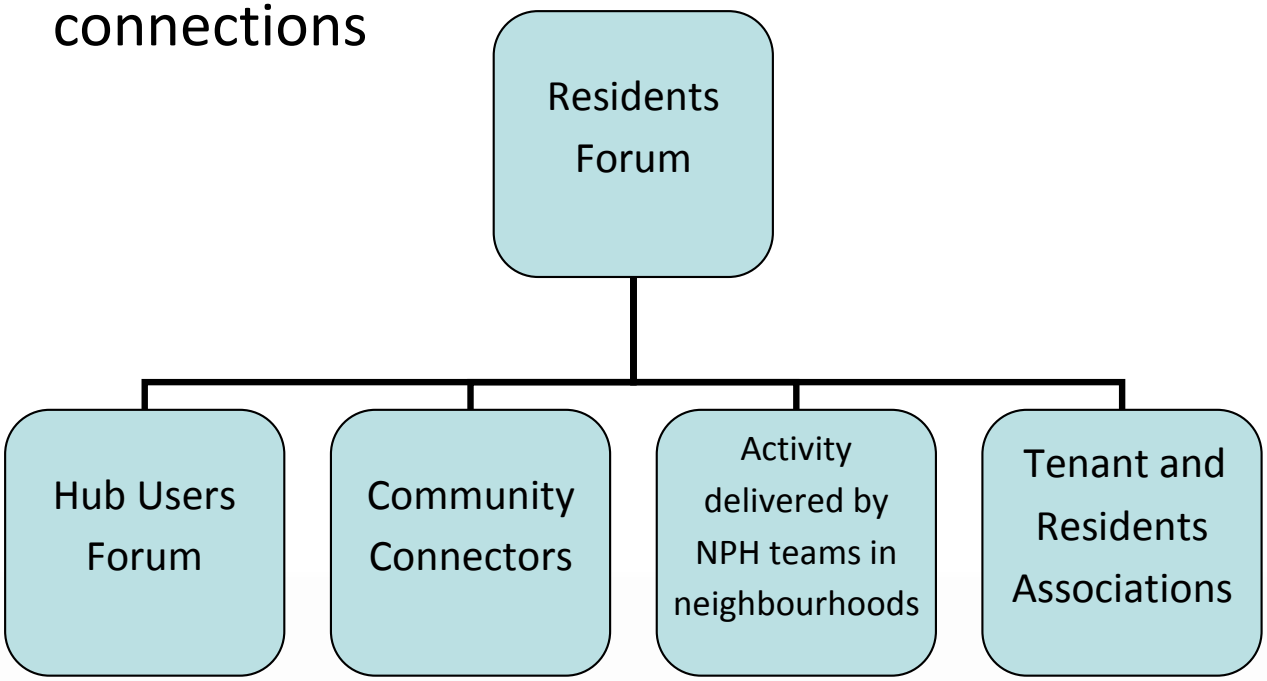
Neighbourhoods

Residents Forum
Neighbourhoods activity - surgeries, the bus, community events…
Community Connectors
Hub Users Forum
Support and funding for residents group - strengthening the connections



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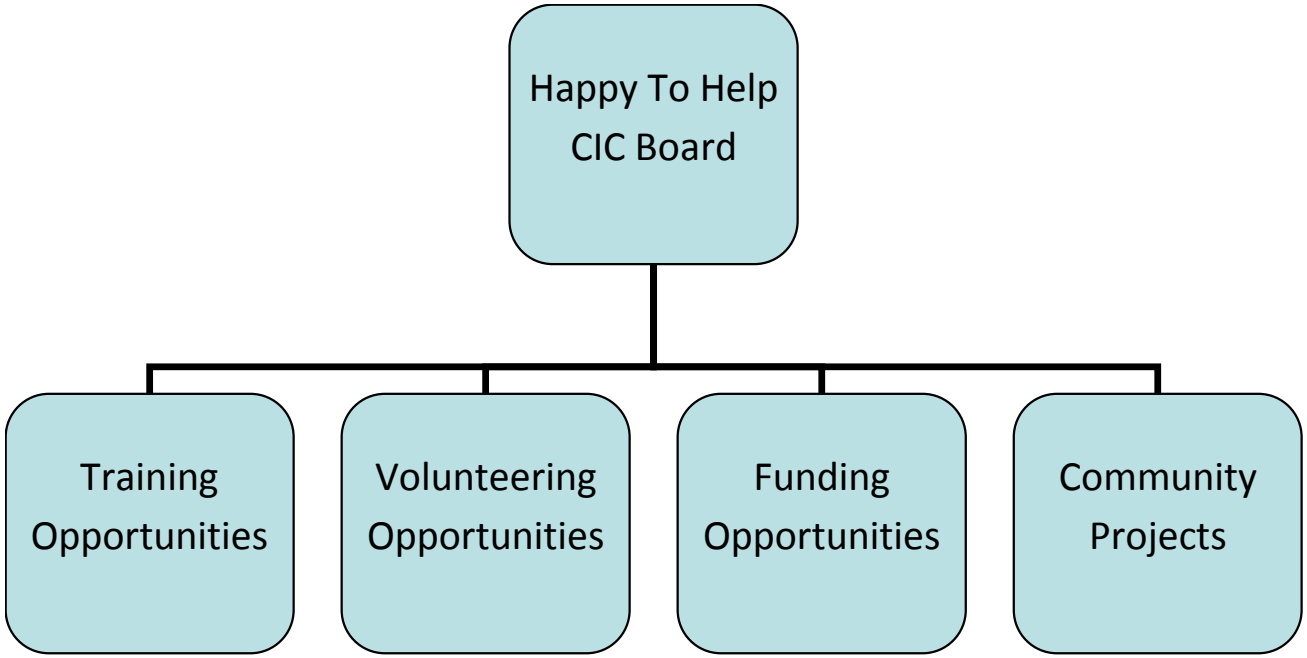
Empowerment

Training opportunities
Volunteering with the CIC or with other organisations
Funding to assist community groups and projects
Community projects: starting with the Paint Shop…



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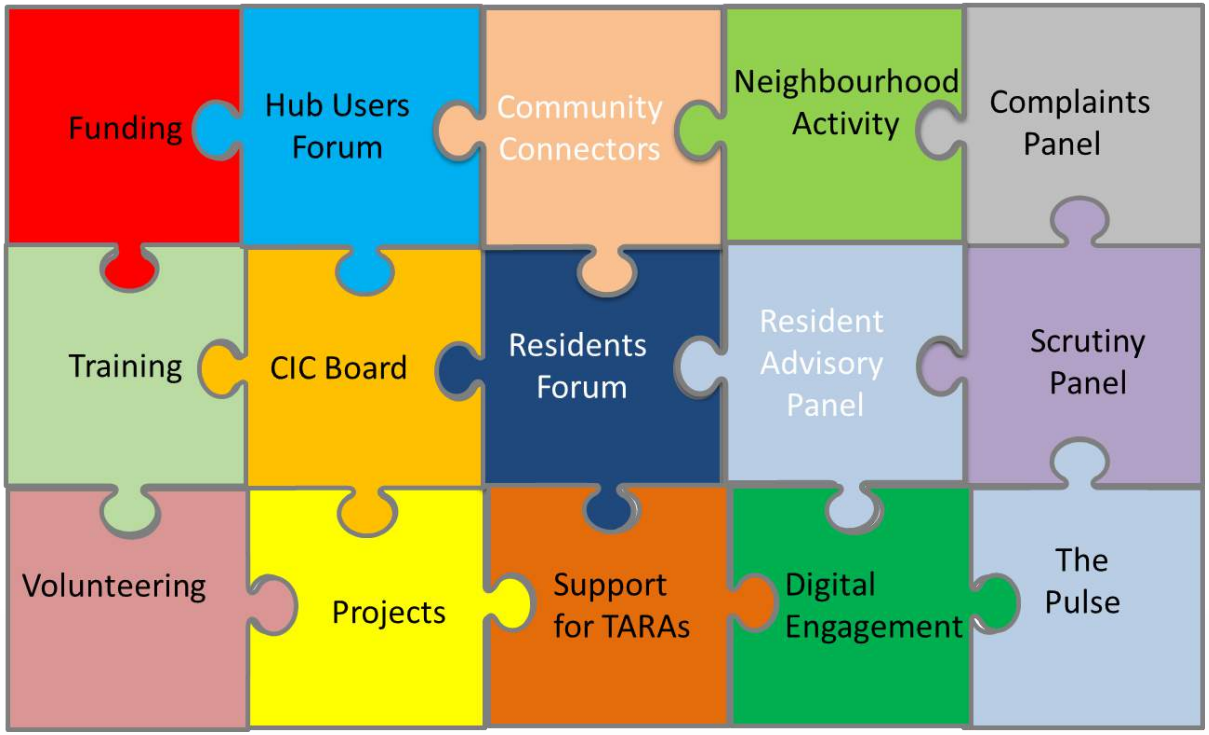
It's a pick 'n' mix…

- Holding NPH to account? Giving a view? Having information? Helping out? Getting trained?
- A clear offer: if these options aren't for you, what would you like to see?
- 'What's in it for me' as well as 'what's in it for NPH'



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What do we all want?

For NPH to be **consulting and engaging the majority** in some shape or form.

For the combined voice to be **representative** of who lives in the properties.

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What do we all want?

Reaching out rather than assuming everyone will come to us

Local and flexible

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What do we all want?

Engagement that **hears every voice**, regardless of where or how we hear it

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What do we all want?

More **feedbac**k, better **feedback**, quicker **feedback**

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What do we all want?

Better at showing the impact that we're having and better at showing what changed as a result of you getting involved – **an annual report to residents**

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What do we all want?

Better services and higher satisfaction as a result of engaging with more people more of the time.

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So what would you like to do?

Stay involved as you are
(or get involved in something familiar)?

Get involved in something new!
Having a say online?
Becoming a Community Connector?
Starting a project or group in your community?

What next
1. Choose how you want to be involved
2. We'll contact you as the opportunities come up
3. We may contact you to be involved in designing one of the new options
4. We'll stay in touch

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Thankyou

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