

Welcome to Sheffield Council Housing Service's

# Annual Report

# 2017/18

**... which looks back on our performance over the last year and outlines what we're planning to do over the next 12 months.**

This year we have been pleased to be able to continue the investment in your homes with a range of work taking place. We know that having good quality homes is important to people's health and wellbeing and we will be adding new homes either through building or buying properties to meet the growing demand for social housing in the city.

The recent Green Paper from the Government on Social Housing gives us an opportunity

to review how we listen and work with you to deliver the best possible service to meet your needs.

Tenants have helped us design the report, which this time celebrates Sheffield's rich and varied musical history.

**Janet Sharpe, Director of Housing and Neighbourhoods Service**

Look out for anagrams throughout the report that spell out some of the city's world-famous bands and artists. We hope our Annual Report hits the right note with you!





# Your Home Standard

## Quality of accommodation & repairs

**in tune with the housing market - Sheffield City Council has an aspiration to deliver an additional 500 new council homes in addition to the 1,000 already planned by 2020.**

It's part of our drive to increase the amount of social housing across the city.

The new homes will either be new build or bought properties.

Investment continues in existing homes with improvements

planned to roofs, kitchens, bathrooms, windows and electrics.

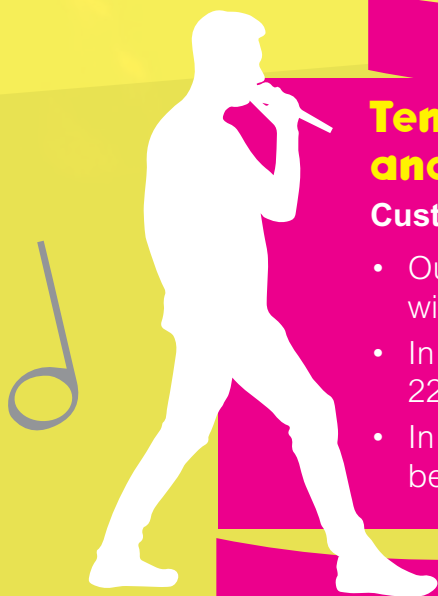
- 4,809 tenants gave us an average score of 8.5 out of 10 for satisfaction with our repairs service
- As part of the programme to replace roofing we have completed work to 2,782 homes
- 93.5% of all repairs (158,153) ordered last year were completed on time - this is equivalent to 96.4% for 2016/17



## Tenant involvement and Empowerment Standard

### Customer service, complaints, participation and scrutiny

- Our staff resolved 9.7 out of 10 queries at the point of contact without having to get more specialist help from colleagues
- In 2017/18 we responded to complaints in an average time of 22.7 days
- In 2017/18, 3,505 tenants were asked if they felt that they had been treated fairly by our staff and scored us 8.2 out of 10





# Neighbourhood and Community Standard

## Neighbourhood management (including green space, communal areas and anti-social behaviour)

### The key to kick-starting careers

Our housing apprenticeship scheme continues to be a great success, giving young people a fantastic career opportunity whilst bringing fresh young talent into all areas of our business.

In 2017/18 we recruited 21 housing apprentices, working in customer services, neighbourhood support, older persons' independent living,

income management, estates and surveying. Already a number of these have gained full time employment with us.

- During 2017/18 we removed 4,504 items of fly-tipping and 298 pieces of graffiti
- Tenants scored us 7.1 out of 10 for satisfaction with support provided when reporting Anti-Social Behaviour (ASB)
- Satisfaction with neighbourhood as a place to live - 7.6 out of 10



## Tenancy Standard

### Rehousing, mutual exchanges and tenancy management

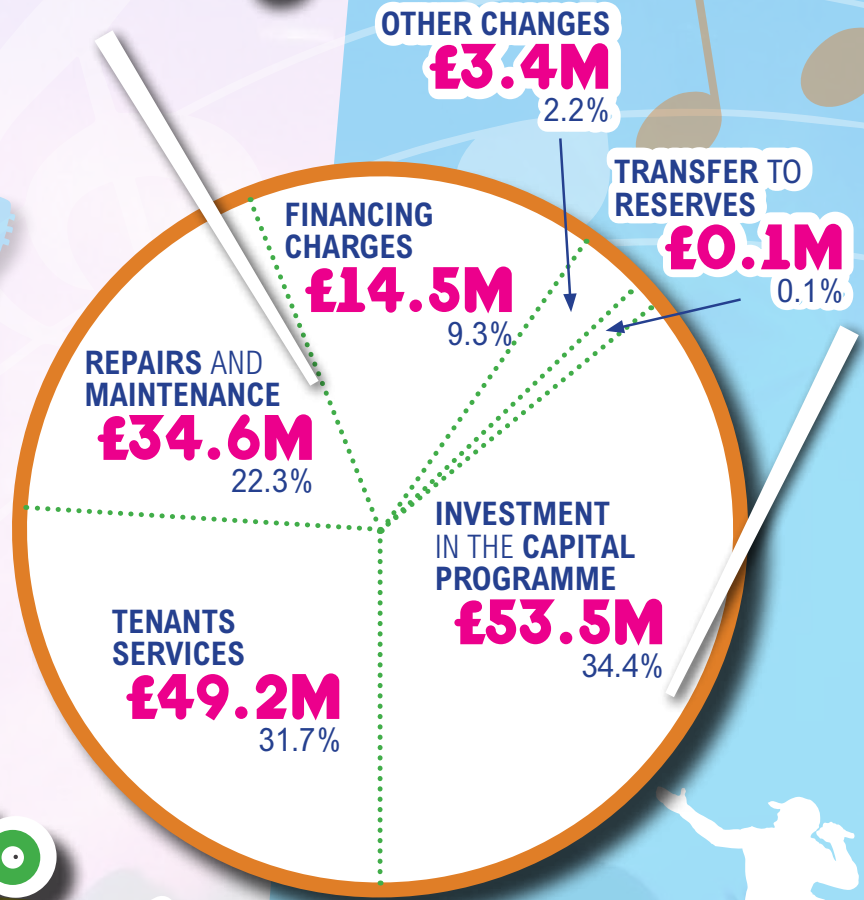
- In 2017/18 we let 3,162 empty properties with an average re-let time of 68.9 days - equivalent to 54.6 days in 2016/17. A combination of moving the Repairs Service back into the Council and responding to fire safety work created resource pressures in 2017/18. The new Repairs Service is working hard to improve re-let times.
- We received 5,761 rehousing applications and registered 5,533 (96%) of these within 7 days
- We collected 99.36% of the rent due, slightly down on the previous year's 99.92%
- In 2017/18 the Money Advice Team successfully supported 86 tenants. This compares to 76 customers in 2016/17.



# Value For Money Standard

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- Last year we spent **£12,630,977** responding to repair requests from tenants.
- Under our new tenancy conditions, new tenants are required to pay their rent by Direct Debit which is the most cost effective method of collecting rent.



## Listening to your feedback

**We welcome feedback from our customers as it helps us to understand what we are doing well and where we need to improve.**

In 2017/18 we “problem solved” 97% of complaints with 79% of these dealt with within 3 working days or slightly longer if agreed with the customer.

2731 were dealt with as problems and 72 as full complaints (investigations).

**Total for praise - 443**  
**Total for problems - 2803**

	Praise	Problems	
Rehousing	23	106	
	2	43	Rents
Repairs	271	2304	
	14	51	Estate Repairs
ASB	4	44	
	1	2	Community Engagement
investment	65	85	
	35	85	Tenancy Management
Point of Contact	38	83	

# Customer Promises

Many of you helped us to develop a set of Customer Promises for each area of our work, such as repairs or rents.

Since then the Tenant Partnership Groups have been holding these promises to account.

You can find the full set of Customer Promises on our website at [www.sheffield.gov.uk/councilhousing](http://www.sheffield.gov.uk/councilhousing)

## Facts and figures

At the end of 2017/18 we managed 39,576 properties made up of:

**2,625** bungalows

flats **15,854**

**18,245** houses

maisonettes **2,852**

During 2017/18:

**3,162**

Properties let

**158,153**

Repairs carried out

**5,437**

Email and letters responded to

**512,540**

Telephone calls received

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# What we plan to do next

## Provide excellent customer services and support communities in getting involved

Last year we:

- Agreed to launch a new Community Fund to support local activities. £160,000 is available each year for local TARAs and community groups to deliver projects that support people in their neighbourhoods.

This year we plan to:

- Simplify and streamline “processes” for TARAs and review city wide and local engagement forums.

## Manage tenancies and help support you

Last year we:

- Increased the number of visits to households, providing support from other agencies as needed.

This year we plan to:

- Continue to provide support via the annual visit and increase help for those who are being rehoused before tenancies start.

## Look after your neighbourhood

Last year we:

- Developed Local Neighbourhood Plans for green spaces which will now be delivered with help from the Parks and Countryside service.

This year we plan to:

- Support the rollout of improved recycling facilities to blocks of flats and maisonettes.

## Maintain the quality of your homes and get your repairs sorted out

Last year we:

- Continued the programme of work to improve homes including new bathrooms or kitchens to 1440 properties, new doors or windows to 791 properties, new central heating for 457 properties and work to 658 communal areas.

This year we plan to:

- Work with customers on what they want to see from the Repairs Service and insulate hard to heat homes to improve their energy efficiency.

## Keep thinking ahead and getting value for money

Last year we:

- Acquired a further 39 properties to increase the Council's housing stock.

This year we plan to:

- Recruit 20 more apprentices into the Housing Service in addition to the 15 that are already working with us and 11 who have gained permanent roles.

**If you have any comments or feedback about this Annual Report or would like to help produce the next one, please email us at [communications@sheffield.gov.uk](mailto:communications@sheffield.gov.uk) or phone 0114 205 3333.**

Further performance information is available at Housing Service Performance on the Sheffield City Council website.

This document can be supplied in alternative formats, please contact 0114 205 3333

Sheffield City Council  
Housing & Neighbourhoods Service  
[www.sheffield.gov.uk](http://www.sheffield.gov.uk)

