

Council Housing Service

# Annual Report

2016/17

**W**elcome to Sheffield Council Housing Service's Annual Report 2016/17, which looks back on our performance over the last year and outlines what we're planning to do next.

Once again customers have helped us design the report, which this time celebrates Sheffield's long history with and love of football. We've also produced a fun footie themed animation that you can find at [www.sheffield.gov.uk/councilhousing](http://www.sheffield.gov.uk/councilhousing)

This year the world's first football club, Sheffield FC, celebrates its 160th anniversary. For a bit of fun, we've included a few footie-related quiz questions throughout this report – the answers are on the back page. There's also a kids colouring competition on page 9 with some Sheffield United match tickets up for grabs. See if you can net yourself a top score!



# MESSAGE FROM JANET SHARPE

DIRECTOR OF HOUSING AND  
NEIGHBOURHOODS SERVICE

For the Housing Service, 2016/17 was a year of huge change as we worked closely with tenants to modernise the service. Housing+ has started to reap rewards as we provide extra support to customers who need it, and working closely with those who are already affected by Welfare Benefit Reforms and in future Universal Credit.

It's still early days and there is further work to do but I'm confident that this new way of delivering services – that you, our tenants, helped us design – will benefit everybody.

We are working hard with Government to minimise the impact of national policy changes on customer services but in preparation for any changes we will always be looking to make efficiencies where we can. We will do this so we can put more investment into building new homes so we improve the quality and choice of affordable rented housing in our neighbourhoods.

Bringing the repairs service into the council was a major achievement. In future it will also be a great opportunity to integrate the housing and repairs service and improve the quality of services for customers.

Over the coming months, as we review the Housing Service Plans, we will be listening carefully to tenants in terms of how we can tailor our services so we provide the services that are important to tenants and leaseholders. We will ask you for feedback about our proposed new tenancy conditions and changes to community engagement. This I hope will help us shape future services and improve our engagement with our local neighbourhoods.

Please spare five minutes of your time to let us know what you think when you receive your consultation leaflet and factsheets in the post or via email.

## **FIRE SAFETY** in council homes

**Following the tragedy at London's Grenfell Tower, we have done lots of checks to make sure our properties are as safe as they can be.**

Independent tests on cladding on 20 of our tower blocks confirmed it is made from solid aluminium and is safe. The exception was Hanover tower block, which is clad in a different material. We have started to remove this cladding and we are keeping residents fully informed.

We have also provided lots of information to tenants in all types of properties about fire safety, reducing the risks and what to do in the event of a fire. You can find everything you need to know on our website at [www.sheffield.gov.uk/councilhousing](http://www.sheffield.gov.uk/councilhousing) or in our Fire Safety leaflet, available at Neighbourhood Offices and First Points.



# TENANT & INVOLVEMENT EMPOWERMENT STANDARD

CUSTOMER SERVICE,  
COMPLAINTS,  
PARTICIPATION AND  
SCRUTINY



## Animal scheme scores a hit with sheltered tenants...

A flock of feathered and furry friends visited Springwater House sheltered scheme as part of a brand new initiative. Goats, ferrets, guinea pigs, ducks and rabbits mingled with forty residents during the 'Farming Comes To You' event.

A joint effort between Sheffield City Council and Heeley City Farm, the aim was to bring the experience of a farm to those who struggle to get out. It brought residents out of their flats and interacting with the animals and other people.

- **Our staff resolved 9.6 out of 10 queries** at the point of contact without having to get more specialist help from colleagues

- In 2016/17 we fully **responded to 8.1 out of 10 complaints** within 28 days

- At the end of 2016/17, **52 out of 56 Tenants and Residents Associations (TARAs)** complied with the Recognition Policy, which helps ensure they are being well managed

- In 2016/17, 3,487 tenants were asked if they felt that they had been treated fairly by our staff and gave a **score of 8.2 out of 10.**



YOUR HOME STANDARD  
QUALITY OF ACCOMMODATION AND REPAIRS

# HOUSE BUILDERS ARE ON THE BALL...

(2)

What years were  
the two oldest  
football clubs  
founded?

★ QUIZ QUESTION ★

**We are on target to deliver the extra 1,000 council homes we promised by 2020/21.**

Since 2015/16 we have bought 285 properties and built 89, including new energy efficient homes at Darnall and Manor.

We plan to build more of these homes than originally thought, including independent living schemes for older people, supported housing for disabled people and family properties.

Over the next year, work continues to improve kitchens, bathrooms, windows, doors, roofs, boilers and communal areas.

Customers gave us an average satisfaction score of **8.7 out of 10** for our repairs service (3163 people surveyed)

We have replaced obsolete heating systems in **1184 homes** and replaced roofing on **6586 properties** as part of a major investment programme

**96.4% of repairs** (168,979) ordered last year were completed on time – a figure consistent with previous years

We kept **91% of 27,653 repair appointments** made last year, within a two hour time slot



## TENANCY STANDARD

REHOUSING, MUTUAL EXCHANGES  
AND TENANCY MANAGEMENT

# JOINED UP TEAM WORK PAYS OFF



Almost a year after launching Housing+, some success stories are starting to emerge from the new approach to delivering housing services. At the end of March 2017, we had completed around 2,000 home visits and Neighbourhood Officers were managing around 850 Housing Plus cases.

Real life case studies include helping a mother who needed to downsize due to her rent arrears and finding more suitable accommodation for an elderly tenant, whose previous living conditions were unsafe. The personal touch seems to be paying off.



Last year we let **3,482 empty properties** with an average re-let time of **54.6 days**

In 2016/17 we collected **99.92% of rent due**, slightly down on the previous year's 100.4%

We received **5,761 rehousing applications** and validated **5,533** of these (or 96%) within 7 days

Last year **76 customers** were supported by our in-house Money Advice Team, equivalent to 51% of those we worked with. This compares to **96 customers in 2015/16** or 67%

# NEIGHBOURHOOD AND COMMUNITY STANDARD

NEIGHBOURHOOD MANAGEMENT (INCLUDING GREEN SPACE, COMMUNAL AREAS AND ANTI-SOCIAL BEHAVIOUR)

## ICONIC ESTATE IN A LEAGUE OF ITS OWN...

### Public consultation starts soon on a masterplan to revamp Gleadless Valley for current and future residents.

Sheffield City Council has won extra money from the Government to improve housing, services and facilities in the area, which is close to the city centre but also on the edge of beautiful countryside and woodland. It is hoped the project will create more opportunities for people, encourage investment and help businesses to grow.

Email [consultgleadlessvalley@sheffield.gov.uk](mailto:consultgleadlessvalley@sheffield.gov.uk) to find out more.



During the year we removed **5,267 fly tipping items** within one working day of it being reported, out of a total of 5,286.

We scored **6.9 out of 10 for customer satisfaction** with the support given when reporting an Anti-Social Behaviour (ASB) case.

Last year **6.6 out of 10 customer were satisfied** with the outcome of their ASB case.

(5)

Who wrote  
the Sheffield  
Football  
Rules?

★ QUIZ QUESTION ★



# VALUE FOR MONEY STANDARD

ACHIEVING VALUE FOR MONEY AND MANAGING RESORCES EFFECTIVELY

Last year we spent just under **£13,376,070 million** responding to repair requests from tenants. The average cost of a repair was **£132.94**

We have actively encouraged tenants to pay their rent by Direct Debit, with 10,629 (nearly 26%) now doing so. This is by far the most cost effective way to collect rent, with each payment costing us less than for customers using payment cards

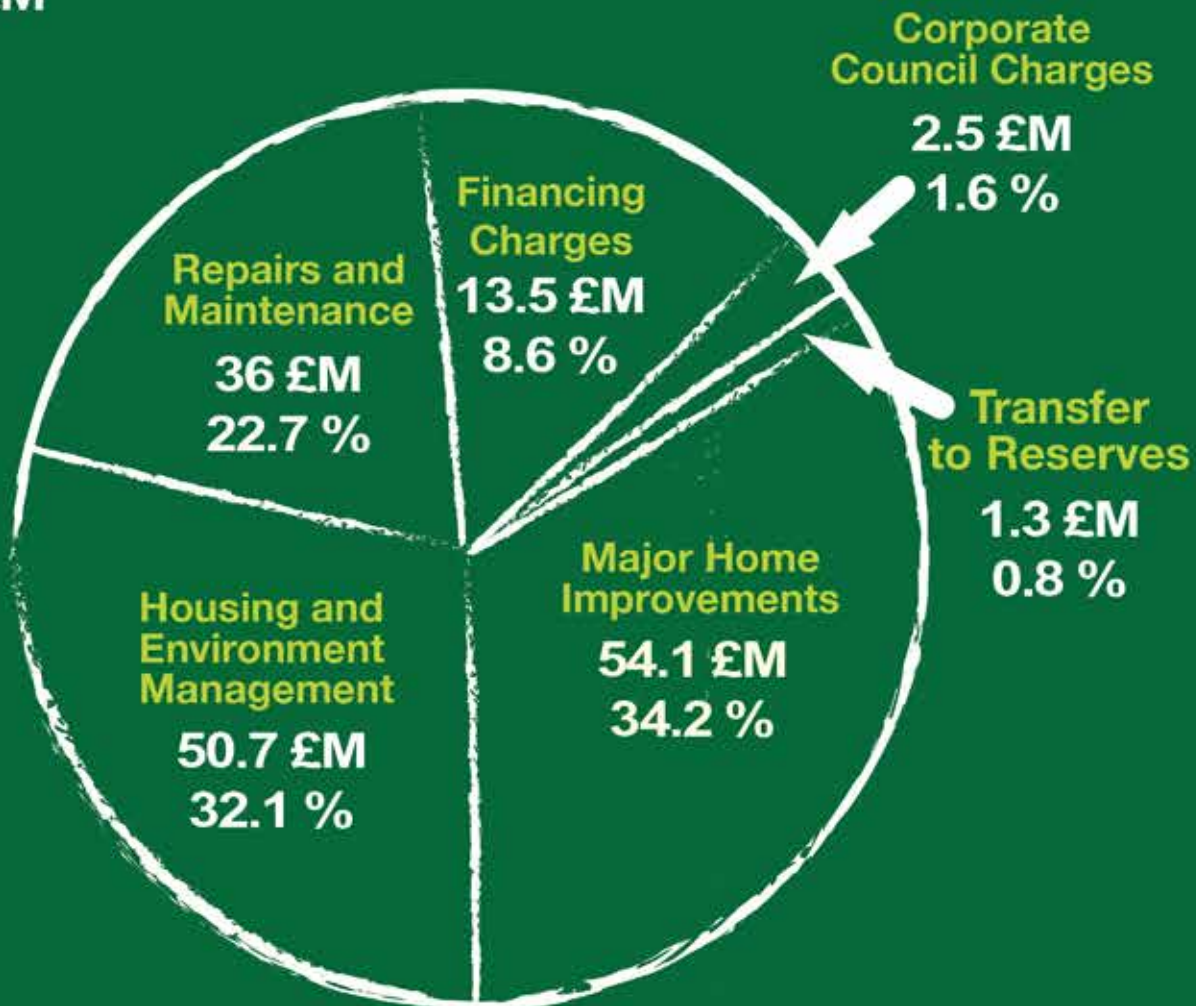
## MONEY 2016/17

### HOUSING REVENUE ACCOUNT EXPENDITURE



#### TOTAL EXPENDITURE

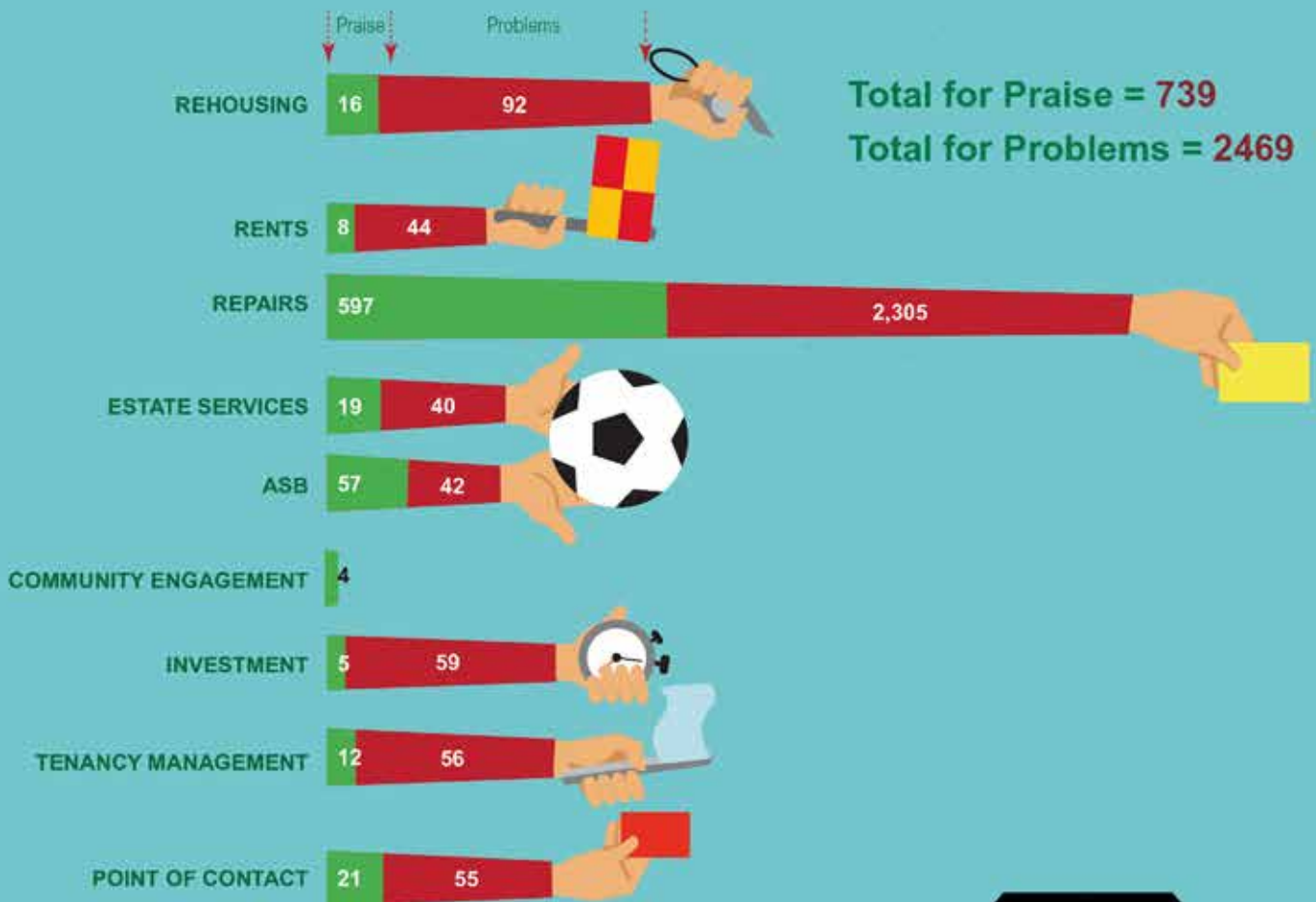
158.1 £M  
100 %



# LISTENING TO YOUR FEEDBACK



**We welcome feedback from our customers as it helps us understand what we are doing well and where we need to improve.** In 2016/17 we "problem solved" 96% of complaints with 80% of these dealt with within 3 working days or slightly longer if agreed with the customer. 2,398 were dealt with as problems and 91 as full complaints (investigations).



The following outcomes occurred as a result of the 91 full complaints:-

- Some elements of the complaint were accepted - 42
- The complaint was found to be unjustified - 37
- Errors had been made in service provision - 7
- A misunderstanding has occurred - 4
- Complaint withdrawn - 1

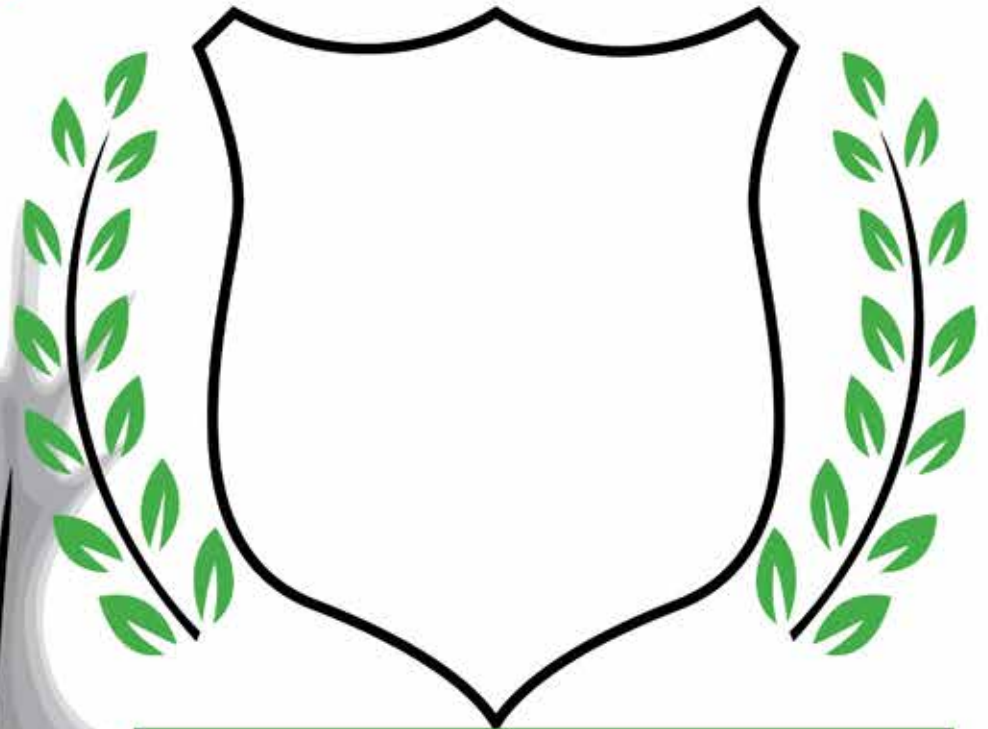




# UNDER 12's COLOURING COMPETITION

**WIN...**  
Two tickets  
to a  
Sheffield United  
home game!

**Design a football badge/  
shield in the shape below:**



**(8)**  
Which is the oldest  
football club in  
Sheffield, United or  
Wednesday?

**★ QUIZ QUESTION ★**

Child's Name:

Child's Address:

Contact phone number:

Child's Age:

**Send your entries to:**

Sarah Green  
Communications Team, Room 202  
Town Hall, Surrey Street S1 2HH

**Or email to:**

[communications@sheffield.gov.uk](mailto:communications@sheffield.gov.uk)

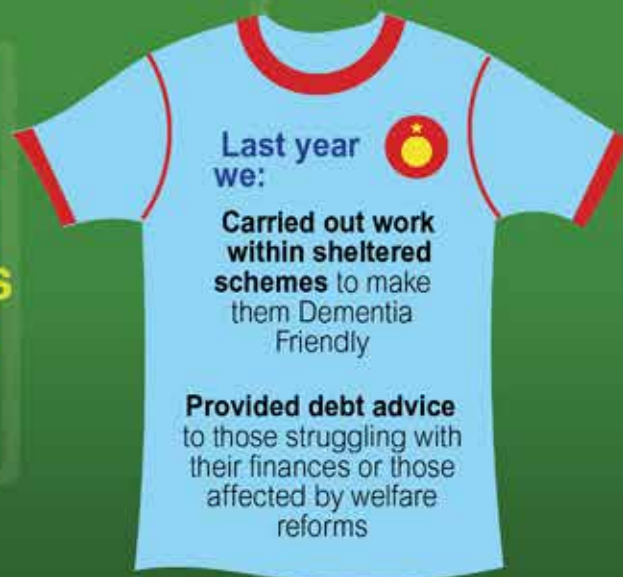
Please get your entries in by Friday 15th December. Winners will be notified by telephone or post.

# WHAT WE ARE PLAN

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



**Manage tenancies and help support you**



**Look after your neighbourhood**



# NING TO DO NEXT...

**Maintain the quality of your home and get repairs sorted out**

**Last year we:**

**Delivered programmes**

to improve tenants' kitchens, bathrooms, windows, doors, roofs and boilers

**Improved communal areas** within 794 blocks of flats and maisonettes, including replaced, repaired or upgraded communal doors, door entry systems, lighting and flooring

**This year we plan to:**

**Develop a number of new schemes for older people**

**Implement a range of fire-safety measures**

**Keep thinking ahead and getting value for money**

**Last year we:**

**Expanded the furnished service** to provide furniture to other housing organisations and council services

**Recruited 21 new housing apprentices**

**This year we plan to:**

**Locate more staff with other Council services** and the police at a local level to promote joint working and cost efficiencies.

**Buy a further 60 council homes** in addition to the 177 that were built or bought last year.

**This year we plan to:**

**Carry out consultation on the regeneration of public spaces in Gleadless Valley** following a successful bid to central government for funding

**Develop Local Neighbourhood Plans** for green spaces in each housing area

(9)

**Which record does Sheffield United hold over Sheffield Wednesday?**

**QUIZ QUESTION**

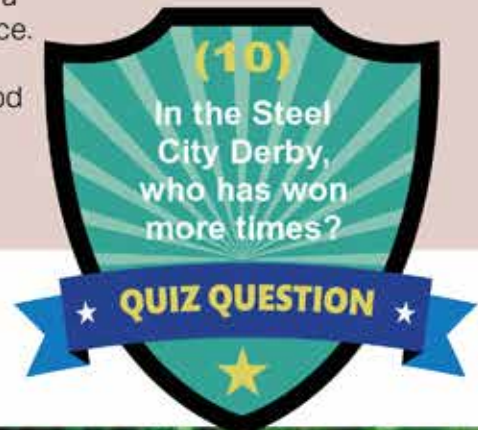
# Our Customer Promises

Back in 2011 many of you helped us develop a set of Customer Promises for each area of our work, such as repairs or rents.

Over the last six years tenants have been holding these Customer Promises to account. Each of our Partnership Groups receives a twice yearly report which enables them to scrutinise performance.

Our customer Promises leaflet is available at any Neighbourhood Area Office or you can download one from our website at

[www.sheffield.gov.uk/councilhousing](http://www.sheffield.gov.uk/councilhousing)



## GENERAL INFORMATION

**At the end of 2016/17 we managed 39,835 properties made up of:**

- > **2,668** bungalows
- > **15,883** flats
- > **18,463** houses
- > **2,915** maisonettes

During 2016/17 we:

- > Let **3,482** properties
- > Carried out **175,339** repairs
- > Responded to **7,278** letters and emails
- > Received **659,190** telephone calls

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** or phone 0114 205 3333.

## QUIZ ANSWERS

- Sheffield FC & Hallam FC (2) 1857 & 1860 (3) The code of football that later founded the Football Association  
(4) Nathaniel Creswick & William Prest (5) Boxing Day 1860 (6) 1976 (7) 1994  
(8) Sheffield Wednesday (Wednesday 1867 & United 1889) (9) United has won all division titles  
(10) United – they have won 49 times in 128 meetings

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

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