

Managing Your Career

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**Great service, great homes
and a great place to work**

The Guinness Partnership

- Focus on making sure every customer has a great experience
- Social purpose = surplus reinvested in new homes and improving services
- 66,000 homes
- 140,000 customers
- 165 local authority areas
- 10,000 hours of care per week
- 7,500 new homes by 2023 – 1,500 per year
- Investing c.£110m in maintaining, repairing and improving our existing homes in 19/20
- Achieved Investors in People Gold

Challenges for the Sector

- What do you think they are?
- Table discussion - 5 minutes.





Sector challenges

- **The Green Paper**
 - New homes / supply & demand (Brexit considerations)
 - Compliance
 - Customer Voice – Customer expectations
- **Growth**
 - Mergers & Acquisitions
- **Tenancy related**
 - Welfare Reform
 - Roll out of Universal Credit
 - End of fixed term tenancies
- **Digital**
 - Mobile working
 - Customer access to our services



The Green Paper

- Supply and demand
- Compliance
- Customer Voice



Ministry of Housing,
Communities &
Local Government

A new deal for
social housing

Growth

- Mergers / Acquisitions
 - Still a focus on growth for efficiency and improved services
 - Top 6

Places for People	197,884
Clarion Housing Group	125,000
Sanctuary Group	101,218
L&Q	95,000
Wheatley	80,000
The Guinness Partnership	65,000

- Government announcement to scrap council borrowing cap
- Council in-house provision of service delivery and developing new homes (15,000 new council homes p.a. predicted)

Tenancy Related

- Rents
 - Formula changing for setting rents
- Universal Credit
 - Impact on customers / households
- End of Fixed Term Tenancies?
 - Initiative hasn't delivered outcomes expected



Digital

- Technology advances
- Mobile working embraced
- Devices to enable staff to provide an improved service
- Officers working within customer areas (not offices)
- Flexibility / new working styles /



Challenges.....

- 8 million people in England are living in unaffordable, insecure or unsuitable homes (NHF 2019)
- 340,000 new homes are needed each year with 90,000 for social rent.....last year 6,000 were built
- Homelessness - 320,000 people homeless in Britain
- Fire safety - £6.875 billion needs to be spent

Comfort break

Over to you...

What does it really mean for you?

- Introduce yourselves and your roles
- Operationally, how are the challenges across the sector impacting your role?
- Table discussion – 10 minutes

YOUR development

- Mentoring is....
- Our experiences
- Ownership
- Networks

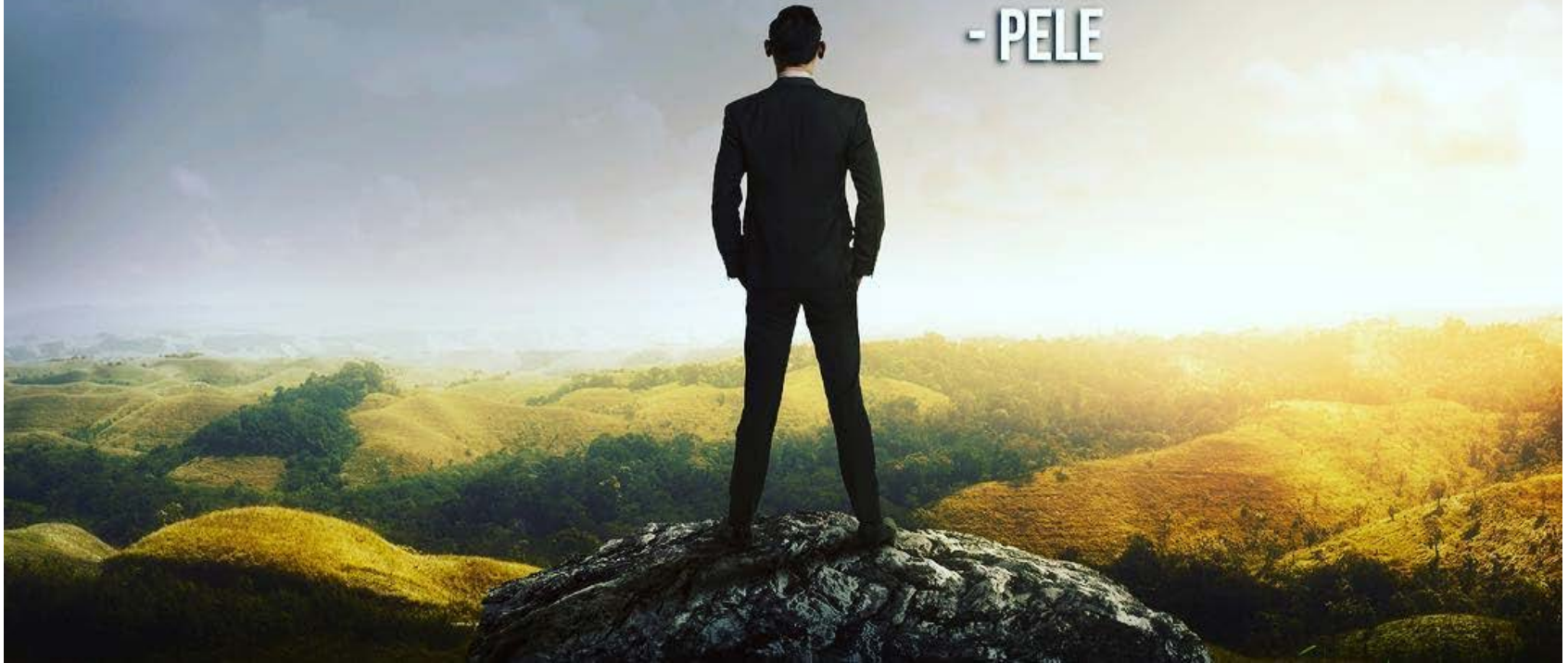
NOTHING IS IMPOSSIBLE
THE WORD ITSELF SAYS
I'M POSSIBLE

Audrey Hepburn



**SUCCESS IS NO ACCIDENT. IT IS HARD WORK, PERSEVERANCE,
LEARNING, STUDYING, SACRIFICE AND MOST OF ALL,
LOVE OF WHAT YOU ARE DOING OR LEARNING TO DO.**

- PELE



Questions?