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Patch Discussion

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Responses to the questionnaire

- Received 24 responses Nationwide
- Mixture of Local Authorities and Housing Associations
- Every responder worked on a patch based system

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Patch sizes - Overview

- Organisations varied between 2,400 to 77,000 properties
- Organisations varied between 2-160 members of staff
- Varied between 300 – 1,800 properties per officer
- Majority were working on 1250-1300 properties per officer

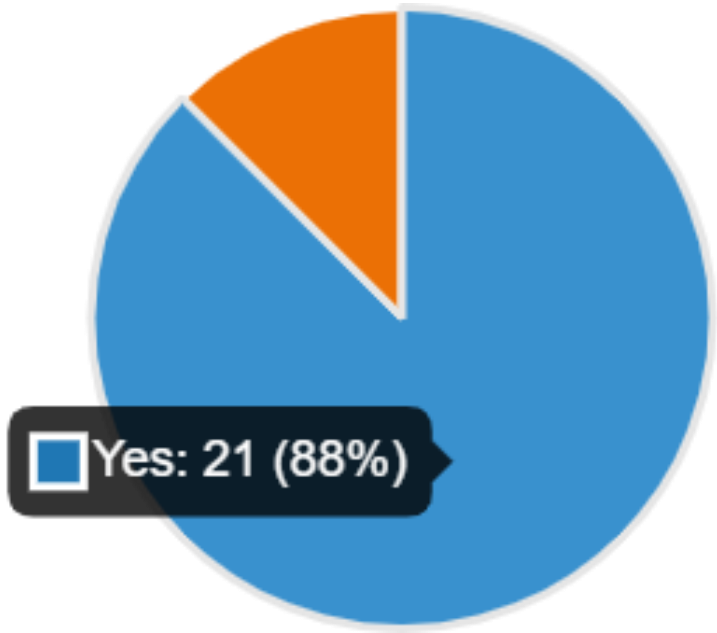
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Patch sizes – Questions

- For those with 1000 + properties per member of staff, are your officers doing initial letter to eviction arrears collection or are some of the tasks delegated?
- Does everyone do DIY possession?
- How many people have vacancies they are finding hard to fill?
- How many organisations are not backfilling positions when people leave?

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Analytics Software – Overview



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Analytics Software – Overview part 2

- Range between 44 – 600 cases per week from responders
- Majority ranging between 110-150 cases per week

Analytics Software – Questions

- Is the Analytics Software in place of an officer?
- Do you have a target for completion?

Tenancy Sustainment / Financial Inclusion - Overview

Financial Inclusion	6
Tenancy Sustainment	3
Both	13
Neither	2



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Any Questions?



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End of year Discussion

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Breakout Rooms - Questions

- Are you trying anything new for this end of Financial Year push
- Any end of year campaigns that have worked in the past
- Any end of year tips of best practice to share
- Are you incentivising officers or tenants to boost performance
- Any plans to restructure in the new FY to maintain or boost performance

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Feedback

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From the questionnaire - Are you trying anything new for this end of Financial Year push

- Push on DD's
- Currently testing automation and call services of analytic providers.
- Actively promoting money advice team, regularly updating website with cost of living information
- Leaving the initiative to Team Leaders
- Text Campaigns
- Escalating arrears cases to court and to eviction hoping that this prompts payments
- Social Media Campaigns

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From the questionnaire - Any end of year campaigns that have worked in the past

- Sending bulk texts to tenant on Universal Credit reminding them to report change of circumstances in their UC claim with their new rent of the date of their rent increase
- late night call outs from 6-7.30 pm and text reminders to clear static balances
- Prize draw for clear rent accounts.
- Exploring all available funds in DHP/Homelessness Funds/Household Support Fund. We normally have a challenge for staff/with prizes which runs throughout March
- Non Payment Week; backed up with SMS campaign, warning letters, prize draw, promotion via Facebook and tenant email newsletter.
- 90 day DOMA (Southern)

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From the questionnaire - Any end of year tips of best practice to share

- maximise opportunities to move people to paying in credit where you can through DD uplifts
- Link in with LAs to see if they have any remaining DHP funds that they are looking to spend
- Keep calm, keep the focus and continue to monitor
- If DHP pot runs out, ask for an agreement in principle for it to be paid in April, not a win for year end, but a win all the same.
- Non Payment Week (Swindon BC)
- Asking the Other Teams to contact non-engaging customers
- Plenty of communication with team and constantly talk about the target, keep them updated

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From the questionnaire - Are you incentivising officers or tenants to boost performance

- Prize draw for clear rent accounts for whole of March, being advertised in Feb.
- various competitions to drive performance on areas that need focusing on.
- Paying them 1.5 x their hourly rate if they do more than 5 hours overtime
- praise and support in place and given frequently
- small cash collection competitions.
- A bonus scheme was implemented at the beginning of last year for all front line colleagues
- The incentive for tenants is that they won't get a NOSP or go to court or be evicted.
- Half days for Officers as a prize

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From the questionnaire - Any plans to restructure in the new FY to maintain or boost performance

- Having analytics replace staff
- Employment of a number of SIOs and Eviction Prevention officer
- Merge Home Ownership and GNs to pool resources.

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Thank you!!!

- ISNG Linkedin group
- Website