

# Applying the spotlight report to service delivery

Joe Williams, settle

**settle.**



# All eyes on our sector

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# About us

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- 📍 **10k** homes, **23k+** residents, **300** colleagues
- 📍 Operate across Hertfordshire, Bedfordshire, Buckinghamshire and South Cambridgeshire
- 📍 Our Purpose: To give residents a firm foundation on which to build their lives.
- 📍 Our 2030 Vision: A safe, comfortable and affordable home for every household.
- 📍 Focussed on delivering ongoing investment in homes, quality, safety and thermal comfort
- 📍 We make decisions on where they have the biggest impact - underpinned by data, driven by what we're hearing and working with residents



# Residents influence on settle services

## **Voice of the resident:**

- TSM scores and feedback
- Introduction of the voice of resident panel
- Lots on ASB and supporting vulnerable residents!
- Themes identified = revision to services

## **Services aligned to resident need:**

- Call centre to service hub
- Patch based to demand led
- 'Officer' to 'Partner' roles
- Increased tenancy support provision
- ASB to Community Safety approach
- Removed low output roles
- Enhanced digital offer



# Identifying & supporting vulnerable residents

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- Critical part of policy, procedure and processes
- Identify resident need early
- Equal relationship
- Establish information – level of support required
- Consider best placed internal team or external service
- Clear plan, that's regularly revisited
- Cost of living impact considerations



# Tackling ASB – supporting safer communities

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Early intervention, early intervention, early intervention!

Case management consistent with policy & procedure

Keep residents informed – set realistic timeframes

Accurate record keeping – disclosable case notes

Manage expectations – the can's and the can not's

Support residents and colleagues on serious cases

Build links – don't give up

Look to join boards/groups that add value (for residents)

# Partnerships & Professionalism

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## Close working relationship with partners:

- Reciprocal workshops
- Attendance and membership at boards/groups
- Shared resources and objectives
- Supporting case management, celebrating successes

## Upskilling and training:

- CIH qualifications
- CPD opportunities
- Benchmarking and best practice visits

# Service Challenges

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- The scope of our role – heart vs head
- Upskilling and training – how far do we go?
- Increasing caseloads and case lengths
- Vulnerable resident demand
- Pressure on external services
- Recruiting in a candidate's market
- The automation balancing act



# Future considerations

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- Increased vulnerability and complexity of need
- Increased financial pressures on residents and providers
- More support, less enforcement?
- Specialist vs generic?
- Overcrowding & housing availability
- Investment in technology vs investment in people
- Enabling residents – to support residents



# Thanks for listening

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