

September 2019

Your Home, Your Neighbourhood

for council tenants and leaseholders



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TARA Digital Champions • Free digital workshops



Net yourself some free training and get online

Are you daunted by the internet and all things digital? Want to check your rent account or order a repair online, but don't know how?

We are working in partnership with Heeley Trust to help our tenants, leaseholders and local residents develop their digital skills.

Our free, weekly city-wide sessions are run by knowledgeable and friendly volunteers who will help you find your way around the internet and all the benefits it has to offer.

Find out where your nearest class is and book your place by calling Heeley Trust on **0114 399 1070** or use **www.bit.ly/SCCFreeITSupport**

Follow us on Facebook



If you've not already, why not follow our recently relaunched Housing and Neighbourhoods Facebook page.

We'll keep you up-to-date with all the latest news and updates for tenants, leaseholders and residents.

Since our relaunch we have built up 950 followers, our posts have reached over 80,000 people and we've had over 3,000 engagements (likes, shares, comments etc)

Our page is getting more and more active with news, community projects, events, surveys and queries, so why not join the conversation.

Search for us on Facebook at **@SheffHousingAndNeighbourhoods**



Some of our Tenant and Resident Association (TARA) members have been trained to deliver basic digital inclusion taster sessions to local people.

Supported by Heeley Trust, they will now be able to support their fellow tenants and residents to get online and do more digitally.

Some of our TARA Digital Champions attended the 'Festival of Learning Awards 2019' at Sheffield Hallam University to celebrate their achievements.

Thank you to everyone who took part and well done!

Change of Postal Address

We have recently changed our postal address to:

Housing Services
PO Box 5967
SHEFFIELD
S2 9GH



Welcome to Sheffield Council Housing Service's Annual Report 2018/19

...which looks back on our performance over the last year.

As always tenants have helped us design and write this report, which this year celebrates the centenary of council housing. The 1919 Addison Act enabled local authorities to develop new, high quality housing for working people and saw large scale council estates spring up across Sheffield.

We've included some extracts from previous Annual Reports to show how times have changed, alongside some great archive photographs.

However our current performance data is bang up-to-date, so you can see how we're performing today.

For a bit of fun, why not have a go at our time-travelling quiz about housing over the years - how many will you get right? (answers on the back page)

Janet Sharpe, Director of Housing and Neighbourhoods Service

100 Years of Council Housing Quiz

- Q1:** What was the weekly rent of a 3 bedroom house on the Norwood estate in 1951 (in today's currency)?
Options: £1.97: 54p: £2.43: £1.03
- Q2:** In what year was the first council property built in Sheffield (Button Lane cottages)?
Options: 1918: 1895: 1904: 1890
- Q3:** How much did each Button Lane cottage cost to build?
Options: £1,070: £5,370: £269: £2,465
- Q4:** How many properties did the council manage in 1972?
Options: 53,218; 69,889; 75,771; 84,301
- Q5:** Which estate got to be known as the Buttons Estate?
Options: Longley, Wisewood, Hackenthorpe, Birley
- Q6:** Which of these 4 estates was first to be built?
Options: Gleadless Valley: Shirecliffe: Longley: Park Hill
- Q7:** Park Hill was built between 1959 and 1961 but how many properties did it include?
Options: 675, 992, 1,212; 1409
- Q8:** The Jordanthorpe estate was built between 1967 and 1970, but who was the Prime Minister at the time?
Options: Harold Wilson: James Callaghan; Edward Heath: Harold Macmillan
- Q9:** German prisoners of war at Redmires Camp laid down roads and sewers in preparation for council house building in some parts of the city:
True or False

Townhead Street flats, 1925



Pond Hill Housing Office



Your Home Standard

Before the Addison Act came into effect, many people were living in cramped and unhygienic conditions. Overcrowding, disrepair and lack of sanitation was affecting people's health and happiness.

Back-to-back tenements were common, with an outside toilet serving up to a dozen households.

In 1891 a Sheffield Medical Officer of Health said: "It would be hard to find in any town poorer conditions of property and worse surroundings than are to be found in the centre of Sheffield."

What we're doing today

- We offered a Housing Plus annual visit to almost 9 out of 10 tenants and, of those, around half met with a Neighbourhood Officer
- A total of 365 adaptations were carried out in 2018/19, with almost 8 out of 10 fast track applications completed in 17 weeks
- Over 93% of all repairs were completed on time

Neighbourhood and Community Standard

Sheffield Council's 1961 Annual Report explained how the new Pond Hill Housing Office had a small conference room where staff could chat to new tenants.

It also describes how rents were collected in the Rent Hall: "Despite the much greater space now available, the Saturday morning queue still fills the office and stairway.

"From the chatter overheard it seems to be regarded as a social occasion, as tenants cheerfully await their turn."

What we're doing today

- Across Council Housing areas 99.6% of fly-tipping and 98.7% of graffiti is removed within one working day
- An average of 8 out of 10 people are satisfied with their neighbourhood as a place to live and 77% think the shared green areas around their home are well-maintained
- Seven out of 10 people are satisfied that shared areas are kept free of litter and graffiti

Tenant Involvement and Empowerment Standard

From the late 1960s and throughout the 1970s, tenant action began to take shape, with more people ready and willing to question decisions made in their name.

In Sheffield at least 23 tenant groups were formed to protest about everything from the lack of recreation facilities to rent rebate scheme changes.

Rents protest march on the Haymarket 1972



Rent rises were the biggest bone of contention, with rent strikes taking place in major cities, including Sheffield.

Residents in some clearance areas helped influence wider housing policy, demanding partial rebuilding and improvement work.

Norfolk Park Tenants and Residents Association (TARA) is the oldest in Sheffield at 53 years old.

What we're doing today

- It is taking us longer on average to answer customer calls, with wait times increasing by an average of 1 minute in the last 12 months
- We are working with customers on improving access to our services both online, in person and over the telephone
- Almost 9 out of 10 customers think they are treated fairly by our staff
- Over 7 out of 10 customers found it easy to make a complaint

Tenancy Standard

One of our oldest Annual Reports - dating back to 31st March 1952 - describes how homes subject to a mutual exchange were inspected for vermin infestations before the swap took place.

It also describes door-to-door rent collections, with each collector responsible for around 680 houses each.

The most popular home alterations at that time were applications to fix television aerials to properties and replacing cooking ranges with modern tiled fireplaces.



Gleadless Valley Estate

What we're doing today

- Over 1 in 3 of our tenants now pay their rent by Direct Debit. This reduces our collection costs so that we can invest more in services
- On average 7 out of 10 people are satisfied with the service provided when dealing with their rent
- The average number of weeks a property is vacant increased slightly in 2018/19 from 10 to 10.3
- Overall the amount of tenants moving home has decreased from 11% to 8%

Annual Update Information for 2017-18 to 2018-19

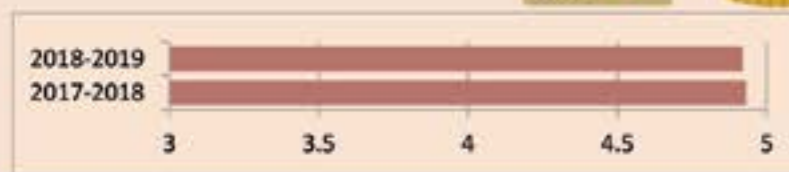
Rents and Income

Current arrears have increased, linked to the roll out of Universal Credit in Sheffield. Former tenant arrears have decreased slightly

Current arrears (£m)



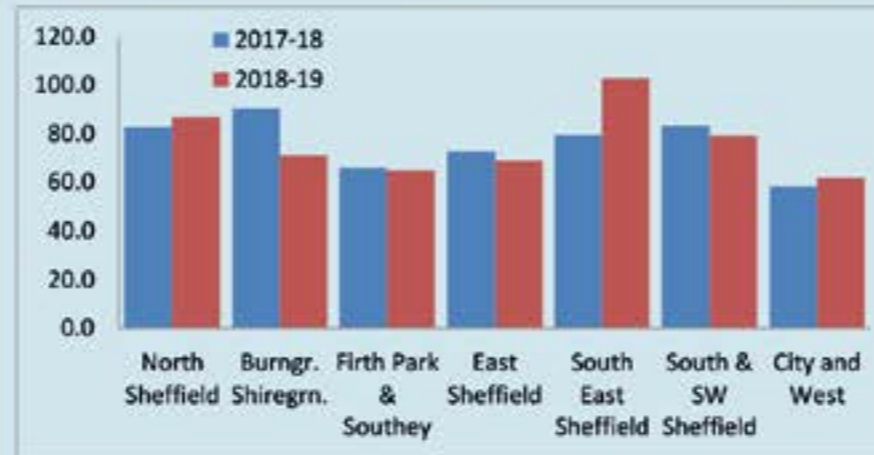
Former tenant arrears (£m)



Antisocial Behaviour

The number of new cases has changed very little. We continue to work with the Police through our Safer Neighbourhoods Partnerships

New ASB cases per 1,000 properties for 2017-18 to 2018-19



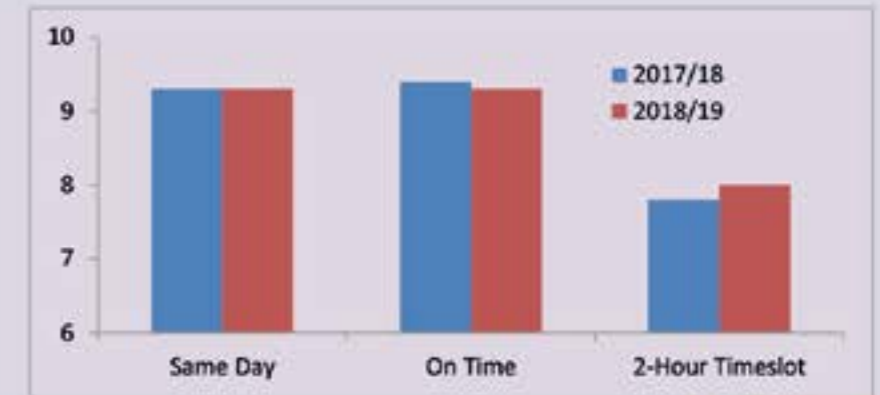
Satisfaction score with the way the ASB case was dealt with (out of 10)



Repairs

Same Day repairs are unchanged, with On Time slightly poorer but 2-Hour Time Slot showing an improvement

Same day, completed on time, and 2-hour time slot (survey results)



Satisfaction with Repairs Visit

Satisfaction with the repairs visit (out of 10)



Supply of Council Housing

The number of Right to Buy properties has fallen and the number of properties acquired has increased

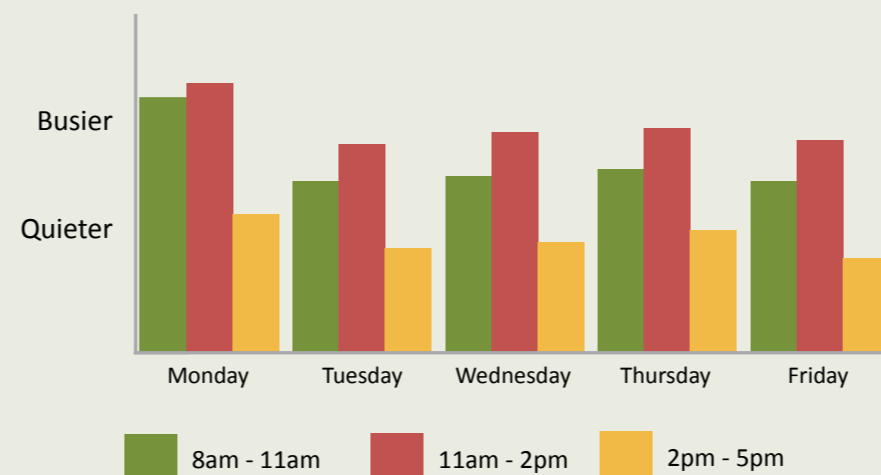
| | 2017/18 | 2018/19 |
|---|---------|---------|
| Number of council houses | 39,477 | 39,183 |
| Number of properties sold under the Right to Buy scheme | 393 | 361 |

There were twice as many properties acquired or built in 2018/19 compared to 2017/18, and at a lower average cost

| | | |
|---|--------|--------|
| Number of properties acquired or built | 39 | 78 |
| Average unit cost including fees, purchase prices and all repairs (£) | 83,144 | 72,632 |
| Number of new homes built or acquired by other social housing providers | 71 | 66 |

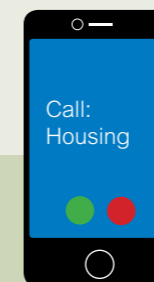
Communication with Housing section

Call Centre volumes: Housing



For housing calls, we are least busy on Tuesday and Friday afternoons.

We get twice as many calls on Monday lunchtime than on Tuesdays after 2pm.



Our Properties

Property types by bedroom numbers

| | 0 Bed | 1 Bed | 2 Bed | 3 Bed | 4 Bed | 5+ Bed | Total |
|------------|-------|--------|--------|--------|-------|--------|--------|
| Bedsit | 158 | 3 | - | - | - | - | 161 |
| Flat | 6 | 11,073 | 3,311 | 116 | 3 | 1 | 14,510 |
| Maisonette | - | 13 | 2,089 | 707 | 9 | 1 | 2,819 |
| House | - | 56 | 7,580 | 9,979 | 370 | 21 | 18,006 |
| Bungalow | 2 | 1,631 | 936 | 52 | - | 1 | 2,622 |
| Sheltered | 175 | 784 | 105 | 1 | - | - | 1,065 |
| | 341 | 13,560 | 14,021 | 10,855 | 382 | 24 | 39,183 |



Praise and problems

We welcome all feedback from our customers. It helps us to know what you like about our services and what we need to improve on.

- We resolved almost 7 out of 10 problems within our timescale of 3 working days, compared to 8 out of 10 in 2017/18.

- Six out of 10 investigation and investigation reviews were completed in 28 days, compared to 7.6 the previous year.
- We opened 129 new investigations and reviews in 2018/19.
- In 2018/19 we completed 150,910 repairs - 1.5% of those resulted in a complaint.

| | Praise | Problems |
|-------------------------|--------|----------|
| Rehousing | 6 | 96 |
| Repairs | 5 | 39 |
| ASB | 269 | 2369 |
| Investment | 5 | 47 |
| Point of Contact | 3 | 44 |
| | 0 | 2 |
| | 25 | 74 |
| | 30 | 72 |
| | 18 | 118 |

Rents

Estates

Community Engagement

Tenancy Management

Value for money

Eight out of 10 tenants think that the rent they pay is value for money.

- The Housing and Neighbourhoods Service 'buys in' some services from other parts of the council for things like running the call centre, legal services, building management, publicity and public relations.

LOAN REPAYMENTS

£14.3M

eg. interest payments on borrowing

REPAIRS AND MAINTENANCE

£37M

eg. routine repairs to homes

HOUSING MANAGEMENT & ENVIRONMENTAL SERVICES

£50.6M

eg. neighbourhood teams, estate services and council support services*

OTHER

£3.5M

eg. insurance, council tax

MAJOR IMPROVEMENTS

eg. kitchens, roofs, heating

£46.8M

100 Years of Council Housing Quiz Answers

Q1 10s 11d which equates to 54p; **Q2** 1895: The cottages were demolished in 1962 to make way for a new road, Charter Row, in the city centre; **Q3** £269 each; **Q4** 75,771; **Q5** The Wisewood estate built in 1929. Many of its tenants wore uniforms to work, so it became known as the Buttons Estate - a reminder that many of the first council house dwellers belonged to the better-off working class employed in public services **Q6** Longley: 1927-32. The others: Shirecliffe: 1936-38; Gleadless Valley: 1955-72; Park Hill 1959-61; **Q7** 992; **Q8** Harold Wilson (1964-70). The others: James Callaghan (1976-79); Edward Heath (1970-74) Harold Macmillan (1957-63); **Q9** True

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Sheffield City Council
Housing & Neighbourhoods Service
www.sheffield.gov.uk



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