

# North Area Housing

Report to Forum

# Welcome addition to the Management Team

- Yinka Olubajo has been appointed Resident Services Manager for Rotherhithe
- Yinka has extensive housing management experience and will be a great asset to the team
- Her contact details are 07743193769 and [yinka.olubajo@southwark.gov.uk](mailto:yinka.olubajo@southwark.gov.uk)

# Performance: October 2023 key indicators to date

	Target	Achieved	Numbers received
Members Enquiries (respond within 10 days)	90%	96%	256
Stage 1 Complaints (respond within 10 days)	90%	67%	146
Stage 2 Complaints	Less than 5% of Stage 1s total	1.9%	10

# Continues

	Target	Achieve
Estate Inspections carried out	100%	100%
-with residents	85%	84%
-graded over 7 (1-10 scale)	99%	100%
Tenancy visits	52.3% for October	51.3%

# Continues

	Target	Completed
ASB complaints received	-	351
-responded on time	98%	94%
- Closed on time	98%	97%

# Continues

	Target	Achieved
Recovered properties	70 for the whole Borough	10
Hoarding cases	-	40 open cases

# Staff safety

- We pledge to support staff with balancing work and mental and physical wellbeing.
- We believe that improved overall wellbeing will lead to increased productivity and ultimately better outcomes for our residents and stakeholders.
- I encourage staff to report all incidents of threats and abuse and challenge the perception that it is all part of the job, because it is not and it will impact on their health at some point
- Our staff carry a Lone Working Device. When activated a call centre operator will be able to hear what the staff can hear and call the Police if the incident escalates
- I will ensure that residents who threaten or abuse my staff face the consequences of their actions.

# Staff Safety- continues

- The range of sanctions can include
- Entry on the Violent and Aggressive tenants register
- Exclusion from Council buildings
- Limit access to services via a Single Point of Contact
- Legal Injunction
- Repossession proceedings through the Courts



# Questions