

Barnet Homes

Barnet House, 1255 High Road, Whetstone, London N20 0EJ

Date: 8 March 2019

Dear Candidate,

Thank you for your interest in my Service Manager vacancy at Barnet Homes. This is a key role for my service, and a chance for the right person to make fundamental changes to both the way we operate and the quality of the services we offer to our customers.

I am really proud of Barnet Homes, and my teams, so please excuse me if I share some of our achievements;

- Over 90% of Barnet Homes customers have consistently rated our customer service as 'good' since the beginning of 2017/18.
- Our Private Lettings Team known as let2barnet has exceeded targets for private rented sector lettings year-on-year since 2014/15, despite increasing rents and the introduction of Universal Credit in Barnet in May 2018.
- Our strategic focus on prevention and early intervention enabled us to deliver 1,140 prevention outcomes last year.

And, specifically relating to teams managed by this position;

- Our total households in temporary accommodation have decreased by 4% compared with the same quarter last year, despite the introduction of the Homelessness Reduction Act and sustained high levels of demand.
- Our specialist Tenancy Sustainment Teams and Housing Needs Teams deliver more homelessness prevention outcomes than the generic roles we had in the past, and we are committed to retaining these specialisms.

This has all been possible because of a culture of innovation and the commitment of my officers. However, we know that there is a more to do. Nearly a year on from the Homelessness Reduction Act, our current review of frontline services and the business-wide Customer Experience Project are identifying a roadmap for change, which includes operational, process design and digital changes that will produce a major cultural shift.

I need an inspirational leader to deliver on our ambitious vision for the service. If you are that person, I look forward to meeting you.

Yours sincerely,

Kate Laffan
Assistant Director - Operations

www.barnethomes.org

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