

## Appendix 5 – Housing Strategy monitoring and review process

We will monitor our progress toward achieving the objectives set out in this strategy in three main ways:

1. Ashford Borough Council staff - objectives for annual work plans are set in individual's performance appraisal. Staff will check their own performance against the actions and timescales set out in the action plan, reporting to their manager. Individual supervision and monitoring of individual performance appraisals will ensure that tasks are being tackled within the necessary timescales and in the most appropriate ways.

2. Housing Strategy Monitoring Group - key stakeholders will be invited to join a newly formed group to monitor progress against the action plan, a 'progress' column will be added to the action plan and completed after each of these meetings. A traffic lights system will highlight those actions that are on target, slipping slightly or are at risk of not being achieved. The group will also assist in developing the strategy further to 2011 in line with the changing policy environment, including the further development of other relevant local strategic plans such as the Sustainable Community Strategy and the Corporate plan and in response to existing actions being achieved. This group will meet twice per year.

3. Ashford Borough Council Policy Advisory Group (PAG) 'Resources, Policy and Planning' - an annual report on progress will be presented to this Committee made up of elected members of Ashford Borough Council. The annual report will be made at the end of each financial year and will be developed following the second yearly meeting of the Housing Strategy Monitoring group.

Feeding in to the monitoring process described above will be:

- Feedback from the specific Accommodation Fora named in this strategy, which will become sub-groups of the Housing Strategy Monitoring Group.

- Feedback from the regular liaison that takes place with partners through other groups and individual contact, including the RSL Management Forum, RSL Development Forum and the Housing Care and Support Group.
- Feedback from tenants and other customers through satisfaction surveys, focus groups, performance monitoring groups.

### Reporting progress

In addition to the annual report to elected members via the PAG a quarterly report is made to members of Ashford Borough Council's Executive Committee by the Housing Service as a whole.

We will also:

Produce an annual summary report to be published on the Ashford Borough Council website - this will be available at the start of each financial year, following the examination of progress by the Overview and Scrutiny Committee.

Keep the Housing Strategy up to date on the Ashford Borough Council website, the version of the Housing Strategy accessible to the general public will be kept up to date with changes made with the agreement of the Housing Strategy Monitoring Group. We will use the website to encourage comment from stakeholders and members of the public.

Publicise progress and achievements through the Ashford Borough Council website, local media, Ashford Borough Council's resident's magazine 'Ashford Voice' which is sent to all households in the Borough, tenant's magazine.

We will also continue to work closely with other local authorities across Kent through Kent Housing Group and the Kent Housing Strategy and Enabling Group, which is a sub-group of KHG. Joint working helps us to identify those needs and issues that are shared with other areas so that we can plan to become more efficient through partnership approaches.