

SERVICE PLAN 2008/12– Housing Landlord services HRA

NOW ANALYSIS

THE SERVICE

Objective:	Dedicated to providing decent sustainable homes and communities for all our tenants by delivering high quality services, focussed on working with the community, and a commitment to communications and consultation.
Budget:	2009/10 budget Gross income £21.1m Net income £13.9m Net expenditure £13.9m
Staffing:	Total number 65 FTE, 75 People in Post.
<p>The Service Teams: The Housing Services Team are the first point of contact for our customers and are responsible for resolving service requests by taking appropriate action and providing quality advice</p> <p>Estate Services deliver a range of services to tenants and residents who live on our estates, ensuring that they are closely involved in the prioritisation of what is important to them. Ensuring that estates are pleasant inviting places to live in that people both want to and take a pride in living on. Ensuring that anti-social behaviour is dealt with swiftly and not tolerated.</p> <p>Resident involvement -Involving residents in every aspect of delivering the housing service is a key expectation of everyone involved in the housing service. It is expected that it should have influence from the most day to day matters all the way up to the most strategic. It is also expected that resident involvement should be embedded into everyone's day job.</p> <p>Supported Housing To deliver a range of support services to promote and enable independent living for older and/or disabled Council tenants</p> <p>Income Management-To provide tenants with a consistent and unambiguous approach to rent collection and arrears recovery. While maximising income will be our priority it is recognised that there should be a balance between this and providing support and advice for our tenants.</p> <p>Planned Maintenance-To deliver planned maintenance programmes of work in order to ensure that the Decent Homes Standard is maintained as a minimum and to work towards "Decent Homes Plus" where all properties are maintained to a higher standard. This includes major refurbishment and improvement works to individual properties.</p> <p>To deliver major and minor regeneration projects around the Borough together with local area plans and re-modelling of sheltered units.</p> <p>To deliver an efficient Right to Buy service. To provide a comprehensive service to leaseholders including billing and management processes.</p> <p>Key partners: KCC, Police, Fire, Voluntary Sector, RSL's, Contractors, support providers.</p>	

PERFORMANCE

Information on performance can be found in the quarterly Budget and Performance Monitoring Reports to the Executive.

WHERE ANALYSIS

GOALS

Short Term (2009/10)	Medium Term	Long Term
<p>GQS4 Develop and deliver improvement plans to deliver an improved Housing Service striving for excellence</p> <p>H3 Implementation 2nd phase of the new housing management system, particular in terms of performance reporting and real time reporting.</p> <p>GQS4/CC4 Ensure transparency of all services to our customers recognising diversity throughout, including publication of the full range of service standards.</p> <p>H3 Deliver 10-Gas Maintenance contract.</p> <p>H3 H2 Deliver £6.8 million pounds of work to Council properties to maintain decent homes and deliver regeneration and remodelling schemes.</p> <p>GQS1 Maintain A rating quality assessment framework in supported housing.</p> <p>H3 Review and update the HRA business plan</p> <p>LL3 Progress the shared service project with East Kent authorities</p> <p>GQS4 Ensure Equality Impact Assessments are completed in accordance with timetable.</p>	<p>GQS4 Continue to implement improvement plans towards excellent Housing services.</p> <p>H3 Publish a planned maintenance plan for all Tenants.</p> <p>LL5 Consider extending supported housing services to address vulnerability of our customers.</p> <p>H3 Review policies and procedures to ensure effectiveness</p> <p>H3 Undertake a condition survey to verify compliance with the decent homes standard.</p> <p>H3 Review the financial effects of any changes resulting from the Housing Subsidy review.</p>	<p>H3 Review effectiveness of the 10-year responsive maintenance contracts. And the cleaning contract.</p> <p>H3 Review effectiveness of the Housing System implementation.</p> <p>GQS4 Review the progress against the improvement planning and consider inspection requirements.</p> <p>GQS4/ CC4Review the Tenants compact.</p> <p>H3 To have completed the 2012 rent conversion programme.</p> <p>H3 Review service standards</p>
IMPROVEMENT PLAN/STRATEGIES		
<p>People & Finance</p> <ul style="list-style-type: none"> As part of the implementation of the new Housing system, review existing internal processes to achieve efficiencies. To review resources in light of the requirements made of the Service to deliver improved services in line with HQN recommendations and resident feedback. Assess impact of the improvement plans for the staff survey 	<p>Technology</p> <ul style="list-style-type: none"> Implement Orchard's archHouse Plus Housing System. Implement of Workflow Management system. Implement mobile working solutions across the service Ensure the new Housing system is used to maximise potential to ensure excellent services to tenants Replace all alarm systems that are effected by the BT21CN programme by March 2011 	<p>Strategies</p> <p>HRA Business plan Corporate Debt strategy Social Inclusion Strategy</p> <ul style="list-style-type: none"> Develop Asset Management strategy, Repairs service strategy, Housing Service Team Service delivery Strategy Review Anti-Social Behaviour strategy Ensure all strategies, policies and procedures undergo Equality Impact assessments.

