

SERVICE PLAN 2009/12 – HOUSING MANAGEMENT

NOW ANALYSIS

THE SERVICE

Objective: To 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 while also providing a consistent and unambiguous approach to rent collection and arrears management.

Budget: Net Expenditure: £1.1m

Staffing: Total number 10 FTE and PIP

1 Housing Operations Manager, 1 Tenant Participation Officer, 7 x Area Managers, and 1 Income Recovery Officer.

The Service Teams:

Housing Operations Manager: Responsible for the day to day running of the housing management team, including the direction of travel, performance management, partnership liaison and policy and practice.

Area Managers: A dedicated team responsible for the day to day housing management of the generic housing stock. Their roles include arrears management (including debt and financial advice) and estate management including estate inspections, post tenancy counselling, property inspections and assisting the TPO to engage residents at all levels.

Income Recovery Officer: Responsible for the collection of former tenant arrears and garage arrears. Working along side the Area Managers and the Housing Services Team to manage all current garage accounts to enable maximum income potential. Also responsible for the collection of former tenant arrears including liaising with former tenants regarding their financial responsibilities to clear outstanding balances.

Tenant Participation Officer: Give advice and support to area managers on all matters relating to tenant and resident participation. Involving residents is key to delivery of high quality housing management services and whilst it is very involved in Estate Services is so important that it has a service plan of its own.

Key Partners:

Floating support providers: Supporting Team at Kent County Council, Porchlight, CASA Support, Invicta Telecare.
 HMCS - Ashford County Court, Maidstone County Court, Canterbury County Court and Canterbury County Court
 Citizens Advice Bureau
 Shelter
 Social Services (Ashford)
 All Pay
 Chrysalis Consortium
 Kent Police
 Community Safety Unit (CSU)
 Kent Fire and Rescue
 ABC Contract Services
 ABC Housing Advice Services
 Ashford & Tenterden Gateway
 Kent County Council – variety of services including Education, Community Wardens
 National Health Service/Primary Care Trust
 Probation Services
 Ashford Mediation

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 (2010/11)	Long Term (2011/12)
<ul style="list-style-type: none"> Review and decide if a tenant's incentive scheme who work for Ashford. GQS1 Streamline procedures for Account management including rent setting and calculation. H3 Implementation of a generic housing service. H3 Implementation and review of tenant profiling. GQS4 H3 Implementation of tenant auditing GQS1 Continue to work with all partners to assist with providing excellent services to our tenants. GQS4 Review and implement new targets for the area managers. H3 Review the effectiveness of the Anti-social behaviour strategy and recording system. H3 Complete all EIA's GQS1 	<ul style="list-style-type: none"> Review the effectiveness of the arrears recovery policy and procedure, including tenant and partner consultation. (Good quality services giving best VFM/ Customer Focus) H3 Review area manager's targets, goals and working procedures. H3 Review the effectiveness and efficiency of working as a generic team H3 Review the effectiveness of the cleaning contract. GQS1 	<ul style="list-style-type: none"> Continue to review housing management targets and goals H3 Continue to review the effectiveness of the cleaning contract. GQS1

IMPROVEMENT PLAN/STRATEGIES

People & Finance	Technology	Strategies
<ul style="list-style-type: none"> Continue to train and increase staff knowledge base to improve service provision to our tenants. Improve tenant involvement and feedback on all housing management policy and practices Investigate the potential financial support for the KCC credit union. Increased efficiency with the flexibility of new DD system Investigate and implementation of a tenancy audit. 	<ul style="list-style-type: none"> Assist with the implementation of the new integrated IT system to ensure maximum efficiency drives for housing management Investigate the potential use of PDA which are compatible with the new IT system. 	<ul style="list-style-type: none"> Financial inclusion Develop tenancy sustainment policies Review the Anti-Social Behaviour Strategy