

SERVICE PLAN 2009/12 – Housing Services Team

NOW ANALYSIS

THE SERVICE

Objective: 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.

Service areas include:

- Responsive Repairs Service
- Void property management
- Advice for residents and applicant advice
- Arranging and taking payments
- Back office support to the whole of Housing
- Managing the Stanhope PFI Contract
- Management and support of Housing IT Systems
- Performance management support for the whole service

Budget: Net Expenditure: £2.6m

Staffing: 15 staff (14 FTE's) comprising of 1 x ICT Development Manager, 1 x Responsive Repairs Manager, 1.5 x Maintenance Surveyors, 1 x Housing Performance Manager, 10 x Housing Services Assistants (9.5 FTE's)

The Service Teams:

Housing ICT Development Manager

Responsible for the direction of the service and overseeing the day to day delivery of the service with specific responsibility for Housing's IT Systems; liaison with key partners

Responsive Repairs Manager

Responsible for the day to day operation for responsive repairs and void property management.

Maintenance Surveyors

Responsible for inspecting, specifying and authorising repairs; technical advice to colleagues.

Housing Performance Manager

Responsible for managing the Stanhope PFI contract and providing performance management support.

Housing Services Assistants

Responsible for taking repair and general enquiry calls; the repair lifecycle from specifying work through to payment of invoices; liaison with residents and contractors; tenancy and account creation, Housing Application processing, taking payments; advising tenants and applicants.

Key Partners:

Chrysalis, B Ball Builders, Roalco, Swale Heating Limited, Gas Contract Services, Prima Systems Ltd, ABC ICT & Customer Services, Orchard Information Systems, Anite, SVS Mobile Systems, PSI 2000, Morse WISDOM.

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 (2012/13)
<ul style="list-style-type: none"> • A timely, communicative and transparent repairs service that is flexible enough in design to meet budgetary requirements of the services and customer expectations. H3 • Oversee the implementation of the new housing management system, ensuring delivery of improved services for stakeholders and realisation of efficiencies. H3 GQS4 • Provide a managed flow of information ensuring relevant and up to date information is readily available to officers. GQS4 • Ensure greater Resident involvement with service. H3 • Greater integration of our ordering and payment processes with contractors equivalent processes. GQS1 • Low latency time for decisions and actions between ourselves and our repair contractors. GQS1 • Provide facilities for staff who collect information while out of the office to update our systems in real-time without the need to return to the office or rekey data. H3 • Increase the personal accountability of staff for resolving service queries. H3 • Increase the availability of 'complete' information electronically. GQS1 	<ul style="list-style-type: none"> • A Repairs Service that is judged by its users to deliver a quality service that is good value for money. GQS1 • Review effectiveness of the Responsive Repair, Void Property and PVCu Maintenance contracts and make recommendations. H3 • Review effectiveness of Housing System implementation and make recommendations. H3 • Review service standards and their effectiveness and make recommendations. H3 • Assist Planned Maintenance with procurement Gas Servicing contract. H3 • Work with Tenants and partner organisations to successfully establish shared landlord services with Thanet, Dover, Shepway and Canterbury. H3 	<ul style="list-style-type: none"> • Work with Tenants and partner organisations to achieve the goals set out by the shared landlord services organisation. H3

IMPROVEMENT PLAN/STRATEGIES

People & Finance	Technology	Strategies
<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 resident feedback. 	<ul style="list-style-type: none"> • Implement Orchard's arcHouse Plus Housing System. • Implement of Workflow • Implement of Electronic Document Management system. • Implement mobile working solutions. • Work with partners to achieve improved service delivery and greater efficiencies. 	<ul style="list-style-type: none"> • Develop Repair Service strategy. • Develop HST Service delivery strategy.