

## Service Plan Annual Outturn Report 2016/17

### Housing

(01/04/2016 – 31/03/2017)

<b>Service :</b>	<b>Housing</b>	<b>Head of Service :</b>	<b>Andrew Smith and Hugh Wagstaff</b>
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Ref	Action	Status	Progress / comments
<b>Objective: H1. To develop the service and enhance its reputation</b>			
H1.1	Proactively and safely manage risk	Completed – routine monitoring in place	Processes and systems are in place for ongoing actions CMT receive routine reports on risk and compliance Housing Maintenance H&S policies have been reviewed and implemented creating a suite of documents
H1.2	Respond to the impact of the Government's housing reforms	Completed – initiatives withdrawn or deferred	Housing and Planning Act initiatives informed Housing Revenue Account (HRA) Business Plan Review. Rent reduction implemented Pay to Stay withdrawn and High Value Vacant Homes Levy deferred Service awaiting new white paper and regulations for Starter homes
H1.3	Set clear service delivery outcomes and manage customer expectations	Completed with ongoing actions	HRA Business Plan review completed Orchard Dashboard implemented Website routinely updated Prpcess Improvement Programme post implementation review anti-social behaviour and mutual exchange
H1.4	Support and invest in staff and tenants	Completed with ongoing actions	Ongoing training eg asbestos, legal updates Regular 1:1s reiterating ownership of issues Compliment of the month recognises excellent customer service Training programme created for tenant volunteers and mentor arranged for Tenants Panel Chair

Ref	Action	Status	Progress / comments
<b>Objective: H2. To deliver and maintain affordable homes</b>			
H2.1	Increase availability of affordable homes to meet identified need	Completed with ongoing actions	Housing tenure and bed size mix negotiated, based on evidence in Surrey Housing Market Assessment, using current and emerging Local and National Planning Policy. Council new build directed according to Affordable Homes Delivery Plan 2012-2017. Net increase in affordable homes in the borough as 51 new affordable homes completed in 2016/17 by HAs and Waverley (inc 22 council homes). In addition c70 affordable homes currently on site (as at June 17) Choice to applicants as Housing register customers able to bid for new rented homes via Choice based lettings, shared ownership via Bedfordshire Pilgrims Housing Association and First Time buyers via Starter Homes Initiative. Continued partnership working to bring forward affordable housing, with 109 new affordable homes granted planning permission in Q1 and Q2.
H2.2	Maintain and improve homes	Completed with ongoing actions	Increased resources for responsive repairs Recommendations from pre 1945 homes survey. Works costed and added to next three years planned works programme. Increased satisfaction with repair service.
H2.3	Continue to develop compliance with health and safety regulations	Completed with ongoing actions	Achieved 99.95% gas compliance Q4 Housing Maintenance H&S policies have been reviewed and implemented creating a suite of documents

Ref	Action	Status	Progress / comments
<b>Objective: H3. To manage and maintain healthy and sustainable communities</b>			

H3.1	Implement Review of housing-related support services for vulnerable people	Completed	Recommendations set out in the Review of housing-related support services implemented New processes created and clear case management in place Four EasyMoves and caseload of 26 Floating support assisted 93 cases external funding to end March 2017
H3.2	Understand and address the challenges faced by residents	Completed with ongoing action	Welfare Benefit Officer support tenants with welfare reform Referrals to external agencies and other council services made at tenancy audits to support tenants
H3.3	Improve communities and neighbourhoods through resident engagement	Completed with ongoing action	Ockford Ridge consultation and community mural Parking reviews, identified areas in need of investment to improve parking with surveyors and estate officers. Ten areas identified and planning permission received for increased parking at College Gardens (16 places) and planning pending for Silo Close (24 spaces) Ecology projects – worked with tenants at Gorselands and ARBECO to close badger sett in gardens Community safety projects – worked with tenants at Rankine Close, The Glebe, Queensway and Ricardo Court developing lighting, fencing and/or bollard projects Community room reviews – Wey Court consultation in September. Working party established for Parkhurst Fields and The Glebe.

<b>Objective: H4. To excel at Customer Service</b>			
Ref	Action	Status	Progress / comments
H4.1	Make it simple to contact us, clear what we can and can't do and when we will do it	Completed with ongoing action	Orchard Customer Dashboard implemented Website content reviewed Ongoing messages through publications, new tenant visits on rights and responsibilities advice Clear letter to tenants re fencing work Advice letter to tenants effected by findings of Water Charge court case
H4.2	Improve Customer Satisfaction in particular with repairs and maintenance	Completed with ongoing action	Increase in overall satisfaction Voluntas surveys to 92% in Q4 from 85% in Q1. 94% satisfied with quality of work Tenants Scrutiny Group recommendations on responsive repairs complaints implemented All in housing briefing informed all staff of repair driver for overall satisfaction with service
H4.3	Be truly customer focused	Completed with ongoing action	Monitoring of complaints and lesson learned shared with contractors. 100% complaints responded to in timescale met target (95%) in 2016/17

<b>Objective: H5. To deliver value for money</b>			
Ref	Action	Status	Progress / comments
H5.1	Review HRA Business Plan	Completed	Member officer group reviewed HRA developed principles for review and identified challenges and opportunities including Housing and Planning Act. Illustrative savings and budgets to be presented for discussion at Corp O&S Housing Improvement Sub Committee and Corp O&S in November. Review to Executive in November.
H5.2	Manage contracts effectively	Completed with ongoing action	Monthly contract meetings Value for money project on maintenance contracts in communal heating Through 1:1 and team meetings all staff consider vfm in activities inc procurement Robust contract management of Ockford Ridge development Commenced scoping or maintenance contract procurement ahead of schedule

H5.3	Maximise opportunities for collaborative working and external funding	Completed with ongoing action	<p>Increased working with partner housing associations to develop homes to reflect local need and incomes</p> <p>WBC official funding partner with Homes and Communities Agency – funding from HCA for Wey Court development</p> <p>Successful bid for Starter Homes from HCA – though uncertain whether Starter Homes Initiative will progress in current form</p> <p>PPPF supported EasyMove and Floating Support schemes</p> <p>Working with HAs on new developments 793 new affordable homes granted planning permission 2016/17</p> <p>Explored opportunities to host database for another council – not progressed</p> <p>Proposed to work with Guildford BC on Pay to Stay – initiative not progressing</p> <p>Working with Opportunities for all to “piggy back” on events for tenant involvement in Godalming and Farnham</p>
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