

Service Plan Mid-Year Progress Report 2017/18

Housing

(01/04/2017 – 30/09/2018)

Service : Housing	Head of Service : Hugh Wagstaff / Andrew Smith
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Objective:	H1. To publish a Housing Strategy 2018 – 2022 to set out how the Council will deliver homes for local people in housing need.		
Ref	Action	Status	Progress / comments
H1.1	To draft a new strategy	50%	The team agreed a project plan to develop strategy and determine key milestones. Halfway through the project implementation and on target.
H1.2	To consult with stakeholders	75%	An online residents survey was promoted in the summer edition of "Your Waverley" and the tenants magazine "Homes and People". The consultation with partner Housing Associations took place in September. The Town and Parish consultation events are planned for November 2017.
H1.3	Council to adopt strategy	50%	Halfway through the project plan and on target. Consultation on the draft report with Housing O&S will take place in November.
H1.4	To publish Housing Strategy online	50%	Halfway through the project. On target for Council adoption and publication by the 31 March 2018.

Objective:	H2. To review tenancy agreement(s) to ensure effective management of homes and tenancies		
Ref	Action	Status	Progress / comments
H2.1	To identify the issues and/or concerns regarding the current tenancy agreement and review; suggesting improvements to ensure fair, legal and appropriate.	100%	Tenancy and Estates Team sought legal advice and reviewed internal issues and complaints regarding tenancy agreement. The findings were presented to Housing O&S Committee on the 4 July 2017.
H2.2	To scope review to ensure agreement reflects recent legislation	100%	The team has used legal advice to comply with legislative requirements.
H2.3	To make recommendations to Corporate Overview and Scrutiny Committee on outcomes of reviews.	50%	Project is on target to be presented at the next Housing O&S in November 2017.

Objective:	H3. Improve customer service by increasing range of customer contact options. To deliver preferred method of communication through website development, new telephone system for Customer Service Team and expand texting service		
Ref	Action	Status	Progress / comments

H3.1	Identify key transactional services that can be delivered online	100%	The key transaction services that could be delivered online in the future have been identified by the team in June and are listed below. <ul style="list-style-type: none"> •Tenancy and Estates •Aids and Adaptation •Mutual Exchange •Rents •Housing Options •Planned Maintenance •Sheltered Housing •Voids / new tenants <p>Further review of options continues.</p>
H3.2	Create online forms and workflow process for identified services	50%	Online forms are currently being updated and developed.
H3.3	Publicise and refer tenants to online forms	30%	The team has promoted the Council's website at the all Tenants Open Meeting in the summer and in the summer edition of tenants newsletter.
H3.4	Implement new call handling telephone system for Customer Service Team.	100%	New telephone system piloted and was successfully implemented, increasing customer satisfaction and also meeting target on lost calls rate. (3%)
H3.5	Increase texting service to range of transactions and promote to tenants	50%	On-going programme to check and update mobile phone numbers. Contractor is texting appointment times and progress information and the Rents team are texting missed payments and direct debit information.

Objective:	H4. Implement Executive recommendations regarding the housing maintenance contract procurement to ensure a long term, robust and financially efficient contract		
Ref	Action	Status	Progress / comments
H4.1	Retender or renegotiate maintenance contracts	100%	Draft Selection Questionnaire and Invitation to Tender has been reviewed and finalised. The tender information was published on the 22 September. The tender process is on target for the new contract to start at the beginning of 2019.
H4.2	Meet project milestones	50%	The initial milestone for the project to issue contract documents has been met . The next stage, Assessment is scheduled for November/December 2017.

Objective: H5. Implement a Vulnerable Persons Resettlement Scheme to assist in the Government's Syrian Refugee Resettlement Programme within Waverley			
Ref	Action	Status	Progress / comments
H5.1	Support the resettlement of five families into Waverley over five years	100%	A refugee family has arrived and settled in July 2017. The Family Support Team sourced all necessary household items and furniture as the family had arrived with only two carrier bags of personal belongings. Since then the children have started school, Dad has found work and they are all taking English lessons.
H5.2	Identify and secure suitable accommodation in the Private Rented Sector	100%	Accommodation was successfully secured for the first refugee family, the team are currently assessing a home for two further families.
H5.3	Resettlement process developed to support work with further families in 2018/19	100%	Resources acquired, local knowledge and lessons learnt during the first family resettlement have been recorded to assist the team with supporting further families in the future.