

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW & SCRUTINY COMMITTEE

30 JANUARY 2018

Title:

HOUSING SERVICE PLAN 2018/19

[Portfolio Holder: Cllr King]

[Wards Affected: all]

Summary and purpose:

This report presents the draft service plan objectives for the Housing Service in 2018/19 and through to 2021. The service plan sets new initiatives and reiterates the team's commitment to continuous improvement in service delivery. The Committee have an opportunity to discuss the objectives and to make observations to the Executive.

How this report relates to the Council's Corporate Priorities:

Waverley's performance management framework helps ensure that Waverley delivers against all of its Corporate Priorities. Service Plans form an important part of this, setting out the business priorities for each service for the coming year, and how they help to deliver the Council's priorities.

Financial Implications:

Draft Service Plans were prepared as part of the budget process and any financial implications are included in the draft budget.

Legal Implications:

There are no specific legal implications arising from this report.

Introduction

1. Each year Service Plans are produced in order to deliver the Council's service objectives. Heads of Service work with Portfolio Holders to set out the service objectives for the coming year. Service Plans provide an important element of the Council's overall Performance Management Framework by linking Corporate Strategy objectives through service plan actions into individual performance targets.
2. Last year the January meeting of the Joint Overview and Scrutiny Committees requested a presentation that focused on the top priorities under each service area. This year the Service Plans are being presented in full to each of the Overview and Scrutiny Committees and the timescale for each Plan will reflect a three year budgeting cycle. A new report structure is being introduced which will link each of the outcomes to a specific theme from the new Corporate Strategy, underpinned by a list of actions required to achieve each outcome. Whilst Heads of Service have used the draft Corporate Strategy as a basis for their plans, any revisions to the Strategy

agreed by the Executive in February will need to be reflected in the appropriate Service Plan after this time.

3. The Housing Service Plan identifies the top priorities for service. Business as usual activities are not reflected within the plan but are identified and monitored through the key performance indicators.

Objectives

4. The housing team completed a SWOT analysis to identify areas for improvement to inform the service plan. The draft service plan focusses on three areas of work:
 - improving service delivery
 - reviewing services to maximise productivity, and
 - implementing new initiatives
5. The plan builds upon the work successfully achieved in 2017/18 and acknowledges future changes in funding and legislation. Please refer to Annexe One for full details of the 13 objectives.

Conclusion

6. The draft housing service plan reflects the corporate priorities, housing conditions and customer needs to improve service delivery across all housing functions. The plan is challenging yet achievable to ensure continuous improvement of services.

Recommendation

It is recommended that the Housing Overview & Scrutiny Committee:

1. Considers the draft Service Plans for 2018/19 and makes any observations to the Executive; and
2. Recommends that the Service Plans for 2018/19 are reviewed by the Heads of Services once the new Corporate Strategy is agreed.

Background Papers

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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