

Service Plan 2018/19



Service	Housing (Family Support; Service Improvement; Property Services; Rent Accounts; Sheltered Housing; Tenancy and Estates; Housing Development; Housing Enabling; Housing Options; Private Sector Housing)	Portfolio Holder	Cllr Carole King
Head of Service	Andrew Smith and Hugh Wagstaff		
Strategic Director	Annie Righton		

Strategic Theme	People , Prosperity				
Outcome	Ref No	Action(s)	By When?	Lead Officer	Resource Needed/ implications
5% decrease in phone contact by 2020	H 1.1	Create digital business evolution model	October 2018	Annalisa Howson	IT development budget agreed and new post developed
2% increase in overall customer satisfaction by 2020 (to 85%)	H 1.2	Select and mobilise new repair and maintenance contracts and demobilise current contracts	Autumn / Winter 2018/9	Heather Rigg	Procurement Consultants budget agreed

Strategic Theme	People, Prosperity				
Outcome	Ref No	Action(s)	By When?	Lead Officer	Resource Needed/ implications
Assess impact of initiatives, recommend future efficiencies, maintain rental income and improve service delivery.	H 2.1	Review Housing Revenue Account (HRA) Business Plan to reflect rent setting and funding changes	October 2018	Hugh Wagstaff	vacant Housing Accountant post to be filled
	H 2.2	Review restructured Customer Service Team (CST) and develop phase two of strategy	December 2018	Heather Rigg	tbc

Increase other income and increase customer satisfaction	H 2.3	Develop business case for providing funding and management service for private landlords	October 2018	Michael Rivers	Within current resources
	H 2.4	Review future of Family Support Team	November 2018	Julie Shaw	Within current resources
	H 2.5	Review Choice based Lettings service	March 2019	Andrew Smith	Within current resources
	H 2.6	Review future Care and Repair Agency due to reducing Better Care fund 2020	July 2019	Simon Brisk	Within current resources

Strategic Theme	People, Prosperity, Place				
Outcome	Ref No	Action(s)	By When?	Lead Officer	Resource Needed/ implications
Maximise supply of affordable homes. Develop four new schemes with new development models by 2021	H 3.1	Implement Housing Strategy Action Plan 2018/2023 <i>Inc. developing Housing Association (HA) partnerships and an affordable housing awareness campaign to town and parish councils</i>	March 2019	Alice Lean	Within current resources
	H 3.2	Implement the new Housing and Planning Act powers for Private Sector Housing	September 2018	Simon Brisk	Within current resources
Improve condition of private sector homes	H 3.3	Implement Survey of Tenants and Residents (STAR) improvement plan to improve tenant satisfaction with services	March 2018	Annalisa Howson	Within current resources
Increase tenant knowledge and engagement with service	H 3.4	Implement and review the Sheltered Housing Service delivery following withdrawal of Housing Related Support	January 2019	David Brown	Within current resources
Prevent homelessness maintain target, eight households in temporary accommodation	H 3.6	Implement Homelessness Strategy and adopt measures to address Homelessness Reduction Act and including engagement with HAs and statutory agencies	May 2018	Michael Rivers	Budgets agreed

Equalities & Diversity Checklist

Will any proposals in this Service Plan require an Equality Impact Assessment?

Yes service reviews subject to EqIA