

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW & SCRUTINY COMMITTEE

3 JULY 2018

Title:

**HOUSING SERVICE PLAN ANNUAL OUTTURN REPORT FOR 2017/18
(APRIL 2017 – MARCH 2018)**

**[Portfolio Holder: Cllr Carole King]
[Wards Affected: All]**

Summary and purpose:

Service Plans are devised each year in order to deliver the Council's corporate priorities. This report gives the Committee the opportunity to scrutinise the annual objectives outturn of the Housing Service Plan for 2017/18 and make observations and comments to the Executive.

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

Service Plans form an important part of Waverley's performance management framework and help to ensure that Waverley delivers against all of its Corporate Priorities.

Equality and Diversity Implications:

There are no direct equality and diversity implications in this report. Equality impact assessments are carried out when necessary across the Council to ensure service delivery meets the requirements of the Public Sector Equality Duty under the Equality Act 2010.

Financial Implications:

Service Plans were prepared as part of the budget process.

Legal Implications:

There are no specific legal implications arising from this report.

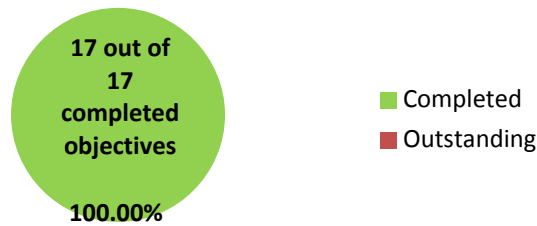
1. Background

At the Joint O&S Committee in January 2017 Heads of Service presented the top level strategic actions for each of their service areas. This report sets out the progress made on each of the Service Plans under the remit of this Committee for the financial year 2017/18

The details are set out at Annexe 1, with the outturn report showing completion status and/or progress on each service action. The report has retained the format of the 2016/17 service plans for continuity reasons and provides a RAG rating (with the progress indicated in percentage terms) and any supporting comments against each action.

2. Performance summary

The annual analysis of the Housing Service Plan objectives for the financial year 2017/18 shows an excellent performance with all five objectives and 17 sub-objectives being achieved, giving an overall 100% completion rate.



The Housing Team worked on various projects through the year and it is worth mentioning that:

- the new five year Housing Strategy (2018-2023) has now been approved, and its ongoing implementation will be reviewed on an annual basis, to make sure that it aligns with the housing needs of our residents.
- a revised Tenancy Agreement was introduced in June 2018 to allow more effective management of homes and tenancies.
- The Team has progressed work to develop online forms and also implemented a new telephone system to increase the customer satisfaction and speed up service delivery.
- a refugee family has been successfully resettled in Waverley as part of the “Vulnerable Persons Resettlement Scheme”, and the lessons learnt from the process will be used to facilitate resettlement of four further families.

Recommendation

It is recommended that the Housing Overview & Scrutiny Committee considers the progress against actions contained within the Service Plans set out in Annexe 1 to this report and agrees any observations or comments it wishes to make to the Executive.

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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