

# Service Plan Annual Outturn Report 2017/18

## Housing

(01/04/2017 – 31/03/2018)

Service : Housing	Head of Service : Hugh Wagstaff / Andrew Smith
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<b>Objective:</b> H1. To publish a Housing Strategy 2018 – 2023 to set out how the Council will deliver homes for local people in housing need.			
Ref	Action	Annual Status	Annual Outturn - final closing comments
H1.1	To draft a new strategy	100%	The final draft of the 5 year Housing Strategy setting out a clear direction of travel and outlining key milestones and was endorsed by both Housing O&S Committee (20 March 2018) and the Executive (10 April 2018).
H1.2	To consult with stakeholders	100%	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 took place in January 2018. All feedback was considered in drafting the strategy.
H1.3	Council to adopt strategy	100%	Council resolved to adopt the Housing Strategy 2018-23 ( Housing Strategy and Delivery) at their meeting on the 24 April 2018. It has been agreed that the strategy will be reviewed on annual basis.
H1.4	To publish Housing Strategy online	100%	The Housing Strategy has been published on the Waverley BC Website and can be accessed through the link below. <a href="#">Housing Strategy 2018-2023</a>

<b>Objective:</b> H2. To review tenancy agreement(s) to ensure effective management of homes and tenancies			
Ref	Action	Annual Status	Annual Outturn - final closing 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%	The Tenancy and Estates Team reviewed internal issues and complaints regarding the Tenancy Agreement in Spring 2017. A revised agreement was prepared, involving a housing specific legal advisor, to ensure that it complies with the current legislative requirements. The proposal of the new Agreement was presented to the Housing O&S Committee in July 2017 and was well received. The Committee passed on their comments and suggestions back to the
H2.2	To scope review to ensure Tenancy Agreement reflects recent legislation		

H2.3	To make recommendations to Corporate Overview and Scrutiny Committee on outcomes of reviews.		officers and they were incorporated in the project delivery plan. Informal consultations were held with tenants at an "All Tenants Open Meeting" in January 2018 and at a "Tenancy Agreement Workshop" in February 2018. The consultation details were published in the winter edition of the tenants newsletter. The formal consultation stage commenced with a preliminary notice being served at the end of February 2018 and the final feedback was received by 23 April 2018. The new "Tenancy Agreement was finalised and was introduced from Monday 4 June 2018.
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<b>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</b>			
Ref	Action	Annual Status	Annual Outturn - final closing 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 2017 and are listed below. <ul style="list-style-type: none"> <li>•Tenancy and Estates</li> <li>•Aids and Adaptation</li> <li>•Mutual Exchange</li> <li>•Rents</li> <li>•Housing Options</li> <li>•Planned Maintenance</li> <li>•Sheltered Housing</li> <li>•Voids / new tenants</li> </ul> Further review of options continues.
H3.2	Create online forms and workflow process for identified services	100%	The online forms for the eight key service areas have now been developed and are live on the Waverley BC website as of March 2018.
H3.3	Publicise and refer tenants to online forms	100%	Online services promoted in tenants newsletter, "All Tenants Open Meeting" and ad hoc tenant contacts.
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.
H3.5	Increase texting service to range of transactions and promote to tenants	100%	On going programme to check and collect mobile numbers at every customer contact. Contractor is able to text appointment times and progress information and the Rents team are able to text missed payment alerts and direct debit information.

<b>Objective: H4. Implement Executive recommendations regarding the housing maintenance contract procurement to ensure a long term, robust and financially efficient contract</b>			
<b>Ref</b>	<b>Action</b>	<b>Annual Status</b>	<b>Annual Outturn - final closing comments</b>
H4.1	Retender or renegotiate maintenance contracts	100%	The draft Selection Questionnaire and Invitation to Tender has been reviewed and finalised. The tender information was published on 22 September 2017. The tender process is on target for the new contract to start at the beginning of 2019.
H4.2	Meet project milestones	100%	Project milestones have been met to date. ITT (invitation to tender) submissions have been assessed by quality and price. Responsive repairs and voids negotiations and planned works interviews were arranged for March 2018. Work is on schedule to make the contract selection in the summer of 2018.

<b>Objective: H5. Implement a Vulnerable Persons Resettlement Scheme to assist in the Government's Syrian Refugee Resettlement Programme within Waverley</b>			
<b>Ref</b>	<b>Action</b>	<b>Annual Status</b>	<b>Annual Outturn - final closing comments</b>
H5.1	Support the resettlement of five families into Waverley over five years	100%	A refugee family 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, the father 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.