

# Housing Operations Service Plan 2020-2023



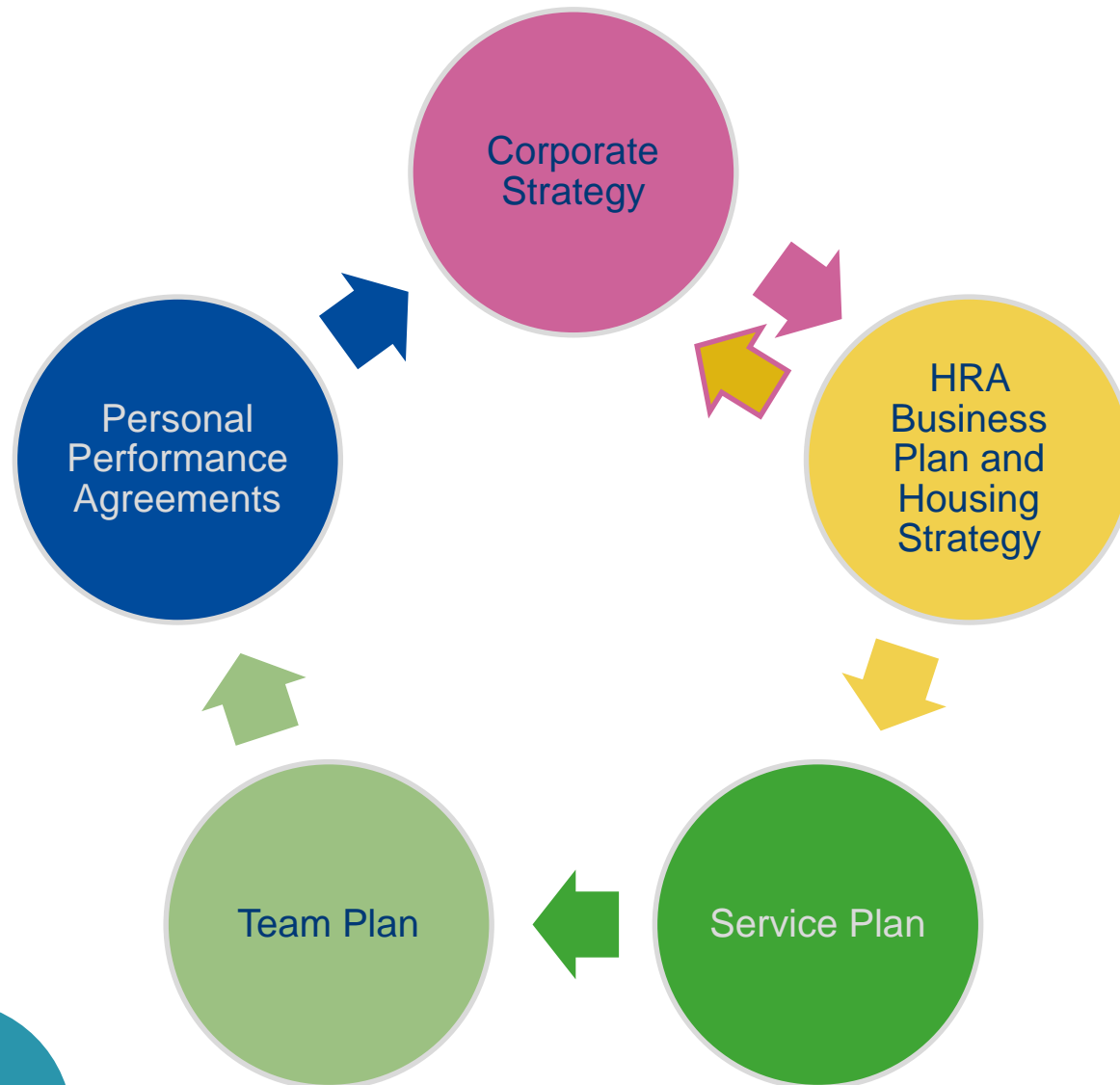
**Housing Overview and Scrutiny  
Committee  
14 January 2020**

# Service Plan actions for:

Tasks  
Teams and  
Individuals



# Golden thread



# Five Outcomes

1. The service is **financially robust** with at least £2m reserve
2. The service **meets the needs** of all tenants and their families
3. Our people will be skilled and **professional** to put residents at the **heart** of everything we do (50% with professional qualification by 2023)
4. We will be recognised as an **effective partner** within the community by attaining nominations, publishing case studies and participating in joint events
5. The **customer experience** will be improved by meeting and exceeding satisfaction targets annually

# Action-Centered Leadership



John Adair

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# One: financially robust

- Annual review of Housing Revenue Account (HRA) Business Plan
- Develop new asset management strategy to help deliver the Council's aim to be carbon neutral by 2030
- Annual review of value for money strategy



# Two: meet needs (1/2)

- Implement the "understanding residents needs" project to ensure appropriate choice, information and communications
- Complete STAR (Survey of Tenants and Residents) to inform the service improvement plan
- Review Regulatory Consumer Standards with tenants and Members to inform the service improvement plan
- Review council homes aids and adaptations policy to meet the mobility needs of tenants and applicants

# Two: meet needs (2/2)

- Manage the 2020 rent increase in a sensitive and proactive way to maintain rent collection rate
- Review complaints process to demonstrate openness, honesty and willing to address difficulties
- Relaunch the Tenant Involvement Strategy to embed a culture of consistent and meaningful involvement
- Launch new housing management service to meet the needs of tenants to ensure sustainable tenancies
- Promote reduce, reuse, recycle and energy efficiency initiatives to support the Council's aim to be carbon neutral by 2030



# Three: professional and heart

- Be active partner with Chartered Institute of Housing as a Gold Standard Corporate Partner
- Implement Housing Human Resources action plan (informed by 2019 Staff Survey) to support a proud and valued workforce
- Implement actions from Housing Overview & Scrutiny Reviews
- Develop and retain qualified staff to deliver the service
- Embed, train and develop new housing management team
- Roll out equality and diversity training to ensure services delivered without discrimination

# Four: effective partner

- To maintain effective **partnerships** to support Community Safety, good neighbourhoods and communities
- Work with Partners to seek **opportunities** to promote health and wellbeing and address health inequalities. All staff to attend Making Every Contact Count training.

# Five: customer experience (1/2)

- Embed property services contracts with **strong contract management** to delivery higher tenant satisfaction
- Progress **review programme for policies** to reflect good practice and legislative changes
- Ongoing development of corporate **website and digital services** to increase range of means to access services
- Support the corporate **business transformation strategy** to develop one customer view and comprehensive online services

# Five: customer experience (2/2)

- Complete contract **procurement** for asbestos, gas, water hygiene and electrical testing
- Support the embedding to the **grounds maintenance** contract by providing quarterly feedback to Green Spaces Team
- Review **performance management** processes
- Develop **protocol** to effectively manage **internal common areas**

# TEAM WORK



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# Shared our vision and aims for 2020

Any questions,  
comments or  
clarifications?



Draft Housing Operations Service Plan 2020



# • Action Centered Leadership

