

WAVERLEY BOROUGH COUNCIL

LANDLORD SERVICES ADVISORY BOARD

30 MARCH 2023

Title:

HOUSING SERVICE PLANS 2023/26

Portfolio Holder: Co-Portfolio Holders for Housing Paul Rivers and Nick Palmer

Head of Service: Andrew Smith Executive Head of Housing Services

Key decision: Yes

Access: Public

1. Purpose and summary

The report introduces the Housing Service Plan for the Board's review and comment. The service plans are reviewed annually and contain a three year rolling programme of objectives. The 2022/25 plan received a light touch update for 2023/26 by Executive Head of Housing, as the plan's themes remain relevant and important.

2. Recommendation

It is recommended that the Board consider the plan's objectives as at Annexe One and:

- i makes any observations or comments to the Executive Head of Housing Services and Co-Portfolio Holders for Housing, and
- ii consider if any actions or themes should be reported more regularly as future LSAB agenda items

3. Reason for the recommendation

To transparently share the service plan actions, to raise awareness and enable discussion on service delivery and improvements. To recognise future challenges and mitigations.

4. Background

- 4.1 The Housing Service Plans 2023/26, is a three year rolling service plan. The Executive Head of Housing and Co-Portfolio Holders for Housing may change and develop the plan over the three years. A summary of the service plan performance is reported in the Corporate Quarterly Performance Report.

- 4.2 Service plans are an operational management tool, and as such are laid out in a way which allows easy and clear understanding of key functions performed by teams and the specific timescale set for their delivery as well as highlighting potential risks should an action was not completed. The plans also contain a list of ongoing projects.
- 4.3 The plan has four overarching themes related to Housing Operations, and one for corporate Waverley wide requirements:
- The customer experience will be improved by meeting and exceeding satisfaction targets annually
 - The service is financially robust with at least £2m reserve.
 - The service meets the needs of all tenants and their families
 - Our people will be skilled and professional to put residents at the heart of everything we do
 - Standing Corporate Compliance Actions are achieved
- 4.4 There are a total of 21 housing actions, and ten for Corporate Compliance. Details at Annexe One.

5. Relationship to the Corporate Strategy and Service Plan

The report supports the Council's Corporate commitment to promote "*Good quality housing for all income levels and age groups*" and aim to "*be the best council landlord in the South East and to be acknowledged so by our tenants.*"

6. Implications of decision

6.1 Resource (Finance, procurement, staffing, IT)

Service Plans are prepared as part of the annual budget setting process and any financial implications are included in the budget proposals.

6.2 Risk management

Risk management has been built into the format of the plans, allowing visibility of any potential impact should an action fail to be delivered.

6.3 Legal

There are no legal implications arising directly from this report. Heads of Service will identify which of their Service Plan Actions/Outputs will require legal support and will discuss in advance with the Legal Services team their requirements, including internal and/or external (if necessary) legal resource and budgeting for that support.

6.4 Equality, diversity and inclusion

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

6.5 Climate emergency declaration

Service plans reviewed to take into consideration new environmental and sustainability objectives arising from the [Corporate Strategy 2020-2025](#) in light of [Climate Emergency](#) introduced by the Council in September 2019.

7. **Governance journey**

LSAB Information only.

Annexes:

Annexe 1 –Housing Service Plan

Background Papers

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

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