



AGENDA ITEM: 8

SUMMARY

Report for:	Housing & Communities Overview & Scrutiny Committee
Date of meeting:	10th September
PART:	1
If Part II, reason:	

Title of report:	Quarter 1 Performance Report, Service Plan update & Risk Register – Housing - 2014/15
Contact:	Councillor Margaret Griffiths, Portfolio Holder for Housing Author/Responsible Officer – Elliott Brooks – Assistant Director - Housing
Purpose of report:	1. To Update the Committee on the Performance of the Housing Service for the Quarter 1 2014/15 2. To inform the Committee of the status of the current Housing Service Risk Register and Housing Service Plan
Recommendations	1. That the Committee note the Performance Report & Risk Register, and Service Plan Update
Corporate objectives:	Affordable Housing
Implications:	<u>Financial</u>
'Value For Money Implications'	All areas of the service are subject to Monthly Budget Monitoring Meetings with Financial Accountant. Budget Reporting is quarterly to the Committee and 6 monthly to Tenants & Leaseholders Committee. <u>Value for Money</u> The Housing Service & its costs are reviewed annually through

	a national benchmarking organisation (Housemark)
Risk Implications	Appendix – Housing Operational Risk Register
Equalities Implications	Equality Impact Assessments are carried out when policies or procedures are amended as appropriate
Health And Safety Implications	Health & Safety is an identified key risk for the Housing Service.
Consultees:	Andy Vincent – Group Manager Tenants & Leaseholders Fiona Williamson – Group Manager Property & Place Julia Hedger – Group Manager Strategic Housing
Background papers:	n/a
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	Each year, in consultation with staff and members of the Tenants & Leaseholder Committee a set of performance indicators, and key Service Plan Objectives are identified and agreed.
Glossary of acronyms and any other abbreviations used in this report:	TLC – Tenants & Leaseholder Committee HRA – Housing Revenue Account STAR – Survey of Tenants & Residents

1.0 Introduction

This report details the performance of the Housing Service during the 1st quarter 2014/15 against performance indicators and an update regarding the Housing Service Plan 2014- 2016

The report also details the Housing Operational Risk Register. These risks have been identified as key in terms of tracking and ensuring all is done to mitigate as far as is reasonably possible.

2.0 Housing Performance Report – 2014/15

Appendix 1 shows performance against the ‘Service Critical’ performance indicators for 2014/15 for the period of April - June

3.0 Total Asset Management Performance Indicators

Since the start of the new Total Asset Management contract work has taken place with the Council's Housing Maintenance and Environment Committee to agree a suite of new Performance Indicators. These are currently being finalised and will be reported from Quarter 2 of this year.

4.0 Housing Service Plan

Dacorum Borough Council Housing Service Plan 2014/16

It was agreed with the Council's Tenants & Leaseholder Committee that the Housing Service plan should be aligned with the STAR survey which is carried out every two years. The most recent survey took place in early 2014. The Service Plan therefore will run from 2014 – 2016.

Currently the Council are in the process of agreeing a corporate template for all service plans in order that they can in some way be aligned with corporate priorities and encourage joint working. The new template is currently being agreed and should be in place by Quarter 3.

A meeting was held with the TLC and Councils Portfolio Holder for Housing to review the results of the STAR survey and agree actions to come out of it.

Timescales and responsible officers are being finalised and will be confirmed in time for the new corporate template going 'live'.

Please see below the list of actions identified by the TLC, results from the STAR survey and following consultation within the service

<i>1. Introduce arrangements for identifying and supporting our most vulnerable tenants.</i>
<i>2. Improve Digital access</i>
<i>3. Launch a back to work initiative</i>
<i>4. Develop a theme for the programme</i>
<i>5. Review our Local Offers</i>
<i>6. Put in place arrangements for reporting environmental issues and monitoring the environmental condition of our estates</i>
<i>7. Review our 'Get Involved' Strategy – and develop new objectives for tenant involvement from 2016-2020</i>
<i>8. Review our Financial Inclusion Strategy and develop a strategy from 2016-2019</i>

<i>9. Completion of the new Homeless Hostel, Farm Place and the Nokes - end of March 2015</i>
<i>10. Continue with Council New Build Programme as set out in the HRA Business Plan – March 2016</i>
<i>11. Extend current Housing advice and education services available within the Community</i>
<i>12. Prepare for peer review in line with Gold Standard and agree timescales for review to take place.</i>
<i>13. Set up a single non-priority project group, obtain commitment from partner agencies.</i>
<i>14. Develop a Young Persons Housing Strategy</i>
<i>15. Develop Help to Rent offer</i>
<i>16.</i>
<i>17. Woolmer Drive – New Temporary Accommodation</i>
<i>18. Through HMEC ensure that both Osborne & Sunrealm work with the Council and tenants to ensure that there is choice and consultation surrounding renewals of doors, kitchens, bathrooms and that boilers are suitable for the needs of the tenants</i>
<i>19. Complete the review of service provided to Leaseholders</i>
<i>20. Continue to promote awareness of the standard of cleaning that tenants can expect, monitor standards via satisfaction surveys and invest in improvements to the service, including staff training where necessary.</i>
<i>21. Grounds Maintenance should be a regular agenda item for Housing Maintenance and Environment Committee (HMEC) with a view to monitoring standards and investigating options for improving levels of satisfaction.</i>
<i>22. HMEC and TLC should continue their involvement with monitoring the new TAM contract and work co-operatively with officers to devise both the new definition of 'right first time' and satisfaction surveys to promote confidence that service standards are being met.</i>
<i>23. Develop a Fencing Policy</i>
<i>24. That we continue to publish STAR updates in News and Views and carry out further consultations in accordance with the Housing Consultation Strategy whenever changes are planned, whether to the service as a whole or at a local level.</i>
<i>25. That all possible steps should be taken to reverse the trend of increasing numbers of residents finding it difficult to reach the correct person when contacting the Council.</i>

5.0 Housing Risk Register

Appendix 2 details the Housing Service Operational Risk Register following the review carried out by the Assistant Director & Group Managers.

Some of the risks shown are to be replaced during the end of 2nd quarter review and replaced by more relevant items.