

Housing Service Plan – End of 4th Quarter 2105/16 Update

Objective	What will be different once this work is done	Project Lead & Target Completion	Other Services Involved consulted	March 2016 Update
Introduce arrangements for identifying and supporting our most vulnerable tenants.	<p>Ensure that vulnerable tenants are identified and that support arrangements are put in place to enable them to manage their tenancy effectively.</p> <p>Vulnerable Persons Strategy</p>	<p>Group Manager Tenants and Leaseholders</p> <p>September 2014</p>	Resident Services	<p>A Housing Vulnerable Persons Strategy has been produced.</p> <p>Complete</p>
Improve Digital access	<p>Identify geographic areas with high levels of digital exclusion.</p> <p>Provide training sessions on internet access and security – run prize draws with free IT equipment</p> <p>Create a virtual tenant resource centre to be linked to the customer service portal login allowing access to online training – Housemark – CIH – TPAS etc</p>	<p>Income Team Leader</p> <p>March 2015</p>	Part of a wider Borough Wide Project	<p>The Group Manager for Tenants and Leaseholders is leading the Council's Digital Inclusion Project. This includes a programme of tenant training on IT is being undertaken and promoting wider access to the internet and the financial benefits this brings.</p> <p>Mapping of digital exclusion is also being undertaken.</p> <p>A virtual tenant resource centre will be provided – this is linked to develop of the customer service portal.</p> <p>The Lead Officer for Tenant Involvement is representing Housing in the Corporate Digital Inclusion working group, to consider the areas which would be appropriate to include within the Customer Service Portal.</p> <p>The establishment of a tenant resource centre is linked to the development of Housing IT – the Housing Service is still committed to this aim and it is likely to be built into the</p>

				<i>Tenant Involvement Strategy.</i>
<p>Launch a back to work initiative</p> <p>Develop a theme for the programme</p>	<p><i>Theme 'conference on the road', the tenant and leaseholder day and other involvement events around getting back to work.</i></p> <p><i>Link to Digital Access</i></p> <p><i>Work with our Repairs and Maintenance Partner regarding the recruitment of tenants to apprenticeship posts</i></p>	<p><i>Strategic Housing Team Leader (People)/Policy & Participation Team Leader & Tenancy Sustainment Team Leader</i></p> <p><i>March 2015</i></p>	<p><i>Regeneration</i></p>	<p><i>A series of activities are being undertaken to encourage tenants back to work. This includes activities at conference on the road and the love your neighbourhood events. Further work has been undertaken with the Southill Centre and Osborne to provide a package of initiatives referred to as Positive Futures</i></p> <p><i>A number of initiatives are now in place, via Southill Centre/Osborne and DENS. Further meetings have taken place in May to ensure the project is joined up with Residents Services & DWP. Final report to come to HOM & HSMT in September.</i></p>
<p>Review our Local Offers</p>	<p><i>Review the Local Offers we have agreed with tenants (tenants key priorities) to ensure they reflect the priorities of the community</i></p>	<p><i>Policy and Participation Team Leader</i></p> <p><i>October 2014</i></p>	<p><i>N/A</i></p>	<p><i>Our local offers were reviewed at the Tenant and Leaseholder day. A further review will be undertaken in 2015.</i></p> <p><i>Complete</i></p>
<p>Put in place arrangements for reporting environmental issues and monitoring the environmental condition of our estates</p>	<p><i>This work will enable the condition of the environment to be monitored.</i></p> <p><i>Themes affecting the environmental condition to be identified and areas of the borough with the lowest environmental standards prioritised.</i></p>	<p><i>Tenant and Leasehold Team Leader</i></p> <p><i>March 2015</i></p>	<p><i>Clean Safe & Green</i></p>	<p><i>Work is underway with the Cleaning Team and Neighbourhood Support Officers to enable the reporting of environmental issues and to capture a picture of the condition of our estates.</i></p> <p><i>Due to some IT issues this will take until the autumn to be finally completed.</i></p> <p><i>Complete</i></p>
<p>Review our 'Get Involved' Strategy – and develop new</p>	<p><i>The purpose of this strategy is to continue to expand the involvement of tenants with</i></p>	<p><i>Policy and Participation Team Leader</i></p>	<p><i>Resident Services</i></p>	<p><i>A tenant consultation structure for the review has been discussed and developed with the Tenant Involvement Review Group.</i></p>

<p>objectives for tenant involvement from 2016-2020</p>	<p><i>the service – ensuring that tenant’s priorities set the direction for the service as a whole (including housing management, repairs and improvements, management of the housing register and allocations and new build)</i></p>	<p><i>Commences in March 2015 completed by December 2015</i></p>		<p><i>The consultation exercise has been undertaken – the strategy document is now being put together for July 2016.</i></p>
<p>Review our Financial Inclusion Strategy and develop a strategy from 2016-2019</p>	<p><i>The purpose of this strategy is to assist tenants to get access to financial services which can often be restricted from people with the lowest levels of income.</i></p>	<p><i>Income Team Leader</i></p> <p><i>Commences March 2015 completed by December 2015</i></p>	<p><i>Revenues & Benefits</i></p>	<p><i>The review of the existing strategy does not commence until March 2015 – changed here</i></p> <p><i>A new strategy is being developed with partner organisations to commence in March 2016 . Consultation on the content of the strategy will commence in November 2015.</i></p> <p><i>A new strategy will now be published in the summer of 2016</i></p>
<p>Completion of the new Homeless Hostel, Farm Place and the Nokes - end of March 2015</p>	<p><i>New Council homes will be the first completed – Farm Place and The Nokes. The new Homeless Hostel will be a new facility within the Borough for single homeless and will include community facilities.</i></p>	<p><i>Group Manager Strategic Housing</i></p> <p><i>March 2015</i></p>	<p><i>New Build Project Group</i></p>	<p><i>The Elms and the Nokes (St Peters Court) achieved practical completion by the end of March 2015 with Farm Place completed in June 2015 (due to some issues with discharging planning conditions.)</i></p> <p><i>All new homes are occupied. . COMPLETE</i></p>
<p>Continue with Council New Build Programme as set out in the HRA Business Plan – March 2016</p>	<p><i>Regular updates to TLC</i></p>	<p><i>Group Manager Housing Development</i></p> <p><i>Ongoing</i></p>	<p><i>New Build Project Group</i></p>	<p><i>HRA Business Plan has been updated regularly. Council new build programme is ongoing with new schemes identified in London Road Apsley, which started on site January 2015 and is progressing well. Completion is due by April 2016. Tring (Elizabeth Court) started on site 5th October. Martindale School is now demolished as well as Able House. Other schemes in progress include Stationers Place and Woodhouse.</i></p> <p><i>Tring Depot has started on site</i></p>

				<p><i>London Road is nearly completed with expected handover around the end of June 2016.</i></p> <p><i>Tring – Elizabeth Court, Queen Street is progressing well with expected completion in Autumn 2016.</i></p> <p><i>Able House has started on site at the end of April 2016. Estimated time to build and complete is approx. 1 year.</i></p> <p><i>Wood House and Stationers Place have secured planning permission with both schemes out to tender the build contract. Estimate to start both schemes in Autumn 2016.</i></p> <p><i>Martindale school planning application is progressing with public consultation completed. Comments being incorporated into new scheme design. Planning application to be submitted in Summer 2016 for consideration.</i></p>
<p><i>Extend current Housing advice and education services available within the Community</i></p>	<p><i>To increase the Homeless Prevention service by working with providers of hard to reach client groups; to include (Youth Offending Team) YOT, Probation, Dacorum Education Support Centre (DESC) & Teenage pregnancy</i></p>	<p><i>On-going with completion by March 2016</i></p>	<p><i>N/A</i></p>	<p><i>Welfare and Support Officers Job Description have been amended to include education and training provision to clients. Housing Advice surgeries throughout the Borough are ongoing and are increasingly busy.</i></p> <p><i>Additional surgeries added include Childrens Centres, Link Family Services, CAB and Southill Centre – back to work job club with DWP/Osborne also present.</i></p> <p><i>COMPLETE & TO BE REVIEWED AS PART OF HOMELESS STRATEGY FORMAL REVIEW</i></p>
<p><i>Prepare for peer review in line with Gold Standard and agree timescales for review to take place.</i></p>	<p><i>Achievement of Gold Standard status acknowledges the service improvements within the team and would be a national award to recognise the successful work of the service.</i></p>	<p><i>Cynthia Hayford – Strategic Housing Team Leader (People)</i></p> <p><i>Peer Review Autumn/Winter 2014</i></p>	<p><i>N/A</i></p>	<p><i>Peer Review was completed in February 2015, with an action plan for improvements specifically around the service provided from CSU. Processes have been fully reviewed with a new referral procedure to the Housing Team in place from August 2015.</i></p> <p><i>The NPSS have also changed the way the Gold Standard can be achieved, therefore it will not be possible to achieve this status by Autumn 2015.</i></p> <p><i>A further peer review has been arranged for March 2016</i></p>

		<i>Achieve Gold Standard Status by Autumn 2015</i>		<i>with the aim to achieve Bronze status summer/autumn 2016 (this is dependent on NPSS being able to assess the criteria within these timescales). Peer review assessment complete April 2016 & successful. Applications for local challenges to commence June 2016 onwards, with aim of achieving Bronze status in 2016</i>
<i>Set up a single non-priority project group, obtain commitment from partner agencies.</i>	<i>To eradicate street homeless to help the Council to achieve Gold Standard status.</i>	<i>Strategic Housing Team Leader (People)</i> <i>Summer 2015</i>	<i>Partnerships</i>	<i>Project Group met for the first time in December 2014 and has continued to meet quarterly to focus on reducing single non-priority homeless. Homeless count undertaken in November 2015, count verified and ongoing intervention/outreach work being undertaken. Crashpad arrangements in place at the Elms & Woolmer Drive. SWEP arrangements advertised via DENS, CSU and Website. COMPLETE to be reviewed as part of Homelessness Strategy formal review in June 2016.</i>
<i>Develop a Young Persons Housing Strategy</i>	<i>To set out a long term plan for meeting the housing needs of young people living in the Borough</i>	<i>Policy and Participation Team Leader</i> <i>Completion and approval of Strategy by December 2015</i>	<i>Resident Services</i>	<i>First draft complete and on target to complete for March 2016</i>
<i>Develop Help to Rent offer</i>	<i>Develop further ideas (eg possible Landlord incentive scheme) with the aim to recruit more landlords and increase partnership working with local lettings agencies.</i>	<i>Strategic Housing Team Leader (Property)</i> <i>Summer 2015</i>	<i>N/A</i>	<i>New Lead Officer has been recruited in January 2015 to focus on developing the Help to Rent offer. Temporary member of staff has also been made permanent to assist with this work. Team are working well with a focus on recruiting new landlords to the scheme. Help to Rent initiatives to be implemented March 2016,</i>

				<p>following drawdown of funds approval – to assist with recruitment of new landlords.</p> <p>COMPLETE</p>
<p>Woolmer Drive – New Temporary Accommodation</p>	<p>Develop plans to bring property back into use as new temporary accommodation – significant structural and internal works to the property required.</p>	<p>Housing Development Team Leader</p> <p>Summer 2015 occupation</p>	<p>N/A</p>	<p>Woolmer Drive was completed in June 2015 and is currently fully occupied. The property has a crash pad facility for 16 and 17 year olds to ensure the Council meets the Governments recommendation to place no 16 and 17 year olds in B&B accommodation.</p> <p>Additional temporary accommodation approved at Barleycroft, 6 units – HRA stock to be converted for temporary accommodation use. Estimated completion May 2016. Final snagging to Barleycroft being completed May 2016</p>
<p>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</p>	<p>Put in place protocol of consultation through HMEC</p>	<p>Group Manager Property & Place</p> <p>December 2014</p>	<p>N/A</p>	<p>There has been active consultation with HMEC both in the monthly meetings held at the Civic Centre and the interim meetings held in Osborne’s offices. To date this has established the options available for kitchens and bathroom refurbishment, colour choices for external wall insulation finishes and some improvement items such as Sure Stop Valves and soft close drawers.</p> <p>The tenant and leaseholder participation is currently being reviewed to ensure that the various participatory bodies represent a wider number of views of those individuals who have recently experienced repairs or planned works.</p> <p>Osborne and Sun Realm will continue to attend meetings as appropriate to the various work strands that are being reviewed.</p> <p>Osborne have arranged to attend Supported Housing Forum meetings to engage with the residents in the schemes and agree priorities or tailoring the service to their needs.</p> <p>Tenant inspectors have been involved in reviewing the Empty Homes standard and have undertaken inspections of various properties.</p>

<p>Complete the review of service provided to Leaseholders</p>		<p>Group Manager Tenants & Leaseholders</p> <p>December 2014</p>	<p>N/A</p>	<p>The review of the leaseholder service has been completed. The actions from the review are currently being addressed – these will be considered by the Leaseholder Forum</p> <p>Complete</p>
<p>That the council should 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.</p>		<p>Team Leader Cleaning Services & Tenant Involvement Team</p> <p>Ongoing</p>	<p>N/A</p>	<p>The cleaning service has appointed a lead officer to improve the improve supervision and monitoring of the service.</p> <ul style="list-style-type: none"> • Cleaning Standard booklet issued to all residents and also available online • Satisfaction survey currently via the STAR but considering other additional methods of survey • Easy-log system has been changed so inspections can be carried out by managers, supervisors and “operatives with a van” soon to also be available to Neighbourhood Support Officers and Housing staff with the use of tablets • Equipment and chemicals constantly reviewed and replaced where necessary • Training in house, and from suppliers of equipment and chemicals to reinforce health and safety and appropriate use of the products. • Staff acting as eyes and ears reporting maintenance issues when encountered • Run a team which patrols to ensure all internal communal areas are clear in line with the Clear Landings policy. • The new window cleaning contract has commenced and will provide the rota for the sites so that these can be proactively monitored by the Supported Housing Officers.
<p>That Grounds</p>		<p>Team Leader</p>	<p>Clean Safe &</p>	<p>HMEC have had a member sitting on the monthly joint</p>

<p><i>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></p>		<p><i>Housing Asset Management</i></p> <p><i>Ongoing</i></p>	<p><i>Green</i></p>	<p><i>Housing/Clean Safe and Green (CSG) meetings to enable better understanding of the frequency and scope of work which is undertaken by the teams.</i></p> <p><i>Due to the review and restructure of the tenant participation teams this has been put on hold to determine the best method to feedback and address any issues with landscaping and maintenance of external areas.</i></p> <p><i>Clear landings policy and procedure has been reviewed and the new process agreed. The approach will now to centre around enforcement rather than just clear landings and clearances.</i></p>
<p><i>That 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></p>		<p><i>Group Manager Property & Place</i></p> <p><i>Ongoing</i></p>	<p><i>N/A</i></p>	<p><i>The HMEC were involved in monitoring the performance of the new TAM contract and performance reports were discussed at the monthly meetings, where areas of performance are scrutinised in detail.</i></p> <p><i>Osborne will report to TLC on performance updates since the HMEC was disbanded.</i></p> <p><i>The definitions for emergency repairs and first time fix have been agreed and these will be established in the Corvu reports from the beginning of the next financial year with new data quality sheets produced to reflect the changes.</i></p> <p><i>HMEC members reviewed the contract terms and conditions and the final bid solutions that formed Osborne's tender, to assess if all of the service elements are being delivered.</i></p> <p><i>Tenant inspectors to be involved in reviewing the empty homes process and standard – this is ongoing facilitated by the tenant involvement team Underway..</i></p>
<p><i>Develop a Fencing Policy</i></p>		<p><i>Team Leader Housing Asset Management</i></p>		<p><i>A draft fencing policy has been produced but there are concerns about the ongoing revenue costs if fencing between gardens is to be provided to all properties. It has been agreed that fencing enquiries will be dealt with on a case by case</i></p>

		March 2015		<p>basis and the GM's from Property and Place and Tenants and Leaseholders will review.</p> <p>Consultation event held on the 14th October to obtain the view of tenants the outputs are currently being reviewed to inform the policy.</p> <p>Following a Housing Senior Management Team meeting in January a new policy will be developed for the revised Tenant Handbook</p>
<p><i>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 and the Housing Service in particular.</i></p>		<p>Assistant Director – Housing</p> <p>Ongoing</p>	<p>Corporate Customer First project sponsored by Chief Exec</p> <p>Digital Dacorum Corporate Project</p>	<p>The Housing Service is involved in the two corporate projects in place to address issues relating to the customer experience and access to services. The service has designated lead officers to ensure that housing's needs and those of our tenants and leaseholders are considered.</p>
<p><i>That using an Estate Management approach the Tenant Involvement Team in partnership with other housing colleagues should continue to organise and promote local area walkabouts to highlight any local problems and work co-operatively with</i></p>		<p>Group Manager Tenants & Leaseholders</p> <p>April 15</p>	N/A	<p>An approach to Neighbourhood Management was launched in April – this will involve regular inspections and neighbourhood action plans.</p>

<p><i>Clean Safe & Green and Resident Services to tackle any local rubbish or littering issues.</i></p>				
<p><i>To work in partnership with colleagues across the Council to develop a garage strategy</i></p>	<p><i>Consider all options for the Council's garage stock following evaluation</i></p>	<p><i>Group Manager Tenants & Leaseholders</i></p>	<p><i>Estates / Finance</i></p>	<p><i>A garage strategy was presented to the Council's Cabinet – this identifies sites which have a development opportunity</i></p>