

## SERVICE IMPROVEMENT ACTION PLAN: Affordable Homes – Quarter 3 Update 2012

To be used to set out plans of the service to maintain and improve service levels in pursuance of the Council's strategic aims, informed by customer feedback and with regard to the local, regional and national context.

### Key for Improvement Plan

#### Relevant Council Aim/s:

Use the following link for details of the Council's strategic aims and approaches: [http://insite/admin/documents/retrieve.asp?pk\\_document=908878](http://insite/admin/documents/retrieve.asp?pk_document=908878)

#### Relevant Council Approach/es:

Use the following link for details: [http://insite/admin/documents/retrieve.asp?pk\\_document=908878](http://insite/admin/documents/retrieve.asp?pk_document=908878)

Ref.	Challenge identified	Status	Actions	Completion Date	Link to relevant PI Outcome	Accountable Officer	Responsible Officer(s)	Additional Resources?	Progress Update – Q1/Q2/Q3/Q4
<b>Service Objective:</b>									
AH4	FITS Project		Implement Affordable Warmth Action Plan	March 2012	Council Action	Steve Annetts and David Purnell	Anita Goddard	No	Savills were able to attract a new partner who was able to make it viable to carry out a programme on a smaller scale to fit approx. 500 properties with PV solar panels by 31/3/2012.
AH5	It implementation – upgrade of Orchard Phase 1		Upgrade of Orchard for Affordable Homes	February 2012 <b>Phase 1 completed</b> <b>Phase 2 to be taken forward for 2012/13</b>		David Purnell/Duncan Vessey	Stephen Hills	No	Orchard Upgrade went live 6 <sup>th</sup> Feb 2012.  Phase 11 will commence from April 2012 to include void management and customer knowledge. All funding accounted for.
AH11	Improvement of Travellers sites		Refurbish Blackwell Travellers site and invest savings in the Whaddon site.  Submit further bid to HCA for Whaddon site refurbishment.	Feb 2012 <b>Completed</b>  March 2012		Debbie Barrett	Anita Goddard		Blackwell Site refurbishment completed.  Some funding received from County for fencing at Whaddon. HCA bid to be submitted within the next month for refurbishment works at Whaddon.

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<b>Service Objective:</b>									
AH21	Windmill Regeneration		Negotiate and complete detailed planning application to take forward phase 2B/3 of the project and oversee completion of phases 1B & 2A	December 2011 <b>Progressing on Target</b>		Schuyler Newstead	Stephen Hills		Full planning permission for phase 2b was granted in November 2011. The tender process is currently underway, with the expected contractor to be known by Spring 2012 - completion for phase 2a is expected early 2013 and the completion of phase 2b Winter 2014
AH25	Service Standards		Review service standards as set out in the Local Offers	October 2011 <b>Ongoing</b>		Anita Goddard/ Julie Fletcher	Stephen Hills		New service standard in relation to Anti-social behaviour completed. In the process of reviewing the Voids Standard in consultation with TPG. Further service standards to be identified for review during 2012/13.

Suitable progress is being made on the following Actions within the Service Plan with anticipated completion by the end of the financial year:

- HRA Reforms Business Plan
- Health & Safety Requirements – Fire Risk Assessment & Asbestos Management
- Empty Homes Strategy
- Housing Strategy
- Tenancy Strategy & Local Policy
- HIA Review
- Sheltered Housing Review
- Communal Room Review
- Crime & Disorder Reduction Partnership - ASB Project
- Review of Shared Ownership and associated policies
- Monitor impacts of LHA Changes

A full overview of the year's monitoring of the Service Plan will be given at the year-end Performance Information Monitoring report.