

## Appendix C

### AFFORDABLE HOMES 2010/11 SERVICE PLAN UPDATE – QUARTER 2 (JULY 2010 – SEPTEMBER 2010)

Month	Improvement Action	Responsibility	Status
April 2010	<p><u>Resident Involvement Strategy (HSP 2)</u> Develop and implement strategy</p> <p>Develop service standards to comply with TSA requirements</p> <p>Use outcomes of 2009 tenant survey and TPAS health check to draw up action plan</p> <p>Complete a pilot tenant audit inspection of one service area by July</p>	Tracey Cassidy/ Duncan Vessey	<p><u>Completed</u> The Resident Involvement Strategy has been out to consultation with staff and the TPG. It was agreed by the TPG in May and was approved at the HPH in July.</p> <p><u>Completed</u> Annual report to tenants completed by 1<sup>st</sup> October 2010 (TSA requirements). Currently developing Local Offers with tenants – to be approved by April 2011.</p> <p><u>Completed</u> Resident Involvement action plan has been updated in line with the TPAS health check and survey.</p> <p><u>In Progress</u> Tenants have been invited to sit on a Scrutiny Panel task and finish group to examine value for money across the housing service – completion due February 2011</p>
July 2010	<p><u>Homelessness Strategy (HSP 11)</u> Contribute to sub regional homeless strategy action plan through:</p> <ul style="list-style-type: none"> <li>➤ Contribution to RSL homeless strategy</li> <li>➤ Investigate possibility of county wide supported lodgings scheme</li> </ul>	Heather Wood Sue Carter	<p><u>In Progress</u> Feedback from RSL meeting was not to set up a working group at this stage – looking to develop a protocol for vulnerable households rather than a strategy. Huntingdon DC leading on this.</p> <p><u>In Progress</u> County are leading on this – currently developing a model which each District will then decide whether to be a full</p>

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			partner or to buy in services when required.
July 2010	<ul style="list-style-type: none"> <li>➤ Production of a professional's guide</li>   <li>➤ Identify initiatives to develop training and employment opportunities for households threatened with homelessness</li> </ul>	Heather Wood Sue Carter	<p><u>In Progress</u> Currently being redrafted focusing on 18+ young people in light of the changes around 16/17 year olds.</p> <p><u>In Progress</u> Formal links with Job Centre Plus established – actions included as part of the Home-Link development work plan.</p>
August 2010	<p><u>Income Maximisation (HSP 5)</u> Develop Income Maximisation Strategy</p> <p>Have clear action plans to maximise income through garages, service charges, recharges, rents and arrears recovery</p>	Anita Goddard Laura Rawlings	<p><u>To be Implemented</u> Awaiting outcome of the Value for Money Task &amp; Finish Group – likely to take forward the development of an Income Maximisation Strategy following this. Income Maximisation Officer now appointed.</p> <p><u>In Progress</u> Income Maximisation Officer currently developing action plan in liaison with other officers from rents and housing management</p>
August 2010	<p><u>Hostel Review (HSP 9)</u> Review existing hostel provision and agree model for future provision</p>	Heather Wood	<p><u>In Progress</u> To be taken forward into next year's service plan.</p>
September 2010	<p><u>Performance Management (HSP 4)</u> Embed Bench Marking</p> <p>Benchmark 12 areas to mirror TSA Standards</p> <p>Populate Housemark to enable benchmarking for 2010/11</p>	Anita Goddard Julie Fletcher	<p><u>In Progress</u> Using Housemark core benchmarking template, which is currently being populated with Finance and to be submitted by end of November.</p>
September 2010	Review information in ADAPT and roll out through a re-launch	Anita Goddard Julie Fletcher	<p><u>To be Progressed</u> Continuing to update adapt. Relaunch delayed due to other work commitments but will be encouraging</p>

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			managers to take more ownership to ensure the system is fully utilised.
September 2010	<p><u>Sheltered Housing Review (HSP 6)</u> Complete needs survey</p> <p>Review use of communal rooms</p>	Tracey Cassidy	<p><u>In Progress</u> Work on this slightly delayed due to staff sickness. Training has now been held and paperwork being finalised. Looking to start surveying in the next couple of weeks (3 month programme) with Task &amp; Finish Group to consider the results.</p> <p><u>To be Implemented</u> Project group to be set up from December 2010. This will be an action to take forward within the new service plan.</p>
September 2010	<p><u>Asset Management (HSP 7)</u> Obtain approval for new Asset Management Strategy – incorporating stock rationalisation, procurement, garage sites, sheltered schemes remodelling, energy improvements, stock valuation, non traditional stock</p> <p>Develop and introduce an Asset Management Strategy for Housing &amp; Property Services</p>	Stephen Hills	<p><u>In Progress</u> Asset Management Strategy drafted – to be considered by Housing Portfolio Holder in December 2010.</p>
September 2010	<p><u>Responsive repairs Procurement (HSP 8)</u> Market test the response repairs and voids service via OJEU procurement process</p> <p>Tender and award a new contract following an evaluation of the competition in the market to deliver significant cost savings and an improved service delivery</p>	Steve Annetts Sid Webb	<p><u>In progress</u> Currently finalising tender documents – final six contractors successful through the OJEU procurement process.</p> <p>Looking to let contract possibly July 2011.</p>
September 2010	<p><u>Homelink Review (Disability &amp; Access) (HSP 10)</u> Develop internal procedure for provision of accommodation for applicants with physical disability</p>	Sue Carter	<p><u>In Progress</u> Draft procedure currently out to consultation.</p>

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September 2010	and provide written guidance for staff  Introduction of the housing options Locata module  Investigate potential for computer access in interview rooms	Sue Carter	<u>Completed</u> and operational.  <u>Completed</u> Laptops are available for use in the interview rooms.
October 2010	<u>New IT implementation (HSP 3)</u> Complete soft market test of potential suppliers  Complete procurement process  Implement new IT system	Stephen Hills`	<u>Completed</u> SMT decision to remain with current supplier – Orchard.  Not required following SMT decision.  <u>In Progress</u> Had scoping meeting with Orchard. Project Initiation Document (PID) and start date for implementation to be agreed.
October 2010	<u>Journey to Excellence Project (HSP 14)</u> Co-ordinate activities of HSP 1-8 Refresh service health check and draw up action plan  Establish team building and training programme for service  Action plan to meet the requirements set out by the TSA	Stephen Hills	<u>In Progress</u> Currently focusing on housing estate management/voids. Other areas are being cross-referenced through the Customer Services Excellence project and the Responsive Repairs procurement.  <u>In Progress</u> Currently working on the local offers to tenants as part of the TSA requirements – Action Plan to be implemented in agreement with tenants.
November 2010	<u>Domestic Violence (HSP 12)</u> Contribute to development of the county DV strategy.  Development/renewal of strategy/guidance within the affordable homes service	Heather Wood Sue Hinawski	<u>Completed</u> Domestic Violence Policy published.
November 2010	<u>Customer Service Excellence (HSP 1)</u> Procedural reviews to ensure improvement in equality of	Anita Goddard	<u>In Progress</u> Equality of access is a key component of the CSE service

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	<p>access and service delivery</p> <p>Carry out customer profile survey and ongoing data collection and storage systems</p> <p>Develop systems thinking template to review service failure and customer journeys</p> <p>Participate in corporate project</p>	Anita Goddard	<p>standards – action plan implemented.</p> <p><u>In Progress</u> Tenants surveyed in December 2009 – working towards implementation of new Orchard System which will be able to capture data profiling information. Customer survey to be carried out corporately in November 2010. Data mapping exercise to be progressed under Corporate Governance.</p> <p>Customer Journey mapping will be implemented as part of the CSE programme – to be looked at in January 2011.</p> <p>All corporate deadlines met to date.</p>
December 2010	<p><u>ASB Review (HSP 17)</u> Review all existing policies &amp; procedures for dealing with ASB</p> <p>Draft Action Plan</p> <p>Capture on ADAPT</p> <p>Disseminate new approach to staff, members and tenants</p>	Anita Goddard	<p><u>In Progress</u> Anti Social Behaviour Policy drafted – to be agreed with tenants.</p>
March 2011	<p><u>Equality Impact Assessments (HSP 13)</u> Complete EQIAs for all service areas affected by the ‘retention’ changes in addition to those already identified for review by corporate officer</p>	Sue Carter	<p><u>In Progress</u> All homeless/housing options EQIAs completed. Further EQIAs will be completed as and when policies/strategies are produced.</p>
March	<u>Windmill Regeneration (HSP 15)</u>	Schuyler Newstead	<u>In Progress</u>

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2011	Negotiate and complete detailed planning application to take forward phase two of the project		Phase 2A has detailed planning permission – start on site likely to be Spring 2011 with an 18 month build programme.
March 2011	<u>New Affordable Housing (HSP 16)</u> Ensure sufficient new schemes are identified for future development, approved schemes are delivered to meet identified needs and to ensure that new or emerging needs are properly identified for future provision .	Schuyler Newstead	<u>In Progress</u> 39 affordable homes completed for the first two quarters. Half yearly figures are not usually proportionate to the year end figure as it is normal that completions of homes tend to be towards the end of the financial year.