

## APPENDIX C Affordable Homes 2010/11 Service Plan Update – Quarter 3 (Oct 2010 – December 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	<u>In Progress</u> Currently being redrafted focusing on 18+ young people in light of the changes around 16/17 year olds.  <u>In Progress</u> Formal links with Job Centre Plus established – actions included as part of the Home-Link development work plan.
August 2010	<u>Income Maximisation (HSP 5)</u> Develop Income Maximisation Strategy	Anita Goddard Income Maximisation Officer	<u>To be Implemented</u> Awaiting outcome of the Value for Money Task & Finish Group – likely to take forward the development of an Income Maximisation Strategy following this.
	Have clear action plans to maximise income through garages, service charges, recharges, rents and arrears recovery		<u>In Progress</u> Income Maximisation Officer currently developing action plan in liaison with other officers from rents and housing management
August 2010	<u>Hostel Review (HSP 9)</u> Review existing hostel provision and agree model for future provision	Heather Wood	<u>To be Implemented</u> To be taken forward into next year's service plan.
September 2010	<u>Performance Management (HSP 4)</u> Embed Bench Marking  Benchmark 12 areas to mirror TSA Standards  Populate Housemark to enable benchmarking for 2010/11	Anita Goddard Julie Fletcher	<u>In Progress</u> Currently using Housemark for benchmarking data and to investigate further non landlord housing services that could be usefully benchmarked.  Due to resource issues the financial data input was unable to be completed for the year 2009/10. Figures for 2010/11 will need to be finalised by November 2011 and sufficient resources need to be made available to enable this.

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September 2010	Review information in ADAPT and roll out through a re-launch	Anita Goddard Julie Fletcher	<u>To be Progressed</u> Continuing to update adapt. Relaunch delayed due to other work commitments but will be encouraging managers to take more ownership to ensure the system is fully utilised.
September 2010	<u>Sheltered Housing Review (HSP 6)</u> Complete needs assessment  Review use of communal rooms	Tracey Cassidy	<u>In Progress</u> Assessments commenced December 2010 – completion expected by the first week in March. Data to be analysed, with a Task & Finish Group to consider the results. To be taken forward in next year's service plan.  <u>To be Implemented</u> First meeting of project group arranged for 7 <sup>th</sup> February 2011. Review delayed due to implementation of Needs Assessments - action to take forward within the new service plan.
September 2010	<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  Develop and introduce an Asset Management Strategy for Housing & Property Services	Stephen Hills	<u>In Progress</u> Asset Management Strategy approved in principle at the Housing Portfolio Holder meeting in December, subject to minor modifications and the completion of an Equality Impact Assessment – report back to Housing Portfolio Holder in February 2011 to formalise approval.
September 2010	<u>Responsive repairs Procurement (HSP 8)</u> Market test the response repairs and voids service via OJEU procurement process  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	Stephen Hills Anita Goddard	<u>In progress</u> Currently finalising tender documents – final six contractors successful through the OJEU procurement process.  Looking to let contract possibly Oct 2011.

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September 2010	<p><u>Homelink Review (Disability &amp; Access) (HSP 10)</u> Develop internal procedure for provision of accommodation for applicants with physical disability and provide written guidance for staff</p> <p>Introduction of the housing options Locata module</p>	Sue Carter	<p><u>In Progress</u> Access Strategy currently under review.</p> <p><u>Completed</u> and operational.</p>
September 2010	Investigate potential for computer access in interview rooms	Sue Carter	<p><u>Completed</u> Laptops are available for use in the interview rooms.</p>
October 2010	<p><u>New IT implementation (HSP 3)</u> Complete soft market test of potential suppliers</p> <p>Complete procurement process</p> <p>Implement new IT system</p>	Stephen Hills`	<p><u>Completed</u> SMT decision to remain with current supplier – Orchard.</p> <p>Not required following SMT decision.</p> <p><u>In Progress</u> Orchard have been onsite for scoping meetings and the configuration of the new system has commenced. Target to go live July 2011.</p>
October 2010	<p><u>Journey to Excellence Project (HSP 14)</u> Co-ordinate activities of HSP 1-8 Refresh service health check and draw up action plan</p> <p>Establish team building and training programme for service</p> <p>Action plan to meet the requirements set out by the TSA</p>	Stephen Hills	<p><u>In Progress</u> Journey to Excellence Project achieved its aims - ongoing groups set up to monitor service levels and continuous improvement.</p> <p><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.</p>
November 2010	<p><u>Domestic Violence (HSP 12)</u> Contribute to development of the county DV strategy.</p>	Heather Wood Sue Hinawski	

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	Development/renewal of strategy/guidance within the affordable homes service		<u>Completed</u> Domestic Violence Policy published.
November 2010	<p><u>Customer Service Excellence (HSP 1)</u> Procedural reviews to ensure improvement in equality of 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>	<p>Anita Goddard</p> <p>Anita Goddard</p>	<p><u>In Progress</u> Equality of access is a key component of the CSE service standards – action plan implemented and to be taken forward corporately.</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. Data mapping exercise to be progressed under Corporate Governance.</p> <p>Customer Journey mapping being progressed through the SCE Corporate programme.</p> <p><u>In Progress</u></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. Tenant Group to be established to agree service levels.</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>

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March 2011	<u>Windmill Regeneration (HSP 15)</u> Negotiate and complete detailed planning application to take forward phase two of the project	Schuyler Newstead	<u>In Progress</u> Phase 2A has detailed planning permission – start on site likely to be Spring 2011 with an 18 month build programme. Phase 2B planning application due to be submitted Autumn 2011.
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> Estimated year end completions likely to be 200 homes (target 270). This is due to schemes being delayed and now likely to complete in 2011/12, in addition to two schemes not currently going forward.