

## SERVICE IMPROVEMENT ACTION PLAN: Affordable Homes

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>									
AH1	HRA Reforms Business Plan		Set up a Business Plan to repay the debt settlement and reflect any loan requirements that may arise	March 2012		Anita Goddard/Gwynn Thomas	Stephen Hills	Yes	Debt settlement awaited. Resource required to monitor

AH2	Localism Agenda		Seek to set up a Local Housing Trust to include governance arrangements. To include consideration of Community Land Trusts.	March 2013		Stephen Hills	Stephen Hills	No	Longer term project
AH3	Responsive Repairs procurement		Complete tender process and award Contract	August 2011		Anita Goddard	Stephen Hills	No	Tender process in progress
AH4	FITS Project		Implement Affordable Warmth Action Plan	April 2011	Council Action	Steve Annetts and David Purnell	Anita Goddard	No	Need to set Carbon Reduction and thermal comfort
AH5	It implementation – upgrade of Orchard Phase 1		Upgrade of Orchard for Affordable Homes	Oct 2011		David Purnell/Duncan Vessey	Stephen Hills	No	In progress. Phase 11 will commence in 2012 to include the rents section. All funding accounted for
AH6	Up date Keystone		Stock condition survey to be undertaken on LA stock and inputted into Keystone	June 2011		David Purnell	Anita Goddard	Yes	External Agency to undertake stock condition survey following tender process.

AH7	Electrical Contract		Relet contract for Electrical maintenance	June 2011		Steve Annetts	Anita Goddard	No	Identified in the Internal Audit report as fundamental
AH8	Health and Safety requirements		Ensure that an officer is designated as responsible for Health and safety within Property services taking the lead on fire risk assessment requirements and asbestos management	April 2012		David Purnell	Anita Goddard	Yes	Fire risk assessments are required annually. Asbestos management may be jointly procured with Cambridge City Services. Staffing resource required
AH9	Performance Management		Review and set performance targets for Affordable Homes	April 2011		Anita Goddard/ Julie Fletcher	Anita Goddard	No	All performance targets to be reviewed with particular focus on the Local Offers and response repairs monitoring
AH10	Your Service		Project Plan each strand	April 2012		Anita Goddard	Stephen Hills		All strands to be picked up and progressed with project gant charts mapping the key milestones
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  May 2011		Debbie Barrett	Anita Goddard		Blackwell site to be refurbished from HCA grant funding and savings arising from maintenance to be invested in Whaddon to facilitate incremental improvement

AH12	Traveller Site Management		Develop a new management agreement with CCC and review the overall management of the two sites	September 2011		Debbie Barratt	Anita Goddard		Staffing restructure required and new agreement needed prior to drawing up new license agreements for the travellers on the sites
AH13	Grounds Maintenance Procurement		Review and relet Grounds Maintenance Contract	March 2012		Geoff Clark	Anita Goddard		Engage with the Parish Councils to investigate the possibility of them taking over some or all of the work
AH14	Temporary Accommodation		To review suitability of temporary accommodation including current hostel provision	June 2011		Heather Wood/Sue Carter	Heather Wood/Sue Carter		
AH15	Empty Homes Strategy		Develop approach in partnership with RSL	September 2011		Julie Fletcher	Stephen Hills		
AH16	Housing Strategy		Develop & consult on new strategy	October 2011		Julie Fletcher	Stephen Hills		

AH17	Tenancy Strategy & local policy		<p>Develop new strategy to guide new developments and access to affordable homes</p> <p>To review lettings policy in line with government proposals</p> <p>Incorporate under occupation policy</p>	March 2012		Schuyler Newstead, Julie Fletcher Heather Wood/Sue Carter	Stephen Hills	No	
AH18	HIA Review		Consider findings following consultant analysis and implement outcomes	March 2012		Schuyler Newstead	Stephen Hills		
AH19	Commuted Sum Policy		Clarification of process and properties for paying out grants from commuted sums	Augsut 2011		Schuyler Newstead	Stephen Hills		
AH20	Sheltered Housing Review		Review of sheltered service following announcement of Supporting People cuts	March 2012		Anita Goddard/ Tracey Cassidy	Stephen Hills		
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		Schuyler Newstead	Stephen Hills		

AH22	CDRP ASB Project		Carry out projects as listed in the CDRP Project Agreement.	March 2012		Anita Goddard	Stephen Hills		
AH23	Communal Rooms Review		To consider best use of the council's assets, including charging for use, who uses them and identifying efficiency savings.	March 2012		Tracey Cassidy	Anita Goddard		
AH24	ADAPT Project		Update Adapt to ensure all policies, procedures, action plans, etc. are published and relaunch to staff.	May 2012		Julie Fletcher/ Duncan Vessey	Stephen Hills		
AH25	Service Standards		Review service standards as set out in the Local Offers	October 2011		Anita Goddard/ Julie Fletcher	Stephen Hills		
AH26	Shared Ownership Project		Review of overall approach to shared ownership and associated policies	September 2011		Anita Goddard/ Sue Carter	Stephen Hills		

AH27	Monitor impact of the LHA changes		<p>Work with King Street and housing benefit to maintain a viable and affordable PSL that continues to prevent homelessness.</p> <p>Monitor impact on:</p> <ul style="list-style-type: none"> <li>• The numbers in temporary accommodation,</li> <li>• Those applying as homeless or seeking assistance as a result of unaffordable private rented accommodation and;</li> <li>• Success on preventing homelessness through the private rented sector.</li> </ul>	March 2012		Sue Carter/ Heather Wood	Sue Carter/ Heather Wood		
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