



Service Plan 2007/08 (Stage 1)

Service Plan for: Housing Revenue Account

Directorate: Housing & Adult Social Services

Service Plan Holder: Steve Waddington

Workplans: Tenancy Services, Support Services, Business Support, Resettlement, Temporary Accommodation, Income Management, Service Development, Customer Services, Responsive Repairs, Tenants Choice, Projects, Housing Standards & Adaptations

Director: Bill Hodson

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1. Service description & objectives

Service description

The Housing Revenue Account is the council's housing landlord service, managing approximately 8,100 tenancies and 411 leasehold properties

- **Tenancy Services**
 - Estate management
 - Void management
 - Allocations
 - Tenancy enforcement
- **Support Services**
 - Income management
 - Maintaining the housing register
 - Right to buy and leaseholder administration
 - Customer Services
- **Asset Management**
 - Responsive repairs
 - Repairs to void properties
 - Planned and capital maintenance (including Tenants' Choice)
- **Service Development**
 - Develop and monitor the HRA Business Plan
 - Reviewing and developing plans, policies and procedures
 - Service Improvement
 - Training and staff development
 - Ensuring customers are involved in the service

Main customers:

- Existing City of York Council tenants
- Applicants for City of York Council housing
- People living in hostels owned by the HRA

Service objective 1	Meet the Decent Homes Standard by 2010
Service objective 2	Increase tenant satisfaction
Service objective 3	To be customer focused
Service objective 4	To assess the impact of the revised allocation policy
Service objective 5	Reduce the time it takes to relet void properties
Service objective 6	Increase the level of rent collected and reduce the level of arrears
Service objective 7	Through partnering provide an excellent responsive repairs service
Service objective 8	Work with tenants in developing sustainable communities'
Service objective 9	Work in partnership to reduce anti-social behaviour
Service objective 10	Ensure leaseholders have an opportunity to be involved in the development of the service
Service objective 11	To deliver an excellent aids and adaptations service
Service objective 12	Meet the needs of vulnerable tenants
Service objective 13	Ensure appropriate training and staff development opportunities
Service objective 14	Ensure value for money

2. Significant drivers for change and improvement	
Driver	Effect on service delivery
High quality Council Housing	Programme of improvements to reach the decent homes standard and the York Standard
Sustainable communities and estates	Work is needed in partnership with key stakeholders to respond to the Respect Agenda
Value for money	Appropriate and revised partnership agreements for delivery of services in place. For example: Neighbourhood pride, Tenants Choice, Gas and responsive repairs
Excellent Housing Service	Self assessment of service areas against the Audit Commissions Key Lines of Enquiry and delivery of associated action plans
Involving tenants in shaping and monitoring the housing service	Develop capacity of tenants to shape the service, develop new methods of involving tenants. Work is also required to ensure customer feedback drives service improvements.
3. Priority improvement for 2007/08 & beyond	
Performance improvement	Reason why improvement is required
Produce comprehensive training plan for the housing service	Ensure skilled and motivated workforce and maximise impact of training budget expenditure, identifying areas of common need where value for money could be obtained.
Other comments to note	

4. New or changed actions for 2007/08 and beyond

Action	Service plan outcome	New? / Change?	Links to note	Comments
<p>Ensure that key partners are engaged in delivering actions to meet the respect standard Sign up to the Respect Standard for Housing Management Communities perceive estates as safer places to live measured via the Annual Housing Monitor and Talkabout surveys</p>	<p>Work in partnership to reduce anti-social behaviour. Work with tenants in developing sustainable communities</p>	<p>New By October 2007</p>	<p>Links to the Corporate Priority to Reduce the actual and perceived impact of violent aggressive and nuisance behaviour on people in York</p>	<p>In 2006 the DCLG issued the 'Respect Standard for Housing Management' this action is needed to ensure the council meets that standard, via its Housing Service, and associated Partnerships.</p>
<p>Review service priorities and standards for repairs in consultation with customers and publish revised standards</p>	<p>To Increase customer satisfaction Through partnering provide and excellent responsive repairs service</p>	<p>To commence March 2007</p>		<p>Repairs are currently categorised into three levels of urgency, with associated target timescales. The purpose of the review will be to look at end to end repair timescales, including reducing repeat visits.</p>
<p>Decanting of tenants from and Demolition of 100 'Discus' Bungalows Residents involved via constituted association Residents rehoused on a temporary or permanent basis Properties across three sites vacant and sites available for disposal</p>	<p>Meet the Decent Home Standard by 2010 Work with tenants in developing sustainable communities</p>	<p>New Vacant site by April 2008</p>	<p>Meeting the Decent Homes Standard Addressing wider housing strategy issues including provision of affordable housing. Links to older persons housing strategy</p>	<p>The discus bungalows are of non-traditional construction and would be difficult and costly to bring up to the decent homes standard, In 2006 members approved demolition of the bungalows. A project manager was appointed in July 2006 and a project plan has been produced [November 2006] . Project delivery is being monitored by a board including Discus residents, ward members and senior council officers.</p>
<p>Peasholme Centre Relocation programme completed</p>	<p>Modern facility</p>	<p>By January 2008</p>	<p>Rough Sleeping Strategy Homelessness Strategy</p>	