
**Decision Session: Cabinet Member for
Health, Housing and Adult Social Services**

26 July 2011

Report of the Assistant Director – Housing & Public Protection

Housing Service's Service Plan 2011-2012

Summary

1. Attached at Annex 1 is Housing's Service Plan 2011-2012. The Service Plan has had some minor amendments to incorporate suggested changes to Housing's five outcomes (agreed last year) to reflect Bereavement Services transferring into Asset Management. A review of performance indicators has also been undertaken with the number of indicators reducing.
2. The Cabinet Member is asked to:
 - a. Approve changes to the wording of the outcomes for 'Your Place' and 'Your Service'.
 - b. Agree the actions aligned to each of the five outcomes and that these actions should translate into staff PDR's.
 - c. Agree the performance indicators aligned to each outcome.
 - d. To receive quarterly performance update reports

Background

3. In order to reflect transitional arrangements arising out of the organisational review it was agreed at a service planning meeting on 10th March 2011 attended by group managers from across Housing and Public Protection that annual service plans be developed rather than for three years. The Service Plan for Housing 2011/12 is therefore attached at Annex 1.

Housing Outcomes

4. Following a review of Housing's Service Plan in 2009/10 Housing Service Management Team together with service managers agreed Housing's five outcomes. However to reflect the functions of the Bereavement

service transferring to Asset Management it is suggested that the following amendments are made to the Your Place and Your Service outcomes to reflect the objectives of this service in particular the need to reduce their impact on the environment through mercury omissions from the crematorium (the need to reduce Co2 omissions is also applicable to the housing service) and the provision of a sympathetic service.

- **Your place - safe, sustainable, thriving neighbourhoods** (Working with our partners, we will tackle homelessness, poverty and exclusion, our impact on the environment, endeavouring to ensure that neighbourhoods are developed, maintained and safe with a mix of good quality housing, increasing the provision of and access to affordable homes and are places where people want to live and work now and in the future).
- **Your Service – (was Organisation of Choice) Efficient and Effective** (We will provide a sympathetic cremation and burial service, promote housing options, maximise income, make the best use of our resources and deliver inclusive excellent value for money services with high levels of customer satisfaction).

Drivers for Service Plan Priorities

5. To establish the key actions for the Service Plan, an assessment has been made around the following change drivers, Government and Legislative Priorities, Local (the need to make efficiency savings), Customer feedback, Performance and Benchmarking results, Health and Safety requirements and commitments outlined in key strategy documents including the Housing Strategy, Older Person Housing Strategy, Homeless Strategy, Anti-Social Behaviour Strategy, Value for Money Strategy, ICT Strategy, Community Engagement Strategy, the Private Sector Action Plan and the Departments Single Equality Scheme. In previous years the results of the staff survey have also been a driver for the Service Plan. However due to the organisational review a staff survey has not been administered, despite this, specific actions relating to supporting and developing staff are included within the improvement action plan including the need to improve staff sickness levels.
6. Newly included as a driver is the Tenant Inspector Project, which was approved by Executive Member for Neighbourhoods and Housing on 15 March 2011¹. Trained volunteer tenants assessed housing's reception facilities and service resulting in an improvement report and action plan attached at Annex B.

¹ Executive Member for Neighbourhoods & Housing 15/03/2011 – report details at <http://modgov.york.gov.uk/ieDecisionDetails.aspx?ID=3247>

Performance Indicators

7. In light of changes to the inspection regime and the abolition of a number of national indicators the performance indicators aligned to each of Housing's five outcomes has been pared back. The performance indicators that remain in terms of the Housing Landlord function are ones that can measure how we are doing in relation to delivery of our local offers and are able to be benchmarked with other housing organisations. In relation to the strategic housing function indicators concentrate on affordable housing, homeless prevention and private sector decency to reflect priorities within the various housing strategies.

Resource Implications

8. Budget information detailed in the Service Plan has been provided by Housing's Finance Manager. All actions are to be delivered with existing resources and external funding that has been secured.

Consultation

9. In developing the Service Plan a service planning session was held with group managers and service managers. Following this session draft actions were circulated for further revisions. In terms of customer consultation the results of the Annual Housing Monitor responded to by 949 tenants has been considered, plus the results of other customer satisfaction surveys. In addition considerable customer consultation was undertaken to develop Housing's key strategies, actions of which are incorporated into the Service Plan.

Corporate Priorities

10. The production of the service plan supports the Corporate theme of being an Effective Organisation- to be a modern council with high standards in all that we do, living up to our values and be a great place to work.

Implications

- **Financial** – *There are no direct financial implications arising from this report*
- **Human Resources (HR)** *N/A*
- **Equalities** – *Equality Impact Assessment will be undertaken as each of the key actions are undertaken*
- **Legal** *N/A*
- **Crime and Disorder** *Service Plan actions in relation to ASB will impact on this in a positive way*

- **Information Technology (IT)** *These will be discussed as actions are taken forward*
- **Property N/A)**

Risk Management

11. A Risk Assessment will be undertaken as part of taking forward the actions contained within the Service Plan

Recommendations

12. The Cabinet Member is asked to:
 - a. Approve changes to the wording of the outcomes for 'Your Place' and 'Your Service'.
 - b. Agree the actions aligned to each of the five outcomes and that these actions should translate into staff PDR's.
 - c. Agree the performance indicators aligned to each outcome
 - d. To receive quarterly performance update reports

Reason – To ensure that Housing have a comprehensive improvement action plan which addresses issues raised through customer engagement, performance management and national and local priorities.

Contact Details

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**Report
Approved**

Date 14th July
2011

*Chief Officer's name
Title*

Specialist Implications Officer(s) *List information for all*

Implication ie Financial

Name

Title

Tel No.

Implication ie Legal

Name

Title

Tel No.

Wards Affected: *List wards or tick box to indicate all*

AI *tick*
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Annexes -

Annex 1 Housing Service Plan 2011/2012

Background Papers: - Tenant Inspection Reception Report 07.06.2011