

Housing Priorities and Workplan

Housing Management Team Updates

Corporate Business Plan		
Priority	Sub-section	
Growing the Economy		
	Highly Skilled Jobs (Employment)	
	Housing and Environment (Development)	
	Transport & Infrastructure (Access)	
Strong Communities		
	Community Welbeing (Localisation)	
	Safe Communities (Protection)	
	Personal Wellbeing (Prevention)	
Protecting the Vulnerable		
	Early Intervention (Prevention)	
	Joined up Health Care (Integration)	
	Empowerment & Safeguarding Families and Individuals (Personalisation)	
Working with Partners as an innovative and effective Council		
	Community Involvement	
	One Wiltshire Estate	
	Commercialism	
	Digital	
	People	
	Performance	
	Change	
	Delivering Together	

Priority	Action(s)	Links to Corporate Plan		Lead Officer	Target date	Comments/ Update		
		Growing the Economy Strong Communities Protecting the Vulnerable	Partnership Working					
1	Ensure residents are able to access a range of housing and care options to meet needs	e) New Build programme and delivery of new affordable housing to meet need i) Council house build programme	Housing and Environment (Development)	Performance	Tim Bruce	Nov-18	Devizes, Rowde, Durrington and East Knoyle Completed - All other projects on site. Coombe Bissett nearing completion with all other projects to be completed by November 2018	Yet to Start In Progress Ongoing Completed
2	Make best use of existing housing stock in Wiltshire	a) Deliver current asset management plan and work with partners to ensure their asset management plans align with the Council's and deliver: i) Acquisition & Disposal strategy and approach for high value stock ii) Sheltered housing review/remodelling proposals iii) Strategy for garages iv) Options for regeneration - outcomes of asset review v) Approach to adapted properties vi) Regeneration and Development Strategy vii) Wiltshire Home Standard b) Develop new 7 year asset management plan	Housing and Environment (Development) Housing and Environment (Development) Housing and Environment (Development) Housing and Environment (Development) Housing and Environment (Development) Empowerment & Safeguarding Families and Individuals (Personalisation) Housing and Environment (Development) Housing and Environment (Development) Housing and Environment (Development)	Delivering Together One Wiltshire Estate Commercialism Commercialism Community Involvement Performance One Wiltshire Estate Performance Performance	Tim Bruce Tim Bruce	Mar-19 May-18 Dec-18 Dec-18 Sep-18 Oct-18 Jul-18 Jan-19 Sep-19	Asset Management Strategy monitoring ongoing In draft and awaiting finalisation following the Asset Review process. Circulated to key managers for comments before submission to Janet & Nicole Sheltered Housing Review completed by Stephen Davies, approved by Heads of Service and presented to Cabinet member and then approved by Housing Board in November. Option Appraisals approved to proceed Agreed that this project can now proceed at Housing Board in November 17. Project now underway with Asset Review of all sites Asset Review process completed, approved by Heads of Service and presented to Housing Board in March. Subsequently approved by new Cabinet Member and Option Appraisal to now proceed Draft policy developed and agreed with main RPs in Wiltshire. Tim B to co-ordinate the drawing together of existing policies Vicky S and Tim B working on draft document Tim B already working on the development of a Repairs and Maintenance Focus Group. First two meetings held with residents. Currently reviewing how more residents can be invited to attend To be ready for budget setting in 2019	Ongoing
3	Review services to ensure they meet need, deliver good value for money and deliver good quality outcomes	b) Review and procure planned and responsive maintenance contracts i) Consult with managers ii) Agree how to involve staff & residents iii) Clarify timeline/project plan iv) Review policies and procedures c) Implement and Review HRA Business Plan i) Budget ii) Update policies e.g. tenancy policy iii) Review service charges for all general needs stock and extra care housing v) Review staff structure in line with agreed priorities d) Secure TPAS accreditation and maintain standard	Housing and Environment (Development) Housing and Environment (Development) Housing and Environment (Development) Housing and Environment (Development) Housing and Environment (Development) Housing and Environment (Development) Housing and Environment (Development) Housing and Environment (Development) Housing and Environment (Development) Housing and Environment (Development)	Performance Performance Performance Performance Performance Performance Commercialism People Community Involvement	Janet O'Brien Nicole and Janet – along with finance & all managers Simon Haugh		Meetings with Managers are being set up based on prior discussions Evidence on TPAS recommendations sent on 01/05/2018. Awaiting response and then visit from TPAS for 'reality checking'	Yet to Start In Progress Ongoing Completed
4	Ensure robust strategies and policies are in place supported by a robust evidence base to enable successful delivery of projects and services	Lead on production of:- ii) Tenancy Strategy and Tenancy policy iii) Update of policies including Debt policy to reflect legislative changes and audit requirements iv) Update of procedures to reflect changes of policy	Housing and Environment (Development) Housing and Environment (Development) Housing and Environment (Development)	Performance Performance Performance		Mar-19 Mar-19 Mar-19	Initial scoping work carried out. Need to identify resource to progress further.	Yet to Start In Progress Ongoing Completed
5	Implement effective systems for management of the whole housing service & deliver efficiency savings	a) To review all housing drives and create appropriate project groups in Sharepoint i) all staff to review personal drives and EDPH drive to ensure all tidy and appropriate folders created ii) create relevant project folders b) To review and improve the housing departments website c) Improve effective engagement with tenants d) Enable use of hand held mobile devices for housing services e) Review income recovery procedures - i) review with internal legal team to ascertain capacity to take on cases ii) setting up the use of external debt agencies (those already used by revenues) for recovery of Former Tenant Debts (FTA's) and other sundry debts.		Change Change Digital People Performance Commercialism Commercialism	Simon Haugh/ All Managers All managers Simon Haugh Simon Haugh Jamie Peters Jamie Peters	Jul-18 Jul-18 Aug-17 Dec-18 Aug-18 Aug-18	Sharepoint site has been created and setup. Manual copy of all files from EDPH to Sharepoint from EDPH has been declined. Phase 2 rollout now put back by Sharepoint programme office until July/August 2108. Further data cleansing required. By all teams Sharepoint site and sub-sites have been created Review of Local Housing Panels in progress. Community events continue twice yearly. Digital engagement initiatives in progress. In talks with ICT and ICT Business partner to look at timeframes and support for devices. Mobile vendor now engaged and will visit council offices to re-demonstrate due to length of time out of loop	Yet to Start In Progress Ongoing Completed

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Housing Revenue Account (HRA) ACTIONS
highlighted in Orange

Jun-18

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		Housing and Environment (Development)	One Wiltshire Estate		May-18	In draft and awaiting finalisation following the Asset Review process. Circulated to key managers for comments before submission to Janet & Nicole	
		Housing and Environment (Development)	Commercialism		Dec-18	Sheltered Housing Review completed by Stephen Davies, approved by Heads of Service and presented to Cabinet member and then approved by Housing Board in November. Option Appraisals approved to proceed	
		Housing and Environment (Development)	Commercialism		Dec-18	Agreed that this project can now proceed at Housing Board in November 17. Project now underway with Asset Review of all sites	
		Housing and Environment (Development)	Community Involvement		Sep-18	Asset Review process completed, approved by Heads of Service and presented to Housing Board in March. Subsequently approved by new Cabinet Member and Option Appraisal to now proceed	
		Empowerment & Safeguarding Families and Individuals (Personalisation)	Performance		Oct-18	Draft policy developed and agreed with main RPs in Wiltshire. Tim B to co-ordinate the drawing together of existing policies. Meeting commenced and a draft policy statement being prepared	
		Housing and Environment (Development)	One Wiltshire Estate		Jul-18	Vicky S and Tim B working on draft document	
		Housing and Environment (Development)	Performance		Jan-19	Tim B already working on the development of a Repairs and Maintenance Focus Group. First two meetings held with residents. Currently reviewing how more residents can be invited to attend	
		Housing and Environment (Development)	Performance	Tim Bruce	Sep-19	To be ready for budget setting in 2019	
3	Review services to ensure they meet need, deliver good value for money and deliver good quality outcomes b) Review and procure planned and responsive maintenance contracts i) Consult with managers ii) Agree how to involve staff & residents iii) Clarify timeline/project plan iv) Review policies and procedures c) Implement and Review HRA Business Plan i) Budget ii) Update policies e.g. tenancy policy iii) Review service charges for all general needs stock and extra care housing v) Review staff structure in line with agreed priorities d) Secure TPAS accreditation and maintain standard	Housing and Environment (Development)	Performance	Janet O'Brien		Meetings with Managers and others set up based on prior discussions	
		Housing and Environment (Development)	Performance				
		Housing and Environment (Development)	Performance			Basic programme developed but not formalised	
		Housing and Environment (Development)	Performance				
		Housing and Environment (Development)	Performance				
		Housing and Environment (Development)	Performance	Nicole and Janet – along with finance & all managers		Reworking of Business plan discussed with Cabinet member and agreed. New Plan to go back to housing Board in July	
		Housing and Environment (Development)	Performance				
		Housing and Environment (Development)	Commercialism				
		Housing and Environment (Development)	People			Work commenced on the review of R&M & Technical Services by Janet OB	
		Housing and Environment (Development)	Community Involvement	Simon Haugh	Aug-18	Evidence on TPAS recommendations sent on 01/05/2018. Awaiting response and then visit from TPAS for 'reality checking'	
4	Ensure robust strategies and policies are in place supported by a robust evidence base to enable successful delivery of projects and services Lead on production of:- ii) Tenancy Strategy and Tenancy policy iii) Update of policies including Debt policy to reflect legislative changes and audit requirements iv) Update of procedures to reflect changes of policy	Housing and Environment (Development)	Performance		Mar-19	Initial scoping work carried out. Background info to be started, but no intention to progress to final strategy until there is more information available around Flexible Tenancies.	
		Housing and Environment (Development)	Performance		Mar-19	New resource in team, so should be able to assist with this shortly	
		Housing and Environment (Development)	Performance		Mar-19	as above	
5	Implement effective systems for management of the whole housing service & deliver efficiency savings a) To review all housing drives and create appropriate project groups in Sharepoint i) all staff to review personal drives and EDPH drive to ensure all tidy and appropriate folders created ii) create relevant project folders b) To review and improve the housing departments website c) Improve effective engagement with tenants d) Enable use of hand held mobile devices for housing services e) Review income recovery procedures - i) review with internal legal team to ascertain capacity to take on cases ii) setting up the use of external debt agencies (those already used by revenues) for recovery of Former Tenant Debts (FTA's) and other sundry debts.		Change	Simon Haugh/ All Managers	Jul-18	Sharepoint site has been created and setup. Manual copy of all files from EDPH to Sharepoint from EDPH has been declined. Phase 2 rollout now put back by Sharepoint programme office until July/August 2108. Further data cleansing required. By all teams	
			Change		Jul-18	Sharepoint site and sub-sites have been created	
		Transport & Infrastructure (Access)	Digital	All managers	Aug-17		
		Community Wellbeing (Localisation)	People	Simon Haugh		Review of Local Housing Panels in progress. Community events continue twice yearly. Digital engagement initiatives in progress.	Ongoing
		Highly Skilled Jobs (Employment)	Performance	Simon Haugh	Dec-18	In talks with ICT and ICT Business partner to look at timeframes and support for devices. Mobile vendor now engaged and will visit council offices to re-demonstrate due to length of time out of loop. Demo now booked for 12th June	
		Housing and Environment (Development)	Commercialism	Jamie Peters	Aug-18		
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			Change		Jul-18	Sharepoint site and sub-sites have been created	
		Transport & Infrastructure (Access)	Digital	All managers	Aug-17		
		Community Welbeing (Localisation)	People	Simon Haugh		Local Housing Panels now abolished following review and approval at WCHB. Digital engagement initiatives in progress including social media expansion, online tenant training course. Programme of 'pop up' events planned to	
		Highly Skilled Jobs (Employment)	Performance	Simon Haugh	Dec-18	Mobile solution costs received @ £57,500. Negotiated a further £10k discount. New total cost = £47k. Business case now amended and cost efficiencies updated. Waiting for final approval from HoS / Director before 14th December when discounted offer expires. Procurement are aware and have approved that rules are being followed correctly.	
		Housing and Environment (Development)	Commercialism	Jamie Peters	Aug-18		
Housing and Environment (Development)	Commercialism		Aug-18				

Housing Priorities and Workplan
Housing Service Plan Report 2018/19

	Month	Yet To Start	In Progress	Ongoing	Completed	Total	
2018	April	12	27	5	1	45	
	May	11	28	5	1	45	
	June	9	29	6	1	45	
	July	9	28	6	2	45	
	August					0	
	September					0	
	October					0	
	November					0	
	December					0	
	2019	January					0
		February					0
		March					0

