

# Housing Priorities and Workplan

## Housing Management Team Updates

Corporate Business Plan		
Priority	Sub-section	
<b>Growing the Economy</b>		
	Highly Skilled Jobs (Employment)	
	Housing and Environment (Development)	
	Transport & Infrastructure (Access)	
<b>Strong Communities</b>		
	Community Welbeing (Localisation)	
	Safe Communities (Protection)	
	Personal Wellbeing (Prevention)	
<b>Protecting the Vulnerable</b>		
	Early Intervention (Prevention)	
	Joined up Health Care (Integration)	
	Empowerment & Safeguarding Families and Individuals (Personalisation)	
<b>Working with Partners as an innovative and effective Council</b>		
	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	<p><b>Ensure residents are able to access a range of housing and care options to meet needs</b></p> <p>e) New Build programme and delivery of new affordable housing to meet need</p> <p>i) Council house build programme</p>	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	<div style="background-color: yellow; width: 100%; height: 10px;"></div> <div style="background-color: red; width: 100%; height: 10px;"></div>
2	<p><b>Make best use of existing housing stock in Wiltshire</b></p> <p>a) Deliver current asset management plan and work with partners to ensure their asset management plans align with the Council's and deliver:</p> <p>i) Acquisition &amp; Disposal strategy and approach for high value stock</p> <p>ii) Sheltered housing review/remodelling proposals</p> <p>iii) Strategy for garages</p> <p>iv) Options for regeneration - outcomes of asset review</p> <p>v) Approach to adapted properties</p> <p>vi) Regeneration and Development Strategy</p> <p>vii) Wiltshire Home Standard</p> <p>b) Develop new 7 year asset management plan</p>	Housing and Environment (Development)	Delivering Together	Tim Bruce	Mar-19	Asset Management Strategy monitoring ongoing	Ongoing
		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	
		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	
Priority	Action(s)			Lead Officer	Target date	Comments/ Update	<div style="background-color: yellow; width: 100%; height: 10px;"></div> <div style="background-color: red; width: 100%; height: 10px;"></div> <div style="background-color: green; width: 100%; height: 10px;"></div> <div style="background-color: blue; width: 100%; height: 10px;"></div>
3	<p><b>Review services to ensure they meet need, deliver good value for money and deliver good quality outcomes</b></p> <p>b) Review and procure planned and responsive maintenance contracts</p> <p>i) Consult with managers</p> <p>ii) Agree how to involve staff &amp; residents</p> <p>iii) Clarify timeline/project plan</p> <p>iv) Review policies and procedures</p> <p>c) Implement and Review HRA Business Plan</p> <p>i) Budget</p> <p>ii) Update policies e.g. tenancy policy</p> <p>iii) Review service charges for all general needs stock and extra care housing</p> <p>v) Review staff structure in line with agreed priorities</p> <p>d) Secure TPAS accreditation and maintain standard</p>	Housing and Environment (Development)	Performance	Janet O'Brien		Meetings with Managers are being set up based on prior discussions	
		Housing and Environment (Development)	Performance				
		Housing and Environment (Development)	Performance				
		Housing and Environment (Development)	Performance				
		Housing and Environment (Development)	Performance				
		Housing and Environment (Development)	Performance	Nicole and Janet – along with finance & all managers			
		Housing and Environment (Development)	Performance				
		Housing and Environment (Development)	Commercialism				
		Housing and Environment (Development)	People				
		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'	
Priority	Action(s)			Lead Officer	Target date	Comments/ Update	<div style="background-color: yellow; width: 100%; height: 10px;"></div> <div style="background-color: red; width: 100%; height: 10px;"></div> <div style="background-color: green; width: 100%; height: 10px;"></div> <div style="background-color: blue; width: 100%; height: 10px;"></div>
4	<p><b>Ensure robust strategies and policies are in place supported by a robust evidence base to enable successful delivery of projects and services</b></p> <p>Lead on production of:-</p> <p>ii) Tenancy Strategy and Tenancy policy</p> <p>iii) Update of policies including Debt policy to reflect legislative changes and audit requirements</p> <p>iv) Update of procedures to reflect changes of policy</p>	Housing and Environment (Development)	Performance		Mar-19	Initial scoping work carried out. Need to identify resource to progress further.	
		Housing and Environment (Development)	Performance		Mar-19		
		Housing and Environment (Development)	Performance		Mar-19		
Priority	Action(s)			Lead Officer	Target date	Comments/ Update	<div style="background-color: yellow; width: 100%; height: 10px;"></div> <div style="background-color: red; width: 100%; height: 10px;"></div> <div style="background-color: green; width: 100%; height: 10px;"></div> <div style="background-color: blue; width: 100%; height: 10px;"></div>
5	<p><b>Implement effective systems for management of the whole housing service &amp; deliver efficiency savings</b></p> <p>a) To review all housing drives and create appropriate project groups in Sharepoint</p> <p>i) all staff to review personal drives and EDPH drive to ensure all tidy and appropriate folders created</p> <p>ii) create relevant project folders</p> <p>b) To review and improve the housing departments website</p> <p>c) Improve effective engagement with tenants</p> <p>d) Enable use of hand held mobile devices for housing services</p> <p>e) Review income recovery procedures -</p> <p>i) review with internal legal team to ascertain capacity to take on cases</p> <p>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.</p>		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	
		Housing and Environment (Development)	Commercialism	Jamie Peters	Aug-18		
		Housing and Environment (Development)	Commercialism		Aug-18		







Housing Priorities and Workplan  
Housing Management Team Updates

Housing Revenue Account (HRA) ACTIONS  
highlighted in Orange

Aug-18

Priority	Action(s)	Links to Corporate Plan		Lead Officer	Target date	Comments/ Update	
		Growing the Economy Strong Communities Protecting the Vulnerable	Partnership Working				
1	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	Devides, 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 New project - Southview Phase II added top programme and new bids prepared for second programme of New Builds	Yet to Start In Progress Ongoing Completed
2	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)	Delivering Together	Tim Bruce	Mar-19	Asset Management Strategy monitoring ongoing	Ongoing
		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.	
		Housing and Environment (Development)	One Wiltshire Estate		Jul-18	Meeting commenced and a draft policy statement being prepared 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	Tim B commenced working on the initial draft contents and a review of the existing strategy	
3	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	Yet to Start In Progress Ongoing Completed
		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 Helen's team to lead on this when capacity available.	
		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. Further evidence provided in June and July 2018. TPAS inspection took place on 27/09/2018 and awaiting result and feedback.	
4	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 other strategy work taking priority initially.	Yet to Start In Progress Ongoing Completed
		Housing and Environment (Development)	Performance		Mar-19	New resource in team, so should be able to assist with this shortly. Need to review what work is needed.	
		Housing and Environment (Development)	Performance		Mar-19	as above	
5	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	Yet to Start In Progress Ongoing Completed
			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		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	In talks with ICT and ICT Business partner to look at timeframes and support for devices. Mobile vendor now engaged and whas visited to demo the mobile offering. Scope being developed for costs anreview by HoS / Director	
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Sep-18

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1	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	Devides, 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 New project - Southview Phase II added top programme and new bids prepared for second programme of New Builds	Yet to Start In Progress Ongoing Completed
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		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 Helen's team to lead on this when capacity available.	
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Oct-18

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		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	TPAS accreditation awarded November 2018. Award to be presented at WCHB on 29th Jan @ City Hall	
4	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 other strategy work taking priority initially.	Yet to Start In Progress Ongoing Completed
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		Transport & Infrastructure (Access)	Digital	All managers	Aug-17		
		Community Wellbeing (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		

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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

