Housing Priorities and Workplan Housing Management Team Updates

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

ousing Management Team Updates		highlighted in Orange				Apr-18	
Priority	Action(s)	Links to Corporate Plan		Lead Officer	Target date	Comments/ Update	
		Growing the Economy Strong Communities Protecting the Vulnerable	Partnership Working				Yet t In Pr Ong
Ensure residents are able	e) New Build programme and delivery of new affordable housing to meet need	Housing and Environment	Performance				Com
to access a range of housing and care options to meet needs	i) Council house build programme	(Development)		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	
Make best use of existing	 a) Deliver current asset management plan and work with partners to ensure their asset management plans align with the Council's and deliver: 	Housing and Environment	Delivering Together	Tim Bruce	Mar-19	Asset Management Strategy monitoring ongoing	Onį
housing stock in Wiltshire	i) Acquisition & Disposal strategy and approach for high value stock	(Development) Housing and Environment	One Wiltshire Estate		May-18	In draft and awaiting finalisation following the Asset Review process. Circulated to key managers for comments	
	ii) Sheltered housing review/remodelling proposals	(Development) Housing and Environment (Development)	Commercialism		Dec-18	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	
	iii) Strategy for garages	Housing and Environment	Commercialism		Dec-18	Agreed that this project can now proceed at Housing Board in November 17. Project now underway with Asset	
	iv) Options for regeneration - outcomes of asset review	(Development) Housing and Environment	Community Involvement		Sep-18	Review of all sites Asset Review process completed, approved by Heads of Service and presented to Housing Board in March.	
	v) Approach to adapted properties	(Development) Empowerment & Safeguarding Families and Individuals	Performance		Oct-18	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	
	vi) Regeneration and Development Strategy	(Personalisation) Housing and Environment	One Wiltshire Estate		Jul-18	Vicky S and Tim B working on draft document	
	vii) Wiltshire Home Standard	(Development) Housing and Environment	Performance		Jan-19	Tim B already working on the development of a Repairs and Maintenance Focus Group. First two meetings held	
	b) Develop new 7 year asset management plan	(Development) Housing and Environment	Performance	Tim Bruce	Sep-19	with residents. Currently reviewing how more residents can be invited to attend To be ready for budget setting in 2019	
Priority	Action(s)	(Development)		Lead Officer	Target	Comments/ Update	Yet
. nony					date		In I O Co
	 b) Review and procure planned and responsive maintenance contracts i) Consult with managers 	Housing and Environment	Performance	Janet O'Brien		Meetings with Managers are being set up based on prior discussions	
they meet need, deliver good value for money and		(Development)	Performance	Janet O Brien			
deliver good quality	ii) Agree how to involve staff & residents	Housing and Environment (Development)					
outcomes	iii) Clarify timeline/project plan	Housing and Environment (Development)	Performance				
	iv) Review policies and procedures	Housing and Environment (Development)	Performance				
	c) Implement and Review HRA Business Plan i) Budget	Housing and Environment	Performance	Nicole and			
		(Development)		Janet – along with finance &			
	ii) Update policies e.g. tenancy policy	Housing and Environment (Development)	Performance	all managers			
	iii) Review service charges for all general needs stock and extra care housing	Housing and Environment (Development)	Commercialism				
	v) Review staff structure in line with agreed priorities	Housing and Environment	People				
	d) Secure TPAS accreditation and maintain standard	(Development) Housing and Environment	Community Involvement	Simon Haugh	Aug-18	Evidence on TPAS recomendations sent on 01/05/2018. Awaiting response and then visit from TPAS for 'reality	
Priority	Action(s)	(Development)		Lead Officer	Target date	checking' Comments/ Update	Yet In
							Co
Ensure robust strategies and policies are in place	Lead on production of:- ii) Tenancy Strategy and Tenancy policy	Housing and Environment	Performance		Mar-19	Initial scoping work carried out. Need to identify resource to progress further.	
supported by a robust	iii) Update of policies including Debt policy to reflect legislative changes and audit	(Development) Housing and Environment	Performance				
evidence base to enable successful delivery of	requirements iv) Update of procedures to reflect changes of policy	(Development) Housing and Environment	Performance		Mar-19		
projects and services		(Development)	renormance	1	Mar-19		
Priority	Action(s)			Lead Officer	Target date	Comments/ Update	Ye In Co
			Change	Simon Haugh/	Jul-18	Sharepoint site has been created and setup. Manual copy of all files from EDPH to Sharepoint from EDPH has been	
Implement effective	 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 			Con naugil	30-10	declined. Phase 2 rollout now put back by Sharepoint programme office until July/August 2108. Further data	
systems for management of the whole housing	 a) To review all housing drives and create appropriate project groups in Sharepoint i) all staff to rveiew personal drives and EDPH drive to ensure all tidy and apporpriate folders created 		Change	All Managers		cleansing required. By all teams	
systems for management of the whole housing service & deliver	i) all staff to rveiew personal drives and EDPH drive to ensure all tidy and apporpriate		Change	All Managers	Jul-18	cleansing required. By all teams Sharepoint site and sub-sites have been created	
systems for management of the whole housing	 i) all staff to rveiew personal drives and EDPH drive to ensure all tidy and apporpriate folders created 	Transport & Infrastructure		All Managers All managers	Jul-18 Aug-17	Sharepoint site and sub-sites have been created	
systems for management of the whole housing service & deliver	 i) all staff to rveiew personal drives and EDPH drive to ensure all tidy and apporpriate folders created ii) create relevant project folders 	Transport & Infrastructure (Access) Community Welbeing	Change			Sharepoint site and sub-sites have been created	0
systems for management of the whole housing service & deliver	 i) all staff to rveiew personal drives and EDPH drive to ensure all tidy and apporpriate folders created ii) create relevant project folders b) To review and improve the housing departments website c) Improve effective engagement with tenants 	(Access) Community Welbeing (Localisation)	Change Digital People	All managers Simon Haugh	Aug-17	Sharepoint site and sub-sites have been created Review of Local Housing Panels in progress. Cmmunity events continue twice yearly. Digital engagement initiatives in progress.	0
systems for management of the whole housing service & deliver	 i) all staff to rveiew personal drives and EDPH drive to ensure all tidy and apporpriate folders created ii) create relevant project folders b) To review and improve the housing departments website 	(Access) Community Welbeing	Change Digital	All managers	Aug-17	Sharepoint site and sub-sites have been created Review of Local Housing Panels in progress. Cmmunity events continue twice yearly. Digital engagement initiatives	Oı
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using Management Team Updates		Housing Revenue Account (Hi highlighted in Orange	highlighted in Orange		May-18		
Priority	Action(s)	Links to Corpo	orate Plan	Lead Officer	Target	Comments/ Update	
		Growing the Economy Strong Communities Protecting the Vulnerable	Partnership Working		date		Yet In F
Ensure residents are able	 e) New Build programme and delivery of new affordable housing to meet need 	Housing and Environment	Performance				Cor
to access a range of housing and care options to meet needs	i) Council house build programme	(Development)		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	
Make best use of existing		Housing and Environment (Development)	Delivering Together	Tim Bruce	Mar-19	Asset Management Strategy monitoring ongoing	0
housing stock in Wiltshire	i) Acquisition & Disposal strategy and approach for high value stock	Housing and Environment	One Wiltshire Estate		May-18		
	ii) Sheltered housing review/remodelling proposals	(Development) Housing and Environment (Development)	Commercialism		Dec-18	before submission to Janet & Nicole Sheftered 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	
	iii) Strategy for garages	Housing and Environment	Commercialism		Dec-18		
	iv) Options for regeneration - outcomes of asset review	(Development) Housing and Environment	Community Involvement		Sep-18		
	v) Approach to adapted properties	(Development) Empowerment & Safeguarding Families and Individuals	Performance	-	Oct-18	Subsequently approved by new Cabinet Member and Option Appraisal to now proceed Draft policy developed and agreed with main RPs in Wittshire. Tim B to co-ordinate the drawing together of existing policies	
	vi) Regeneration and Development Strategy	(Personalisation) Housing and Environment	One Wiltshire Estate		Jul-18	Vicky S and Tim B working on draft document	
	vii) Wiltshire Home Standard	(Development) Housing and Environment	Performance		Jan-19	Tim B already working on the development of a Repairs and Maintenance Focus Group. First two meetings held with	
	b) Develop new 7 vear asset management plan	(Development) Housing and Environment	Performance	Tim Bruce	Sep-19	residents. Currently reviewing how more residents can be invited to attend To be ready for budget setting in 2019	
Priority	Action(s)	(Development)		Lead Officer	Target	Comments/ Update	Y
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Review services to ensure they meet need, deliver	 b) Review and procure planned and responsive maintenance contracts i) Consult with managers 	Housing and Environment	Performance	Janet O'Brien		Meetings with Managers and others set up based on prior discussions	
good value for money and	ii) Agree how to involve staff & residents	(Development) Housing and Environment	Performance				
deliver good quality outcomes	iii) Clarify timeline/project plan	(Development) Housing and Environment	Performance			Basic programme developed but not formalised	
	iv) Review policies and procedures	(Development) Housing and Environment	Performance				
	c) Implement and Review HRA Business Plan	(Development)					
	i) Budget	Housing and Environment	Performance	Nicole and		Reworking of Business plan discussed with Cabinet member and agreed. New Plan to go back to housing Board in	
	ii) Update policies e.g. tenancy policy	(Development) Housing and Environment	Performance	Janet – along with finance & all managers		July	
	iii) Review service charges for all general needs stock and extra care housing	(Development) Housing and Environment	Commercialism	aii manayers			
	v) Review staff structure in line with agreed priorities	(Development) Housing and Environment	People				
	d) Secure TPAS accreditation and maintain standard	(Development) Housing and Environment	Community Involvement			Evidence on TPAS recomendations sent on 01/05/2018. Awaiting response and then visit from TPAS for 'reality	
Priority	Action(s)	(Development)		Simon Haugh Lead Officer	Aug-18	checking Comments/ Update	
Priority	Action(s)			Lead Officer	Target date	Comments Update	
Ensure robust strategies and policies are in place	Lead on production of:- ii) Tenancy Strategy and Tenancy policy	Housing and Environment	Performance		Mar-19	Initial scoping work carried out. New resource in team - able to start work on this shortly.	
supported by a robust	iii) Update of policies including Debt policy to reflect legislative changes and audit	(Development) Housing and Environment	Performance		Mar-19	New resource in team, so should be able to assist with this shortly	
evidence base to enable successful delivery of	requirements iv) Update of procedures to reflect changes of policy	(Development) Housing and Environment	Performance			as above	
projects and services Priority	Action(s)	(Development)		Lead Officer	Mar-19 Target	Comments/ Update	
Thony	Action(3)			Lead Officer	date		
Implement effective systems for management	 a) To review all housing drives and create appropriate project groups in Sharepoint i) all staff to rveiew personal drives and EDPH drive to ensure all tidy and apporpriate 		Change	Simon Haugh/	Jul-18	Sharepoint site has been created and setup. Manual copy of all files from EDPH to Sharepoint from EDPH has been	
of the whole housing	folders created			All Managers		declined. Phase 2 rollout now put back by Sharepoint programme office until July/August 2108. Further data cleansing required. By all teams	
service & deliver efficiency savings	ii) create relevant project folders		Change		Jul-18	Sharepoint site and sub-sites have been created	
	b) To review and improve the housing departments website	Transport & Infrastructure	Digital	All managers	Aug-17		
	c) Improve effective engagement with tenants	(Access) Community Welbeing	People	Simon Haugh		Review of Local Housing Panels in progress. Cmmunity events continue twice yearly. Digital engagement initiatives in	
	 d) Enable use of hand held mobile devices for housing services 	(Localisation) Highly Skilled Jobs	Performance	Simon Haugh	Dec-18	progress.	
			renormance	omon naugn	DeC-10	engaged and will visit council offices to re-demnstrate due to length of time out of loop. Demo now booked for 12th	
	 a) Enable use or nand neid mobile devices for housing services 	(Employment)				June	
	O) Enable use of nano neutral model devices for nousing services e) Review income recovery procedures - i) review with internal legal team to ascertain capacity to take on cases	(Employment) Housing and Environment (Development)	Commercialism	Jamie Peters	Aug-18	June	

using Management Team Updates		highlighted in Orange			Jun-		
Priority	Action(s)	Links to Corpo	orate Plan	Lead Officer	Target	Comments/ Update	
		Growing the Economy Strong Communities	Partnership Working		date		
		Protecting the Vulnerable					
sure residents are able	 e) New Build programme and delivery of new affordable housing to meet need 	Housing and Environment	Performance				T
to access a range of	i) Council house build programme	(Development)		Tim Bruce	Nov-18	Devizes, Rowde, Durrington and East Knoyle Completed - All other projects on site. Coombe Bissett nearing	Т
ousing and care options to meet needs						completion with all other projects to be completed by November 2018	
ke best use of existing	a) Deliver current asset management plan and work with partners to ensure their asset	Housing and Environment	Delivering Together	Tim Bruce	Mar-19	Asset Management Strategy monitoring ongoing	1
using stock in Wiltshire	management plans align with the Council's and deliver: i) Acquisition & Disposal strategy and approach for high value stock	(Development) Housing and Environment	One Wiltshire Estate		May-18	In draft and awaiting finalisation following the Asset Review process. Circulated to key managers for comments	+
	ii) Sheltered housing review/remodelling proposals	(Development) Housing and Environment	Commercialism		Dec-18	before submission to Janet & Nicole Sheltered Housing Review completed by Stephen Davies, approved by Heads of Service and presented to Cabinet	+
	,	(Development)				member and then approved by Housing Board in November. Option Appraisals approved to proceed	
	iii) Strategy for garages	Housing and Environment	Commercialism		Dec-18		1
	iv) Options for regeneration - outcomes of asset review	(Development) Housing and Environment	Community Involvement	-	Sep-18	Review of all sites Asset Review process completed, approved by Heads of Service and presented to Housing Board in March.	1
	 v) Approach to adapted properties 	(Development) Empowerment & Safeguarding	Performance	-	Oct-18	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	+
		Families and Individuals (Personalisation)				policies. Meeting commenced and a draft policy statement being prepared	
	vi) Regeneration and Development Strategy	Housing and Environment	One Wiltshire Estate		Jul-18	Vicky S and Tim B working on draft document	1
	vii) Wiltshire Home Standard	(Development) Housing and Environment	Performance		Jan-19	Tim B already working on the development of a Repairs and Maintenance Focus Group. First two meetings held with	1
	b) Develop new 7 year asset management plan	(Development) Housing and Environment	Performance	Tim Bruce	Sep-19	residents. Currently reviewing how more residents can be invited to attend To be ready for budget setting in 2019	+
Priority	Action(s)	(Development)		Lead Officer	Target	Comments/ Update	
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view services to ensure ney meet need, deliver	 b) Review and procure planned and responsive maintenance contracts i) Consult with managers 	Housing and Environment	Performance	Janet O'Brien		Meetings with Managers and others set up based on prior discussions	٦
od value for money and	ii) Agree how to involve staff & residents	(Development) Housing and Environment	Performance	-			+
deliver good quality outcomes	iii) Clarify timeline/project plan	(Development) Housing and Environment	Performance			Basic programme developed but not formalised	-
		(Development) Housing and Environment	Performance				_
	iv) Review policies and procedures	(Development)	Penormance				
	c) Implement and Review HRA Business Plan i) Budget	Housing and Environment	Performance	Nicole and		Reworking of Business plan discussed with Cabinet member and agreed. New Plan to go back to housing Board in	۲
	ii) Update policies e.g. tenancy policy	(Development) Housing and Environment	Performance	Janet – along with finance &		July	4
		(Development)		all managers			
	iii) Review service charges for all general needs stock and extra care housing	Housing and Environment (Development)	Commercialism				
	v) Review staff structure in line with agreed priorities	Housing and Environment (Development)	People			Work commenced on the review of R&M & Technical Services by Janet OB	1
	d) Secure TPAS accreditation and maintain standard	Housing and Environment	Community Involvement	Simon Haugh	Aug-18	Evidence on TPAS recomendations sent on 01/05/2018. Awaiting response and then visit from TPAS for 'reality	1
Priority	Action(s)	(Development)		Lead Officer	Target	checking' Comments/ Update	d
					date		ł
nsure robust strategies and policies are in place	Lead on production of:- ii) Tenancy Strategy and Tenancy policy	Housing and Environment	Performance		Mar-19	Initial scoping work carried out. Background info to be started, but no intention to progress to final strategy until there	з
upported by a robust	iii) Update of policies including Debt policy to reflect legislative changes and audit	(Development) Housing and Environment	Performance			is more information available around Flexible Tenancies. New resource in team, so should be able to assist with this shortly	4
vidence base to enable successful delivery of	requirements	(Development)		-	Mar-19		
projects and services	iv) Update of procedures to reflect changes of policy	Housing and Environment (Development)	Performance		Mar-19	as above	
Priority	Action(s)			Lead Officer	Target date	Comments/ Update	I
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Implement effective	a) To review all housing drives and create appropriate project groups in Sharepoint						
stems for management	 all staff to rveiew personal drives and EDPH drive to ensure all tidy and apporpriate folders created 	1	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	
of the whole housing service & deliver	ii) create relevant project folders		Change		Jul-18	cleansing required. By all teams	4
efficiency savings						Sharepoint site and sub-sites have been created	
	b) To review and improve the housing departments website	Transport & Infrastructure (Access)	Digital	All managers	Aug-17		Ţ
	c) Improve effective engagement with tenants	Community Welbeing (Localisation)	People	Simon Haugh	1	Review of Local Housing Panels in progress. Cmmunity events continue twice yearly. Digital engagement initiatives in	n
	d) Enable use of hand held mobile devices for housing services	(Localisation) Highly Skilled Jobs	Performance	Simon Haugh	Dec-18	progress. In talks with ICT and ICT Business partner to look at timeframes and support for devices. Mobile vendor now	┥
		(Employment)		, in the second s		engaged and will visit council offices to re-demnstrate due to length of time out of loop. Demo now booked for 12th June	
	a) Baujau jacama raca unu proceduras	Housing and Environment	Commercialism	Jamie Peters	Aug 10		4
	e) Review income recovery procedures -	Housing and Environment	Commercialism	Jamie Peters	Aug-18		1
	i) review with internal legal team to ascertain capacity to take on cases	(Development)			Aug-18		

using Management Team Updates		highlighted in Orange				Ju		
Priority	Action(s)	Links to Corporate Plan		Lead Officer	Target	Comments/ Update		
		Growing the Economy	Partnership Working		date			
		Strong Communities Protecting the Vulnerable						
	e) New Build programme and delivery of new affordable housing to meet need	Housing and Environment	Performance					
insure residents are able to access a range of	 i) Council house build programme 	(Development)	Penormance	Tim Bruce	Nov-18	Devizes, Rowde, Durrington and East Knoyle Completed - All other projects on site. Coombe Bissett nearing		
ousing and care options	i) Council nouse build programme			TIIT DIUCE	1100*10	completion with all other projects to be completed by November 2018		
to meet needs	 a) Deliver current asset management plan and work with partners to ensure their asset 	Housing and Environment	Delivering Together	Tim Bruce	Mar-19	New project - Southview Phase II added tpo programme and new bids prepared for second programme of New Build: Asset Management Strategy monitoring ongoing		
lake best use of existing ousing stock in Wiltshire	management plans align with the Council's and deliver:	(Development)		Till Didde				
	 Acquisition & Disposal strategy and approach for high value stock 	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		
	ii) Sheltered housing review/remodelling proposals	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		
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	iv) Options for regeneration - outcomes of asset review	(Development) Housing and Environment	Community Involvement		Sep-18	Review of all sites Asset Review process completed, approved by Heads of Service and presented to Housing Board in March.		
	v) Approach to adapted properties	(Development) Empowerment & Safeguarding	Performance		Oct-18	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		
	v) Approach to adapted properties	Families and Individuals	renormance		001-10	policies.		
	vi) Regeneration and Development Strategy	(Personalisation) Housing and Environment	One Wiltshire Estate		Jul-18	Meeting commenced and a draft policy statement being prepared Vicky S and Tim B working on draft document		
	vii) Wiltshire Home Standard	(Development) Housing and Environment	Performance		Jan-19	Tim B already working on the development of a Repairs and Maintenance Focus Group. First two meetings held with		
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	b) Develop new 7 year asset management plan	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		
Priority	Action(s)			Lead Officer	Target date	Comments/ Update		
					Gate			
view convices to onsure	b) Review and procure planned and responsive maintenance contracts							
hey meet need, deliver	i) Consult with managers	Housing and Environment	Performance	Janet O'Brien		Meetings with Managers and others set up based on prior discussions		
od value for money and	ii) Agree how to involve staff & residents	(Development) Housing and Environment	Performance					
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	i) Budget	(Development)	Penormance	Janet – along		Reworking or business plan discussed with Cabinet member and agreed. New Plan to go back to nousing board in July		
	ii) Update policies e.g. tenancy policy	Housing and Environment (Development)	Performance	with finance & all managers				
	iii) Review service charges for all general needs stock and extra care housing	Housing and Environment	Commercialism	Ů				
		(Development)	People			Work commenced on the review of R&M & Technical Services by Janet OB		
	 Review staff structure in line with agreed priorities 	Housing and Environment (Development)	People			work commenced on the review of Raw & recrinical Services by Janet OB		
	d) Secure TPAS accreditation and maintain standard	Housing and Environment (Development)	Community Involvement	Simon Haugh	Aug-18	Evidence on TPAS recomendations sent on 01/05/2018. Awaiting response and then visit from TPAS for 'reality checking'		
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supported by a robust	iii) Update of policies including Debt policy to reflect legislative changes and audit	(Development) Housing and Environment	Performance		Mar-19	is more information available around Flexible Tenancies. New resource in team, so should be able to assist with this shortly		
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evidence base to enable	requirements	(Development)			Mar-19			
evidence base to enable successful delivery of		(Development) Housing and Environment	Performance		Mar-19 Mar-19	as above		
evidence base to enable	requirements	(Development)		Lead Officer	Mar-19 Target	as above Comments/ Update		
evidence base to enable successful delivery of projects and services	requirements iv) Update of procedures to reflect changes of policy	(Development) Housing and Environment		Lead Officer	Mar-19			
evidence base to enable successful delivery of projects and services Priority	requirements iv) Update of procedures to reflect changes of policy Action(s)	(Development) Housing and Environment		Lead Officer	Mar-19 Target			
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evidence base to enable successful delivery of projects and services Priority Implement effective systems for management of the whole housing	requirements iv) Update of procedures to reflect changes of policy Action(s) a) To review all housing drives and create appropriate project groups in Sharepoint	(Development) Housing and Environment	Performance		Mar-19 Target date	Comments/ Update 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		
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evidence base to enable successful delivery of projects and services Priority Implement effective systems for management of the whole housing	requirements iv) Update of procedures to reflect changes of policy Action(s) a) To review all housing drives and create appropriate project groups in Sharepoint) all staff to relew personal drives and EDPH drive to ensure all tidy and apporpriate folders created ii) create relevant project folders	(Development) Housing and Environment (Development)	Performance Change Change	Simon Haugh/ All Managers	Mar-19 Target date	Comments/ Update 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		
evidence base to enable successful delivery of projects and services Priority Implement effective systems for management of the whole housing service & deliver	requirements iv) Update of procedures to reflect changes of policy Action(s) 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 apporpriate folders created i) create relevant project folders b) To review and improve the housing departments website	(Development) Housing and Environment (Development) Transport & Infrastructure (Access)	Performance Change Change Digital	Simon Haugh/ All Managers All managers	Mar-19 Target date Jul-18	Comments/ Update Sharapoint site has been created and setup. Manual copy of all files from EDPH to Sharapoint from EDPH has been declined. Phase 2 rollout now put back by Sharepoint programme office until July/August 2106. Further data clearning required. By all teams Sharepoint site and sub-sites have been created		
evidence base to enable successful delivery of projects and services Priority Implement effective systems for management of the whole housing service & deliver	requirements iv) Update of procedures to reflect changes of policy Action(s) a) To review all housing drives and create appropriate project groups in Sharepoint) all staff to relew personal drives and EDPH drive to ensure all tidy and apporpriate folders created ii) create relevant project folders	(Development) Housing and Environment (Development) Transport & Infrastructure (Access) Community Welbeing	Performance Change Change	Simon Haugh/ All Managers	Mar-19 Target date	Comments/ Update 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 clearning required. By all teams Sharepoint site and sub-sites have been created Review of Local Housing Panels in progress. Cmmunity events continue twice yearly. Digital engagement initiatives in		
evidence base to enable successful delivery of projects and services Priority Implement effective systems for management of the whole housing service & deliver	requirements iv) Update of procedures to reflect changes of policy Action(s) 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 apporpriate folders created i) create relevant project folders b) To review and improve the housing departments website	(Development) Housing and Environment (Development) Transport & Infrastructure (Access)	Performance Change Change Digital	Simon Haugh/ All Managers All managers	Mar-19 Target date	Comments/ Update 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. Cmmunity events continue twice yearly. Digital engagement initiatives in progress. In talks with ICT and ICT Business partner to lock at timeframes and support for devices. Mobile vendor now		
evidence base to enable successful delivery of projects and services Priority Implement effective systems for management of the whole housing service & deliver	requirements iv) Update of procedures to reflect changes of policy Action(s) a) To review all housing drives and create appropriate project groups in Sharepoint i) all staff to rveiew personal drives and EDPH drive to ensure all tidy and apporpriate folders created ii) create relevant project folders b) To review and improve the housing departments website c) Improve effective engagement with tenants	(Development) Housing and Environment (Development) Transport & Infrastructure (Access) Community Welbeing (Localisation)	Performance Change Change Digital People	Simon Haugh/ All Managers All managers Simon Haugh	Mar-19 Target date Jul-18 Jul-18 Aug-17	Comments/ Update 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 al teams Sharepoint site and sub-sites have been created Review of Local Housing Panels in progress. Cmmunity events continue twice yearly. Digital engagement initiatives ir progress. In talks with ICT and ICT Business partner to look at timeframes and support for devices. Mobile vendor now engaged and with site council offices to re-demonstrate due to length of time out of loop. Demo now booked for 12th		
evidence base to enable successful delivery of projects and services Priority Implement effective systems for management of the whole housing service & deliver	requirements iv) Update of procedures to reflect changes of policy Action(s) a) To review all housing drives and create appropriate project groups in Sharepoint) all staff to review personal drives and EDPH drive to ensure all tidy and apporpriate 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	(Development) Housing and Environment (Development) Transport & Infrastructure (Access) Community Welbeing (Localisation) Highly Skilled Jobs (Employment)	Performance Change Change Digital People Performance	Simon Haugh/ All Managers All managers Simon Haugh Simon Haugh	Mar-19 Mar-19 Target date Jul-18 Jul-18 Aug-17 Dec-18	Comments/ Update 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. Cmmunity events continue twice yearly. Digital engagement initiatives in progress. In talks with ICT and ICT Business partner to lock at timeframes and support for devices. Mobile vendor now		
evidence base to enable successful delivery of projects and services Priority Implement effective systems for management of the whole housing service & deliver	requirements iv) Update of procedures to reflect changes of policy Action(s) a) To review all housing drives and create appropriate project groups in Sharepoint i) all staff to rveiew personal drives and EDPH drive to ensure all tidy and apporpriate folders created ii) create relevant project folders b) To review and improve the housing departments website c) Improve effective engagement with tenants	(Development) Housing and Environment (Development) Transport & Infrastructure (Access) Community Welbeing (Localisation) Highly Skilled Jobs	Performance Change Change Digital People	Simon Haugh/ All Managers All managers Simon Haugh	Mar-19 Target date Jul-18 Jul-18 Aug-17	Comments/ Update 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 al teams Sharepoint site and sub-sites have been created Review of Local Housing Panels in progress. Cmmunity events continue twice yearly. Digital engagement initiatives ir progress. In talks with ICT and ICT Business partner to look at timeframes and support for devices. Mobile vendor now engaged and with site council offices to re-demonstrate due to length of time out of loop. Demo now booked for 12th		

using Management Team Up	dates	highlighted in Orange				Aug-1	
Priority	Action(s)	Links to Corporate Plan		Lead Officer	Target	Comments/ Update	
		Growing the Economy Partnership V Strong Communities Protecting the Vulnerable			date		
Ensure residents are able	 e) New Build programme and delivery of new affordable housing to meet need 	Housing and Environment	Performance				
to access a range of ousing and care options to meet needs	i) Council house build programme	(Development)		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 New project. Southview Phase II added top programme and new bids prepared for second programme of New Builds.	
	 a) Deliver current asset management plan and work with partners to ensure their asset management plans align with the Council's and deliver; 	Housing and Environment (Development)	Delivering Together	Tim Bruce	Mar-19	Asset Management Strategy monitoring ongoing	
housing stock in Wiltshire	 i) Acquisition & Disposal strategy and approach for high value stock 	Housing and Environment	One Wiltshire Estate		May-18	In draft and awaiting finalisation following the Asset Review process. Circulated to key managers for comments before	,
	ii) Sheltered housing review/remodelling proposals	(Development) Housing and Environment (Development)	Commercialism		Dec-18	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	
	iii) Strategy for garages	Housing and Environment	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	N
	iv) Options for regeneration - outcomes of asset review	(Development) Housing and Environment	Community Involvement	t	Sep-18	Asset Review process completed, approved by Heads of Service and presented to Housing Board in March.	+
	v) Approach to adapted properties	(Development) Empowerment & Safeguarding Families and Individuals	Performance		Oct-18	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.	
	vi) Regeneration and Development Strategy	(Personalisation) Housing and Environment	One Wiltshire Estate		Jul-18	Meetino commenced and a draft policy statement being prepared Vicky S and Tim B working on draft document	+
	vii) Wiltshire Home Standard	(Development) Housing and Environment	Performance		Jan-19	Tim B already working on the development of a Repairs and Maintenance Focus Group. First two meetings held with	╈
	b) Develop new 7 year asset management plan	(Development) Housing and Environment	Performance	Tim Bruce	Sep-19	residents. Currently reviewing how more residents can be invited to attend Tim B commenced working on the initial draft contents and a review of the existing strategy	+
Priority	Action(s)	(Development)		Lead Officer	Target	Comments/ Update	
					date		
	b) Review and procure planned and responsive maintenance contracts	Linuxian and Environment	Deferment	lan at OlDring		Hardina with Management of Streep and an Annual an arise discussions	T
they meet need, deliver ood value for money and	i) Consult with managers	Housing and Environment (Development)	Performance	Janet O'Brien		Meetings with Managers and others set up based on prior discussions	
deliver good quality	ii) Agree how to involve staff & residents	Housing and Environment (Development)	Performance				
outcomes	iii) Clarify timeline/project plan	Housing and Environment (Development)	Performance			Basic programme developed but not formalised	
	iv) Review policies and procedures	Housing and Environment (Development)	Performance				
	c) Implement and Review HRA Business Plan i) Budget	Housing and Environment	Performance	Nicole and		Reworking of Business plan discussed with Cabinet member and agreed. New Plan to go back to housing Board in	-
		(Development)		Janet – along with finance &		July	
	ii) Update policies e.g. tenancy policy	Housing and Environment (Development)	Performance	all managers		Helen's team to lead on this when capacity available.	
	iii) Review service charges for all general needs stock and extra care housing	Housing and Environment (Development)	Commercialism				
	v) Review staff structure in line with agreed priorities	Housing and Environment	People			Work commenced on the review of R&M & Technical Services by Janet OB	
	d) Secure TPAS accreditation and maintain standard	(Development) Housing and Environment (Development)	Community Involvemen	t Simon Haugh	Aug-18	Evidence on TPAS recomendations 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.	t
Priority	Action(s)			Lead Officer	Target date	Comments/ Update	
					date		
Ensure robust strategies and policies are in place	Lead on production of:- ii) Tenancy Strategy and Tenancy policy	Housing and Environment	Performance		Mar-19	Initial scoping work carried out. Background info to be started, but other strategy work taking priority initially.	T
supported by a robust evidence base to enable	iii) Update of policies including Debt policy to reflect legislative changes and audit	(Development) Housing and Environment	Performance		Mar-19	New resource in team, so should be able to assist with this shortly. Need to review what work is needed.	-
successful delivery of	requirements iv) Update of procedures to reflect changes of policy	(Development) Housing and Environment	Performance		Mar-19	as above	
projects and services Priority	Action(s)	(Development)		Lead Officer	Target	Comments/ Update	
					date		
Implement effective	 a) To review all housing drives and create appropriate project groups in Sharepoint i) all staff to rveiew personal drives and EDPH drive to ensure all tidy and apporpriate 	-	Change	Simon Haugh/	Jul-18	Sharepoint site has been created and setup. Manual copy of all files from EDPH to Sharepoint from EDPH has been	Ŧ
systems for management of the whole housing service & deliver	folders created		Ť	All Managers		declined. Phase 2 rollout now put back by Sharepoint programme office until July/August 2108. Further data cleansing required. By all teams	9
efficiency savings	ii) create relevant project folders		Change		Jul-18	Sharepoint site and sub-sites have been created	
	b) To review and improve the housing departments website	Transport & Infrastructure (Access)	Digital	All managers	Aug-17		
	c) Improve effective engagement with tenants	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	T
	d) Enable use of hand held mobile devices for housing services	Highly Skilled Jobs	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	1
		(Employment)				and whas visited to demo the mobile offering. Scope being developed for costs anreview by HoS / Director	
	 e) Review income recovery procedures - i) review with internal legal team to ascertain capacity to take on cases 	Housing and Environment (Development)	Commercialism	Jamie Peters	Aug-18		
	ii) setting up the use of external debt agencies (those already used by revenues) for recovery of				Aug-18		_

using Management Team Up							8
Priority	Action(s)	Links to Corporate Plan		Lead Officer	Target date	Comments/ Update	
		Growing the Economy Strong Communities	Partnership Working	İ.	uate		Yet In P
		Protecting the Vulnerable					Or
Ensure residents are able	 New Build programme and delivery of new affordable housing to meet need 	Housing and Environment	Performance				Cor
to access a range of	i) Council house build programme	(Development)		Tim Bruce	Nov-18	Devizes, Rowde, Durrington and East Knoyle Completed - All other projects on site. Coombe Bissett nearing	-
housing and care options to meet needs						completion with all other projects to be completed by November 2018 New project - Southview Phase II added too programme and new bids prepared for second programme of New Builds	
Make best use of existing	 a) Deliver current asset management plan and work with partners to ensure their asset management plans align with the Council's and deliver; 	Housing and Environment (Development)	Delivering Together	Tim Bruce	Mar-19	Asset Management Strategy monitoring ongoing	
housing stock in Wiltshire	 i) Acquisition & Disposal strategy and approach for high value stock 	Housing and Environment	One Wiltshire Estate		May-18	In draft and awaiting finalisation following the Asset Review process. Circulated to key managers for comments before	1
	ii) Sheltered housing review/remodelling proposals	(Development) Housing and Environment	Commercialism		Dec-18	submission to Janet & Nicole Sheltered Housing Review completed by Stephen Davies, approved by Heads of Service and presented to Cabinet	+
		(Development)				member and then approved by Housing Board in November. Option Appraisals approved to proceed	
	iii) Strategy for garages	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	1
	iv) Options for regeneration - outcomes of asset review	Housing and Environment (Development)	Community Involvemen	t	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	
	v) Approach to adapted properties	Empowerment & Safeguarding Families and Individuals	Performance		Oct-18	Draft policy developed and agreed with main RPs in Witshire. Tim B to co-ordinate the drawing together of existing policies.	
		(Personalisation)				Meeting commenced and a draft policy statement being prepared	
	vi) Regeneration and Development Strategy	Housing and Environment (Development)	One Wiltshire Estate		Jul-18	Vicky S and Tim B working on draft document	
	vii) Wiltshire Home Standard	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	h
	b) Develop new 7 year asset management plan	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	Τ
Priority	Action(s)			Lead Officer	Target date	Comments/ Update	
					date		
Review services to ensure	b) Review and procure planned and responsive maintenance contracts						۲
they meet need, deliver	i) Consult with managers	Housing and Environment (Development)	Performance	Janet O'Brien		Meetings with Managers and others set up based on prior discussions	
good value for money and deliver good quality	ii) Agree how to involve staff & residents	Housing and Environment (Development)	Performance				
outcomes	iii) Clarify timeline/project plan	Housing and Environment	Performance			Basic programme developed but not formalised	T
	iv) Review policies and procedures	(Development) Housing and Environment	Performance				
	c) Implement and Review HRA Business Plan	(Development)					
	i) Budget	Housing and Environment (Development)	Performance	Nicole and Janet – along		Reworking of Business plan discussed with Cabinet member and agreed. New Plan to go back to housing Board in	
	ii) Update policies e.g. tenancy policy		Performance	with finance & all managers		Helen's team to lead on this when capacity available.	
	iii) Review service charges for all general needs stock and extra care housing	(Development) Housing and Environment	Commercialism	all managers			-
		(Development)					_
	v) Review staff structure in line with agreed priorities	Housing and Environment (Development)	People			Work commenced on the review of R&M & Technical Services by Janet OB	
	d) Secure TPAS accreditation and maintain standard	Housing and Environment (Development)	Community Involvemen	t Simon Haugh	Aug-18	Evidence on TPAS recomendations 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.	
Priority	Action(s)	()		Lead Officer	Target	Comments/ Update	
					date		
-	Lead on production of:-						
Ensure robust strategies and policies are in place	ii) Tenancy Strategy and Tenancy policy	Housing and Environment	Performance		Mar-19	Initial scoping work carried out. Background info to be started, but other strategy work taking priority initially.	T
supported by a robust	iii) Update of policies including Debt policy to reflect legislative changes and audit	(Development) Housing and Environment	Performance		Mar-19	New resource in team, so should be able to assist with this shortly. Need to review what work is needed.	-
evidence base to enable successful delivery of	requirements iv) Update of procedures to reflect changes of policy	(Development) Housing and Environment	Performance		indi 10	as above	_
projects and services	· · · • • • •	(Development)	1 choindines		Mar-19		
Priority	Action(s)			Lead Officer	Target date	Comments/ Update	ľ
improvincent concourte	 a) To review all housing drives and create appropriate project groups in Sharepoint i) all staff to rveiew personal drives and EDPH drive to ensure all tidy and apporpriate 		Change	Simon Haugh/	Jul-18	Sharepoint site has been created and setup. Manual copy of all files from EDPH to Sharepoint from EDPH has been	Ŧ
systems for management of the whole housing	folders created		Change	All Managers	301-10	declined. Phase 2 rollout now put back by Sharepoint programme office until July/August 2108. Further data cleansing	g
service & deliver	ii) create relevant project folders		Change		Jul-18	required. By all teams Sharepoint site and sub-sites have been created	+
efficiency savings	b) To review and improve the housing departments website	Transport & Infrastructure	Digital	All managers	Aug-17		
		(Access)	Т. Полония При странати		Aug-17		Ļ
	c) Improve effective engagement with tenants	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	
	d) Enable use of hand held mobile devices for housing services	Highly Skilled Jobs	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	1
		(Employment)				and whas visited to demo the mobile offering. Scope being developed for costs anreview by HoS / Director	
	e) Review income recovery procedures -	Housing and Environment	Commercialism	Jamie Peters	Aug-18		
	 review with internal legal team to ascertain capacity to take on cases setting up the use of external debt agencies (those already used by revenues) for recovery of 	(Development) Housing and Environment	Commercialism		Aug-18		
	Former Tenant Debts (FTA's) and other sundry debts.	(Development)	CommercianSm		Aug-18		

	dates	highlighted in Orange				Oct-18	<i>,</i>
Priority	Action(s)	Links to Corporate Plan		Lead Officer	Target	Comments/ Update	
		Growing the Economy	Partnership Working		date		Yet
		Strong Communities Protecting the Vulnerable					In P Or
							Co
	e) New Build programme and delivery of new affordable housing to meet need	Housing and Environment (Development)	Performance				
to access a range of housing and care options	i) Council house build programme	(,		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	
to meet needs						New project - Southview Phase II added top programme and new bids prepared for second programme of New Builds	
	a) Deliver current asset management plan and work with partners to ensure their asset management plans align with the Council's and deliver:	Housing and Environment (Development)	Delivering Together	Tim Bruce	Mar-19	Asset Management Strategy monitoring ongoing	
nousing stock in Wiltshire	 Acquisition & Disposal strategy and approach for high value stock 	Housing and Environment	One Wiltshire Estate		May-18	In draft and awaiting finalisation following the Asset Review process. Circulated to key managers for comments before	
	ii) Sheltered housing review/remodelling proposals	(Development) Housing and Environment	Commercialism	-	Dec-18	submission to Janet & Nicole Sheltered Housing Review completed by Stephen Davies, approved by Heads of Service and presented to Cabinet	-
	,	(Development)				member and then approved by Housing Board in November. Option Appraisals approved to proceed	
	iii) Strategy for garages	Housing and Environment	Commercialism		Dec-18	Agreed that this project can now proceed at Housing Board in November 17. Project now underway with Asset Review	7
	iv) Options for regeneration - outcomes of asset review	(Development) Housing and Environment	Community Involvement		Sep-18	of all sites Asset Review process completed, approved by Heads of Service and presented to Housing Board in March.	_
		(Development)				Subsequently approved by new Cabinet Member and Option Appraisal to now proceed	_
	v) Approach to adapted properties	Empowerment & Safeguarding Families and Individuals	Performance		Oct-18	Draft policy developed and agreed with main RPs in Wiltshire. Tim B to co-ordinate the drawing together of existing policies.	
	vi) Regeneration and Development Strategy	(Personalisation) Housing and Environment	One Wiltshire Estate		Jul-18	Meeting commenced and a draft policy statement being prepared Vicky S and Tim B working on draft document	_
		(Development)			Jul-18		
	vii) Wiltshire Home Standard	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	
	b) Develop new 7 year asset management plan	Housing and Environment	Performance	Tim Bruce	Sep-19	Tim B commenced working on the initial draft contents and a review of the existing strategy	
Priority	Action(s)	(Development)		Lead Officer	Target	Comments/ Update	T Y
					date		
Review services to ensure							-
	 b) Review and procure planned and responsive maintenance contracts i) Consult with managers 	Housing and Environment	Performance	Janet O'Brien		Meetings with Managers and others set up based on prior discussions	-
they meet need, deliver good value for money and		(Development) Housing and Environment		Sallet O Brieff			
deliver good quality	ii) Agree how to involve staff & residents	Housing and Environment (Development)	Performance				
outcomes	iii) Clarify timeline/project plan	Housing and Environment	Performance			Basic programme developed but not formalised	Г
	iv) Review policies and procedures	(Development) Housing and Environment	Performance	-			
	c) Implement and Review HRA Business Plan	(Development)					
	i) Budget	Housing and Environment	Performance	Nicole and		Reworking of Business plan discussed with Cabinet member and agreed. New Plan to go back to housing Board in	T
	ii) Update policies e.g. tenancy policy	(Development) Housing and Environment	Performance	Janet – along with finance &		July Helen's team to lead on this when capacity available.	+
		(Development)		all managers		·····	
	iii) Review service charges for all general needs stock and extra care housing	Housing and Environment (Development)	Commercialism				
	v) Review staff structure in line with agreed priorities	Housing and Environment	People	-		Work commenced on the review of R&M & Technical Services by Janet OB	
	d) Secure TPAS accreditation and maintain standard	(Development) Housing and Environment	Community Involvement			TPAS accreditation awarded November 2018. Award to be presented at WCHB on 29th Jan @ City Hall	_
	d) Secure TPAS accreation and maintain standard	(Development)	Community involvement	Simon Haugh	Aug-18	TPAS accreditation awarded tworeniber 2016. Award to be presented at WCPB on 25th Jan & City Hair	
Priority	Action(s)			Lead Officer	Target	Comments/ Update	Y
					date		
Ensure robust strategies and policies are in place	Lead on production of:- ii) Tenancy Strategy and Tenancy policy	Housing and Environment	Performance			Initial scoping work carried out. Background info to be started, but other strategy work taking priority initially.	-
supported by a robust		(Development)			Mar-19		
evidence base to enable	iii) Update of policies including Debt policy to reflect legislative changes and audit requirements	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.	
successful delivery of projects and services	iv) Update of procedures to reflect changes of policy	Housing and Environment	Performance		Mar-19	as above	
Priority	Action(s)	(Development)		Lead Officer	Target	Comments/ Update	Y
. nonty	Porton (o)			Loud Onioor	date		- I
Implement effective	a) To review all housing drives and create appropriate project groups in Sharepoint		Oh	Oiman 11	14.10		F
systems for management of the whole housing	 all staff to rveiew personal drives and EDPH drive to ensure all tidy and apporpriate folders created 		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	3
service & deliver	10		Ohanaa	-		required. By all teams	_
efficiency savings	ii) create relevant project folders		Change		Jul-18	Sharepoint site and sub-sites have been created	
	b) To review and improve the housing departments website	Transport & Infrastructure	Digital	All managers	Aug-17		
	c) Improve effective engagement with tenants	(Access) Community Welbeing	People	Simon Haugh		Local Housing Panels now abolished following review and approval at WCHB. Digital engagement initiatives in	┢
		(Localisation)				progress including social media expansion, online tenant training course. Programme of 'pop up' events planned to	
	d) Enable use of hand held mobile devices for housing services	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	1
		(Employment)				when discounted offer expres. Procurement are aware and have approved that rules are being followed correctly.	
	e) Review income recovery procedures -	Housing and Environment	Commercialism	Jamie Peters	Aug-18		
	i) review with internal legal team to ascertain capacity to take on cases	(Development)					
	ii) setting up the use of external debt agencies (those already used by revenues) for recovery of	Housing and Environment	Commercialism		Aug-18		

Housing Priorities and Workplan Housing Service Plan Report 2018/19

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

