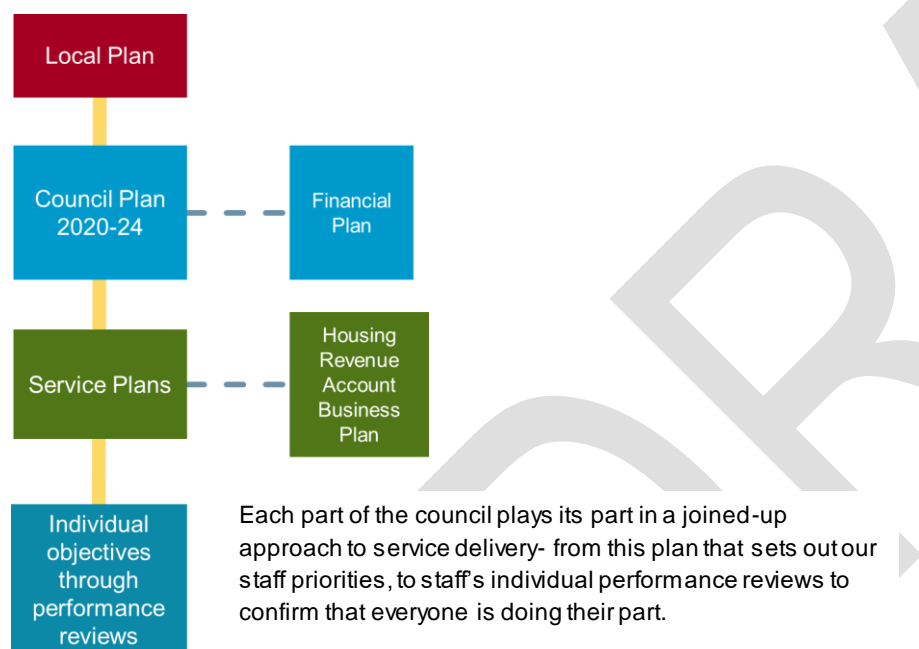


Housing Service Plan 2023-24

Version 0.7

April 2023 – March 2024



Director: John Golding

Assistant Director: Amy Gilbert-Jeans

Portfolio holders: Councillor Dan Ledger

Service Plan Template 2023-24: Contents Page

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Notes for Director and Assistant Director/Service Leads:

*Certain parts of this form will be pre-populated. This will include your turnover, full time equivalent/headcount and absence rates.

Shaded areas are for guidance.

When you have completed your Service Plan:

- ✓ Save to O:\Service Plans. Final versions will be placed on the intranet/internet
- ✓ Communicate it to your staff
- ✓ Keep it under review – make it a live document which adds value!
- ✓ Use it to formulate individual objectives

Section 1 – Brief description of service and purpose(s)

What we do and who we deliver to

Our over-riding Housing Service vision is to deliver a **decent home for all** residents of East Devon. This compliments the emerging Council Plan priority of **Better Homes and communities for all**.

Our Housing Strategy 2020-2024 sets out our key objectives:

- Providing Homes
- Improving Homes
- Improving Communities
- Improving Services

We have adopted the following purpose(s) where we have undertaken Systems Thinking reviews in Housing:

- To match the right people with the right home (voids & allocations).
- Do the right repair at the right time, get it right first time, and stay fixed (responsive repairs).
- Do the right service/repair at the right time, and leave safe (gas servicing).
- To collect the right amount of rent at the right time (rent management).
- Deal with customer emergencies promptly (Home Safeguard).

Our services are delivered consistent with the Council's Public Health Strategic Plan to ensure we help more people be and stay healthy, enhance self-care and community resilience, and integrate and improve support for people in their own homes.

Our approach to managing and tackling homelessness has been reviewed and articulated in our Homelessness and Rough Sleeping Strategy 2019- 2023, this Strategy is due to be reviewed during the duration of this service plan.

The strategy is based upon the results of a review of homelessness in our area and has resulted in establishing the following four priorities:

- Maximise prevention activities and outcomes;

	<ul style="list-style-type: none"> • Increase accommodation options; • Minimise rough sleeping; • Improve health and wellbeing. <p>Housing Task Force</p> <ul style="list-style-type: none"> • To increase the supply of Affordable and Social Housing across the district by working closely with RP partners, CLT's and via direct delivery of new build homes • Redeveloping and maximising the council's assets • Work with OPE to negotiate asset transfers and buy land off the open market where it is affordable • Develop a pipeline of developments and regeneration projects across the district • Secure funding to make development affordable
<p>How we deliver and ensure equal access</p>	<p>Our Housing Services are delivered through a combination of direct service delivery from our housing teams as well as a number of partnerships and contracting arrangements.</p> <p>All of the housing policies are subject to the completion of an equality impact assessment to ensure our services are fully accessible and we work in compliance with the council's corporate equalities policy.</p> <p>We are regulated by the Social Housing Regulator and operate in compliance with the regulatory standards framework.</p> <p>We strive to actively involve tenants in all aspects of our service to ensure wide consultation and the opportunity for tenants to influence the services we deliver. We recognise that we have work to do in this area and our new Resident Involvement Strategy will be launched just prior to the start of this Service Plan and therefore will be a key strategy to guide us in this area.</p> <p>We provide varied methods of communication for customers to access our services and ensure our web pages are kept up to date.</p> <p>We promote the work of the Housing Service using a variety of methods, including the use of social media.</p>

	<p>Housing Task Force</p> <p>We will continue to work closely with longstanding RP and CLT partners for the majority of our affordable housing delivery. For direct delivery of social housing we will be using a formal Development Partner contracted via our Framework Agreement with SWPA</p> <p>For each of our direct delivery developments we will be undertaking a full tenant and community consultation to ensure everyone's voice is heard, their comments noted and acted upon</p>
How we compare	<p>We use HouseMark for periodic benchmarking of our services and report the results to our Housing Review Board.</p> <p>We encourage tenants to complete customer satisfaction surveys to give us feedback on our services. We have completed a longitudinal study in partnership with a local housing association and Birmingham University to look closely at the impact of our services on current tenants as well as those trying to access our services.</p> <p>We are also about to undertake a wider tenant survey to gauge current satisfaction, this will act as a useful baseline in order to measure where we are currently and help us see where improvements need to be made.</p> <p>We are members of The Devon and Cornwall Housing Options Partnership. The group aims to improve the consistency of housing options and homelessness services across Devon and Cornwall Local Authorities by developing shared policies, practices and service standards to ensure equality of services.</p>
Statutory elements of the service	<p>Management of our Council housing stock in line with the regulatory standards framework as set out by the Social Housing Regulator.</p> <p>Right to Buy Council homes</p> <p>Homelessness/Housing Advice (Homelessness Reduction Act 2017)</p> <p>Management of the housing register and operation of an allocations team to ensure our housing stock is allocated appropriately.</p> <p>Creation of a tenancy strategy</p> <p>Safeguarding responsibilities- Children's Act 2004 and Care Act 2014</p> <p>Health and Safety legislation in relation to asset management including:</p>

	<ul style="list-style-type: none"> • Management and control of asbestos regulations 2012 • Gas safety (installation and use) Regulations 1998 • Regulatory Reform (fire safety) Order 2005. • The Building Safety Act 2022
Current net budget (excludes Internal support charges and capital budget)	See Housing Revenue Account and General Fund budgets for Homelessness, Home Safeguard and the Housing Task Force.

Section 2 – Key achievements in 2022-23

	<i>Briefly describe key achievements and what outcomes were created. This will contribute to annual reviews of our Poverty Action Plan, Health & Wellbeing and carbon reduction work.</i>	<i>Link to Council Plan priorities and other strategic objectives: -</i> <ul style="list-style-type: none"> • Greener East Devon • Better Homes and communities • A resilient economy • Poverty action plan • Health & wellbeing • Carbon reduction
1.	<p>Successful bid and subsequent effective use of Rough Sleeper Initiative (RSI) funding via the Department for Levelling Up, Housing and Communities (DLUHC).</p> <p>Total of £568k awarded over three years which will finance four specialised posts aimed at assisting rough sleepers</p>	<ul style="list-style-type: none"> • Better Homes & Communities • Homelessness & Rough Sleeper Strategy Action Plan • Poverty Action Plan • Public Health Strategic Plan
2.	<p>Positive delivery of service for customers supported and evidence by;</p> <ul style="list-style-type: none"> • low numbers of complaints (5 in the first 6 months of 2022-23) • low number of requests for homelessness decision reviews (5 in the first 6 months of 2022-23) 	<ul style="list-style-type: none"> • Better homes and communities • Poverty Action Plan • Public Health Strategic Plan

Section 2 – Key achievements in 2022-23

	<ul style="list-style-type: none"> low number of Devon Home Choice banding review requests (4 in the first 6 months of 2022-23) <p>Further evidence of anecdotal evidence via the weekly virtual bouquets through Stay Connected Newsletters. The bouquet section is generally dominated with mentions of the Housing Options Team, these really humanise and capture the success of the work of the team.</p>	
3.	<p>Positive outcomes for homeless applicants demonstrated through the number of successful prevention and relief cases in the first six months of 2022-23. As follows;</p> <ul style="list-style-type: none"> 193 successful prevention cases - <i>where the approach has been prior to the applicant becoming homeless</i> 95 successful relief cases - <i>where the approach has been made at a time after the applicant has become homeless</i> <p>This has been achieved against a backdrop of continued increasing demand across all areas of the service.</p>	<ul style="list-style-type: none"> Homelessness & Rough Sleeper Strategy Action Plan Poverty Action Plan Health and Wellbeing Plan
4.	<p>Implemented the Housing Services Improvement Plan to address a number of areas of concern specifically within the Housing Services team (this work remains ongoing)</p> <ul style="list-style-type: none"> Identified the training needs of all staff, recognising this as a key area requiring focus. Carried out a gap analysis of policies and procedures and identified procedures in need of updating. Re-established relationships and procedures with Legal Identified service delivery resource requirements for each team and put in place interim structures to stabilise and ensure service continuity. This was also required as a result of significant management absence in the team. Reviewed and established clear roles and responsibilities for individuals and plans for each team Improved team work and morale of the teams. <p>Provided development opportunities for staff members including support and coaching for operational managers where required.</p>	<ul style="list-style-type: none"> Better homes and communities Poverty Action Plan Public Health Strategic Plan Happy, Healthy, Here Workforce Plan

Section 2 – Key achievements in 2022-23

5.	<p>Maintained a high proportion of rent and service charge collection against rent owed and continuously improved the rent and income management arrangements. When benchmarked performance is in the upper quartile for arrears collection and just outside the upper quartile for rent collection (Housemark)</p> <p>This work has been supported with pro-active income management initiatives such as tenancy support and sustainability workshops where targeted tenants have come along to receive intensive support.</p> <p>As of November 2022;</p> <ul style="list-style-type: none"> Rent collection 100.51% (just outside upper quartile performance) Rent arrears 1.73% (upper quartile performance) 5 pro-active workshops have been delivered. Low number of evictions due to rent arrears (2 for this financial year so far) <p>£103k worth of financial gains for tenants, tracked through Homemaker support service.</p>	<ul style="list-style-type: none"> Better homes and communities Poverty Action Plan Public Health Strategic Plan
6.	<p>As part of our Community Development work we have reviewed work plans in this area to ensure we are focusing on the right areas, this has included;</p> <ul style="list-style-type: none"> Jointly coordinated the Fair share scheme delivered food to 12 vulnerable families for each week of the year <p>Supported the Friends of Higher Brook Meadow Green to carry out consultation for planters and the Group have raised £18K* for planters to be installed.</p>	<ul style="list-style-type: none"> Better homes and communities Poverty Action Plan Public Health Strategic Plan Greener East Devon
7.	<p>Delivered a total of 9 surgeries at our community centres for sheltered housing tenants providing advice and support on rents, repairs, benefits, financial resilience as well as any other issues raised with a total of 111 tenants in attendance (there are more events planned for the second half of 22/23)</p>	<ul style="list-style-type: none"> Better homes and communities Poverty Action Plan Public Health Strategic Plan
8.	<p>We have responded to the Cost Of Living Crisis with a series of housing specific objectives.</p> <p>A proposal was presented and accepted by the Housing Review Board on the 11th October and work in this area has begun and will be focused and developed through the second half of 2022/23. This includes;</p> <ul style="list-style-type: none"> Opening of Community Centres as part of the national warm spaces initiative 	<ul style="list-style-type: none"> Better homes and communities Poverty Action Plan Public Health Strategic Plan

Section 2 – Key achievements in 2022-23

	<ul style="list-style-type: none"> • A hardship fund of £50k specifically set aside for tenants • Consider relevant workshops to run to help tenants in specific areas such as financial resilience/ keeping warm/ energy efficiency measures in their homes. <p>A targeted 'cost of living crisis' edition of Housing Matters to try and circulate relevant information to as many tenants as possible.</p>	
9.	<p>Procured and mobilised a new Gas Servicing Contract including a change to industry standard MOT style servicing and an IT interface for data transfer etc.</p> <p>This transition took place whilst continuing to maintain 100% Gas Servicing compliance across the stock.</p>	<ul style="list-style-type: none"> • Better homes and communities
10.	<p>The stock condition survey has been mobilised and is now underway. The survey has been designed to capture a number of additional measures that have been specifically designed to capture detailed carbon data around our stock in order to specifically feed into a standalone retrofit asset management plan. This will include a HHSRS assessment, an updated SAP profile and an EPC.</p>	<ul style="list-style-type: none"> • Better homes and communities • Greener East Devon
11.	<p>Successful funding bid for Social Housing Decarbonisation Fund Wave 1 and then delivery of measures to 50 identified properties; in addition we have delivered a number of bespoke retrofit projects (whole house refurbishments) as and when opportunities have arisen to do so.</p>	<ul style="list-style-type: none"> • Better homes and communities • Greener East Devon
12.	<p>Procured and mobilised a new Asbestos Surveying Contract.</p>	<ul style="list-style-type: none"> • Better homes and communities
13.	<p>Housing Task Force go live mid-February 2022</p> <ul style="list-style-type: none"> • Implementation of the team • Recruitment to the Development Surveyor Role • Pipeline Programme up and running with the following developments currently in feasibility; 3 x sites in Honiton (c25 Homes), Negotiating on Millwater School asset transfer with DCC (c 20 homes), Sidbury site (c 7 homes) Jarvis Close (c 12 homes) • Procurement for Development Partner undertaken – ZedPods • Procurement for supporting consultancies' underway in stages – 1st Architects live at the moment 	<ul style="list-style-type: none"> • Better Homes and Communities

Section 2 – Key achievements in 2022-23

	<ul style="list-style-type: none">• Strong relationships built with key stakeholders; Homes England, One Public Estate, Devon Housing Task Force and all local RP partners• Sourced an industry standard Financial Appraisal Tool to assist in decision making and financial probity/transparency	
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Section 3 – Looking forward: what we will do in 2023-24 (service objectives)

This service agrees that it will undertake the work required under the Financial Sustainability Model adopted by Council in its Financial Plan in reviewing the service under the following 6 areas:

- System Thinking
- Digital Transformation
- Customer Access
- Performance Management Data
- Asset Management
- Income Maximisation

3.1 Service priorities we will deliver in 2023/24 which support the Council Plan Priorities; the Poverty Action Plan and Health & Wellbeing. (Carbon reduction activities see section 5 below)	Financial/ corporate resource	Lead Officers
Continue to meet the increasing demand from homeless households and secure suitable temporary and permanent accommodation, supporting households who present with physical and mental health needs, poverty and other issues, ensuring they are able to sustain their tenancies. Monitor outcomes from the 2019-2023 Homelessness & Rough Sleeper Strategy	General Fund- Homelessness	Housing Solutions Manager

Implement, monitor and review for effectiveness the new delivery model for the re-use and recycling furniture programme to assist residents with setting up their home, recognising the increasing amount of people arriving in our homes with few possessions who need help to set up their homes in order to have a better chance of maintaining their tenancy and living happily in their home.	Housing Revenue Account	Housing Solutions Manager
To allocate properties efficiently ensuring a focus on the keys to keys process to ensure we are housing people quickly and maximising rental income. Re-visit our Systems Thinking purpose/work in this area.	Housing Revenue Account	Housing Solutions Manager
<p>As part of launching the new Resident Involvement Strategy 2023-2027, implement the strategy to ensure all tenant involvement groups are set up, supported and given adequate resources in order to become highly functioning and to provide the housing service with an effective and efficient tenant scrutiny function.</p> <p>The revised strategy will be launched in March 2023, it will feature a number of key objectives that will be monitored through-out the life of the strategy and implementing this will be a high priority during 23/24.</p>	Housing Revenue Account	Housing Services Manager
<p>Review our current Community Development work plan to ensure clarity on objectives.</p> <p>To include;</p> <ul style="list-style-type: none"> • Compliance with actions as derived from the Resident Involvement Strategy 2023-2027 • Ensure we are communicating with tenants in a timely way via a method that is preferable to tenants- Housing Matters magazine or alternative. • Deliver consultation projects for housing with tenants and communities as and when the need arises and to support the wider housing function. • Deliver projects to support resilient communities (health, poverty, social, wellbeing, financial, employment, tenancy sustainment) • Identify Housing Land for Nature Recovery Networks, re-wilding and wildlife improvement corridors and liaise with tenants to deliver blue heart areas. • Invest in the improvement of the communal areas on housing estates, including tree planting and encouraging a greater diversity of wildlife through rewilding and nature recovery corridors. 	Housing Revenue Account	Housing Services Manager

<ul style="list-style-type: none"> Develop the Fairshare project working with Supermarkets in the district and Nourish to collect food from the supermarket, cook and freeze it, and distribute to people with an identified need. Aim to do more for rural areas and link with other work e.g. new applicants for Universal Credit who have limited income for the first six weeks. 		
<p>As part of the delivery of our Home Safeguard service;</p> <ul style="list-style-type: none"> Ensure we have the appropriate staffing structure in place to deliver a service 24 hours a day to sheltered housing tenants and private customers. Review the Out of Hours service to ensure we are delivering an effective service, corporately meeting the needs of each service. Review of management resources to ensure business continuity Review the commercial opportunities for the service and consider growth potential in order to increase revenue. 	General Fund	Housing Services Manager
<p>Focus on ensuring we maintain our highly performing rental collection rate. Develop our existing methods of tenancy support work in order to pro-actively support tenants to maintain tenancies.</p> <p>To include;</p> <ul style="list-style-type: none"> Budgeting workshops New tenant induction workshops New tenancy sign up briefings Consider the provision of floating support for vulnerable tenants in sheltered and general needs 	Housing Revenue Account	Housing Services Manager
<p>Deliver an effective Estate Management service that pro-actively manages and addresses anti-social behaviour across our Estates. This must include;</p> <ul style="list-style-type: none"> Tenancy compliance issues on behalf of the housing service <ul style="list-style-type: none"> Tenancy fraud Annual tenancy visits in order to inspect properties and provide support required. Management of communal cleaning and grounds maintenance, etc. 	Housing Revenue Account	Housing Services Manager

<ul style="list-style-type: none"> Monitoring of service level agreements with service providers such as communal cleaning, grounds maintenance as well as mediation services. Work closely with ASB Officers in Environmental Health on serious cases so they are dealt with in a timely manner 		
<p>Deliver our sheltered housing service to ensure appropriate levels of support are determined and delivered for tenants in sheltered housing. To include;</p> <ul style="list-style-type: none"> Refresh and clearly define our offer of sheltered accommodation ensuring clarity and a commitment to the levels of support that can be offered. Review title of Mobile Support Officers to better reflect job purpose and identity Run a programme of measures aimed at tackling social isolation across our sheltered housing, recognising the increasing number of people suffering from mental health issues. Review the outcomes of the work delivered via the Housing Mental Health Support Officer and implement any changes required (this was a new role introduced during 22/23) 	<p>Housing Revenue Account</p> <p>Service charges</p>	<p>Housing Services Manager</p>
<p>Continue to carry out the Stock Condition Survey; to understand our property portfolio and inform short, medium and long-term asset management plans.</p> <p>Refresh the Housing Revenue Account Business Plan, incorporating a review of our approach to;</p> <ul style="list-style-type: none"> Ensuring current stock meets all regulatory/compliance requirements and is fit for purpose. Achieving retrofit ambitions/climate change requirements Considering disposal of stock that is not fit for purpose Consider whole Estate regeneration Delivering new affordable housing with the aspiration of building more homes for social rent (via the Housing Task Force) <p>Manage the impact of the Government rent cap policy against predicted income, ensure appropriate spending of Right to Buy receipts based on allowances available.</p>	<p>Housing Revenue Account</p>	<p>Property and Asset Manager</p>

<p>Continue major refurbishment and upgrade works that have already been programmed, including;</p> <ul style="list-style-type: none"> • Refurbishment of blocks of flats that will include fire safety works, general compliance works, retrofit works, aesthetic (external decoration) and site regeneration. • Kitchen and bathroom programmes 	Housing Revenue Account	Property and Asset Manager
<p>Maintain all legal and regulatory requirements for compliance functions including the 'big 6 areas of;</p> <ul style="list-style-type: none"> • Fire Safety • Gas Safety • Electrical Safety • Lift Safety • Asbestos Management • Legionella <p>Monitor compliance through the compliance dashboard in order to ensure the Housing Leadership team have overall assurance and can be informed to take immediate decisions as required including the requirement to report non-compliance with the Social Housing Regulator.</p> <p>Continue to prepare for the changes required under the Building Safety Act and implement any changes required.</p> <p>Continue to ensure we are meeting requirements that relate to disrepair and how cases should be handled to ensure we are meeting legal requirements. Ensure our processes and procedures are working efficiently with oversight and input from our Housing Solicitor.</p>	Housing Revenue Account	Property and Asset Manager/Housing Service Lead
<p>Closely monitor performance of the Integrated Asset Management Contract to ensure;</p> <ul style="list-style-type: none"> • Ongoing monitoring against contract KPIs. • A focus on tenant satisfaction levels • Value for money is being achieved and is evidenced • A learning approach is being taken when complaints arise. 	Housing Revenue Account	Property and Asset Manager

<p>Continue preparation to ensure we are prepared for the up and coming changes being introduced by the Housing Regulator, where powers will be increased as part of the Social Housing Act. This will include;</p> <ul style="list-style-type: none"> • Annual performance returns as required covering all tenant satisfaction measures (TSMs) this monitoring will start in April 2023. • Review carefully the results of the tenant satisfaction survey in order to have a baseline of data, create an Action Plan that will look to address issues raised with a view to making the improvements required. • Ensure compliance with Ombudsman Code of Conduct when dealing with complaints. • Deliver training to Members, tenants and staff to ensure they have a full understanding of the up and coming legislative requirements of the White Paper and Building Safety Act as well as having the required skillset and levels of competency as defined in the Legislation to discharge such roles/duties. • Consider specific training and support for the Housing Review Board in order to ensure fulfilment of the governance and scrutiny function as required by the Regulator. 	Housing Revenue Account	Housing Leadership Team
<p>Housing Task Force</p> <ul style="list-style-type: none"> • Deliver the carbon neutral new build homes in Honiton with ZedPods • Progress viable developments through planning and potential build outs to start • Add to the pipeline programme • Undertake feasibility on all development opportunities • Write and agree a set of Guidelines to inform RTBuy Acquisition decisions • Focus Right to Buy Receipts spending on new build development in line with Government Legislation rather than acquisition • Agree new additions / amendments to the constitution to support the work of the team • Write a draft Development Strategy • Contribute to the wider Asset Management Strategy • Undertake comprehensive consultation with tenants and communities on each proposed development 	General Fund and Housing Revenue Account	Housing Task Force Service Lead

Ensure our approach to Damp and Mould is robust and fit for purpose to ensure we are supporting tenants to live in their properties and managing issues relating to damp and mould. This approach will be supported by an EDDC Damp and Mould Policy- to be introduced prior to this service plan commencing (final quarter of 22/23)	Housing Revenue Account	Property and Asset Manager
Ensure we have a strategic approach and action plan in place for providing homes for large families, especially those living in temporary accommodation Similarly take a strategic approach to the provision of specially adapted homes for families requiring them	Housing Revenue Account	Property and Asset Manager and Housing Allocations

3.2 Service development / project * (this will be monitored in SPAR)	Expected outcome	Resources required
Consult on and produce a new Homelessness and Rough Sleeper Strategy 2024-2028	To ensure our service delivery offer sets out ways we will reduce homelessness and rough sleeping in the District. Ensure our approach for how we will capture this is clearly defined.	Housing Project Officer Housing Solutions Manager Housing Service Lead Housing Options Manager
Link to Council Plan priorities	Better Homes and Communities for All	
Milestones	Due date	Lead officer
1. Review current Strategy	By June 2023	Housing Solutions Manager
2. Launch a period of consultation, identifying all key stakeholders and partner agencies that will need to be involved.	June-August 2023	Housing Solutions Manager
3. With outcomes of consultation, produce a draft strategy for circulation and comment.	October 2023	Housing Solutions Manager
4. Publish the new Strategy	January 2024	Housing Solutions Manager

3.2 Service development / project * (this will be monitored in SPAR)	Expected outcome	Resources required
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<p>Complete the Stock Condition Survey</p> <p>Review of Housing Revenue Account Business Plan</p> <p>Creation of a Housing Strategic Asset Management Plan.</p>	<p>To ensure a comprehensive, detailed re-write of the Housing Revenue Account Business Plan is undertaken, to include;</p> <ul style="list-style-type: none"> • Data collected from the Stock Condition Survey that will indicate level of investment in stock required. • Consider approach we take to funds we set aside for Retrofit of the stock and a realistic view of investment from a climate change perspective. • Consider stock disposal programme • Review approach to borrowing in order to determine Housing Task Force outcomes. • Produce a new, comprehensive Strategic, Asset Management Strategy. 	<p>Housing Project Officer</p> <p>Housing Leadership Team</p>
Link to Council Plan objective	<p>Better Homes and Communities for all</p> <p>A greener East Devon</p>	
Milestones	Due date	Lead officer
1. Start scoping and planning a project brief on how this will be delivered, seek external consultancy support.	Prior to the start of this Service Plan.	Housing Service Lead
2. Completion of the Stock Condition Survey (data being submitted during the completion of the survey can start to feed into the plan prior to all data being captured)	September 2022	Property and Asset Manager
3. Consultation with key stakeholders as required	TBC	Housing Service Lead
4. Present draft Housing Revenue Account Business Plan and Strategic Asset Management Plan to Housing Review Board	TBC	Strategic Lead/ Housing Service Lead

3.2 Service development / project * (this will be monitored in SPAR)	Expected outcome	Resources required
Preparation for changes being developed as part of the Social Housing Act, this will start in April 2023 with the introduction of the tenant satisfaction measures and work on this area will need to continue to be developed during 23/24 as part of ensuring we are ready for the inspection regime as being developed by the Social Housing Regulator.	To ensure full compliance with up and coming new Legislation (Social Housing Act) due to be legislated during 2023/2024.	Housing Leadership Team Housing Project Officer
Link to Council Plan objective	Better Homes and Communities for all	
Milestones	Due date	Lead officer
1. Completion of tenant satisfaction survey with review of results and action plan to capture improvements required.	By April 2023	Housing Leadership Team
2. Report on tenant satisfaction measures	April 2023	Housing Service Lead
3. Monthly reporting to Housing Leadership Team on progress being made in relation to each part of the legislation- noting compliance standards. Carry out a gap analysis in relation to current Consumer Standards as set out by the Regulator.	Ongoing	Housing Project Officer
4. Carry out required training to Board Members and Officers.	Ongoing	Housing Leadership Team

3.2 Service development / project * (this will be monitored in SPAR)	Expected outcome	Resources required
Housing Task Force Increase the social housing portfolio and delivery of affordable housing	25 Carbon Neutral New Homes	Housing Task Force
Link to Council Plan objective	Better Homes and Communities / Climate Change	
Milestones	Due date	Lead officer
1. Planning achieved for ZedPods Honiton	Spring 2023	HTF service lead
2. Build out the above development	Summer 2023	HTF service lead
3. Grow Pipeline Programme by 50%	Ongoing	HTF

4. Write draft Development Strategy	Summer 2023	HTF
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3.2 Service development / project * (this will be monitored in SPAR)	Expected outcome	Resources required
Continue to deliver projects via funding opportunities such as the Social Housing Decarbonisation Fund (bid submission currently pending for 23/24- submitted November 2022)	To ensure we are continuing to upgrade current stock and accessing all available funding from central Government.	Property and Asset Manager/team. Consultancy support as and when required.
Link to Council Plan objective	Better Homes and Communities	
Milestones	Due date	Lead officer
1.Recieve feedback on bid made in November	January 2023	Property and Asset Manager
2.If successful, produce a project plan	January- April 2023	Property and Asset Manager
3. Appoint delivery partners as required, consult with tenants where properties fall into the programme.	January- April 2023	Property and Asset Manager
4.Commence works onsite	During 2023/24- 2025/2026 (2 years' worth of funding)	Property and Asset Manager

3.2 Service development / project * (this will be monitored in SPAR)	Expected outcome	Resources required
<p>Review and development of the Home Safeguard service to ensure key objectives are being delivered.</p> <ul style="list-style-type: none"> Review external contracts to ensure we are providing a good service Consider commercial opportunities to grow the service. Ensure the staffing structure is sustainable and fit for purpose. Ensure the Councils out of hours function is being delivered efficiently and in line with legislative requirements. 	Ensure the service is highly functioning with a reviewed delivery plan that includes a refreshed approach to business continuity.	<p>Housing Services Manager</p> <p>Housing Service Lead</p> <p>Potential Consultancy Support.</p>

<ul style="list-style-type: none"> Ensure a robust business continuity plan is in place with reviewed risk register. 		
Link to Council Plan objective	Better Homes and Communities	
Milestones	Due date	Lead officer
1. Review current delivery set up ensuring the team are stabilised and that our business continuity plans are robust	All currently ongoing and off the back of decision due to Cabinet in March 2023 when report is due on future delivery of services.	Housing Services Manager
2. Recruit into vacant positions off the back of decision that will be taken by Cabinet on continuation (or not) of external service covering nights.		

- Reference information below- we have recently refreshed our approach to PIs being captured with a comprehensive review of all measures that are required by the Housing Leadership Team, all of these are captured below.

3.3 Service measure/indicator	How often – monthly, quarterly, bi-annually, annually	For whom? Cabinet, Overview and Scrutiny	Responsible Officer for production of management information	Retain this measure (yes/no) or new
% of rental income for all dwellings that was collected, broken down by general needs and sheltered.	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Rent arrears of current and former tenants as a % of annual rent debit. Rent arrears of former tenants as a % of annual rent debit.	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes

% of income lost through properties becoming vacant	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Rent written off for all dwellings as a % of rent debit.	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
% of rental income for all garages that was collected (and former)	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
% of rent lost through garages becoming vacant.	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
% of routine repairs completed within target	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes

% of emergency repairs completed within target	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
% of repairs outstanding and overdue	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
% of gas servicing carried out within 12 months of previous service	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
% of job variations	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
% of social housing stock failing to meet the decent homes standard (on completion of stock condition survey)	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes

Number of dwellings taken out of management	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Number of garages taken out of management	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
% of garages vacant and available to let/ not vacant available to let	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
% satisfaction with day to day repairs	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
% satisfaction with major works	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes

Number of dwellings in housing stock	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
% of garage checks to be completed	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Responsive Repairs WIP (work in progress)	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
% of self-contained dwellings vacant and available to let/not available to let	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Average days to relet a social housing rental dwelling (standard)	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes

Number of ASB cases reported	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Number of affordable homes delivered	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Number of acquisitions into stock	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Number of RTB sales	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Number of evictions	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes

% of tenancy visits completed	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Number of properties ready to let	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Number of properties allocated (inc. mutual exchanges)	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Number of households on waiting list	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Number of homelessness cases	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes

Number of homelessness approaches	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Number of households living in temporary accommodation	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Number of households placed in temporary accommodation	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Successful homeless preventions as a % of prevention cases	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Successful homeless reliefs as a % of relief cases	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes

Number of verified rough sleepers	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Average number of working days per person lost through sickness	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
% of PERs complete	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
% satisfaction with the way your complaint was dealt with	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
% of complaints responded to and closed within 20 days	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes

% of calls answered within 1 minute	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
Number of accidents reported	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes
EPC ratings of stock broken down	Monthly	Housing Leadership Team/ Quarterly reporting for Housing Review Board	Housing Service Lead	Yes

Section 4 – Workforce Planning key findings and actions (see appendix for detailed Workforce Plan)

*All captured comprehensively in workforce plan document

Major demands impacting on the workforce have been identified as:	<ul style="list-style-type: none"> • An uncertain political picture nationally • Introduction of the Social Housing Act • Zero tolerance approach from the Regulator/Ombudsman • The sector is struggling reputationally with repeated national coverage of poor standards. • Cost of Living crisis is seeing more dependent people with a higher level of need accessing our services.
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	<ul style="list-style-type: none"> • Rise in homelessness meaning increasing demand for frontline teams. • High levels of stress and anxiety causing absence from work.
Major issues impacting on workforce supply have been identified as:	<ul style="list-style-type: none"> • Pay and conditions better elsewhere • Housing Associations attracting talent- again higher pay. • Inability to attract suitably qualified staff for roles requiring specialist skills. • High levels of Officers due to retire in next few years.
Priority workforce actions that have been agreed by the Service Management Team in liaison with their HR Business Partner are:	<ul style="list-style-type: none"> • Be outcome focused with a strong emphasis on performance data, reporting this data will be part of the new regime under the Social Housing Bill. • Encourage a better culture around performance indicators that can help us to recognise strengths and weaknesses in our delivery and to hold ourselves to account on this. • Ensure accurate data is driving decision making. • Ensure our Service Plan ambitions are realistic and achievable with a discipline around prioritising Council/Service Plan actions over 'nice to have' actions. • Work on reducing single points of failure in the service, knowledge of all areas needs to be better shared to avoid failure when key Officers are absent • Consider carefully our approach to 'grow your own' and identify within the service the areas that need to be focused on in terms of succession planning to create a programme of opportunities to attract new talent into the service. • Raise the profile of the housing service and demonstrate its value within EDDC. • Actively explore opportunities for apprentices, work place experience, internships, shadowing and mentoring. • Encourage more Officers to achieve a Chartered Institute of Housing qualification.

	<ul style="list-style-type: none"> • Increase wellbeing support for our Officers and recognise the trauma related work they are undertaking. • Review competence of Managers against EDDC Management competencies/behaviours.
The service Workforce Plan will be reviewed by the Management Team, in liaison with the HR Business Partner, on the following basis:	Quarterly

Section 5 – Carbon and resource use

5.1 Short term objective	Expected outcome	Resources required
Reduce carbon use through the development of a policy for determining location of meetings and when meetings should be virtual or face-to-face.	Meetings Policy in place	Climate Change Officer
Link to climate plan action plan	Reduce carbon through reduced travelling of Officers	
Milestones	Due date	Lead officer
1. Draft policy for consultation	July 2023	Climate Change Officer
2. Policy implemented	Jan 2024	Climate Change Officer
5.2 Short term objective	Expected outcome	Resources required

Optimise housing staff travel to reduce carbon use	Reduced overall journeys, increase car sharing. Consider the considerable amount of travelling required for Housing Officers when attending sites.	Housing Project Officer Climate Change Officer
Link to climate plan action plan	Reduce carbon through reduced travelling of Housing Officers	Housing Project officer Climate Change Officer
Milestones	Due date	Lead officer
1. Monitor travel of staff	Sep 2023	Housing Project Officer
2. Analyse and identify opportunities for optimisation	Feb 2024	Housing Project Officer
3. Implement change in policy	April 2024	Housing Project Officer
5.3 Long term objective	Expected outcome	Resources required
Improve energy efficiency and reduce carbon footprint of our housing stock	All council housing stock to achieve EPC level C by 2030 Removal of all solid fuel heating in council properties A Strategic Asset Management Strategy that sets out Retrofit requirements and level of investment required.	Housing Leadership Team External Consultancy
Link to climate plan action plan	Accelerate the upgrading of insulation and energy saving measures in the Council's housing stock. Install air and ground source heat pumps when upgrading of off-gas properties. Upgrade insulation to minimise fuel poverty	
Milestones	Due date	Lead officer
1. Removal of solid fuel heating in all council properties	March 2023	Property and Asset Manager
2. Worst performing properties identified through Stock condition survey	Dec 2023	Property and Asset Manager

3. Grant Funding for improvement works secured and ongoing	Ongoing as and when available	Property and Asset Manager
4. Build plans into Strategic Asset Management Strategy.	Summer 2021	

Section 6 – Risks

New/emerging risks consider with your team any new and emerging risks to be reported to the Management Information Officer.

Any current risks that are emerging as high risk should also be reported to the Management Information Officer.

Section 7 – Digital / Data Transformation

Digital and data are essential building blocks of a successful organisation. Digital transformation will enable teams to work in a more streamlined and efficient way, reducing duplicated work and automating manual processes, in support of our service plans.

Digital refers to a technology-enabled way of working that uses modern tools, technology and capability.

Data refers to digital information about people, things and systems.

Aims: Digital transformation will make accessing and delivering our services to the customer far quicker and simpler. To deliver a better service for our customers we require fast and efficient digital services, high quality data and skilled staff.

7.1 Current and ongoing digital/data projects

*Use this section to record current and ongoing digital/data projects within your service relating to systems, software, processes or anything that requires a digital or data solution. Please provide details of the project objective, progress, difficulties and showstoppers currently affecting the project, a record of these will be kept across iterations of the service plan to track their progress. The Digital and Data team will analyse these projects and contact you to discuss potential solutions to the issues you identify.
(Please use one table per project, copy and paste table as needed)*

7.1.1 Name of project

Upgrade to One Housing and Implementation of One Assets

Impact on service (low/med/high)

High

Names of key members of staff/project leaders involved in the project (including Strata and third parties – include organisation name)

Housing Systems Team (all), Strata (Simon Landfear, Neil Richardson), Housing Business Leads (Amy Gilbert-Jeans, Andrew Mitchell, Graham Baker, Yusef Masih) and team members as required.

Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?

Improved access and usability of Housing management system data encouraging take-up of system use and migration away from legacy off-system processes. The next step in facilitating flexible and hybrid working practices, improved transparency and accountability, and enabling use of complete and real-time management and performance information. Modern systems implementation supporting commitments to the Social Housing White Paper 2021 and the Building Safety Bill 2021.

Description of project, system/software used, current progress, difficulties and showstoppers currently affecting the project

IT system migration from the Capita OpenHousing product to the new OneHousing and OneAssets products from Capita. Project is currently at kick-off stage (9-Nov-2022), Phase 1 (upgrade from OpenHousing to OneHousing) planned to run from 14-Nov-2022 through to end-May 2023, and then Phase 2 (implementation of the new OneAssets suite) currently envisioned to run from Jun-2023 through to end-Sep 2023.

Project start date (if applicable)

Nov-2022
Project end date (if applicable)
Sep-2023 (current estimate).

7.1.2 Name of project
Service Performance Dashboard and Management Information
Impact on service (low/med/high)
High
Names of key members of staff/project leaders involved in the project (including Strata and third parties – include organisation name)
Housing Systems (Steve Gammon, Natalie Brown), Housing Business Leads (Amy Gilbert-Jeans, Andrew Mitchell, Graham Baker, Yusef Masih)
Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?
Visibility of service performance data and trends enabling data-driven service improvement as well as performance and demand forecasting.
Description of project, system/software used, current progress, difficulties and showstoppers currently affecting the project
Reporting tools Insight, and SQL ReportBuilder, being used to develop an interactive real-time performance dashboard that draws on data within the OpenHousing housing management system and other corporate IT systems (e.g. Housing Jigsaw for homelessness performance, and Anywhere365 for telephony performance) to present current and historic/trend performance and demand data across the Housing Service.
Project start date (if applicable)
Jul-2022
Project end date (if applicable)

Mar-2023 and refinements beyond as on-system processes are adopted across the Housing Service in place of some traditional current off-system methods.

7.1.3 Name of project

Tenant Profiling

Impact on service (low/med/high)

High

Names of key members of staff/project leaders involved in the project (including Strata and third parties – include organisation name)

Housing Systems (Natalie Brown, Dan Weedon, Alex Seward), Housing Services / Community Development (Yusef Masih, Alex Higgins)

Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?

Data capture of tenant characteristics that can be used to confirm or to shape how and what services Housing delivers to its tenants.

Description of project, system/software used, current progress, difficulties and showstoppers currently affecting the project

Data requirements, and therefore method of data capture and storage, currently being worked up with Housing Service / Communities in conjunction with East Devon's Data Protection Officer (Kate Symington)

Project start date (if applicable)

Dec-2022

Project end date (if applicable)

Jun-2023

7.1.4 Name of project

Home Safeguard, Telecoms Digital Switch-over 2025

Impact on service (low/med/high)
High
Names of key members of staff/project leaders involved in the project (including Strata and third parties – include organisation name)
Home Safeguard (Sue Hodges), Tunstall Healthcare UK (supplier of Home Safeguard telecare call-handling system), various suppliers of in-home telecare and alarm systems
Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?
Ensure all scheme equipment installed is compatible with digital telecommunications infrastructure in time for the 2025 Telecoms industry target for retiring all analogue lines.
Description of project, system/software used, current progress, difficulties and showstoppers currently affecting the project
Confirmation of compatibility or procurement of replacement scheme equipment if not digitally compatible – may require some consultation with Tunstall where equipment compatibility with the Tunstall PNC system is required.
Project start date (if applicable)
Aug-2022
Project end date (if applicable)
Dec-2023

7.1.5 Name of project
Contributions to Temporary Accommodation
Impact on service (low/med/high)
Medium
Names of key members of staff/project leaders involved in the project (including Strata and third parties – include organisation name)

Housing Systems (Dan Weedon, Alex Seward), Housing Options (Andrew Mitchell, Danielle Furzey)
Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?
Accounting and charging of Temporary Accommodation costs within OpenHousing enabling improved accounting of costs, housing benefit, and re-charge of costs to temporary residents.
Description of project, system/software used, current progress, difficulties and showstoppers currently affecting the project
Configuration of processes within OpenHousing and integration with Housing Benefits. Existing payment interfaces will be utilised.
Project start date (if applicable)
Nov-2022
Project end date (if applicable)
Mar/Apr-2023

7.2 Potential future digital/data transformation projects

Use this section to identify potential new digital/data transformation projects, this may be changes to systems, software, processes or the procurement of new products that may increase the digital capabilities, efficiency of your service and income generation for the council. The Digital and Data team will analyse these projects and contact you to discuss potential solutions to the issues you identify. (Please use one table per project, copy and paste table as needed)

7.2.1 Name of project
Stock Condition Survey
Impact on service (low/med/high)

High
Names of key members of staff/project leaders involved in the project (including Strata and third parties – include organisation name)
Housing Systems (Dan Weedon, Alex Seward), Housing Property & Assets (Graham Baker and team leads within P&A)
Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?
Accurate Stock Condition data loaded into OpenHousing from the detailed property stock condition survey being undertaken by Currie & Brown. This data will then inform Housing's capital and expenditure programmes for property maintenance, green-homes, and housing improvement programmes.
Description of project, system/software used, current progress, difficulties and showstoppers currently affecting the project
Individual property surveys are being undertaken by Currie & Brown and the resulting condition data currently stored within their systems for the duration of the survey contract. Intention is to begin loading this data into the new Stock Condition module of OneHousing as soon as this is available (anticipated end-May / early-Jun 2023) and in regular batches thereafter as Currie & Brown complete their surveys of the entire Housing Stock.
Project start date (if applicable)
June 2023.
Project end date (if applicable)
Aug-2023 (data-transfer processes established and routinely operated between East Devon DC Housing and Currie & Brown).

7.2.2 Proposed name of project
TotalMobile
Impact on service (low/med/high)
High
Key member/s of staff that you can commit to the project (EDDC only)

Housing Systems (Jess Desmond, Alex Seward), Housing teams (as necessary)
Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?
Enable on-site / in-field data-entry and data-retrieval through use of portal tablet and smart-phone devices, improving efficiency and value-use of time by reducing the need for keying or re-keying of data into systems.
Description of project, system/software used, transformational action/training needed for project to succeed
Implementation and roll-out of the Capita TotalMobile forms system delivered by Capita as part of the OpenHousing / OneHousing system. TotalMobile comes with a library of out-the-box electronic forms that can be utilised by housing staff in-the-field as well as ability to design bespoke forms where an out-the-box form is not available or is not suitable to the way we want to work.
Is your service currently able to commit a staff resource to this project? - please specify details
Yes – in our forward system plan, likely to commence in full after delivery of OneHousing (~Jun-2023).

7.2.3 Proposed name of project
Tenant Portal
Impact on service (low/med/high)
High
Key member/s of staff that you can commit to the project (EDDC only)
Housing Systems (Steve Gammon, Jess Desmond, Alex Seward), Housing Services (Yusef Masih)
Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?
Delivery of an online tenant self-service portal providing a 24/7 channel for common interactions such as requesting a repair, viewing rent statements and making payments, changing household details, logging communications and ASB, amongst others.
Description of project, system/software used, transformational action/training needed for project to succeed

The “Tenant Portal” is an online portal provided as part of our Capita OpenHousing/OneHousing. Look-and-feel and configuration refinements almost complete, however Launch of the portal with tenant has been recommended After upgrade of OpenHousing to OneHousing to ensure first impressions with tenants is not negatively impacted by any risk of disruption during the change-over from Open to One. A Launch strategy is to be devised with Housing Services and also a protocol for handling tenant-login queries.

Is your service currently able to commit a staff resource to this project? - please specify details

Yes – in our forward systems plan, being progressed in parallel with the migration to OneHousing aiming for launch with tenants after go-live of OneHousing.

7.2.4 Proposed name of project

Planned Maintenance module review

Impact on service (low/med/high)

Medium

Key member/s of staff that you can commit to the project (EDDC only)

Housing Systems (Dan Weedon, Alex Seward), Housing Property & Assets (Graham Baker, Paul Lees)

Project objective/desired outcome/goals - how does this project support the council’s digital/financial sustainability strategy?

Reconfiguration of the Planned Maintenance module as part of the OneAssets system implementation to enable improved use of the system and reduce the need for off-system processes and spreadsheets, enabling greater visibility, transparency, and tracking of programmed works through the Housing management IT system.

Description of project, system/software used, transformational action/training needed for project to succeed

Module configuration to be re-visited as part of the OneAssets IT system implementation, anticipated to commence June 2023.

Is your service currently able to commit a staff resource to this project? - please specify details

Yes – in our forward systems plan as an area to be visited as part of the OneAssets system implementation.

7.2.5 Proposed name of project
Resident Involvement
Impact on service (low/med/high)
Medium
Key member/s of staff that you can commit to the project (EDDC only)
Housing Systems (Alex Seward), Housing Services / Communities (Yusef Masih, Alex Higgins)
Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?
Configuration and use of the Resident Involvement module within OneHousing to monitor and track resident engagement activities undertaken by the Housing service – an accountable activity under the Social Housing White Paper 2021.
Description of project, system/software used, transformational action/training needed for project to succeed
See "Project Objective" above.
Is your service currently able to commit a staff resource to this project? - please specify details
Yes – in our forward plan as an area to be visited as part of the OneHousing system upgrade.

7.2.5 Proposed name of project
Housing Task Force – Financial Appraisal Tool (SDS ProVal)
Impact on service (low/med/high)
High

Key member/s of staff that you can commit to the project (EDDC only)
Housing Task Force Team
Project objective/desired outcome/goals - how does this project support the council's digital/financial sustainability strategy?
To support the delivery and decision making of financially viable and sustainable new build developments and regeneration projects
Description of project, system/software used, transformational action/training needed for project to succeed
Cloud Based ProVal System – single user licences
Is your service currently able to commit a staff resource to this project? - please specify details
Yes