

**Report to:** **Housing Review Board**

**Date of Meeting:** 24 January 2019

**Public Document:** Yes

**Exemption:** None



**Agenda item:** **8**

**Subject:** **Draft Housing Service Plan 2019-2020**

**Purpose of report:** This report presents the draft Service Plan for the Housing Service covering the period 2019-2020

The Service Plan is a document produced annually and sets out the key achievements over the past year and the forthcoming issues to be faced by the Service.

A range of service improvements are identified through a number of SMART objectives.

The plan considers service challenges and pressures over the next 3 years.

The Service Plan is presented in draft form for the Housing Review Board's consideration.

**Recommendation:** **To consider, comment on and approve the Housing Service Plan for 2019-2020.**

**Reason for recommendation:** To enable the Housing Review Board to influence the production of the Service Plan.

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**Financial implications:** The Service plan aligns to the draft budget for 2019/20

**Legal implications:** There are no legal implications on which to comment.

**Equalities impact:** Low Impact

**Risk:** Low Risk

**Links to background information:**

**Link to Council Plan:** Living in this outstanding place.

# 1 Housing Service Plan 2019/2020

- 1.1 For some time now all the Council's services have organised an annual service planning exercise and produced a service plan, which sets out details of what the service does, achievements and future challenges and targets.
- 1.2 The Service Plan is produced using a corporate template and it shows how the service improvements link with the Council Plan. The plan identifies the key service objectives, challenges ahead and outlines areas of performance that we should measure. It also considers efficiencies, key risks, training needs, equalities, opportunities to do things differently and workforce planning.
- 1.3 The Service Plan links closely with our Housing Strategy and is designed to compliment a number of other housing plans and policies as part of how we manage our own housing stock and the services we deliver in the private sector. There is also a strong link with the Councils 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.
- 1.4 The Service Plan is intended as a working document and the service managers will cascade the contents of the plan at their team meetings. It is a good discipline to complete an annual statement of what the Service expects to achieve, set out in a structured way using a template and involving staff, service users and members in the process.
- 1.5 The plan presented contains some ambitious objectives that are built upon challenges faced through current service delivery. The objectives are split between the 4 areas of the housing service (landlord Services, property and asset, housing needs and strategy and private sector housing) however a number of the objectives sit across teams, an example being the creation of a mental health strategy for housing, an area that is currently impacting on all of our services.
- 1.6 The headlines for the service plan include;
  - A strategic focus due to our current housing strategy expiring during the lifetime of the service plan.
  - A commitment to publish a refreshed homelessness strategy and to monitor it closely.
  - Revision of the HRA Business plan with updated stock condition data.
  - A focus on new development opportunities with the need to review the current acquisition programme.
  - A strong focus on *Your Home Your Wellbeing* project with the need for us to keep this at the forefront of our services and what we are providing.
  - A focus on mental health and how we are addressing the challenges this is presenting us
  - Mobilisation and launch of the Integrated Asset Management Contract.
  - The need to raise our profile in the private sector around the work of the private sector housing team
  - Visionary work for Home Safeguard with a realistic view of risks ahead including digital switchover, refresh of the marketing strategy, relocating the service, review of the staffing rota.
  - An emphasis on evidencing value for money with the need to scrutinise some areas to satisfy ourselves that we are achieving what matters most to the customer, in line with our systems thinking purpose.
  - Ensuring we are meeting the challenges of the digital age.

- 1.7 The housing Leadership team have enjoyed being able to create the service plan as a way of setting out how we plan to get through what looks to be another challenging year ahead with a number of uncertainties in relation to national housing policy as well as a fragile financial position.
- 1.8 The Service Plan ( **Annexe 1**) will be presented to the tenant involvement forum on the 22<sup>nd</sup> January, any feedback will be presented to the Board verbally on the 24<sup>th</sup> January.

I welcome the Housing Review Board's input into the Service Plan before it is finalised and reported to Cabinet.