

Report to: Housing Review Board
Date of Meeting: 11 January 2018
Public Document: Yes
Exemption: None



Agenda item: 9

Subject: Draft Housing Service Plan 2018-2019.

Purpose of report: This report presents the draft Service Plan for the Housing Service covering the period 2018-2019.

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, performance data reported, consultation proposals outlined, budget information etc.

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 2018–2019.

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

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Financial implications: No financial implications

Legal implications: There are no legal implications.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information:

Link to Council Plan: Living in this outstanding place.

1 Producing a Service Plan

- 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 past performance and 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, 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 For Housing the Service Plan links with and complements the Housing Strategy and Housing Revenue Account Business Plan, Homelessness Strategy, Private Sector Renewal Plan, Empty Homes Strategy, Energy Conservation Act Plan and other service specific policies, the Council Plan and various housing budgets.
- 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. I have tried to capture both the core housing activities we undertake and the areas for service development/improvement.
- 1.5 We have refreshed a number of our policy documents during the course of the year and have given a number of new commitments as well as agreeing a series of 'stretch targets'.
- 1.6 The Service Plan reproduces our key aims in the Housing Strategy. It also sets out a series of Systems Thinking purposes to capture 'what matters' to our customers.
- 1.7 I have drafted the Service Plan following a Service Planning Day and consultation with service managers to a point where it is ready for the Board's consideration. I have reproduced the draft Service Plan in **annex 1**.
- 1.8 It will be noted that many of the dates in the Service Plan for particular actions are on-going activities for the Housing Service and therefore do not sit comfortably with the presumed start and completion date in the template.
- 1.9 I welcome the Housing Review Board's input into the Service Plan before it is finalised and reported to the Cabinet.