

# Housing Service Plan 2024-25

Link to the full draft [Housing Team Service Plan](#)

2.1	<b>Service Objectives 2024-25</b> Service level priorities we will deliver in 2024/25 which support the Council Plan Priorities; Better homes & communities, A greener East Devon, A resilient economy and quality services.
2.1.1	Implementing the new strategy and delivering against the actions from the 2024-2028 Preventing Homelessness and Rough Sleeper Strategy
2.1.2	Effectively utilise additional funding streams including the Rough Sleeper Initiative funding which focuses on providing positive outcomes for rough sleepers
2.1.3	Ensure we have a strategic approach in place for providing homes for large families. Similarly take a strategic approach to the provision of specially adapted homes for families requiring them.
2.1.4	Review the eligibility of sheltered housing services reflecting sustainable communities moving forward, including consideration of decommissioning units and alternative usage where appropriate.
2.1.5	Implementation of a permanent structure across tenancy services, bringing stability to the teams and subsequent permanent recruitment to team manager posts.
2.1.6	In support of our continued robust collection of rental income, a review in our approach to recovering former arrears will be completed.
2.1.7	Delivery of an externally funded digital inclusion programme for tenants across all tenures, improving on digital skills and supporting our 'digital first' approach.
2.1.8	Investment in our Home Safeguard service to ensure the technology used is fit for the future and underpins the realisation of the commercial capabilities and the potential financial contribution this service can make towards the General Fund.
2.1.9	Further development of the performance information framework for Housing by building upon our existing interactive KPI Dashboard to provide operational information and measures, and further develop our understanding of Housing's wider Service performance.
2.1.10	Improve self-service / digital capabilities for our tenants and staff alike by implementing a secure online self-service portal for our tenants and rollout of mobile-working devices and technology for real-time access to information "in the field" for our staff.

2.1.11	Development and creation of a Strategic Housing Asset Management Strategy aligned with a review of the Housing Revenue Account Business Plan. This will drive a programme of planned works across the stock to ensure we are delivering decent homes . This links directly to the EDDC Climate change Action plan that identifies the need to ensure the appropriate level of investment is made across the housing stock in order to ensure we can meet objectives that relate to improving the energy efficiency of our housing stock.
2.1.12	Continue to deliver projects via government funding opportunities (ie. Social housing decarbonisation fund in order to ensure we are taking opportunities to improve energy efficiency measures in our properties).
2.1.13	Develop a new 5-year Housing Strategy 2024 – 2029, setting the strategic direction of the housing service
2.1.14	Develop a Housing Delivery Plan to increase housing stock in an open and transparent way supporting our registered housing partners to deliver much needed affordable housing across the district.
2.1.15	Develop a Tenancy Strategy to include partnership working with wider registered providers.
2.1.16	Review the Councils approach, options and opportunities to meet decarbonisation objectives .
2.1.17	Review and implement any new areas of Policy that link to ensuring we adhere to any changes/amendments that are made to the Social Housing (Regulation) Act 2023.
2.1.18	To consider and explore opportunities where contractual services could be brought in house and delivered as direct labour entities as part of longer-term service delivery plans.
<b>Service actions relating to climate change</b>	
2.1.17	The following objectives linked directly to the climate change agenda; 2.1.7, 2.1.9, 2.1.10,2.1.11, 2.1.12, 2.1.13 and 2.1.14
2.1.18	Objective 2.1.13 is the most critical objective in relation to the housing services commitment to actions as set out in the Climate Change Action Plan. The development and creation of an Asset Management Strategy will drive progress that the service needs to make in ensuring that climate change and the energy efficiency status of our housing stock is at the forefront of decisions we are making around investment in the stock moving forward. We know what a fundamental difference we can make to people's life's by ensuring that such measures are at the forefront of our decision making. We tailored our stock condition survey format to ensure that we were collecting all of the relevant information we required in relation to the efficiency of our properties and this will be used as the basis to create our Asset management strategy moving forward

2.1.19	Objective 2.1.12 evidences our commitment to ensure we are maximising all opportunities to access direct government funding in order to assist us in the financial challenges ahead with regards to the climate change agenda and our stock. The investment required to improve the efficiency of our stock will be a significant financial challenge for the Housing Revenue Account, it is therefore essential for us to maximise grant opportunities such as the Social Housing Decarbonisation fund.
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<b>2.2</b>	<b>Key projects in 2024-25</b>
2.2.1	Implementing the new strategy and delivering against the actions from the 2024-2028 Preventing Homelessness and Rough Sleeper Strategy
2.2.2	Effectively utilise additional funding streams including the Rough Sleeper Initiative funding which focuses on providing positive outcomes for rough sleepers
2.2.3	Ensure we have a strategic approach in place for providing homes for large families. Similarly take a strategic approach to the provision of specially adapted homes for families requiring them.
2.2.4	Review the eligibility of sheltered housing services reflecting sustainable communities moving forward, including consideration of decommissioning units and alternative usage where appropriate.
2.2.5	Implementation of a permanent structure across tenancy services, bringing stability to the teams and subsequent permanent recruitment to team manager posts.
2.2.6	In support of our continued robust collection of rental income, a review in our approach to recovering former arrears will be completed.
2.2.7	Delivery of an externally funded digital inclusion programme for tenants across all tenures, improving on digital skills and supporting our 'digital first' approach.
2.2.8	Investment in our Home Safeguard service to ensure the technology used is fit for the future and underpins the realisation of the commercial capabilities and the potential financial contribution this service can make towards the General Fund.
2.2.9	Further development of the performance information framework for Housing by building upon our existing interactive KPI Dashboard to provide operational information and measures, and further develop our understanding of Housing's wider Service performance.
2.2.10	Implementation and rollout of the TotalMobile mobile working solution across Housing
2.2.11	Implementation of an online Tenant Self-Service Portal

2.2.12	Development and creation of a Strategic Housing Asset Management Strategy aligned with a review of the Housing Revenue Account Business Plan. This will drive a program of planned works across the stock to ensure we are delivering decent homes. This links directly to the EDDC Climate change Action plan that identifies the need to ensure the appropriate level of investment is made across the housing stock in order to ensure we can meet objectives that relate to improving the energy efficiency of our housing stock.
2.2.13	Continue to deliver projects via government funding opportunities (social housing decarbonisation fund) in order to ensure we are taking opportunities to improve energy efficiency measures in our properties.
2.2.14	Carry out spot checks on housing services to ensure compliance with all Regulatory requirements.
2.2.15	Develop a new 5 year Housing Strategy 2024 – 2029, setting the strategic direction of the housing service.
2.2.16	Develop a Housing Delivery Plan to increase housing stock in an open and transparent way supporting our registered housing partners to deliver much needed affordable housing across the district
2.2.17	Develop a Tenancy Strategy to include partnership working with wider registered providers
2.2.18	Review the Councils approach, options and opportunities to meet decarbonisation objectives
2.2.19	Review and implement any new areas of Policy that link to ensuring we adhere to any changes/amendments that are made to the Social Housing (Regulation) Act 2023. This may result in the development of new Policies/projects to ensure we are meeting all requirements of the Act.
2.2.20	To consider and explore opportunities where contractual services could be brought in house and delivered as direct labour entities as part of longer-term service delivery plans.