

HOUSING SERVICES DEPARTMENTAL ACTION PLAN 2006 - 2009

COMPLETED ACTIONS LIST

March 2007

COMPLETED ACTION LIST
2004 – 2007
March 2007

REF/ PRIORITY	ACTION REQUIRED	ACTION TARGET	PERFORMANCE TARGET OR INDICATOR	TIMETABLE/ OFFICER RESPONSIBLE/ PROGRESS	METHOD OF MONITORING/ REVIEW	RESOURCES	SOURCE
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Priority 1 – To maximise the council Housing Stock available to let							
1.1 Also: A2.4	Participate in the Joint Housing Services/Housing strategy review of the new allocations policy	Co-ordinate the tenant and Housing services staff consultation process	Joint recommendation for endorsement and/or changes to the policy to Cabinet	May 2005 - Housing Operations Manager	Cabinet Allocations Working Group Housing Services Monitoring group GOSE	3.6K	Homelessness Act 2002 Best Value Review Allocations Working Group
1.2 Also: C3.1	Review the under occupation strategy	Meet with Policy and Development Officer to programme review	Submit draft proposal to Cabinet in April 2005 to link into new Allocation's policy review	May 2005 - Housing Operations Manager	Senior Management Team Cabinet	6.7K	Business Plan Priority Action Best Value Review Allocations Working Group Housing Strategy

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1.4 Also: E2.1	Reduce empty property turnaround time to an average of 19 days (general, sheltered and temp)	Investigate increase and take remedial actions	19 days	March 2005 – Housing Operations Manager	Cabinet Housing Services Monitoring Group BVPI	0.5K	Business Plan Priority Action

Priority 2 – To maintain and improve the condition of the housing stock							
A6.4 Formerly DIP G4.3 SIP B.33 PRIORIT Y 2	Increase multi-skilling of in-house trades operatives	Identify training needs of staff and Identify training provider.	Reduction in number of jobs – target to be set for years 04/05	June 2003 Housing Maintenance Manager 1. On target 2. On target 3. Completed	Satisfaction Return Cards Saffron Report Housing Services Monitoring Group	8 hours	Egan Principals

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A9.2 PRIORITY Y 2	Update stock condition survey to achieve validation	Appoint consultant to undertake survey	Achieve validation	July 2004 – Contracts Manager Completed	Community Housing Task Force Options Appraisal Consultants	£12,000	Statutory requirement – Office of the Deputy Prime Minister
F3.4 PRIORITY Y 2	Work with tenants and other stakeholders to develop the Sheltered Housing Service - Review and implement the cleaning contracts for communal areas	Agree specification with tenants and send out to tender	Increased tenant satisfaction with cleaning of communal areas	September 2004 – Supported Housing Manager !. Completed – new Cleaning Contract in place September 2004	Senior Management Team Annual sheltered tenants survey	30 hours	Tenant consultation/ annual review of contracts

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G4.1 (incorporates: DIP G4.1 DIP G4.2 DIP G4.4) SIP A.71 SIP A.72 SIP B.34 PRIORITY 2	In line with Egan initiatives we will agree a strategy to introduce alternative procurement methods to reduce the cost and time of construction and increase quality	Agree strategy with Audit and prepare a joint report and action plan for Cabinet Approval	Cabinet approval by Oct 2004	Oct 2004 - Housing Contracts Manager Completed	Cabinet	60 hours	Government's Rethinking Construction Agenda
		Prepare a pilot project using EGAN partnering principles	Savings of 2.5% in costs and time with increased quality, measured through tenant satisfaction.	Oct 2004 - Housing Contracts Manager Completed	Satisfaction Return Cards	40 hours	Government's Rethinking Construction Agenda Property Services Team HRA Business Plan priority
		Identify other areas of activity to extend from pilot project	Savings of 2.5% in costs and time with increased quality, measured through tenant satisfaction	Oct 2004 - Housing Maintenance Manager Completed	Senior Management Team	20 hours	Government's Rethinking Construction Agenda HRA Business Plan priority

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G5.1 Formerly DIP G6.1 SIP A.73 PRIORIT Y 2	Implement the letting standard	Publish and distribute letting standard.	95% new lettings meet standard	August 2003 - Housing Maintenance Manager 1.Target revision – December 2003 2.Target Revision - December 2004 – to tie in with schedule for production of leaflets	Compact Monitoring Team New Lettings Feedback Form	Within above	Tenant consultation CPA Checklist BVR Performanc e analysis for BV68
G6.3 Formerly DIP G7.3 SIP B.41 PRIORIT Y 2	To improve the diagnosis of tenant reported repairs by introducing technical training for Repairs Clerks	Identify training required and pass to Contracts Manager for implementation	Reduction in contractor aborted calls. Reduction in cost and time	Nov 2003 - Housing Contracts Manager 1.Target revision – November 2004 – unable to identify local course 2.On target 3. Completed	Housing Services Monitoring Group	Within above	Property Services Team

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G8.1 Formerly DIP G9.1 SIP A.74 PRIORIT Y 2	To improve the quality of workmanship and the conduct of contractors by introducing performance targets and the principles of continuous improvement into contracts for repairs	Introduce quarterly performance monitoring meetings with contractors	Satisfaction return cards - to set targets for reduction in complaints and increased customer satisfaction Continuous quality performance standard - 85% "good" by March 04 (Performance Standards Monthly Report)	April 2004 - Housing Maintenance Manager 1. On target 2. Target Revision Oct 2004 – attained basic level with repairs works contractor 3. Completed	Housing Services Monitoring Group Tenants and Leaseholders Survey GOSE (local BVPI's)	35 hours	Repairs Housing Services Monitoring Group
DAP 2.4 A2.5 PRIORIT Y 2	Analyse the HRA budget headings to maximise resources	Head of Housing and Director of Finance to review current budget	More assurance for sustaining the finance Decent Homes Standard	March 2005 - Head of Housing Completed	Housing Services Monitoring Group	40 hours	CPA inspection report
2.8 Also: G5.1 DIP G6.1 SIP A.73	To implement the new letting standard	Publish and distribute letting standard.	95% new lettings meet standard	April 2005 - Housing Maintenance Manager	Compact Monitoring Team New Lettings Feedback Form	1.4K	Repairs Working Group CPA Checklist BVR Performance analysis for BV68

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2.10 Also: G6.2 DIP G7.2 SIP B.40	Improve the diagnosis of tenant reported repairs by introducing a system to monitor the number of repair jobs completed in one visit	Housing Maintenance Manager to meet with contracts manager to investigate how procedure can be set up on the Saffron System	Reduction in contractor aborted calls. Reduction in cost and time	July 2005 - Housing Contracts Manager	Housing Services Monitoring Group	0.1K	Property Services Team
2.11 Also: G7.1 DIP G8.1 SIP B.42	Consider the introduction of a cyclical programme of electrical testing in all our properties to improve safety	Housing Maintenance Manager and Contracts Manager to identify properties for checks and undertake costs/benefit analysis	10% of properties to be checked per year (if scheme adopted)	March 2005 - Housing Maintenance Manager	Housing Services Monitoring Group	2.3K	Property Services Team
2.12 Also: G11.1	Undertake a condition survey of garages and develop a programme of works to improve the condition of our garages	Appoint consultants to undertake survey and prioritise works	Programme of works developed and budgeted for	March 2005 – Housing Maintenance Manager	Housing Investment Programme Monitoring Group	10K	Business Plan Priority Action Property Services Team

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2.2 Also: G9.2	Develop a central shared database to store stock condition information	Develop a procedure to ensure house condition data is updated quarterly on the shared database To enable quarterly monitoring of PI's and works completed	House condition data stored on one database Easier reporting progress against on DHS and internal and external monitoring	September 2005 - Housing Contracts Manager	Housing Review Board Measured Performance Indicators Annual report to GOSE	1K	Gov. targets For decent homes CPA Inspection Report
2.9 Also: G6.1 DIP G7.1 SIP B.39	Improve the diagnosis of tenant reported repairs by monitoring the level of variation and developing a process to better facilitate accurate repairs reporting	Housing Maintenance Manager to meet with contracts manager to investigate how procedure can be set up on the Saffron System	Reduction in contractor aborted calls. Reduction in cost and time	June 2006 - Housing Maintenance Manager	Monitor over period 05/06 Housing Services Monitoring Group	1K	Property Services Team

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Priority 3 – To foster tenant empowerment and partnership with all stakeholders							
B2.1 (replace s DIP B3.1) SIP A.55 PRIORIT Y3	Increase the profile of Tenant Participation in Lewes district by assisting the Independent Tenants Advisor in the Stock Options Appraisal process	Assist the ITA with setting up and holding a tenants conference	Attendance at Conference – 75% of tenants groups represented	October 2004 - Tenant Participation Manager 3.Target Revision – December 2004 Completed	Tenants Task Group Senior Management Team Tenants Federation	15 Hours £5000	Tenants Task Group Options Appraisal Communicat ion strategy
F3.1 PRIORIT Y 3	Involve tenants and other stakeholders in the Review the Sheltered Housing Compact	Sheltered Housing Forum to agree revised Compact	Revised Compact published and action plan developed Improvement in satisfaction KPI for participation by sheltered tenants	January 2005 – Supported Housing Manager Completed	Housing Services Monitoring Group Sheltered Housing Forum Senior Management Team	Within existing 20 hours	Sheltered Housing Compact

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G2.1 Formerly DIP G2.1 PRIORIT Y 3	Provide tenants will more comparative data on the repairs service by consulting with tenants as to what information they require and when, and how they would like the information communicated	Widely publicise both the venue for the open meeting and the process of consultation	A wider range of tenants and leaseholders participate in the consultation exercise	March 2004 – Housing Maintenance Manager and Tenant Participation Manager - (to be discussed as part of major repairs compact) 1. On target 2. Target Revision – start date now May 2004 – target completion dates to be added to action plan on next review 3. Completed	Housing Services Monitoring Group Major Repairs Working Group	included in above	Housing Services Monitoring Group Property Services Team
3.2 Also: B1.1 DIP B2.1 SIP A.54	Provide information and training for Councillors on the benefits of Tenant Participation to improve Councillor involvement	Tenant Participation Manager to set up workshop for Councillors	At least one Councillor on every working group with a 50% attendance rate	December 2005 – Tenant Participation Manager	Housing Services Monitoring Group	0.3K	Tenants feedback from draft BVR SIP

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3.6	Review the Tenant Partnership Agreement (Compact)	Set up compact writing group	Updated tenants priorities and agreed SMART action plan of service improvements reflected in the DAP	March 2006 – Tenant Participation Manager Completed September06	Tenants Federation Housing Services Monitoring Group	2K	Tenants Federation
3.1 Also: A1.1 DIP A1.3 SIP A.37	Establish a consultation process with tenants linked to the repairs and maintenance service to ensure the HRA Business Plan remains financially viable and relevant to stakeholders	Meeting with Tenants Federation to agree process of how the consultation will take place.	Level of attendance and representation in line with Tenants federation requirements	August 2007 – Head of Housing	Housing Services Monitoring Group	2.7K	Charter Mark CPA Checklist Business Plan Priority Action
3.3 Also: G1.1 DIP G1.2 SIP A.69	Increase tenant consultation on works to communal areas	Arrange meetings with interested tenants to identify their service priorities.	Residents service priorities identified and tested against departmental priorities	October 2007 – Housing Maintenance Manager	Housing Services Monitoring Group	2.2K	“Who care about repairs?” Tenants Survey Business Plan Priority Action
3.8	Prepare for Tenants Satisfaction Survey 2007	Consider partnering and agree programme	Compliance with ODPM guidance 100% of tenants sent survey	June 2007 - Tenant Participation Manager	Housing Services Monitoring Group		Gov. requirement

Priority 4 – To provide good quality housing services that meet the needs of our tenants and leaseholders and take account of diversity

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A2.2 Formerly DIP A2.6 SIP B.15 PRIORIT Y 4	Produce a Housing Services operational procedure and guidance manual	Set up a staff project management team to be led by the Housing Services Projects Officer.	90% of staff to find manual useful and user friendly. Tested by staff survey	Jan 2004 - Housing Projects Officer 1.On target 2.Target Revision July 2004 Completed – Fort Road TR- Property Services July 2004 3. Completed	Annual Staff Survey – test for usefulness and user friendliness	216 hours	Charter Mark
A5.7 Formerly DIP A5.6 SIP A.44 PRIORIT Y 4	Introduce a process to ensure information on the service is accessible to customers with special needs and hard to reach and disadvantaged groups	Housing Operations Manager to contact other agencies and voluntary organisations in the LDC area to identify local population demographics and identify successful accessibility strategies.	Increased customer awareness of the standard of service they can expect Information available in a range of suitable formats	May 2004 –Housing Operations Manager 1.On target 2. Target Revision – August 2004 Write “accessibility” statement and publicise 3. Target revision September 2004 Completed	Housing Services Monitoring Group Sompriti Tenants Federation	50 hours – costs relating to physical adaptations unknown	CPA Checklist Charter Mark

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A5.8 Formerly DIP A5.7 SIP A.45 PRIORIT Y4	Develop an informative and user friendly web page	Senior Management Team to meet with Systems Manager to discuss scope of current web page.	Annual increase of 10% in customers using web page	From December 2004 – Officer Manager 1.On target – Senior Management team to meet with Systems manager in January 2004 2.On target - New webpage to be introduced by December 2004 Completed	Annual customer survey Senior Management Team to monitor the comments field on web page number of hits and usage	50 hours	E.Gov Corporate Strategy Charter Mark
A5.9 PRIORIT Y 4	Ensure the department meets the requirements of the Freedom of Information Act	Implement corporate programme	Department able to provide and store information in line with the changes in legislation % of requests for information falling within the scope of the legislation	January 2005 - Office Manager Completed	Head of Business Services SENIOR MANAGEMENT TEAM	50 hours	Freedom of Information Act

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A11.1 Formerly DIP A8.2 SIP A.48 PRIORIT Y 4	Achieve Charter Mark status	Projects Officer and external Consultant to meet to determine the most appropriate organisation to undertake Charter Mark Assessment.	Awarded Charter Mark	Jan 2004 – Housing Projects Officer 1.Target revision – March 2004 2.Target Revision June 2004 3. Completed	Monthly progress report to Charter Mark Project Management Team and Senior Management Team	£4000	Head of Housing
F2.1 PRIORIT Y 4	Develop a service delivery improvement plan for the Supporting People Quality Assessment Framework based on 4 core objectives	Review existing policies and procedures to determine compliance	Achieve B level of Compliance Final contract in place	Dec 2004 - Supported Housing Manager (Housing Strategy Manager leading on Contract) Completed	ESCC Supported People team Housing Strategy Manager Senior Management Team	150 hours	Supporting People legislative requirement
4.6 Also: A3.2	To increase tenant involvement in the Aids and Adaptations procedure	Assist the Disabilities Working Group in the cross cutting review of the Aids and Adaptations procedure	Review completed and report to Tenants Federation on outcome	March 2005 – Tenant Participation Manager	Disabilities Working Group	0.5K	PEP 2003 Options study on hard to reach groups

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4.7 Also: A4.1 DIP A4.1 SIP B.17	To implement the recommendations of the Housing Services Monitoring Group	Allocate SMART service improvement actions to appropriate teams as part of Action Plan review process	Procedure and SMART team plans in place	December 2005 – Housing Projects Officer	Housing Services Monitoring Group	0.9K	Charter Mark
4.8 Also: A4.2 DIP A4.2	Set up progress reporting system for the Housing Services Monitoring Group	All staff to receive training on how to use SMART team work plans.	95% staff to have received training on SMART plans by December 2005	April 2006 – Housing Projects Officer	Housing Services Monitoring Group	0.4K	Housing Services Monitoring Group
4.11 Also: A5.3	Investigate Document Image processing potential to minimise delay in responding to correspondence and solving problems	Participate in the Council wide investigation into the most appropriate software for all departments	Decision reached and implementation plan agreed across the Council	October 2005 – Office Manager	Housing Services Monitoring Group IT Steering Group	0.7K	Business Plan Priority Action IT Steering Group
4.13 Also: A5.5 DIP A5.2 SIP A.41	Produce a range of clearly branded Housing Services leaflets covering all aspects of our service	Publish the new Guide to Repairs	Increase customer awareness of who to contact for what and when	April 2005 – Housing Maintenance Manager	Annual Customer Survey Tenants Federation	4.4K	Business Plan Priority Action Repairs Compact Working Group

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4.17 Also: A6.3 DIP A7.3 SIP B.20	Adopt a standard approach to staff supervision, team meetings and appraisals	Departmental Management Team to agree standard supervision record and standard agenda items.	Have in place standard supervision record and standard agenda items By April 2006 90% of new staff to undergo supervision training within first year in post	April 2005 – Housing Operations Manager	Via supervision Annual report on staff training to Senior Management Team	1.8K	Charter Mark
4.19 Also: A7.4	Work with Housing Needs to reinvigorate the Council's relationship with Sompriti to ensure BME issues are incorporated into our service delivery.	Meet with Housing Policy Officer and Sompriti representative to agree scope of a joint review of accessibility of our services	Increase in BME tenant's response to Tenants Satisfaction Survey Increase in BME customer satisfaction	September 2005 – Housing Projects Officer	Housing Services Monitoring Group	0.8K	Business Plan Priority Action Housing Strategy
4.20 Also: A10.1	Review key departmental objectives to ensure they are appropriately linked into National, regional and local plans and strategies	Consult with staff and tenants on new objectives included in Business Plan	Objectives join up with other plans and strategies	April 2005 – Housing Projects Officer	Housing Review Board Housing Services Monitoring Group	0.7K	CPA inspection report

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4.25 Also: A11.4 DIP G2.2 SIP A.70	Join benchmarking club and learn from best performers in a similar family group (HQN not operating in 2004/5)	Reduce empty property turnaround time to an average of 19 days (general, sheltered and temp)	19 days	March 2005 – Housing Operations Manager	Housing Services Monitoring Group	0.5K	Business Plan Priority Action 2003/4 HQN Benchmarking Club BVPI
		Audit Local Performance indicators	LPI's reflect the department's priorities	July 2005 – Housing Projects Officer	Housing Services Monitoring Group	1.4K	Corporate Priority
4.1 Also: A9.1	Undertake a Stock Options Appraisal and achieve sign off by July 2005	Appoint independent consultants to carry out the options appraisal and agree project plan and timescales	Achieve sign off by July 2005	October 2005 – Head of Housing	Cabinet Independent Tenants Advisor Tenants Task Group	60K	Statutory requirement – Office of the Deputy Prime Minister
4.21 Also: A11.4	Retain Charter Mark Accreditation in 2007	Undertake programme to retain Charter Mark	Successful reapplication for Charter Mark	September 2007 – Head of Housing	Senior Management Team	9K	Senior Management Team
		Analyse the 2004 Charter Mark assessors report and agree actions for service improvement	Successful annual reassessments	March 2005 – Housing Projects Officer	Senior Management Team	0.5K	Charter Mark Assessment 2004

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4.27 Also: E1.1	To investigate expanding the Housing Officer Surgeries to Barcombe, Ringmer and Seaford	Contact local residents groups and undertake assessments of need in the local communities	If an assessment shows need surgery to be introduced by April 2005	March 2006 – Estates Manager	Housing Services Monitoring Group	0.9K	Estates Team
4.5 Also: A3.1	To encourage young people to participate in issues that effect their housing and communities	To undertake a mapping exercise with the cross departmental Youth Action Group to pool information and consultation results	Reduction in duplication of consultation, better targeting of resources Increase in young persons participation rates	December 2005 - Tenant Participation Manager	Housing Services Monitoring Group Tenants Federation BVPI	0.6K	PEP 2003 Options study on hard to reach groups
4.2 Also: A11.5	Maintain Key Performance Indicators in the top quartile	Set up monthly report of performance against targets on Saffron for SMT	2004/5 L97 19 days BV66a 98.5% BV184(a) 12.4% BV184(b) 41% L98 98% L84 98% BV185 10% L85 98%	March 2006 - Head of Housing Completed Sept 06	Cabinet Housing Services Monitoring Group	1.7K	Senior Management Team
4.3 Also: A2.1 DIP A2.5 SIP B.14	Ensure that all staff are familiar with the service improvements	Staff to receive monthly staff bulletins. Standard agenda item for team briefings.	97% of staff aware of key elements of improvement agenda	July 2006 - Housing Projects Officer Completed Sept 06	Annual Staff Survey	1.2K	Charter Mark

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4.12 Also: A5.4 DIP A5.1 SIP A.40	Publish comprehensive information on how we perform against our published standards and targets	Housing Project Officer to ask Tenant's Federation which standards they want to report against, when and in what format.	Improved tenant awareness of the how their service compares to other providers of social housing 1.1.1	April 2006 – Housing Projects Officer Completed Sept 06	Housing Services Monitoring Group Tenants Federation Housing Consultative Panel Corporate	1K per annum	Charter Mark
4.31	Ensure our departmental standards continue to reflect the priorities of the tenants	Review of Service Standards	Continued improvement in tenant priority areas of service delivery	June 2006 – Housing Projects Officer Completed Sept 06	Housing Services Monitoring Group	0.5K	Charter Mark
4.35	Improve access to information and services provided by Housing services	Revise tenant enquires procedure to ensure staff are aware of what to do if a request for information in other formats and languages or bilingual support services are requested	Staff aware of procedure to follow and procedure manuals updated	August 2006 - Housing Services Equalities Group Rep Completed Sept06	Equalities Working Group	0.1K	Equality assessment action plan – Housing Repairs

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4.16 Also: A6.2 DIP A7.2 SIP A.47	Extend the Housing Services induction programme to Property Services based staff	Housing Operations Manager to present draft induction programme to Senior Management Team, Departmental Management Team and staff for comments	Provide an Induction folder for new staff 95% of staff to complete induction programme within first 3 months in post	December 2006 – Housing Contracts Manager	Ask new staff about effectiveness at 3 & 6 months probationary reviews Annual Staff Survey	0.7K	Charter Mark
4.18 Also: A7.3 DIP A9.4 SIP A.10	Ensure that the Councils Access and Equalities policies are fully integrated into our service delivery and establish a system of monitoring and reporting in line with corporate and Government requirements	Undertake audit of policies and procedures	Increase of equalities profile in the department Achieve Level 2 of the Equality Standard Framework	December 2006 – Housing Projects Officer	Monthly report on equalities service issues to Senior Management Team Housing Services Monitoring Group Corporate monitoring of Race Equality Scheme	1K	Charter Mark

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Priority 5 – To promote sustainable communities, particularly within Council Stock							
A8.3 PRIORITY 5	Review and publish the departments Anti-social Behaviour Policy	Publish policy within Crime and Disorder Act timescale	Policy published and distributed to interested parties	December 2004 – Housing Operations Manager Completed	Anti-social Behaviour Working Group Housing Services Monitoring Group Crime and Disorder Reduction Partnership	20 hours	Government Legislation
		Develop further joint working with the Police and other agencies, making use of the new powers available to both agencies under the Crime and Disorder Act 2003	Increased customer satisfaction with Council's response to anti-social behaviour	April 2005 – Housing Operations Manager Completed	Anti-Social behaviour Tactical Officers Group Housing Services Monitoring group	30 hours	HRA Business Plan priority

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5.1 Also: A3.3	Investigate how tenant's views can be best represented on the LSP and Crime and Disorder Partnership	Develop consultation protocol with LSP and Crime and Disorder Partnership to ensure tenant's views are represented	Signed protocol in place Increase in tenant satisfaction with the opportunities for participation	July 2005 – Tenant Participation Manager	Housing Consultative Panel Housing Services Monitoring Group Housing Review Board	.5K	Best Value Review
5.3 Also: A7.2	Ensure compliance with the Disability Discrimination Act 1995	Make alterations to the reception area at Fort Road and the Tenants Resource Centre	Compliance with legislation Increase in customer satisfaction	July 2005 Principal Architect	Access Officer	100K	Disability Discrimination Act Customer Care Working Group and staff consultation

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5.5 Also: A8.2	Introduce Introductory Tenancies to deal more effectively with anti-social behaviour	Agree internal procedures and train housing officers	100% of eligible new tenants on introductory tenancy agreements Reduction in arrears Reduction in anti-social behaviour Increase in successful applications for possession	March 2005 – Housing Operations Manager	Review Board Anti-social Behaviour Working Group Housing Services Monitoring Group	4.5K	Business Plan Priority Action ASB Compact Working Work
5.6 Also: A8.3	Review the departments Anti-social Behaviour Policy	Develop further joint working with the Police and other agencies, making use of the new powers available to both agencies under the Crime and Disorder Act 2003	Increased customer satisfaction with Council's response to anti-social behaviour	April 2005 – Housing Operations Manager	Anti-Social Behaviour Tactical Officers Group Housing Services Monitoring group	1.4K	Business Plan Priority Action
5.7 Also: A10.2	Ensure Housing Services participation in the development of the Community Strategy and Local Development Framework	Meet with LSP co-ordinator to discuss representation	Housing Services priorities taken account of in the development of the Community Strategy and LDF	December 2005 – Head of Housing	Housing Services Monitoring Group	1.8K	CPA inspection report Best Value Review

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5.10 Also: F4.3 DIP F1.3 SIP A.67	Develop a new range of Lifeline Alarm specifically targeted promotional material	Lifeline Manager to consult with customers on what the "range" might include	Production of revised leaflets in suitable print and audio format – link to A5.1 and A5.2 Increase in number of enquires	May 2005 - Supported Housing Manager	Housing Services Monitoring Group	0.2K	Supported Housing Team
5.6 Also: A8.3	Review the departments Anti-social Behaviour Policy	Purchase and install the new software for case management and monitoring of the anti-social behaviour policy	Software purchased and modified to fit revised policy. More efficient workflow and improved monitoring and evaluation	October 2005 – Office Manager	Anti-social Behaviour Working Group Housing Services Monitoring Group	23K	Business Plan Priority Action Anti-social Behaviour Working Group 2003 Tenants Review Day
5.9 Also: F4.1 DIP F1.1 SIP A.65	Investigate providing the Lifeline Alarm Service to other vulnerable groups such as lone workers and victims of domestic violence	Supported Housing Manager to set up working party.	2004/5 - 5% increase in number of clients	March 2006- Supported Housing Manager	Housing Services Monitoring Group	1.5K	2002/03 Best Value Annual Performance Plan Supported Housing Team

COMPLETED ACTION LIST
2004 – 2007
March 2007

REF/ PRIORITY	ACTION REQUIRED	ACTION TARGET	PERFORMANCE TARGET OR INDICATOR	TIMETABLE/ OFFICER RESPONSIBLE/ PROGRESS	METHOD OF MONITORING/ REVIEW	RESOURCES	SOURCE
5.2.2 Also: A7.1 DIP A9.1 SIP A.49	Comply with the ODPM Code of Practice for Social Landlord "Tackling Racial Harassment"	Revise the Tenancy Agreement to reduce racial harassment DIP A5.3 SIP B.19	Publication and distribution of handbook Increase in customer awareness of their responsibilities and our commitment to tackle all forms of harassment More effective tenancy enforcement on anti-social behaviour and racial harassment	July 2006 – Housing Operations Manager Completed Sept06	Housing Services Monitoring Group Housing Services Monitoring Group	1.8K	Senior Management Team
5.8 Also: F3.3	Investigate partnership working with Social Services to bring more activities to the communal rooms and provide facilities for non-residents	Introduce pilot scheme and if successful develop programme to extend the service to other sheltered schemes	Increased customer satisfaction with social activities on offer	March 2006 – Supported Housing Manager	Supported Housing Forum East Sussex Social Services Department	1K	Business Plan Priority Action Supported Housing Team

COMPLETED ACTION LIST
2004 – 2007
March 2007

REF/ PRIORITY	ACTION REQUIRED	ACTION TARGET	PERFORMANCE TARGET OR INDICATOR	TIMETABLE/ OFFICER RESPONSIBLE/ PROGRESS	METHOD OF MONITORING/ REVIEW	RESOURCES	SOURCE
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Priority 6 – To ensure good and continually improving environmental performance in our housing stock and related activities							
6.2 Also: G10.2	Assist the Council in maintaining our EMAS accreditation	Maximise use of environmentally preferable materials in works to our properties	Increase in energy efficiency of Council houses Target SAP ratings: 2004/05 – 64 2005/06 – 65 2006/07 – 66 70 as along term aim	March 2007 - Principal Architect	Housing Services Monitoring Group GOSE SAP assessor EMAS accreditation scheme	1K	Business Plan Priority Action National BVPI
6.3	Encourage the take up of the kerb recycling in new lettings to help towards reducing landfill	Consult with residents groups for best way to promote the scheme and set targets	Contribute to LDC targets to divert waste from landfill	April 2007 –Housing Operations Manager	Housing Services Monitoring Group	1K	Estates Team

COMPLETED ACTION LIST
2004 – 2007
March 2007

REF/ PRIORITY	ACTION REQUIRED	ACTION TARGET	PERFORMANCE TARGET OR INDICATOR	TIMETABLE/ OFFICER RESPONSIBLE/ PROGRESS	METHOD OF MONITORING/ REVIEW	RESOURCES	SOURCE
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Priority 7 – To collect efficiently all charges related to the housing service							
C1.2 Formerly DIP C1.2 SIP A.57 PRIORIT Y 7	Negotiate Service Level Agreement with LDC Housing Benefits Team	Senior Rent Officer to produce draft outline for Service Level Agreement and arrange meeting with the manager from the Housing Benefits Section.	Completed SLA's Reduction in HB arrears = HB entitlement processed more accurately and disputes resolved more quickly	Sept 03- Housing Operations Manager 1.Target revision – March 2004 – staff shortages 2.Target Revision July 2004 – new senior rent officer now in post 3. Completed	Via periodic reviews of agreement BVPI	10 hours	Charter Mark
D1.1 Formerly DIP D1.1 SIP A.51 PRIORIT Y 7	Investigate streamlining the current process for payment by credit card	Senior Rent Officer to meet with lead finance officer.	10% increase in credit card payments	Nov 2003- Senior Rent Officer 1.On hold until new manager in post 2.Target Revision June 2004 – new senior rent officer now in post 3. Completed – not possible to streamline any further at present time	Annual report to Senior Staff Team	10 hours	Rent Team

COMPLETED ACTION LIST
2004 – 2007
March 2007

REF/ PRIORITY	ACTION REQUIRED	ACTION TARGET	PERFORMANCE TARGET OR INDICATOR	TIMETABLE/ OFFICER RESPONSIBLE/ PROGRESS	METHOD OF MONITORING/ REVIEW	RESOURCES	SOURCE
D2.1 Formerly DIP D2.1 SIP B.26 PRIORIT Y 7	Contribute to the development of a corporate debt prevention policy to increase rental income through debt prevention ON HOLD – see note 7	Senior Rent Officer to set up meeting with Finance department representatives to contribute and develop a corporate debt prevention policy.	Increase in rental income and decrease in rent written off (refer to BVPI targets)	Dec 2005 — Senior Rent Officer 1. On hold – SH to discuss and agree target revision with SJ 2. On hold – SH to take to revenues group to find out what is happening with Corporate Debt prevention 3. On hold	BVPI Housing Services Monitoring Group	50 hours	Rent Team
7.3 Also: D3.2	Increase tenants' awareness of methods of payment	Agree publicity strategy to include press releases, Articles in Tenants Link and Development of Website	Increase in % of rent collected	Dec 2005 Senior Rent Officer	Housing Services monitoring Group BVPI	0.2K	Rent Team
7.1 Also: D1.2 DIP D1.2 SIP A.60	To increase the range of rent payment options by investigating the feasibility of on-line payment methods and access to individual rent accounts	Senior Rent Officer to meet with Office Manager.	Facility available	July 2006 - Senior Rent Officer Completed Sept06	Annual report to Senior Staff Team	0.3K	Business Plan Priority Action Rent Team

COMPLETED ACTION LIST
2004 – 2007
March 2007

REF/ PRIORITY	ACTION REQUIRED	ACTION TARGET	PERFORMANCE TARGET OR INDICATOR	TIMETABLE/ OFFICER RESPONSIBLE/ PROGRESS	METHOD OF MONITORING/ REVIEW	RESOURCES	SOURCE
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THE HOUSING SERVICES PRIORITIES ARE:

- Priority 1 - To maximise the Council housing stock available to let
- Priority 2 - To maintain and improve the condition of the housing stock
- Priority 3 - To foster tenant empowerment and partnership with all stakeholders
- Priority 4 - To provide good quality housing services that meet the needs of our tenants and leaseholders and take account of diversity
- Priority 5 - To promote sustainable communities, particularly within Council stock
- Priority 6 - To ensure good and continually improving environmental performance in our housing stock and related activities
- Priority 7 - To collect efficiently all charges related to the housing service