
REPORT TO: CABINET MEMBER (HOUSING)
DATE: 14 JULY 2009
DEPARTMENT: DEPARTMENT OF COMMUNITY SERVICES
REPORTING OFFICER: HEAD OF HOUSING (MR ALAN JENKS)
SUBJECT: HOUSING SERVICE PLAN 2009
WARD/S AFFECTED: ALL
FORWARD PLAN REF: N/A

1.0 PURPOSE OF REPORT

1.1 This report submits the Housing Service Plan 2009 for approval.

2.0 RECOMMENDATION/S

2.1 That the Housing Service Plan 2009 be approved

3.0 RECOMMENDED REASON(S) FOR DECISION/S

3.1 The Housing Service Plan 2009 forms part of the Council's Corporate Planning process and has been drafted in accordance with the agreed Corporate Guidance to reflect the key priorities and objectives for Housing services for 2009/2010

4.0 ALTERNATIVE OPTION/S CONSIDERED AND RECOMMENDED FOR REJECTION

4.1 Not to agree the draft Housing Service Plan
This is not being recommended because it is considered that the Housing Service Plan as drafted reflects the Council's current Corporate and service priorities for Housing services.

5.0 HOUSING SERVICE PLAN

5.1 The Housing Service Plan 2009 is attached to this report. The Service Plan reflects the strategic and policy objectives set out in the Housing Strategy Statement and Housing Revenue Account Business Plan, which have been agreed previously. Where necessary reports have, or will be submitted where Cabinet Member or Cabinet approval is required in connection with specific actions in the Service Plan.

- 5.2 The Service Plan follows the Corporate Guidance issued to Heads of Service, and seeks to link service priorities and objectives with the Council's key Corporate priorities. In addition to specific Service Actions the plan includes information on the Key Corporate Actions and Crosscutting issues that will be addressed during the year.
- 5.3 The Action Plans set out in Appendix A to the Service Plan (Page 18 onwards) detail 64 specific actions to be taken in 2009/10

In summary, the main objectives for the coming year are as follows;

Service Area	Objective
Divisional Management	<ul style="list-style-type: none"> ↔ Implement the new integrated Housing IT system ↔ Sustain top quartile performance in key areas, ↔ Achieve General Fund efficiency savings of £11k ↔ Deliver Equality & Diversity Action Plan ↔ Deliver Health & Safety Action Plan ↔ Reduce sickness absence by 10%
Strategy & Development	<ul style="list-style-type: none"> ↔ Increase supply of affordable housing ↔ Revise current Housing Strategy ↔ Agree Gypsy & Traveller Action Plan ↔ Agree Youth Homelessness Action Plan ↔ Review services for those with disabilities ↔ Implement initiatives to address under occupation and overcrowding
Housing Needs	<ul style="list-style-type: none"> ↔ Reduce homelessness ↔ Reduce the use and cost of temporary accommodation ↔ Review Housing Options and Advice services
Neighbourhood Services	<ul style="list-style-type: none"> ↔ Review Anti-social Behaviour Policy and Procedures
Property Services	<ul style="list-style-type: none"> ↔ Maintain Decent Homes Standard ↔ Improve energy efficiency ↔ Extend use of renewable energy
Private Sector Housing	<ul style="list-style-type: none"> ↔ Support private sector improvements ↔ Bring empty properties back into use ↔ Carry out stock condition survey
Warden Services	<ul style="list-style-type: none"> ↔ Increase client base to capacity under Supporting People contract ↔ Upgrade existing warden call system to digital ↔ Introduce customer feedback mechanism

6.0 RISK ANALYSIS

6.1 Delivery of the Service Plan will be managed in the following ways.

6.2 FINANCIAL CONTROLS

Regular financial monitoring of all Housing Revenue Account, General Fund and Housing Investment Programme budgets is undertaken through an inter-Departmental officer group. Regular monitoring reports will also be submitted to the Cabinet Member, in addition to any exception reports as necessary on major variations.

6.3 STAFFING RESOURCES

The Service Plan can be delivered through existing staff resources. If necessary agency workers will supplement any prolonged loss of staff from the structure, and this will be funded through existing budgets.

6.4 MONITORING

Management arrangements are in place for the delivery of the Service Plan to be monitored on a regular basis by Senior Officers. In addition, progress will be reported periodically to the Cabinet Member and to the Performance Monitoring Tenants Group.

Background Papers –

OFFICER CONTACT: Please contact **Mr A Jenks (Head of Housing)** if you require any further information on the contents of this report. The officer can be contacted at **Department of Health & Housing, Springfield House, Kings Rd. Harrogate HG1 5NX**, by telephone on **01423 556849**, or by Email – alan.jenks@harrogate.gov.uk

SUSTAINABILITY ASSESSMENT / POLICY CONSIDERATIONS

		Implications are		
		Positive	Neutral	Negative
A	Economy	✓		
B	Environment	✓		
C	Social Equity			
i)	General	✓		
ii)	Customer Care / People with Disabilities	✓		
iii)	Health Implications	✓		
D	Crime and Disorder Implications	✓		

If all comments lie within the shaded areas, the proposal is sustainable.

KEYWORDS: