



# Housing and Neighbourhood Management

## Team Plan 2015/16

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Service Plan: Housing and Building Services  
Date signed off: 31/07/2015  
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# Team Overview – Housing and Neighborhood Management

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**The Housing and Neighbourhood Management** team undertakes a number of key roles for the Council. The team provides a comprehensive housing management service to tenants and leaseholders.

## **The Team's broad functions are:**

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- Provide homes for people at all stages of their lives: family homes, flats for single people and properties for older people, including sheltered housing.
- Work with people to ensure that they understand their rights and responsibilities as a tenant.
- Maintain the quality of the estates.
- Liaise with other Council directorates by providing services such as ground maintenance and cleansing.
- Liaise between tenants and maintenance to ensure repairs and servicing are carried out.
- Carry out fire risk assessments and other health and safety tasks.
- Provide tenants with support and advice with maintaining their tenancy
- To effectively deal with low level nuisance
- To monitor and tackle with anti-social behaviour
- Work with police and Safer Vale on individual cases to promote good practice.
- Work with Social Services to protect the welfare of tenants and their families.
- Work with a range of voluntary organisations to ensure that tenants get support when they need it.
- To oversee and manage the Council's empty properties
- To positively engage with tenants groups
- To promote sustainable communities
- To develop and enhance tenant and community engagement.
- To provide a management service to Council leaseholders.

## Our Contribution to Service Plan priorities 2014/15

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Our contribution to the Service Plan priorities last year:

- Housing Management has worked with the Anti-Social Behaviour Unit, the Police and Safer Vale to tackle anti-social behaviour. Initiatives undertaken include, visits to various communities within the Vale by the TREV vehicle to engage residents on community safety issues such as the clean-up operation that was held in the alley way behind Holton Road where partners including YOS, Police, Fire Service, Anti-Social Behaviour Unit, Probation, local business and youth services removed waste and graffiti from the alleyway behind Holton road.
- As Housing Management is a new team, there were few relevant actions and targets achieved in the last Service Plan. The majority of the relevant actions have been extended to the 2014/15 Service Plan.

## Our Team Plan 2015/16

<b>Service Outcome 1:</b>		<b>Everyone has a home that they can afford that meets their needs.</b>						
<b>Objective 1:</b>		<b>To be an excellent landlord in terms of housing and asset management services.</b>						
<b>Ref.</b>	<b>During 2015-16 we plan to:</b>	<b>Success Criteria/ Outcomes we'll achieve from this action are:</b>	<b>High, Medium or Low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start date</b>	<b>Finish date</b>	<b>How will the work be resourced?</b>	<b>Progress</b>
HS/A113	Contribute to the implementation of the Lettings Strategy associated operational plan and rechargeable repairs policy.	Improved service for tenants in terms of lettings.  Ability to recharge tenants that have caused damage to property.	High	Mike Ingram	April 2015	March 2016	The Housing Management will develop. (Approximately 1 FTE will ensure completion of the action).	
HS/A073	Contribute to the development of an Environmental and Neighbourhood Improvement Strategy and associated operational plan	Enhancement of a neighbourhood. People choose to live and stay in an area.  Reduction in the fear of crime.	High	Hayley Selway/Mike Ingram	April 2015	March 2016	The Senior Manager in the Housing Management Team (Landlord) will deliver (Approximately 1 FTE)	
2.5.1	Introduce new roles and staff.	Enhanced responsiveness to tenant requirements.	High	Alan Sinclair/ Rob Thompson	October 2014	September 2015	Existing and new staff resources.	Staff changes underway June 2015.

2.5.2	Introduce satisfaction monitoring	Tenant satisfaction measures in ASB function.	High	Alan Sinclair/ Rob Thompson	January 2015	August 2015	Alan Sinclair & Neighbourhood Managers.	2014/5 baseline measured.
2.5.3	Improve tenancy management through the usage of: <ul style="list-style-type: none"> <li>• Tenancy reviews,</li> <li>• Home visits,</li> <li>• Area walk about.</li> <li>• Improved ICT</li> </ul>	Know occupants; tenants know their responsibilities and are familiar with the staff delivering their services. Doorstep accountability. Prompt detection of potential failures.	Medium	Alan Sinclair/ Rob Thompson	July 2015	November 2015	Neighbourhood Management Teams.	
2.5.4	Devise an estate quality assessment tool	Base line for monitoring future improvements.	Medium	Alan Sinclair/ Rob Thompson	September 2015	January 2016	Neighbourhood Management Teams	
2.5.5	Improve the estate inspection process	Staff time devoted to issues that tenants prioritise. Staff empowered to resolve issues. Greater reassurance on H&S compliance issues.	High	Alan Sinclair/ Rob Thompson	September 2015	January 2016	Housing Management Team	
2.5.6	Evaluate the use of devolved budgets.	Greater accountability in spending.	High	Alan Sinclair/ Rob Thompson	December 2015	January 2016	Alan Sinclair	
2.5.7	Devise programmes for grounds maintenance with firm specification e.g. weeding.	Proactive service. Delivery tailored to local requirements. Reduction in one- off orders.	High	Alan Sinclair/ Rob Thompson	December 2015	March 2016	Neighbourhood Management Teams.	
2.5.8	Improve management <ul style="list-style-type: none"> <li>• Develop policies and</li> </ul>	More confident staff making better decisions in a supportive	High	Alan Sinclair/ Rob Thompson	July 2015	January 2016	Alan Sinclair and Rob Thompson.	

	<p>procedures.</p> <ul style="list-style-type: none"> <li>• Hold master classes to enhance staff knowledge.</li> </ul>	framework.						
2.5.10	<p>Improve usage of ICT:</p> <ul style="list-style-type: none"> <li>• TRIM</li> <li>• Oracle</li> <li>• New uses</li> <li>• Keystone</li> <li>• New hardware.</li> </ul>	Improve estate management and officer efficiency by making best use of IT tools provided.	High	Alan Sinclair/ Rob Thompson	July 2015	August 2015	Alan Sinclair/ Rob Thompson plus ICT team	
2.5.11	Establish baseline for satisfaction with the lettings process	Starting point for more positive relationship between tenants and the council.	High	Rob Thompson	July 2015	January 2016	Rob Thompson plus neighbourhood management teams	

<b>Service Outcome 1:</b>		<b>Everyone has a home that they can afford that meets their needs.</b>						
<b>Objective 2:</b>		<b>To be a 'community investor' adopting a more than 'bricks and mortar' approach to service delivery.</b>						
<b>Ref.</b>	<b>During 2015-16 we plan to:</b>	<b>Success Criteria/ Outcomes we'll achieve from this action are:</b>	<b>High, Medium or Low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start date</b>	<b>Finish date</b>	<b>How will the work be resourced?</b>	<b>Progress</b>
HS/A088 2.5.9	Develop a Community Investment Strategy and associated operational plan	Increase the jobs and training opportunities for the people of the Vale. Increase the number of apprenticeships  Address financial inclusion, community cohesion, quality of life, intergenerational respect, partnership working	Medium	Alan Sinclair/ Rob Thompson	December 2015	March 2016	To be produced by Senior Manager in Landlord Housing Service.	To be aligned with overall strategy.