



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

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:

- 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

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

| Service Outcome 1: | | Everyone has a home that they can afford that meets their needs. | | | | | | |
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| Objective 1: | | To be an excellent landlord in terms of housing and asset management services. | | | | | | |
| Ref. | During 2015-16 we plan to: | Success Criteria/ Outcomes we'll achieve from this action are: | High, Medium or Low priority | Officer responsible for achieving this action | Start date | Finish date | How will the work be resourced? | Progress |
| 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. |

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| 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"> • Tenancy reviews, • Home visits, • Area walk about. • Improved ICT | 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"> • Develop policies and | More confident staff making better decisions in a supportive | High | Alan Sinclair/ Rob Thompson | July 2015 | January 2016 | Alan Sinclair and Rob Thompson. | |

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| | <p>procedures.</p> <ul style="list-style-type: none"> • Hold master classes to enhance staff knowledge. | framework. | | | | | | |
| 2.5.10 | <p>Improve usage of ICT:</p> <ul style="list-style-type: none"> • TRIM • Oracle • New uses • Keystone • New hardware. | 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 | |

| Service Outcome 1: | | Everyone has a home that they can afford that meets their needs. | | | | | | |
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| Objective 2: | | To be a 'community investor' adopting a more than 'bricks and mortar' approach to service delivery. | | | | | | |
| Ref. | During 2015-16 we plan to: | Success Criteria/ Outcomes we'll achieve from this action are: | High, Medium or Low priority | Officer responsible for achieving this action | Start date | Finish date | How will the work be resourced? | Progress |
| 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. |