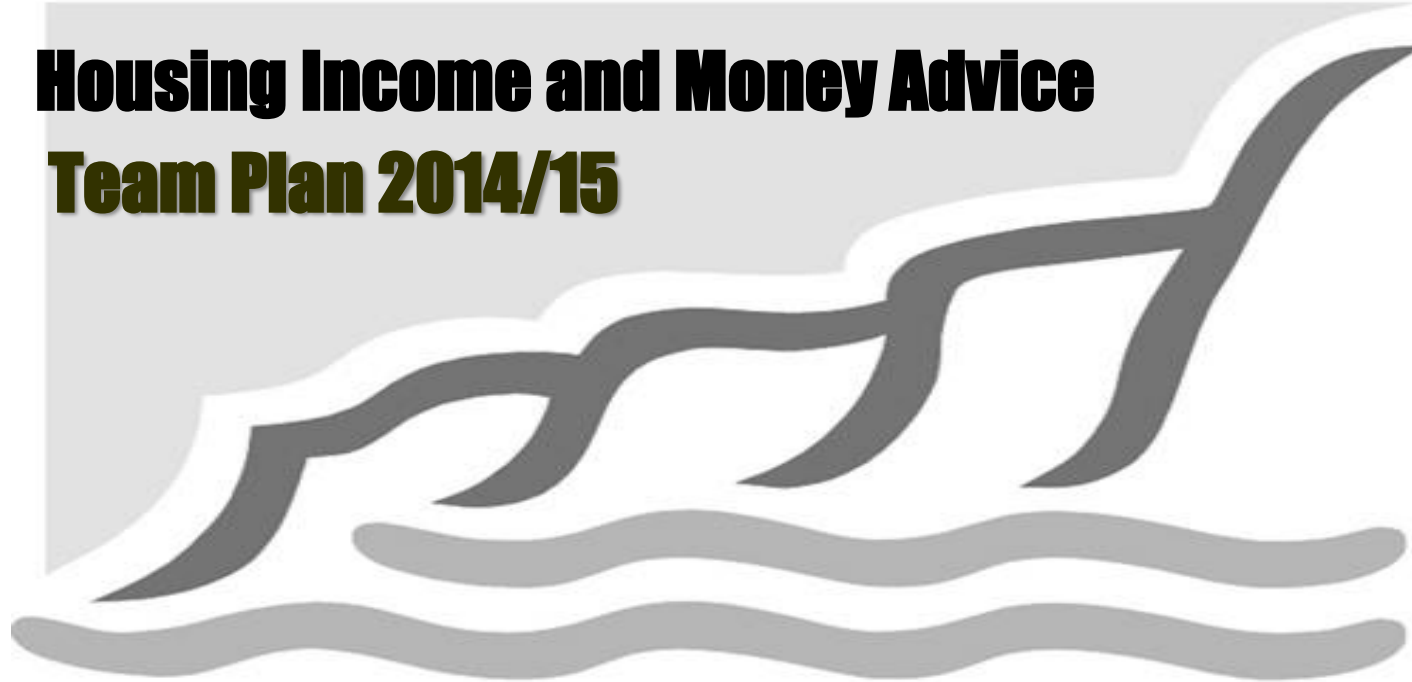


# VALE of GLAMORGAN

## Housing Income and Money Advice

### Team Plan 2014/15



# BRO MORGANNWG

|                 |                             |
|-----------------|-----------------------------|
| Team Manager    | SARAH BRYANT                |
| Service Plan    | Housing & Building Services |
| Date signed off |                             |
| Signed off by   | Hayley Selway               |

## Housing and Building Services Action Plan

|                   |   |
|-------------------|---|
| <b>Outcome 1:</b> | <i>Everyone has a home that they can afford that meets their needs.</i> |
|-------------------|---|

| <b>Objective 1:</b> |  | To be an excellent landlord in terms of housing and asset management services  |  |  |            |             |  |
|---------------------|--|--|--|--|------------|-------------|--|
| Ref.                | During 2014-15 we plan to:   | Success criteria   | High ,<br>medium<br>or low<br>priority | Officer<br>responsible<br>for achieving<br>this action | Start Date | Finish Date | How will the work<br>be resourced?:              |
|                     | 1. Implement the recovery of rechargeable repairs in line with the Rechargeable Repairs Policy | Documented procedures. IT profile set up as regards standard letters and history of recovery action. Customer recharge information leaflet. Rechargeable write-off policy. Monitoring criteria – i.e. amount of arrears outstanding; percentage of arrears collected; court cases. | <i>H</i>                               | Income Officer   | June 2014  | Dec. 2014   | Existing resources with possible IT implications |

|  |   |   |   |                             |            |            |   |
|--|---|---|---|-----------------------------|------------|------------|---|
|  | 2. Review current rent Policy and rent Procedure to reflect welfare benefit and legislative changes | Develop revised rent policy and rent procedure.<br>Report to Cabinet.<br>Develop "Rents Newsletter"/consulting with customers.<br>Performance measures/indicators.              | H | SA/MA                       | Jan.2015   | April 2015 | Resourced across the department.  |
|  | 3. Review Leaseholder Management including Service Charges.   | To include the introduction of Section 20 processes and review of Section 20 Protocol.<br>Attendance at Leaseholder Forums;<br>Satisfaction surveys.<br>Performance monitoring. | H | SA/IO<br>Housing Accountant | April 2014 | April 2016 | Consultancy may be required – £15,000   |
|  | 4. Benchmark income stream in line with Housemark   | To drive service improvement for customers and increase satisfaction.<br>Transparency.<br>Competiveness.  | M | Business Support Manager/SA | June 2014  | Jan. 2015  | Senior managers to work with Business Support Manager to develop logical & appropriate suite of indicators for benchmarking purposes. |

|  |  |   |                                |           |            |                                 |
|--|--|---|--------------------------------|-----------|------------|---------------------------------|
| 5. Review former tenant write off policy | Develop revised write off Policy<br>Performance measures/ indicators | H | SA/IO<br>Housing<br>Accountant | Jan. 2015 | April 2015 | Resources across the department |
|--|--|---|--------------------------------|-----------|------------|---------------------------------|

|                     |  |  |                                      |  |                   |                    |   |
|---------------------|--|--|--------------------------------------|--|-------------------|--------------------|---|
| <b>Objective 3:</b> |  | <i>To identify and provide excellent housing related support services that meet the needs of our residents.</i>                  |                                      |  |                   |                    |   |
| <b>Ref.</b>         | <b>During 2014-15 we plan to:</b>  | <b>Success criteria</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> |
|                     | 1. Prepare for the impact of Universal Credit on both the Authority and our customers. | To educate customers/ need for bank account. Research banks/building societies/credit union. Profile tenants re IT literacy etc. | H                                    | Money Advice SA                                      | Jan. 2015         | April 2016         | Within existing resources               |

| <b>Objective 7:</b> |   | <i>To deliver customer-focussed, cost-effective services</i>             |                                      |  |                   |                    |   |
|---------------------|---|--|--------------------------------------|--|-------------------|--------------------|---|
| <b>Ref.</b>         | <b>During 2014-15 we plan to:</b>   | <b>Success criteria</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>1.</b> Introduction of customer satisfaction and learning logs for Money Advice Service. | Continued Improvement in our approach to tailored money advice solutions | H                                    | Money Advice Team                                    | Dec.2014          | April 2015         | No additional resources.                |

| <b>Ref.</b> |  |  |   |                                  |          |            |                          |
|-------------|--|--|---|----------------------------------|----------|------------|--------------------------|
|             | <b>2.</b> Continue to strengthen Links with other support organisations and to continue partnership working. | Continued Improvement in our approach to tailored money advice solutions | H | Money Advice Team/Income Officer | Dec.2014 | April 2015 | No additional resources. |