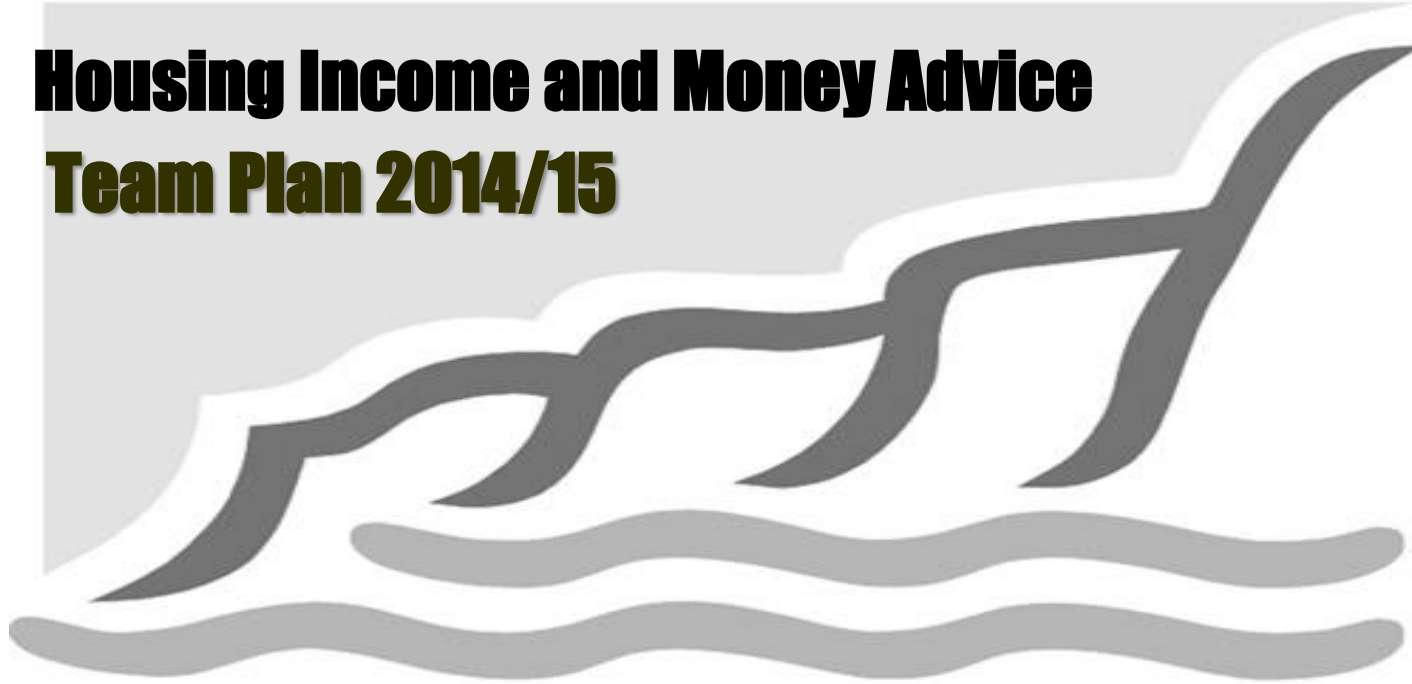


VALE of GLAMORGAN

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

Outcome 1:	<i>Everyone has a home that they can afford that meets their needs.</i>
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Objective 1:		To be an excellent landlord in terms of housing and asset management services					
Ref.	During 2014-15 we plan to:	Success criteria	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work 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. Report to Cabinet. Develop "Rents Newsletter"/consulting with customers. 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. Attendance at Leaseholder Forums; Satisfaction surveys. Performance monitoring.	H	SA/IO 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. Transparency. 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 Performance measures/ indicators	H	SA/IO Housing Accountant	Jan. 2015	April 2015	Resources across the department
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Objective 3:		<i>To identify and provide excellent housing related support services that meet the needs of our residents.</i>					
Ref.	During 2014-15 we plan to:	Success criteria	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:
	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

Objective 7:		<i>To deliver customer-focussed, cost-effective services</i>					
Ref.	During 2014-15 we plan to:	Success criteria	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:
	1. 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.

Ref.							
	2. 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.