

# VALE of GLAMORGAN

## **Housing Management Team Plan 2014/15**



# BRO MORGANNWG

Team Manager	Alan Sinclair
Service Plan	Housing & Building Services
Date signed off	
Signed off by	Hayley Selway

<b>Outcome 2:</b>	<i>All council tenants in the Vale live in good quality housing and communities that meet WHQS.</i>
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<b>Objective 5:</b>	To deliver a timely, high quality, responsive housing management and maintenance service.
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<b>Context for this objective:</b>	Smarter working to enable staff and operatives to work in more effective ways to deliver more effective services tailored to the requirements of tenants. Aim to deliver a better quality service to our customers, which will demonstrate that the council values them as citizens individually and collectively.
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Ref.	During 2014-15 we plan to:	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
2.5.1	Introduce new roles and staff.	Enhanced responsiveness to tenant requirements.	High	Alan Sinclair	October 2014	May 2015	Existing and new staff resources.	
2.5.2	Implement a new ASB policy. <ul style="list-style-type: none"> <li>• Staff Training</li> <li>• Develop new monitoring system.</li> </ul>	Tenant satisfaction and performance measures. Time created to work with tenants on prevention.	High	Alan Sinclair	September 2014	December 2014	Alan Sinclair & Housing Officers.	
2.5.3	Improve tenancy	Know occupants; tenants know	Medium	Alan Sinclair	November	April 2015	Housing Management	

	<p>management: Use</p> <ul style="list-style-type: none"> <li>• Tenancy reviews,</li> <li>• Home visits,</li> <li>• Area walk abouts.</li> <li>• Improved ICT</li> </ul>	<p>their responsibilities and are familiar with the staff delivering their services. Doorstep accountability. Prompt detection of potential failures.</p>			2014		Team.	
2.5.4	Examine option of providing a relief warden service	Improved service to sheltered housing residents.	Medium	Alan Sinclair	November 2014	January 2015	Housing Management	
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	September 2014	January 2015	Housing Management Team	

2.5.6	Evaluate the use of devolved budgets.	Accountability.	High	Alan Sinclair	December 2014	January 2015	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	December 2014	March 2015	Housing Management Team.	
2.5.8	Improve management <ul style="list-style-type: none"> <li>• Develop policies and procedures.</li> <li>• Hold master classes to enhance staff knowledge.</li> </ul>	More confident staff making better decisions in a supportive framework.	High	Alan Sinclair	October 2014	September 2015	Housing management team.	
2.5.9	Develop a Community Investment Strategy	Address financial inclusion, community cohesion, quality of life, intergenerational respect, partnership working	Medium	Alan Sinclair	February 2014	June 2015	Alan Sinclair	
2.5.10	Improve usage of ICT: <ul style="list-style-type: none"> <li>• TRIM</li> <li>• Oracle</li> </ul>	Improve estate management and officer efficiency by making best	High	Alan Sinclair	September 2014	August 2015	Alan Sinclair plus ICT team	

	<ul style="list-style-type: none"><li>• New uses</li><li>• Keystone</li><li>• New hardware.</li></ul>	use of IT tools provided.						
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