

**REPORT FOR: Tenants', Leaseholders'  
and Residents'  
Consultative Forum**

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**Date of Meeting:** 30<sup>th</sup> April 2014

**Subject:** **INFORMATION REPORT –  
Housing Ambition Plan (HAP)  
2014 onwards**

**Responsible Officer:** Lynne Pennington Divisional Director  
Housing

**Wards affected:** All

**Exempt:** No

**Enclosures:** HAP Overarching Plan (Commitments)  
HAP Cross Cutting Themes

## **Section 1 – Summary**

### **FOR INFORMATION**

This report sets out to inform TLRCF of the new format for HAP, the changes made and how the plan looks further ahead than the previous annual plan. Bringing the report to this meeting allows TLRCF members to influence the HAP and future direction of the service.

A presentation will be made at the meeting to report on the performance in delivery of the HAP for 2013-14.

## **Section 2 – Report**

- 2.1 The Housing Ambition Plan (HAP) has been used for the last 4 years to help set targets and drive the Housing Service on what has been a journey of improvements. The progress made is in part demonstrated by the achievements during 2013 – 14 which are to be presented at the meeting.
- 2.2 The previous versions of the HAP focussed on setting good practice and making basic improvements in service delivery. As the service culture has now been established the next stage in the development of the HAP is to look further ahead and be more ambitious, to set an overall direction for the service and to encourage greater cross departmental/ organisational working.
- 2.3 To achieve this, the department is setting some longer term goals and giving individual teams more autonomy in how they organise to deliver the next improvements in service.
- 2.4 The attached summary sets out the department's objectives in detail for the year 2014 – 15, and with broader objectives for the period up to 2020. Please note that this is meant to be seen as the high level strategic objectives and within each division there will be more detailed actions and plans to deliver these.
- 2.5 Included with this report is a list of the cross cutting objectives that highlight where the people from the separate divisions of the department will need to come together, specifically to deliver these objectives. This is an important development for the department as it starts to make increased use of the mobile and flexible working opportunities introduced by the council in 2013-14: these enable new ways of working with changes to the offices, reception and technology available to staff. The opportunity to form, short or long term, working teams, drawn from different sections that work together to achieve these objectives is a different method of working that aims to get the most from the talent employed.
- 2.6 The HAP will be supported by training and communications plans which will ensure people are skilled and resourced to deliver the objectives, and that customers and partners are well informed about what we do.
- 2.7 The views of TLRCF are invited on the objectives that are listed and if any items have been omitted that would enhance the service delivery.

## **Section 3 – Further Information**

- 3.1 Regular monitoring of the progress in delivering the HAP will be made by each division on a monthly basis. In addition the quarterly Improvement Board will receive a progress report. To accompany the new look HAP we are developing dashboards to show performance and examples of these will also be shown in the presentation to TLRCF.

## **Section 4 – Financial Implications**

- 4.1 There are no specific financial implications attached to this report as all of the HAP activity is to be delivered within existing budgets.

## Section 5 - Equalities implications

- 5.1 Was an Equality Impact Assessment (EqIA) carried out? No
- 5.2 No EqIA has been carried out as this HAP is intended only to set out the broad service delivery plan for the department. Where individual policy or practice is proposed to be changed or introduced it will be subject to specific EqIA review and any necessary council authorities sought.

## Section 6 – Corporate Priorities

- 6.1 The report sets out the broad service plan for the department and as each element of the plan is delivered it will be subject to the test of how it contributes to the Corporate Priorities
- 6.2 Within these broad objectives there are the following targets which are considered to contribute directly to the corporate priorities set out below.
- Increase the supply of housing for all tenures
  - Regeneration programmes
  - Support employment initiatives
  - Support residents under financial stress

The Council's vision is Harrow: a place to live and work and be proud of.

1. **Cleaner:** A borough where our streets are cleaned regularly and our parks and green spaces are places to enjoy.
2. **Safer:** A borough where residents feel safe to live and enjoy their lives. We will work with the police and other partners to make Harrow even safer.
3. **Fairer:** A borough where our hard working residents can bring up their families knowing they will have fair access to opportunity.

Name: Dave Roberts	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 10 <sup>th</sup> April 2014		

<b>Ward Councillors notified:</b>	<b>NO</b>
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## Section 7 - Contact Details and Background Papers

**Contact:** Paul Mullins, Senior Special Projects Manger 0208 420 9680

**Background Papers:** None.