

REPORT FOR: Tenant, Leaseholder and Resident Consultative Forum

Date of Meeting: 17 July 2012

Subject: Housing Ambition Plan No. 3 (2012/13)

Responsible Officer: Lynne Pennington
Divisional Director of Housing Services

Exempt: No

Enclosures: Appendix 1 – Housing Ambition Plan #3
Draft

Section 1 – Summary

The Housing Ambition Plan is the service plan for housing. A draft ambition plan for 2012/13 (HAP 3) has been developed with staff teams across the housing service. It is attached for information / comment by TLRCF members.

FOR INFORMATION

Section 2 – Report

Introduction & background

- 2.1** The first Housing Ambition Plan (HAP 1) for 2010/11 set out the Housing Service's proposed action plan to address the areas for action identified by the earlier Housing Quality Network review. The first HAP was based around a simple idea and developed by all staff. Teams proposed commitments that would deliver the projects and service levels identified in the action plan. HAP 1 was then consulted on with tenant and leaseholder representatives.
- 2.2** HAP 2 (2011/12) continued the work of HAP 1 and developed services to take account of the housing changes (housing and welfare reform, the financial environment) and new service aspirations (e.g. procuring a new repairs contract, tackling tenancy fraud, offering evening opening for housing reception.)

Housing Ambition Plan No. 3 (2012/13)

- 2.3** HAP 3 is the most comprehensive and ambitious housing service plan to date. It has again been developed by all staff teams and has as its aim: to deliver "excellent services, shaped and valued by our communities". It includes team commitments around developing tenant scrutiny, completing the Housing Changes strategies, delivering the new repairs service and improving services to tenants, leaseholders and other residents. It also has an objective for staff of "getting closer to the customer."
- 2.4** As well as the team commitments HAP 3 includes information on the context in which the service operates (the golden thread) and a statement about how we engage with tenants, leaseholders, residents and other partners and stakeholders.
- 2.5** In addition to the attached HAP 3, each service area has a spreadsheet listing the projects which they will deliver and their timescales. There is also a scorecard of key performance indicators (e.g. rent collection, void turnaround, complaints response times). Monitoring of our performance against the HAP is carried out internally (by housing management team, and the Council's Improvement Board) and by the quarterly HFTRA challenge panel.

Section 3 - Financial Implications

- 3.1** This information report has no specific financial implications. Any service improvement issues that arise as a result of residents ideas and suggestions will be considered within the relevant service area budget.

Section 4 - Corporate Priorities

4.1 The proposals in this report incorporate the corporate priority:
United and involved communities.

Name: Roger Hampson	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 29 June 2012		

Section 5 - Contact Details and Background Papers

Contact:

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Background Papers:

Housing Ambition Plan file

Appendix 1 - Housing Ambition Plan#3 2012/13 Draft