
HOUSING MANAGEMENT BEST VALUE ACTION PLAN

1 SUMMARY

- 1.1 Members to consider the appended updated Best Value Action Plan and the comments of the Tenants Association (TA).

2 INTRODUCTION

- 2.1 The Action Plan was last reviewed by Members in November 2001. Progress of the plan was considered by the Tenants Association in July 2002 but no comment was made.
- 2.2 A copy of the latest updated plan was sent to the Tenants Association in early March asking for their comments in time for this meeting. At the time of drafting this report no comments had been received therefore the Head of Service will report verbally.

3 PROGRESS ON PLAN

- 3.1 The plan is generally on track with some major projects, such as the Allocation Policy review and IT system review, now completed.
- 3.2 Tenant Participation still remains an area of concern with no improvements to developing further focus groups or changing the age profile of the existing TA. However, in March 2003 an appointment was made to the newly created post of Tenant Liaison Officer. This officer has been tasked with:
- widening participation generally
 - improving communication with tenants
 - developing new focus groups
 - undertaking regular surveys on topical issues
 - diversifying the age profile of the existing TA
 - refocusing TA debate on the wider housing issues rather than 'micro issues'.

4 SUMMARY OF COMPLETED TASKS

- 4.1 The following tasks have been substantially completed before, on or close to the target date:-
- Allocation Policy and Pointing Scheme
 - Rent Collection and Arrears Management
 - Review of Sheltered Housing Bed-sit Accommodation

-
- Upgrade of Housing IT system
 - New ways to pay Rent
 - Government driven Rent Restructuring
 - Improved links to Housing Benefit and the Housing Benefit Performance Standards
 - Anti-Social Behaviour Policy

4.2 In addition, the Housing Management team have been involved in other initiatives outside the Action Plan which have been a drain on resources. These include:

- Trial of new management regime for Sheltered Housing
- Negotiations with Water Service providers to bill tenants direct from April 2003
- Unpooling of support service costs for the introduction of Supporting People initiative
- Planning and preparation for Housing Inspectorate inspection in April 2003
- Self-assessment process association with Comprehensive Performance Assessment

5 CONCLUSIONS

5.1 Early indications show that the TA are satisfied with progress of the plan.

6 RECOMMENDATION

6.1 It is proposed that the Sub-Committee notes the progress on the Plan and recommends where resources are to be refocused. (HRHM)

Steve Clarkson

Head of Revenue & Housing Management

Background Papers:

For further information please contact Steve Clarkson on:-

Tel:- 01702 318005
E-Mail:- steve.clarkson@rochford.gov.uk