

## HOUSING MANAGEMENT BEST VALUE REVIEW

### ACTION PLAN (4.3.03)

Action Required	Action to be taken	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
Implement a new allocation policy and points scheme in line with the Homelessness Act 2001/2	Working party meetings, shared best practice, liaise with RSL's, seek legal advice and report to Committee.	May 2002	HRHM	Consulted upon, agreed by Committee, published widely.	Officer time. Project Officer on 3-year term contract. Budget allocation of £1,500 in 2001/2 for consultation.	Implemented January 2003 – all cases now reported.
Review the rent collection procedure	Check best practice, review current procedure, rewrite policy and procure notes, staff training.	December 2001	HRHM	Continue to maintain high level of rent collection, improved end of year collection figures.	Officer time. Project Officer on 3-year term contract.	Procedure notes completed. Staff training completed. Process in place.
Review the provision of bedsit accommodation.	Reports to Committee	First scheme December 2003.	HRHM/PMHM	Bedsit accommodation in the District (Lavers, Britton Court, Spa Court). Positive programme to eliminate as soon as possible. First scheme started 2002/3.	Officer time. Capital Programme provision in 2002/3 and ongoing of £300,000. Funding in subsequent years.	Programme now in place. The Lavers 2002/3; Spa Court 2003/4; Britton Court 2004/5. Subject to funds.
Maintain a tenants newsletter.	Continue to improve on the content, format and contributions from tenants.	March 2002.	HRHM	Maintain current format. High level of contribution from tenants.	Officer time. Budget provision of £12,000 annually.	Your Home now carries a broader range of articles but little contribution from tenants.

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Review IT systems.	Reports to Committee.	May 2002.	HRHM/P MHM/H HHCC/ ITCM	Review and report to Committee May 2002.	Officer time. £20,000 in IT capital budget.	Included in IT Strategy. Programmed for June 2003.
Review the void control procedure.	Check best practice. Rewrite policy and procedure, agree targets, report to Committee.	June 2002.	HRHM/P MHM	Reduction in void rate. Realistic target of 3 weeks to bring authority into top quartile.	Officer time.	Draft void control procedure out for consultation with other departments.
Review the responsive repairs systems.	Check best practice, agree targets.	May 2002.	PMHM	Compare good practice notes and also rates. Cost/system comparisons and aim for 93%.	Officer time.	
Consider widening the opportunities to pay rent.	Identify other options and evaluate the resulting costs/benefits involved.	July 2002.	HRHM	Wider opportunities to pay – direct debit, standing order including migration to direct debit.	Officer time. AUDDIS and ADDACS software. 2002/3 estimates for council tax £6,000.	DD opportunities to be available by July 2003. Internet payment available from April 2003.
Evaluate rent fixing.	Reports to Committee.	December 2002.	HRHM/ HFS	Fair rent.	Officer time. Consultants' fees £10,000 in 2002/3.	Rent restructuring now in place – 2 <sup>nd</sup> year 2003/4.
Improve tenant participation.	Identify other methods to stimulate interest.	September 2002.	HRHM	Better tenant representation at liaison meetings.	Officer time.	Little progress made in this area but Tenant Liaison Officer appointed March 2003.

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Communication.	Review current procedures and best practice. Identify training needs	October 2002.	HRHM/ PMHM	Targeted tenant and leaseholder communications.	Officer time.	Tenancy Pack upgraded but no progress on leaseholders.
Implement a customer care initiative.	Identify best practice and training needs. Incorporate a customer centred approach into policy.	December 2002.	HRHM	Full training programme. Achievement surveys and reduction in number of complaints.	Officer time. Training budget of £1,000 in 2002/3	Draft customer care package out to consultation with Tenants Association/ dovetails into void strategy.
Review the quality of the stock.	Tender for survey to be carried out. Analyse results. Report to Committee.	December 2002.	HHHCC	Evidence of good condition of stock from house condition survey.	Officer time. Budget including private sector £35,000 in 2001/2.	Insufficient funds for this to progress. Decent Homes inspections delayed.
Improve housing benefit links.	Identify problems and evaluate the resulting costs/benefits involved.	January 2003.	HRHM	Better system integration, better links.	Officer time. Part of VF review.	Now well advanced. HBPS adopted.
Review the leasehold management system.	Check best practice, review current procedure, rewrite policy and procedure notes. Report to Committee.	March 2003.	HRHM/ PMHM	Series of policy statements – service level agreement with leaseholders.	Officer time.	Not progress further than consultation with HFS and HLS.

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Review the estate management procedure.	Check best practice, review current procedure, rewrite policy and procedure notes, staff training.	May 2003.	HRHM/ PMHM	Policy statement in place. Detail programme of estate inspection and improved services.	Officer time.	Not started.
Review the cyclical repairs system.	Check best practice, evaluate costs.	June 2003	PMHM	Ensure cyclical maintenance programme cost effective.	Officer time.	Expenditure split between planned and responsive repairs may change.
Implement an anti-social behaviour policy.	Check best practice, write policy and procedure notes. Report to Committee. Staff training.	August 2002.	HRHM/ HLS/ CSO	Anti-social behaviour policy in place. Policy to reflect all aspects of anti-social behaviour, bad neighbours, refer to arbitration and response actions which can be taken.	Officer time.	Publicity in tenants newsletter. Policy consulted upon, Committee approval sought and now implemented. Staff trained jointly with Castle Point BC.

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Review support services systems.	Evaluate current systems with best practice.	October 2003.	HRHM	Maintain high standards and financial management.	Officer time.	Not started.
Consider the implementation of neighbourhood wardens.	Reports to Committee.	December 2003.	HRHM	Policy dovetails into community warden programme.	Officer time.	May include redeployment of staff from other areas.
Determine most cost effective method of managing housing stock.	Benchmark costs against those of private sector.	September 2002	HRHM	Evidence of cost effectiveness of service for final decision to be made.	Officer time. Consultancy £10,000	Soft marketing exercise completed and reported "no material savings" achievable but to be further reviewed in accordance with Communities Plan proposals.
	Depending on results draw up specification for outsourcing service and carry out tender exercise.	March 2004	HRHM	Service outsourced.	Officer time. Consultancy £60,000.	

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