

WORK PLAN FOR THE BUSINESS PLANNING WORKING GROUP

Meeting date	Issues to be covered
19 December 2001	<p>Introduction to the group and HRA Business Plan</p> <p>Objectives and terms of reference</p> <p>Key issues from the Plan</p> <p>Consultation strategy</p> <p>Technical options overview</p> <p>Meeting and visit programme</p>
14 January 2002	<p>Housing Management Services:</p> <p>Estate management</p> <p>Lettings</p> <p>Tenancy management including anti social behaviour</p> <p>Customer care/ease of contact</p> <p>Supported housing services</p> <p>Tenant participation</p> <p>Rent collection and arrears management</p> <p>Neighbourhood profiles</p> <p>Demand for properties</p> <p>Tenant profiles and the impact of this on demand and services for the future</p> <p>The current position and objectives for the future.</p>
January 2002	Fact-finding visit and report prepared to go to next meeting.
4 February 2002	<p>Financial issues:</p> <p>The assumptions and issues from the Business Plan financial model</p> <p>Stock condition survey sensitivity</p> <p>Rent restructuring implications</p> <p>Supporting People arrangements and its implications</p> <p>The current position and objectives for the future.</p>
February 2002	Fact-finding visit and report prepared to go to next meeting.

11 March 2002	<p>Asset and property management:</p> <p>Decent Homes Standard implications and impact Funding available The repairs service – day to day (emergency, urgent and routine), voids, planned maintenance Quality of works Responsiveness of service and performance against targets Costs of repairs Accessibility of service Interim results of the stock condition survey Tenants aspirations</p> <p>The current position and objectives for the future.</p>
March 2002	Fact-finding visit and report prepared to go to next meeting.
15 April 2002	<p>Housing options:</p> <p>Do nothing – status quo Arms Length Management Companies Private Finance Initiative Stock Transfer Selective intervention A mix of various options available</p> <p>The session will consider the options available to Councils, the implications and criteria, and the broad financial consequences.</p>
13 May 2002	The meeting will consider how the objectives for South Derbyshire's housing service (drawn together from the January, February and March meetings) might be met by the various options.
10 June 2002	The working group will receive a draft report based on the discussions from the May meeting, which will have summarised the objectives and how far the options available to the Council meet these, together with early indication of the financial consequences.
1 July	The working group will consider the final draft report, amended from the June meeting, and consider a recommendation to Council on how it should proceed with the options appraisal.

SOUTH DERBYSHIRE DISTRICT COUNCIL

HRA BUSINESS PLAN WORKING GROUP

HOUSING OBJECTIVES 2002

Draft Objectives for Housing Management Services

Tenant participation

To work to increase tenant participation in all areas, and to ensure participation opportunities for all groups of tenants, by establishing * * *(need to consider whether we wish to set target for setting up new groups or for developing other types of engagement eg "village voices")*

To ensure that all tenants are aware of the tenant compact by 2004, and understand their opportunity to influence this at District level, and to ensure that **** new local area compacts are established annually. *(need to consider what is an appropriate target)*

To ensure that tenants have the opportunity to participate fully in decision making in housing policy and strategic issues, and in all best value reviews, as well as at a local and area level. To set up a formal election system for tenants taking part in decision making within two years.

To encourage tenants to participate in managing their properties.

To ensure that tenants receive information through tenants handbooks and newsletters, and other media, to ensure that they are aware of their rights, how to access council services, and to comment or participate each year. I think some of this falls under tenancy management rather than TP.

Tenancy Management

To ensure that tenants are aware of the standards that the housing service sets out to achieve in its dealings with tenants and other customers, and that these meet customer aspirations by 2002.

To deliver excellence in customer care through informed staff who take responsibility for dealing with queries/complaints, with IT systems which support this changed way of delivering services in 2003.

To deliver services in a way, and in a physical environment, that demonstrates the respect that the services has for its staff and customers within the next two years.

Supported Housing

To extend the joint working with other agencies to support sheltered residents in their tenancies to all other relevant tenancies in 2003.

To review services with tenants to ensure their relevance bi-annually.

To research the housing and support needs of young people in 2002 and to make adequate provision from 2003 onwards.

Rent Setting and Collection

To collect 100% of rent due from 2003 onwards.

In 2002 to consult with tenants representatives about how rent restructuring will be implemented to be fair and open. To investigate the consequences on the council's financial position in the short and long term, and the financial implications for individual tenants.

To achieve a new integrated IT system for 2003 which will enable rent restructuring to be implemented.

To ensure that income enables the council to maximise its spend on repairs.

To consider the relevance of the rent arrears policy and support and advice provided to tenants to maximise benefits, and rental payments, in 2002.

To consider how Right to Buy sales will impact on the council both financially and in the provision of affordable housing in the medium and long term.

Estate/Area Management

To establish a multi-agency team/mediation service to tackle anti-social behaviour during 2002, with an appropriate policy to enable a reactive and flexible approach to the issues presented.

To involve tenants in drawing together ** new estate/area action plans each year to ensure that the local environment and facilities meet aspirations. *(need to consider what is an appropriate target)*

To investigate, during 2002, tenants' aspirations for accessibility of housing services at an area level and consider a wide variety of ways of improving access in 2003.

Lettings and demand

To commission work in 2002/3 which will enable the council to understand existing future and future demand for housing across all tenures in the District, and to consider what impact this will have on its landlord business in the future.

In light of the findings of the demand study, to review the lettings policy to achieve allocations that meet the housing needs of those on the waiting list whilst creating balanced communities and addressing specific issues of needs of the rural community for affordable housing.

To introduce in 2002 an appropriate incentive scheme to reduce under-occupation of family houses in areas where these can be relet to families.

To relet general rented properties within 4 weeks in 2002/3, and 3 weeks from 2003/4. During 2002 to consider the appropriateness of difficult to let sheltered schemes within the context of the council's asset management strategy and to consider options for dealing with those that are unable to achieve a 4 week relet time.

FINANCE

Housing Revenue Account

The HRA must be viable for the future, with a minimum working balance of £0.5m to be maintained, with a target of £0.75m to provide more flexibility and choice in the future.

Supporting People

To maximise/establish costs to be paid through 'supporting people pot' by end March 2002, and ensure external audit of these.

To model financial changes, before and after review of schemes, and consider how these impact on both the council and its tenants. To assess the costs of schemes against other providers and seek value for money services.

Rents

To implement rent restructuring in accordance with guidance by 2012.

To model changes and consider how these impact on both the council and its tenants. To agree an implementation strategy with tenants and members to inform the business plan to be submitted in 2002.

Decent Homes

To establish costs of reducing non decent homes by one third by 2004 and ensuring full compliance by 2010.

To secure funds to enable the Council to meet required reduced level of non decent homes by 2004 and to ensure compliance for all properties by 2010.

Best Value

The value of services offered to residents will be reviewed and Best Value principles will be applied to ensure that services are good value for money compared to competitors and other providers.

