



Housing Revenue Account Business Plan 2006-2010 (Annual Review)

Report by the Executive Head of Services (Adur Homes)

1.0 Summary

- 1.1 This report advises of progress made against the objectives set out in the Housing Review Account Business Plan 2006-2010.

2.0 Background

- 2.1 It is a requirement that every stock owning Local Authority produces and maintains a Housing Review Account Business Plan.
- 2.2 At a meeting of the Housing and Central Services Committee on 13 June 2006, Committee considered and approved the Housing Revenue Account Business Plan 2006-2010. The plan had previously been considered by the Government office for the South East (GOSE) and approved 'fit for purpose'. A copy of the agreed Business Plan can be accessed on the Council's web.
- 2.3 The plan was reviewed by Housing and Central Services Committee on 2 October 2007. Members resolved that the Housing Revenue Account Business Plan 2006-2010 and the key action, objectives and achievement set out in Annex B of the report be agreed.
- 2.4 A review of the plan was not submitted to Members in 2008 as a merger of services between Adur and Worthing Council required that a Business Case be produced. The Business Case 2008/09 for Adur Homes was presented to Cabinet on 23 September 2008. The Business Case closely scrutinized and challenged the Adur Homes Service and covered all areas that would have been considered by the Annual Review of the Housing Revenue Account Business Plan.

3.0 Proposals

- 3.1 It is important that the plan is reviewed on a regular basis to ensure that targets are being met and if necessary the plan amended to reflect changing needs and circumstances.
- 3.2 The main areas of planned activity were detailed in an action plan included within the Business Plan and attached as Annex A to this report. Annex B details the progress made and reported to the meeting on 2 October 2007.
- 3.3 Progress on the actions to date (2009) is included in the updated plan attached as Annex C.

4.0 Conclusion

- 4.1 The Business Plan clearly sets out how the Council will conduct and manage its Landlord functions. It consolidates and builds on the Council's decision to maintain ownership of this stock for the foreseeable future and details how it will ensure that all homes meet the decency standard by 2010.

5.0 Recommendation

- 5.1 The Cabinet Member is requested to note the progress made and instruct in any areas that are considered to require attention.

Local Government Act 1972

Background Papers:

None.

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Schedule of Other Matters

1.0 Council Priority

1.1 To protect and enhance priority services. To support and contribute to the health, safety and well being of the area.

2.0 Specific Action Plans

2.1 The Corporate Plan 2009-12 requires that we make better use of human and physical resources. This report works toward achieving this.

3.0 Sustainability Issues

3.1 The Council provides 11% of the district's housing. The maintenance and management of this stock of affordable housing is important in ensuring good quality accommodation in the district.

4.0 Equality Issues

4.1 The provision of good quality housing is important in ensuring that sound housing is available to all sectors of the community.

5.0 Community Safety issues (Section 17)

5.1 Housing Management is important in assisting in the control of anti social behaviour on estates.

6.0 Human Rights Issues

6.1 Matter considered and no issues identified.

7.0 Reputation

7.1 The Council has a good reputation among it's tenants and it is important that tenants and leaseholders remain in support of the Council.

8.0 Consultations

8.1 The Business Case was developed in consultation with the Adur Consultative Forum (Tenants and Leaseholders).

8.2 None received.

9.0 Risk assessment

9.1 Matter considered and no issues identified.

10.0 Health & Safety Issues

10.1 Matter considered and no issues identified.

11.0 Procurement Strategy

11.1 Matter considered and no issues identified.

12.0 Partnership working

12.1 Matter considered and no issues identified.

Key Actions	Measure/ Objective	Timescale	Monitoring/ Review	Responsibility
1. Ensure all homes meet the Decent Homes Standard by 2010				
Re-tender schedule of rates contracts for repair and maintenance of occupied and void property.	New contracts in place.	November 06	Head of Housing Management Services (June '06)	Maintenance Manager
Improve gas-servicing efficiency.	Monthly review to ensure that all gas certificates are less than 12 months old.	May '06 ongoing	Maintenance Manager/Head of Housing Management Services	Maintenance Manager
Ensure that all asbestos is dealt with in accordance with Council policy.	Check asbestos register up to date. Asbestos surveys completed as part of Housing Condition Survey.	June 06	Maintenance Manager/Senior Building Surveyor (Dec '06)	Maintenance Manager/Senior Building Surveyor
Capital programme for Decent Homes work duly and appropriately expended.	Capital budget expended in accordance with financial and planned projections.	March '07 / March '11	Reviewed periodically by Asset Management Working Group, Corporate Performance Monitoring Team, Housing & Central Services Committee, Government Office for South East.	Head of Housing Management Services/Senior Building Surveyor

Key Actions	Measure/Objective	Timescale	Monitoring/Review	Responsibility
2. Provide an efficient, high quality housing service that delivers value for money				
To review the provision of services from local offices.	Report to Housing & Central Services Committee	March '07	Head of Housing Management Services (March '07)	Head of Housing Management Services
To ensure that BVPI and LPI are reviewed quarterly and reported appropriately in accordance with policy.	Reports presented and monitored	Quarterly commencing April '06	Corporate Performance Team, Tenants, Asset Management Working Group, Housing & Central Services Committee.	Head of Housing Management Services
Monitor progress of tenants' compact objectives.	Targets within Compact will be signed off when achieved.	Quarterly ongoing	Review to be undertaken by Working Group.	Head of Housing Management Services
Evaluate the effectiveness of partnership arrangement currently set up in March '06 to assist achieve the Decency Standard.	Decency Standard projected works achieved. Stock Condition Survey update achieved.	April '07	Head of Housing Management Services/Housing & Central Services Committee	Head of Housing Management Services/Senior Building Surveyor
To undertake a further review on level of emergency repair work undertaken.	Review completed. Target level for emergency work set.	June '07	Head of Housing Management Services/Housing and Central Services Committee	Maintenance Manager
To examine the scope for remodelling/modernising older sheltered housing scheme.	Review completed and outcome reported to Housing & Central Services Committee	December '07	Head of Housing Management Services (on receipt of supporting people review).	Head of Housing Management Services/Supported Housing Manager
To ensure that all Corporate Risks for the Business Plan are considered and included in risks register.	All risks considered by Corporate Performance Monitoring Team.	March '06 ongoing	Register reviewed regularly by Corporate Performance Monitoring Team.	Head of Housing Management Services
To ensure that all contracts are placed in accordance with the Procurement Strategy 2005 and Constitution.	To ensure value for money and financial integrity.	April '06 ongoing	Procurement Strategy reviewed by Corporate Performance Monitoring Team. Contracts reviewed by Head of Legal Services.	Head of Housing Management Services

Key Actions	Measure/Objective	Timescale	Monitoring/Review	Responsibility
3. Promote safe, sustainable communities and provide services that take account of diversity and respect individual needs				
Ensure that BV164 is achieved and appropriately monitored.	BV164 (Race Equalities) to be achieved.	March '06 ongoing	Quarterly reviews to be undertaken and reported to Corporate Performance Monitoring Team.	Head of Housing Management Services/Head of Housing Need and Environmental Health.
Evaluate the Status Survey of Tenants and Leaseholders.	Prepare an action plan and report to Housing & Central Services Committee.	March '07	Head of Housing Management Services to ensure that programme is achieved.	Head of Housing Management Services.
To ensure that safety requirements identified by tenants/need are implemented, including the installation of CCTV, improved car park lighting etc.	List and evaluate effectiveness of new installations.	April '06 ongoing	Head of Housing Management Services/Housing & Central Services Committee	Head of Housing Management Services/Senior Building Surveyor.
To evaluate the effectiveness of the revised anti-social behaviour policy.	To evaluate residents' satisfaction surveys on effectiveness of ASB policy.	April '06 quarterly	Head of Housing Management Services, Corporate Performance Monitoring Team.	Head of Housing Management Services

Key Actions	Measure/Objective	Timescale	Monitoring/Review	Responsibility
4. Ensure that the Council's stock plays a full part in meeting demand for affordable housing				
To ensure void property is quickly repaired and re-let.	A void period of 2.6 weeks was achieved in 2004/5. Aim to reduce this period further.	Immediate	A weekly review is undertaken by Head of Housing Management Services.	Head of Housing Management Services/Head of Housing Need and Environmental Health.
To evaluate the Supporting People review and develop an action plan.	Action plan produced and presented to Housing and Central Services Committee.	September '06	Head of Housing Management Services	Head of Housing Management
To implement a choice based lettings framework in conjunction with the Sussex Home Move Partnership.	Effective choice based lettings framework in place.	June '07	Head of Housing Need and Environmental Health/Housing & Central Services Committee	Head of Housing Need and Environmental Health.

ANNEX B

Key Actions	Measure/ Objective	Timescale	Monitoring/ Review	Progress
1. Ensure all homes meet the Decent Homes Standard by 2010				
Re-tender schedule of rates contracts for repair and maintenance of occupied and void property	New contracts in place.	November '06	Head of Housing Management Services (June '06)	Contracts extended by 1 yr. Since retendered and contracts will commence in Nov '07.
Improve gas-servicing efficiency.	Monthly review to ensure that all gas certificates are less than 12 months old	May '06 ongoing	Maintenance Manager/Head of Housing Management Services	Performance is monitored monthly. Currently 44 certificates are overdue (June '07).
Ensure that all asbestos is dealt with in accordance with Council policy.	Check asbestos register up to date. Asbestos surveys completed as part of Housing Condition Survey.	June '06	Maintenance Manager/Senior Building Surveyor (Sec '06)	Register is being monitored and further information is gathered as part of Housing Condition survey 1000 homes were surveyed in 2006/07. A new register is planned for 2008.
Capital programme for Decent Homes work duly and appropriately expended.	Capital budget expended in accordance with financial and	March '07 / March '11	Reviewed periodically by Asset Management Working Group, Corporate Performance Monitoring Team, Housing & Central Services Committee,	Regularly reviewed and progress monitored by Asset

	planned projections.		Government Office for South East.	Management Working Group & Housing and Central Services Committee. 2006/2007 95% of capital spend was achieved.
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Key Actions	Measure/Objective	Timescale	Monitoring/Review	Progress
2. Provide an efficient, high quality housing service that delivers value for money				
To review the provision of services from local offices.	Report to Housing & Central Services Committee	March '07	Executive Head of Service Housing Management Services (March '07)	Service provision from local offices will be further received in 2007/8.
To ensure that BVPI and LPI are reviewed quarterly and reported appropriately in accordance with policy.	Reports presented and monitored	Quarterly commencing April '06	Corporate Performance Team, Tenants, Asset Management Working Group, Housing & Central Services Committee.	Corporate Performance team and Scrutiny review BVPI's quarterly LPI's are monitored by the Head of Housing Management Services.
Monitor progress of tenants' compact objectives.	Targets within Compact will be signed off when achieved.	Quarterly ongoing	Review to be undertaken by Working Group.	Monitored quarterly and progress reported to the ACF.
Evaluate the effectiveness of partnership arrangement currently set up in March '06 to assist achieve the Decency Standard.	Decency Standard projected works achieved. Stock Condition Survey update achieved.	April '07	Head of Housing Management Services/Housing & Central Services Committee	Good progress is being made and the partnership is working well between Council/Contractor/Co consultant.
To undertake a further review on level of emergency repair work undertaken.	Review completed. Target level for emergency work set.	June '07	Head of Housing Management Services/Housing and Central Services Committee	Level of emergency work remains high at 22% but it I not thought to be of any financial impact.
To examine the scope for remodelling/modernising older sheltered housing scheme.	Review completed and outcome reported to Housing & Central Services Committee	December '07	Head of Housing Management Services (on receipt of supporting people review).	An initial review was considered by Housing and Central Services Committee in November '06. A further review considered 2 October

				'07.
To ensure that all Corporate Risks for the Business Plan are considered and included in risks register.	All risks considered by Corporate Performance Monitoring Team.	March '06 ongoing	Register reviewed regularly by Corporate Performance Monitoring Team.	All significant divisional risks are included within the risks register.
To ensure that all contracts are placed in accordance with the Procurement Strategy 2005 and Constitution.	To ensure value for money and financial integrity.	April '06 ongoing	Procurement Strategy reviewed by Corporate Performance Monitoring Team. Contracts reviewed by Head of Legal Services.	All contracts are placed in accordance with the Council's Constitutional Rules.

Key Actions	Measure/Objective	Timescale	Monitoring/Review	Progress
3. Promote safe, sustainable communities and provide services that take account of diversity and respect individual needs				
Ensure that BV164 is achieved and appropriately monitored.	BV164 (Race Equalities) to be achieved.	March '06 ongoing	Quarterly reviews to be undertaken and reported to Corporate Performance Monitoring Team.	BU 164 is monitored and achieved.
Evaluate the Status Survey of Tenants and Leaseholders.	Prepare an action plan and report to Housing & Central Services Committee.	March '07	Head of Housing Management Services to ensure that programme is achieved.	A report was presented to Housing and Central Services Committee on 2 October '07.
To ensure that safety requirements identified by tenants/need are implemented, including the installation of CCTV, improved car park lighting etc.	List and evaluate effectiveness of new installations.	April '06 ongoing	Head of Housing Management Services/Housing & Central Services Committee	A report was presented to Housing and Central Services Committee on 2 October '07.
To evaluate the effectiveness of the revised anti-social behaviour policy.	To evaluate residents' satisfaction surveys on effectiveness of ASB policy.	April '06 quarterly	Head of Housing Management Services, Corporate Performance Monitoring Team.	Anti social behaviour local performance indicators are monitored quarterly. The Council has signed up to the Respect Agenda and is working towards the standards. Satisfaction surveys are completed on all complaint of anti social behaviour.

Key Actions	Measure/Objective	Timescale	Monitoring/Review	Progress
4. Ensure that the Council's stock plays a full part in meeting demand for affordable housing				
To ensure void property is quickly repaired and re-let.	A void period of 2.6 weeks was achieved in 2004/5. Aim to reduce this period further.	Immediate	A weekly review is undertaken by Head of Housing Management Services.	Void performance entries to be monitored weekly. Choice based lettings have been introduced.
To evaluate the Supporting People review and develop an action plan.	Action plan produced and presented to Housing and Central Services Committee.	September '06	Head of Housing Management Services	Members receive regular updates on supporting people and a report was presented to Members on 2 October '07.
To implement a choice based lettings framework in conjunction with the Sussex Home Move Partnership.	Effective choice based lettings framework in place.	June '07	Head of Housing Need and Environmental Health/Housing & Central Services Committee	A choice based lettings was introduced with effect from 2 July '07.

ANNEX C

Key Actions	Measure/ Objective	Timescale	Monitoring/ Review	Responsibility
1. Ensure all homes meet the Decent Homes Standard by 2010				
Re-tender schedule of rates contracts for repair and maintenance of occupied and void property.	Contracts in place and due to expire Nov 2012.	No action required.	Executive Head of Service (Adur Homes) & Maintenance Manager	Maintenance Manager
Improve gas-servicing efficiency.	Monthly review to ensure that all servicing is completed in the month due. Currently the target is 100% achieved.	Ongoing	Executive Head of Service – (Adur Homes) & Maintenance Manager	Maintenance Manager
Ensure that all asbestos is dealt with in accordance with Council policy.	PSI 2000 AMS implemented and progressing.	Review Nov 09 on-going.	Executive Head of Service – (Adur Homes) & Maintenance Manager	Maintenance Manager.
Capital programme for Decent Homes work duly and appropriately expended.	Capital budget expended in accordance with financial and planned projections.	March '07 / March 2011	Reviewed periodically by Capital Working Group, Cabinet, Government Office for South East.	Executive Head of Service (Adur Homes)/Senior Building Surveyor.
Fire risk Assessments. Housing	Previously carried out by Corporate Safety team.	On-going.	Executive Head of Service – (Adur Homes) & Senior Surveyor.	Senior Surveyor.
Water hygiene monitoring (Legeonella – L8)		On-going 6 monthly inspection.	Executive Head of Service (Adur Homes) and Maintenance Manager.	Maintenance Manager.

Key Actions	Measure/Objective	Timescale	Monitoring/Review	Responsibility
2. Provide an efficient, high quality housing service that delivers value for money				
To review the provision of services from local offices.	Report to Cabinet 18 November 09.	November 09	Executive Head of Service (Adur Homes).	Executive Head of Service (Adur Homes).
To ensure that BVPI and LPI are reviewed quarterly and reported appropriately in accordance with policy.	Reports presented and monitored	Quarterly commencing	Executive Head of Service (Adur Homes).	Executive Head of Service (Adur Homes).
Monitor progress of tenants' compact objectives.	Targets within Compact will be signed off when achieved.	Quarterly ongoing	Review undertaken by Working Group. June 09 and Nov 09 compact produced.	Executive Head of Service (Adur Homes).
Evaluate the effectiveness of partnership arrangement currently set up in March '06 to assist achieve the Decency Standard.	Decency Standard projected works achieved. Stock Condition Survey update achieved.		Executive Head of Service (Adur Homes).	Executive Head of Service (Adur Homes).
To undertake a further review on level of emergency repair work undertaken.	Review completed. Target level for emergency work set.	June '07	Executive Head of Service (Adur Homes). Not considered to be a problem.	Maintenance Manager
To examine the scope for remodelling/modernising older sheltered housing scheme.	Review completed and outcome reported to Housing & Central Services Committee	December '07	No further review required.	Executive Head of Service (Adur Homes)
To ensure that all Corporate Risks for the Business Plan are considered and included in risks register.	All risks considered by Corporate Performance Monitoring Team.	On-going	Register reviewed regularly by Executive Head of Corporate Strategy.	Executive Head of Service (Adur Homes).
To ensure that all contracts are placed in accordance with the Procurement Strategy 2005 and Constitution.	To ensure value for money and financial integrity.	On-going	Procurement Strategy reviewed by Corporate Performance Monitoring Team. Contracts reviewed by Head of Legal Services.	Executive Head of Service (Adur Homes).

Key Actions	Measure/Objective	Timescale	Monitoring/Review	Responsibility
3. Promote safe, sustainable communities and provide services that take account of diversity and respect individual needs				
Ensure that BV164 is achieved and appropriately monitored.	BV164 (Race Equalities) to be achieved.	March '06 on-going	Reviewed regularly by Executive Head of Corporate Strategy and Equalities Working Group.	Executive Head of Service (Adur Homes)/Housing, Health and Community Service).
Evaluate the Status Survey of Tenants and Leaseholders.	Reported to Overview and Scrutiny Committee 14 July 09	September 2010	Executive Head of Service (Adur Homes).	Executive Head of Service (Adur Homes)
To ensure that safety requirements identified by tenants/need are implemented, including the installation of CCTV, improved car park lighting etc.	Considered by Housing and Central Services Committee and CCTV removed from programme.	No further action required.	Executive Head of Service (Adur Homes).	Executive Head of Service (Adur Homes)/Senior Building Surveyor
To evaluate the effectiveness of the revised anti-social behaviour policy.	To evaluate residents' satisfaction surveys on effectiveness of ASB policy.	April '06 quarterly on-going	Executive Head of Service (Adur Homes), Corporate Performance Monitoring Team.	Tenancy Services Officer

Key Actions	Measure/Objective	Timescale	Monitoring/Review	Responsibility
4. Ensure that the Council's stock plays a full part in meeting demand for affordable housing				
To ensure void property is quickly repaired and re-let.	A void period of 2.6 weeks was achieved in 2004/5 and 2.79 weeks in 2008/09.	On-going	A weekly review is undertaken by Executive Head of Service (Adur Homes).	Executive Head of Service (Adur Homes). Executive Head of Housing, Health and Community Safety.
To evaluate the Supporting People review and develop an action plan.	Action plan produced and presented to Housing and Central Services Committee and later Cabinet.	November 08	A review was considered by Cabinet on 25 Nov 08. Decision implemented.	Executive Head of Service (Adur Homes).
To implement a choice based lettings framework in conjunction with the Sussex Home Move Partnership.	Effective choice based lettings framework in place.	June '07	An effective choiced based lettings policy is in place.	Executive Head of Housing, Health and Community Services.