

**Housing Services Service Plan 2015/16**

Action Plan						Connections	
Action Code	ACTION	What role will the service play? (Please click in the cell to select the relevant role by clicking on the drop down arrow)	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Links to partnership wide agendas:

**Corporate Priority: People**  
**Strapline: Fair and accessible services for those who use them and opportunities for everyone to contribute**

*Improve the health and well-being of our residents*

*Improve outcomes for vulnerable families and individuals*

<b>15-HS01</b>	Facilitate, support and maximise the provision of additional, appropriate affordable housing in association with developers, registered providers and the Homes and Communities Agency	Partner	<p><b>Target:</b> 200 new affordable homes per year.</p> <p><b>Outcome:</b> Additional 200 new affordable homes for East Herts housing register applicants. Low level of homelessness maintained and more households housed from the housing register in high housing need therefore preventing homelessness.</p> <p><b>Critical Success Factors:</b> The number of new private developments being built that have affordable homes planning obligation the Council's Planning Policies that specify the amount of affordable homes; development of the Council's District plan; the economy; Registered Providers (RP) ability to develop their own asset sites and the amount of land they can access; ability to maximise the amount of affordable housing negotiated with private developers on S106 sites.</p> <p><b>Environmental Impacts:</b> Increased CO2 emissions from building works but mitigated by governments Code for Sustainable Homes requirements.</p>	31 March 2016	Housing Strategy and Development Manager	Development Control, Building Control and Planning Policy	Health and Wellbeing
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15-HS02	Procure and implement a new Choice Based Lettings Contract	Service Provider / Commissioner / Manager	<p><b>Target:</b> New contract in place by July 2015 and system implemented by February 2016</p> <p><b>Outcome:</b> New Choice Based Letting Contract let and CBL system implemented following end of current contract June 2015. New specification to include increased functionality for managing data protection and better data reporting.</p> <p><b>Critical Success Factors:</b> Procurement of contract according to timetable; Agreement between Consortium Partners during the procurement process; Current incumbent agrees to extend current contract at an acceptable cost whilst procurement takes place; Suitable contractors tender for the service; cost, time and expertise to migrate of current data from current incumbent to new incumbent; willingness to provide timely assistance from current incumbent if not successful with new contract procurement process; unknown actual costs for set-up and on going revenue implications of new contract; possible training and transference of expertise from current system to new system for Housing Team and RP partners.</p> <p><b>Environmental Impacts:</b> Limited. Some travelling by car between LA Consortium member's offices.</p>	28 February 2016	Housing Needs Manager and Manager Housing Services	IT and Procurement Services	Health and Wellbeing	
15-HS03	Review document retention policies that relate to Housing Services and develop working protocols to maximise compliance.	Service Provider / Commissioner / Manager	<p><b>Target:</b> Housing specific data retention working protocols developed..</p> <p><b>Outcome:</b> Protocols developed and agreed. Housing Service has clear policies on retention of data and they are implemented.</p> <p><b>Critical Success Factors:</b> Clear advice on retention of different types of data held to ensure compliance. Accurate implementation for both the deleting of data safely and accidental deleting of data still required. Where no IT solution to automate deletion of data the time needed to manually delete individual records.</p> <p><b>Environmental Impacts:</b> None</p>	31 March 2016	Manager Housing Services	IT and Web and Information Team	None	