

## Exception Report Action Plan Housing Service Unitary Project Appendix A

**Responsible officers:** Nicola Yates, NSDC and Project Executive; Steve Price, SSDC and Project Manager

Reference	Activity to improve progress	Milestone / achievement measure	Lead officer	Progress
<b>1. Project Management</b>				
1.1	Strengthen the capacity (skills and experience) of the Project Team	<p>Increase the officer representation on the Project Team in key areas, e.g. Housing Strategy, Housing Renewal and project administration</p> <p>Re-organise responsibilities of the Team to best match skills and abilities e.g. project management</p> <p>Strengthen Project Board representation in the areas of customer access, planning and housing associations</p>	Nicola Yates	Completed
1.2	Ensure the delivery of an agreed consultants report, including a baseline analysis of policies and performance and recommendations for service transition.	To receive and agree the consultants report by end December 2007.	Nicola Yates	Initial delay due to a lack of project brief compliance by the consultants. Resolved January 2008.
1.3	Develop and consult on a detailed Project Plan based on the main service delivery recommendations in the Housing Quality Network Consultants	Secure approval of the Joint Implementation Team, Member Champions and Services Sub Committee	Steve Price	Development of the Plan completed.

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	Report (January 2008)	Consult on the Project Plan with key organisations and stakeholders e.g. Tenants, Members and Housing Associations		Consultation on the Plan planned for May. Also via the regular project briefing sheet for relevant staff
<b>2. Current Service Transition Priorities</b>				
2.1	Continue the development / review of those Housing Strategies that are required to provide the initial direction for the unitary council as a new strategic housing authority.	<p>To meet the statutory requirement to publish a Housing Strategy for the county by April 2009.</p> <p>Review of the Homelessness Strategy for the county completed by July 2008.</p> <p>Work to be planned for Affordable Housing Plan, Private Sector and Empty Property Strategy, Supporting People and Gypsy and Traveller Accommodation Strategy</p>	<p>Nick Wood (SABC)</p> <p>Shirley Harper (SABC)</p> <p>Steve Price / Project Team Leads</p>	<p>Detailed timetabling and development work underway. Report to JIT due March 2008.</p> <p>Approval by JIT of the work plan and elements of the strategy</p> <p>Report due to</p>

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				the Project Board 11 April 2008
2.2	To begin the development of a range of accessible and equitable housing services	<p>To carry out customer services mapping exercises for Landlord Services, Private Sector Housing, Homelessness Prevention, Supporting People, Affordable Housing and Housing Options</p> <p>Explore the possibilities of IT development with regard to Allocations</p> <p>Develop a common waiting list for social housing and a common allocations policy</p>	<p>Steve Price</p> <p>Nicola Yates</p>	<p>Workshops planned for early April supported by Customer Access Project colleagues</p> <p>Initial research undertaken on development of allocations policy including Choice Based Lettings.</p>
2.3	Establish the future direction for Landlord Services in Oswestry and Bridgnorth	To undertake a desktop review of stock options for all unitary stock to ensure the Decent Homes Standard is met by 2010.	Nicola Yates	Report on the implications of the Decent Homes

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		Undertake a self assessment against the Audit Commissions key lines of enquiry for landlord services in Oswestry and match against those issues identified as part of the inspection in Bridgnorth.		Standard provided to JIT  Options Appraisal work being commissioned IE report due May 2008.  Oswestry Self Assessment work to be completed by May 2008.
2.4	To develop housing staffing structures that are fit for purpose for the unitary council and meet the requirements of the Business Case	Draft structures approved by JIT and IE for consultation and implementation.	Nicola Yates	Draft structures submitted to Sub Committees and IE for discussion / approval in March/ April.
2.5	To ensure that Housing Services contribute to the relevant outcomes	Final draft LAA incorporates Project Team input.	Steve Price	Draft outcomes and indicators/

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	contained within the revised Local Area Agreement for 2008 – 2011.			targets considered by Project Team
2.6	To review existing working arrangements with housing associations and other partners to maximise opportunities for service delivery	Audit undertaken and arrangements changed as appropriate.	Steve Price	<p>Audit underway – to be completed by end March.</p> <p>A single county wide liaison meeting has been established for RSL's.</p>

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