

This Report will be made public on 6 July 2020

Report Number

OS/20/05

To: Overview and Scrutiny Committee
Date: 14 July 2020
Status: Non key decision
Responsible Officer: John Holman – AD Housing
Andy Blaszkowicz – Director, Housing & Operations
Cabinet Member: Councillor David Godfrey - Cabinet Member for Housing, Transport and Special Projects

SUBJECT: **VISION – FOR THE HOUSING MANAGEMENT SERVICE**

SUMMARY: This paper outlines the vision for the new Housing Management Service; describing the delivery principles that will provide operational clarity and accountability. The Vision is the long term destination for the Service; the initial work being to ensure the service is built on sound systems, processes and staff on which the culture and values will be shaped and embedded within the council.

RECOMMENDATIONS:

1. To receive and note report OS/20/05.
2. To consider the Vision along with consultation responses from the Tenant and Leaseholder Liaison Board.

1. BACKGROUND

- 1.1 The housing management service transfers from East Kent Housing to the Council on 1st October 2020. The Council is fully committed to building a world class housing service where officers work together with tenants and members to deliver the best possible housing outcomes. It is key that the Council has a clearly defined set of strategic principles that will guide the design and implementation of the new service.

2. THE VISION

- 2.1 The Vision sets out an efficient, customer centric way of working. Correctly delivered, it will reflect best practice (according to industry standards / House Mark etc.), drive continual improvement and create the conditions in which a truly excellent service will be delivered to FHDC tenants and leaseholders.
- 2.2 The Vision includes the following key principles;
- Tenants will be at the heart of the service.
 - Digital by default with processes in place for the more vulnerable.
 - Services provided by neighbourhood with specialists operating across the estate.
 - Housing management service fully integrated into the Council embracing case management.
 - Real time reporting and clear accountability.
 - New asset management strategy to establish framework for estates management, regeneration and new build, embracing modern methods of construction and the Council's zero carbon agenda.
- 2.3 The full **Vision for the Housing Management Service** is attached at appendix1

3. CONSULTATION

- 3.1 The Vision document has been sent out to the Tenant and Leaseholder Liaison Board for their consideration. Tenant feedback will be provided to officers at the Tenant and Leaseholder board meeting on 6th July. This feedback will be provided via a separate document to members of OSC at this meeting, 14th July.
- 3.2 When feedback has been received from both the Tenant and Leaseholder Board and the Overview and Scrutiny Committee the document will be amended as necessary and presented to Cabinet for final approval in September.

4. RISK MANAGEMENT ISSUES

4.1 The only perceived risk is set out below.

Perceived risk	Seriousness	Likelihood	Preventative action
Tenant and Leaseholder Board not willing to approve document	medium	low	Informal and formal consultation process set up to allow plenty of time for meaningful feedback.

5. LEGAL/FINANCIAL AND OTHER CONTROLS/POLICY MATTERS

5.1 Legal Officer's Comments (NE)

There are no legal implications arising directly from this report.

5.2 Finance Officer's Comments (CI)

There are no financial implications arising directly from this report.

5.3 Diversities and Equalities Implications (AB)

There are no diversities or equalities implications arising directly from this report

6. CONTACT OFFICERS AND BACKGROUND DOCUMENTS

Councillors with any questions arising out of this report should contact the following officers prior to the meeting:

John Holman, Assistant Director, Housing
John.holman@folkestone-hythe.gov.uk

Andy Blaszkowicz, Director, Housing & Operations
andy.blaszkowicz@folkestone-hythe.gov.uk

Appendices:

Appendix 1: Vision for the Housing Management Service