

Report of: Corporate Director of Housing & Adult Social Services

Meeting of	Date	Agenda Item	Ward(s)
Housing Executive	3 rd July 2014		All

Delete as appropriate	Exempt	Non-exempt

SUBJECT: ACTION PLAN IN RESPONSE TO MAJOR WORKS CONSULTATION SERVICE REVIEW

1. Synopsis

- 1.1 This report advises the Housing Executive on the progress of the actions the council has taken in response to the Resident Improvement Taskforces' Major Works Consultation Service Review which as received by the Housing Executive on 16th January 2014.

2. Recommendations

- 2.1 That the Housing Executive notes the current progress made against the action plan in Appendix A.
- 2.2 That the Housing Executive **receive another** update on progress against the plan at their meeting in September and further updates at alternate meetings until the actions are completed or resolved to allow them to monitor progress against the action plan.

3. Background

- 3.1 The Residents' Improvement Taskforce carried out a review of Major Work's consultation. Inconsistencies with the major works communication process were highlighted as an issue at resident's meetings and Taskforce surgeries. The review aimed to improve the consistency of the major works communication process to make it more consistent and effective for all residents.

3.2 In January 2014 the Taskforce reported on their service review making some key recommendations:

Improve the clarity, quality, timing and consistency of the information provided to residents so that they are able to influence the scope of the proposed works including:

- Taking a more imaginative approach to planning public meetings to make them more attractive to a wider range of residents.
- Ensuring the major works survey provides value for money, is relevant to residents and is effective and useful.
- Improving the monitoring of procedures so there is more confidence that they are being followed.
- Improving the quality and timing of information sent to leaseholders.

Sustained good communication whilst on site and after care including:

- Ensuring lessons are learnt from complaints and that they are monitored effectively, and dealt with consistently.
- Improving the quality of letters and written explanations of the snagging and defects procedures.
- Better consideration of vulnerable and disabled resident's needs.
- The major works sections of the website should be reviewed with input from residents.
- There should be a bigger presence of the Resident Liaison Officer on site with a greater flexibility in their role.

3.3 The Residents' Improvement Taskforce will continue to monitor progress against the action plan on a six monthly basis until actions are complete. The Taskforce will be asked to raise any issues of concern with the Housing Executive through the Residents' Champions reports back to the Housing Executive.

3.4 Financial, legal or equalities implications related to items on the action plan are picked up within the action plan update attached.

4. Implications

4.1 Financial Implications

4.1.1 Expenditure on major works includes investment in the cyclical improvements programme (e.g. roofs, windows, kitchens and bathrooms) and in mechanical and electrical engineering projects (e.g. heating, lifts and electrical safety jobs). This expenditure is charged to the housing capital programme the majority of which is funded from the Housing Revenue Account through the Major Repairs Reserve. The major works budget for 2013-14 was £36.7m (Outturn £38.4m); that for 2014-15 is expected to be £39.1m (Current budget now £38.0m); and that envisaged for the seven year period 2014-2021 is estimated to be an average of £40m a year. The proposed changes to processes and information flows should improve the effectiveness of delivering the major works projects and consequently ensure the budget is spent more efficiently.

4.2 Legal Implications

4.2.1 There are no legal implications arising directly from this report

4.3 Resident Impact Assessment

The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

A resident impact assessment will be carried out for any aspect of the action plan that will result in significant changes to services.

4.4 Environmental Implications

There are no environmental implications arising directly from this report but the environmental implications will need to be considered in developing detailed proposals.

5. Conclusion and reasons for recommendation

5.1 No change from what was reported on the 13th March 2014.

Background papers:

Resident Improvement Taskforce Communal Repairs Service Review Report January 2014

Final Report Clearance

Signed by Corporate Director of Housing & Adult Social Services **Date:**

Received by Head of Democratic Services **Date**

Report Author: Aiden Stapleton
Tel: 020 7527 4148
Email: Aiden.Stapleton@islinton.gov.uk