Housing Services: Service Improvement Plan Apr 2013 – Mar 2014

Ref	Improvement / Development	Improvement Plan Priority
1. Housing Services - All Service Areas		
1.1	Data Protection	Service Priority
1.2	Health & Safety	Service Priority
1.3	Equalities	Safe Communities
1.4	Void Management	Housing
1.5	Appraisal and Attendance Management	Service Priority
1.6	Training	Modern & Efficient Council
1.7	Complaints Handling	Modern & Efficient Council
1.8	Welfare Reform (Best Use of FCC Housing Stock)	Poverty
2. Neighbourhood Housing Management		
2.1	ASB & Neighbourhood Management	Safe Communities
2.2	Customer Involvement	Service Priority
2.3	Income Maximisation	Modern & Efficient Council
2.4	Customer Focused Service	Modern & Efficient Council
2.5	Quality of Life in Neighbourhoods	Safe Communities
2.6	Best Use of Housing Stock	Housing
3. Housing Asset Management		
3.1	Improving the Service	Housing
3.2	Operational & Void Management	Housing
3.3	Delivering the Capital Programme and Maximising WHQS Investment	Housing
3.4	Customer Involvement & Business Performance	Housing
4. Community Based Support and Supporting People		
4.1	Casework Management	Service Priority
4.2	Welfare Reform	Welfare Reform
4.3	Homeless Legislation & Welfare Reform	Living Well, Skills & Learning
4.4	Expand CBAS into General Needs Accommodation	Living Well
4.5	Deliver Telecare Improvement Project	Living Well
4.6	Improve Service User Involvement	Service Priority
4.7	Central Referral and Assessment Team	Living Well
4.8	SARTH	Housing
5. Housing Renewal		
5.1	Delivering Disabled Adaptations	Housing Living Well

5.2	Delivery of Sustainable Finance to Homeowners for Repairs and Improvements	Housing, Environment
5.3	Empty Homes	Housing, Environment
5.4	Reduce Revenue Costs and Improve Customer Experience	Modern & Efficient Council
5.5	Achieve Customer Service Excellence Accreditation	Modern & Efficient Council
5.6	Neighbourhood Renewal Areas	Housing, Environment
5.7	Delivery of Affordable Warmth	Poverty, Environment
6. Housing Strategy		
6.1	Implementation of the Local Housing Strategy	Housing, Environment
6.2	Performance Support	Modern & Efficient Council
6.3	Expanding the Private Rented Sector	Housing
6.4	Affordable Housing	Housing, Environment
6.5	Customer Involvement	Service Priority
6.6	Gypsies & Travellers	Safe Communities, Environment