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**REPORT TO: COMMUNITIES COMMITTEE ON 25 SEPTEMBER 2018**

**SUBJECT: HOUSING AND PROPERTY SERVICES – SERVICE  
IMPROVEMENT PLAN 2018/19**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT,  
PLANNING AND INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 To advise the Committee about the Housing and Property Service Improvement Plan for 2018/19.
- 1.2 This report is submitted to Committee in terms of Section III (G) 15 of the Council's Scheme of Administration, to contribute to public performance reporting.

**2. RECOMMENDATION**

- 2.1 **It is recommended that Communities Committee agree the Housing and Property Service Improvement Plan for 2018/19, as set out in APPENDIX I.**

**3. BACKGROUND**

- 3.1 The Local Outcomes Improvement Plan (10 year plan) and the Corporate Plan 2023 are the key documents that influence the development of the Housing and Property Service Improvement Plan 2018/19.
- 3.2 The Service Plan also takes into account a range of other factors used by Managers to identify the changes required to services i.e.
  - Resource Changes;
  - Legislative Changes;
  - Council Policy Changes;
  - Risk;
  - Customer and Staff Engagement;
  - Quality, Performance and Self Evaluation; and
  - The wider financial challenges facing the Council at this time.

- 3.2 The Housing and Property Service Improvement Plan 2018/19 sets out the key priorities that the service will seek to achieve in this reporting year.

Key actions for the Service in 2018/19 will be to:-

- Increase housing supply and the industrial portfolio;
- Tackle and prevent Homelessness where possible;
- Implement actions to deliver financial sustainability;
- Assist in the Modernisation and Improvement Programme; and
- Manage our assets effectively.

#### **4. SUMMARY OF IMPLICATIONS**

**(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

The Service Improvement Plan has been structured to support the Corporate Plan 2023 and the Local Outcomes Improvement Plan. The main aims of the Service Improvement Plan is to promote economic development and growth, raise aspirations and to work towards a financially stable Council that provides valued services to our communities.

**(b) Policy and Legal**

Statutory requirements and Council policies are considered by managers when preparing service plans for the year ahead.

**(c) Financial implications**

No additional financial resources are required to support the Service Plan.

**(d) Risk Implications**

Up to date risk registers are maintained and considered by Managers as part of the service planning process.

**(e) Staffing Implications**

Service Plans are vital to good management practice including identifying priorities and matching staff time to Council's priorities.

**(f) Property**

There are no Property implications arising from this report.

**(g) Equalities/Socio Economic Impact**

Managers consider equalities issues for staff and service users when assessing current service delivery arrangements and future arrangements.

**(h) Consultations**

This report has been prepared in consultation with Service Managers who agree the content of the report where it relates to their area of responsibility.

## **5. CONCLUSION**

- 5.1 The Improvement Plan identifies a number of key priorities and targets that the Service will seek to achieve and/or to progress in 2018/19. The plan explores different ways of delivering services more efficiently and effectively, whilst facing the tough challenges of declining budgets and demands for our services.**

Author of Report: Richard Anderson, Head of Housing and Property

Background Papers: With author

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