



Council Housing

SERVICE IMPROVEMENT PLAN 2023-2025

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Approved by	Joanne Wilkinson
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1. An Sustainable District

ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
2:9 COUNCIL HOUSING SPECIFIC CLIMATE EMERGENCY STRATEGY DEVELOPED	Council Housing Climate Emergency Strategy adopted by Cabinet	2. We ensure homes are decent and energy efficient	Council Housing	Dec-23	
2:10 COUNCIL HOUSING DEVELOPMENT STRATEGY DEVELOPED	Council Housing Development Strategy adopted by Cabinet	2. We ensure homes are decent and energy efficient	Council Housing	Dec-23	
2:13 ACHIEVE PLANNING AND FINANCIAL APPRAISALS FOR KEY DEVELOPMENT SITES	Planning successfully gained for Skerton High School site, Coopers Field, and Phase 1 garage development sites; Treasury Management Approach agreed, and schemes tendered for works	2. We ensure homes are decent and energy efficient	RMS	Dec-23	
4:10 WE WILL SEEK OUT EXTERNAL FUNDING OPPORTUNITIES WHEREVER POSSIBLE THAT ALIGN WITH OUR SERVICE DELIVERY	Best Value for Council resources is achieved, and more residents benefit from support / services	4. We maximise efficiency and seek to be transparent with the services we deliver	All	Mar-24	



2. An Inclusive & Prosperous Economy

ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
2:1 WE WILL SEEK TO TENDER A CARPET CONTRACT TO SUPPORT RESIDENTS IN THEIR HOMES	Tenancy sustainment increased	2. We ensure homes are decent and energy efficient	Housing Management	Dec-23	
2:2 WORKS ON MELLISHAW GYPSY AND TRAVELLER SITE ARE SUCCESSFULLY COMPLETED	Scheme delivers a more modern, energy efficient, fit for purpose scheme with residents moving back on site	2. We ensure homes are decent and energy efficient	Council Housing	Dec-23	
3:4 TENDER CARPET CONTRACT TO SUPPORT RESIDENTS IN THEIR HOMES	Tenancy sustainment increased	3. We take pride in our neighbourhoods, ensuring they are clean and safe	Housing Management	Dec-23	
4:14 WE WILL REVIEW OUR OUT OF HOURS CONTRACT PROVISION	The out of hours service meets the needs of our customers better	4. We maximise efficiency and seek to be transparent with the services we deliver	Housing Management	Sep-23	



3. Health and Happy Communities

ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
2:3 WE WILL REVIEW AND ENHANCE OUR PRIVATE RENTED SECTOR OFFER	More residents able to access the private rented sector and supported to remain in their homes	2. We ensure homes are decent and energy efficient	Housing Standards Housing Options	Mar-24	
2:4 CONTINUE TO IMPLEMENT RECOMMENDATIONS CONTAINED WITHIN THE SOCIAL HOUSING WHITE PAPER AND FORTHCOMING SOCIAL HOUSING BILL.	Service is in the best place for forthcoming changes to Regulation	2. We ensure homes are decent and energy efficient	Council Housing	Mar-24	
2:6 WE WILL IMPROVE REPORTING / RECORDING OF DAMP AND MOULD AND OTHER CAT. 1 HAZARDS WITHIN THE PRIVATE RENTED SECTOR, TAKING APPROPRIATE ACTION WHERE NECESSARY	Better awareness of market conditions and tenants living in more healthy homes	2. We ensure homes are decent and energy efficient	Housing Standards	Mar-24	
2:8 WE WILL SEEK TO IMPLEMENT REQUIREMENTS FROM THE BUILDING SAFETY BILL THROUGH OUR DEDICATED COMPLIANCE PROGRAMME OF WORK	All Council Homes are safe and meet the required standards	2. We ensure homes are decent and energy efficient	Council Housing	Sep-23	



ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
2:11 ALL COUNCIL HOUSING HOMES TO HAVE A STOCK CONDITION SURVEY UNDERTAKEN	Council Housing have a better understanding of assets and able to make more informed decisions for maintenance spend	2. We ensure homes are decent and energy efficient	RMS	Dec-23	
2:12 REVIEW STOCK CONDITION SURVEY DATA INCLUDING PREVALENCE OF CAT 1 AND 2 HAZARDS COMPLETED, AND UNDERTAKE /PLAN APPROPRIATE MEASURES THROUGH DEVELOPING FIVE YEAR ASSET MANAGEMENT PLAN	Council Housing have a better understanding of assets and able to make more informed decisions for maintenance spend	2. We ensure homes are decent and energy efficient	RMS	Dec-23	
2:14 WE WILL SEEK TO IMPROVE THE ENERGY EFFICIENCY AND THERMAL COMFORT OF HOMES ACROSS THE DISTRICT	Homes are more energy efficient, comfortable and cheaper to live in	2. We ensure homes are decent and energy efficient	Council Housing HIA	Mar-24	



ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
<p>3:1 WE WILL CONTINUE TO WORK WITH RESOLVE ON OUR ASB OFFER TO COUNCIL HOUSING TENANTS</p>	<p>The Council Housing Team provide a quality ASB service which residents are satisfied with and issues of ASB are dealt with swiftly and appropriately</p>	<p>3. We take pride in our neighbourhoods, ensuring they are clean and safe</p>	<p>Housing Management</p>	<p>Dec-23</p>	
<p>3:2 WE WILL REVIEW OUR CURRENT GROUNDS MAINTENANCE CONTRACT AND SERVICE LEVEL AGREEMENT</p>	<p>Ensure HRA land is kept to a high standard with regular reviews of grounds maintenance contract implemented. Residents are more satisfied with their estates as a whole.</p>	<p>3. We take pride in our neighbourhoods, ensuring they are clean and safe</p>	<p>Housing Management</p>	<p>Jun-23</p>	
<p>3:5 THE COUNCIL HOUSING SERVICE WILL IMPLEMENT A NOISE NUISANCE POLICY</p>	<p>The Council Housing Team provide a quality ASB service which residents are satisfied with and issues of ASB are dealt with swiftly and appropriately</p>	<p>3. We take pride in our neighbourhoods, ensuring they are clean and safe</p>	<p>Housing Management</p>	<p>Sep-23</p>	
<p>4:2 SERVICE STANDARDS WILL BE INTRODUCED ACROSS ALL AREAS OF COUNCIL HOUSING AND REGULARLY REPORTED ON</p>	<p>Tenants have more say about what is important to them and able to hold the Council Housing Team to account</p>	<p>4. We maximise efficiency and seek to be transparent with the services we deliver</p>	<p>Housing Management</p>	<p>Sep-23</p>	



ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
4:6 WE WILL REVIEW OUR ALLOCATIONS POLICY	Revised Allocations Policy adopted by Cabinet	4. We maximise efficiency and seek to be transparent with the services we deliver	Housing Management	Dec-23	
4:7 WE WILL REVIEW OUR TENANCY AGREEMENT	Council Housing tenancy agreement up to date in line with current legislation and best practice	4. We maximise efficiency and seek to be transparent with the services we deliver	Housing Management	Sep-23	
4:8 WE WILL IMPLEMENT A DOWNSIZING POLICY ALONGSIDE IMPROVING OUR MUTUAL EXCHANGE OFFER	Enables best use of stock and supports those wishing to move	4. We maximise efficiency and seek to be transparent with the services we deliver	Housing Management	Jun-23	
4:9 THE HOME IMPROVEMENT AGENCY WILL REVIEW AND DEVELOP OPTIONS FOR THE IMPLEMENTATION OF A REGULATORY REFORM ORDER AND REVIEW CHARGED FOR SERVICES	Ensures service sustainability and that vulnerable residents are able to get the support they need to maintain living in their homes	4. We maximise efficiency and seek to be transparent with the services we deliver	HIA	Mar-24	



ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
<p>4:11 WE WILL PROVIDE REGULAR REPORTS ON PROGRESS AGAINST ACTIONS CONTAINED WITHIN COUNCIL HOUSING DAMP AND MOULD ACTION PLAN</p>	<p>Services are transparent</p>	<p>4. We maximise efficiency and seek to be transparent with the services we deliver</p>	<p>RMS</p>	<p>Sep-23</p>	
<p>5:1 WE WILL DEVELOP A TENANCY SUCCESS STRATEGY</p>	<p>Tenancy Success Strategy adopted by Cabinet</p>	<p>5. We will involve and empower residents and ensure those who require support receive it</p>	<p>Housing Management</p>	<p>Dec-23</p>	
<p>5:2 ALL OF OUR INDEPENDENT LIVING SCHEMES WILL BENEFIT FROM UPGRADED TUNSTALL EQUIPMENT</p>	<p>Independent Living Scheme prepared for Digital switchover and enhanced offer of telecare provided supporting residents health, wellbeing, and independence</p>	<p>5. We will involve and empower residents and ensure those who require support receive it</p>	<p>Housing Management</p>	<p>Sep-23</p>	
<p>5:4 FINANCIAL INCLUSION STRATEGY DEVELOPED</p>	<p>Financial Inclusion Strategy adopted by Cabinet</p>	<p>5. We will involve and empower residents and ensure those who require support receive it</p>	<p>Housing Management</p>	<p>Sep-23</p>	



ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
5:5 INCREASE OPPORTUNITIES FOR EFFECTIVE AND CONTINUAL CUSTOMER INVOLVEMENT AND PROVIDE OPPORTUNITIES FOR CUSTOMER SCRUTINY	Residents able to hold the service to account and have the ability to engage in different ways that meet their needs and that engagement is meaningful	5. We will involve and empower residents and ensure those who require support receive it	Housing Management	Dec-23	
5:6 WE WILL REVIEW AND MONITOR OUR COMMUNITY CENTRE SERVICE LEVEL AGREEMENTS.	Community Centres deliver services that local residents want, ensuring they are fit for purpose, and outcomes are monitored	5. We will involve and empower residents and ensure those who require support receive it	Housing Management	Sep-23	
5:7 WE WILL REVIEW AND UPDATE OUR TENANT ENGAGEMENT STRATEGY	Tenant Engagement Strategy adopted by Cabinet	5. We will involve and empower residents and ensure those who require support receive it	Housing Management	Sep-23	
5:8 WE WILL DEVELOP SPECIFIC RESIDENT GROUPS FOR MARGINALISED GROUPS (E.G. YOUNGER / OLDER / DISABLED / BME).	Local residents supported to have a voice in the services we delivery	5. We will involve and empower residents and ensure those who require support receive it	Housing Management	Mar-24	



ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
5:9 WE WILL CREATE A LEGACY FROM THE CHANGING FUTURES PROGRAMME	Review of Changing Futures implemented and key learning implemented alongside service re-design	5. We will involve and empower residents and ensure those who require support receive it	Housing Options	Mar-24	
5:10 WE WILL DEVELOP A HOUSING FIRST MODEL FOR THOSE WITH COMPLEX NEEDS	Residents who sleep rough have access to accommodation that meets their needs	5. We will involve and empower residents and ensure those who require support receive it	Housing Options	Sep-23	
5:11 SUPPORTED HOUSING IMPROVEMENT PROGRAMME MULTI-DISCIPLINARY TEAM ESTABLISHED	Supported Housing providers claiming exempt benefit rates are held to account in terms of quality of accommodation and service provided	5. We will involve and empower residents and ensure those who require support receive it	Housing Standards Housing Options	Sep-23	
5:12 WE WILL REVIEW AND IMPLEMENT REQUIRED CHANGES FROM THE DOMESTIC ABUSE BILL TO FULFIL OUR STATUTORY DUTIES ALONGSIDE PARTNERS	Those who have domestic abuse perpetrated against them get the appropriate advice and support	5. We will involve and empower residents and ensure those who require support receive it	Housing Options	Sep-23	



ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
<p>5:13 WE WILL DEVELOP AND INCREASE SUPPORT AVAILABLE FOR REFUGEES AND ASYLUM SEEKERS WITHIN THE DISTRICT</p>	<p>Refugees and asylum seekers provided with the right advice and support to live independently and have access to appropriate services</p>	<p>5. We will involve and empower residents and ensure those who require support receive it</p>	<p>Housing Standards</p>	<p>Sep-23</p>	
<p>5:14 WE WILL CONTINUE TO DEVELOP DISCHARGE SERVICES FOR THOSE LEAVING HOSPITAL</p>	<p>Those leaving hospital are supported to return home safely and live independently. Where this is not possible appropriate and timely plans are put in place</p>	<p>5. We will involve and empower residents and ensure those who require support receive it</p>	<p>HIA Housing Options</p>	<p>Sep-23</p>	
<p>5:15 WE WILL UNDERTAKE A REVIEW OF HOMELESSNESS WITHIN THE DISTRICT AND UPDATE OUR HOMELESSNESS STRATEGY</p>	<p>Updated Homelessness Strategy is adopted by Cabinet</p>	<p>5. We will involve and empower residents and ensure those who require support receive it</p>	<p>Housing Options</p>	<p>Sep-23</p>	



4. Health and Happy Communities

ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
1:1 DEVELOP TEAM TRAINING PLANS	Training plans in place across the service and staff have their development needs addressed	1: We invest in staff and look after their wellbeing.	All	Jun-23	
1:2 DEVELOP SERVICE WELLBEING PLANS	Sickness levels decrease, staff report feeling supported and able to fulfil role to best of their potential	1: We invest in staff and look after their wellbeing.	All	Sep-23	
1:3 ENSURE ALL COLLEAGUES RECEIVE REGULAR RECORDED 121S	Staff feel supported and more engaged with their workplace	1: We invest in staff and look after their wellbeing.	All	Jun-23	
1:4 IMPLEMENT COUNCILS PERFORMANCE MANAGEMENT APPRAISAL TOOL	Staff feel supported and more engaged with their workplace	1: We invest in staff and look after their wellbeing.	All	Jun-23	



ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
2:5 SEEK TO GAIN EXTERNAL VERIFICATION OF SERVICE DELIVERY.	Services achieve Foundations Quality Mark and TPAS accreditation	2. We ensure homes are decent and energy efficient.	HIA Council Housing	Mar-24	
2:7 WE WILL CONSULT ON THE INTRODUCTION OF A SELECTIVE LANDLORD LICENSING SCHEME IN WEST END	Report to Cabinet for decision on whether to implement Selective Landlord Licensing Scheme	2. We ensure homes are decent and energy efficient.	Housing Standards	Dec-23	
4:1 THE SERVICE WILL PREPARE FOR THE COLLECTION OF TENANT SATISFACTION MEASURES	Team able to undertake regulatory return within the required timeframe	4. We maximise efficiency and seek to be transparent with the services we deliver	Housing Management	Mar-24	
4:3 WE WILL DEVELOP OUR COUNCIL HOUSING WEBSITE SO THAT THE RIGHT INFORMATION IS AVAILABLE AND ACCESSIBLE	Tenants able to find information that matters to them more easily. Service is more transparent in what it does	4. We maximise efficiency and seek to be transparent with the services we deliver	Housing Management	Sep-23	



ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
<p>4:4 WE WILL PROGRESS WITH THE DEVELOPMENT OF NEW SYSTEMS REPLACEMENT</p>	<p>New system tendered. Services provide more effective and efficient services by reduction in systems 'wasted time'. Better performance reporting to enable services to understand what is working and where service improvements may be required.</p>	<p>4. We maximise efficiency and seek to be transparent with the services we deliver</p>	<p>Council Housing HIA</p>	<p>Dec-23</p>	
<p>4:12 WE WILL UNDERTAKE A REVIEW OF THE REPAIRS AND MAINTENANCE SERVICE STRUCTURE</p>	<p>The RMS is fit for the future and able to meet required indicators, targets, actions better</p>	<p>4. We maximise efficiency and seek to be transparent with the services we deliver</p>	<p>RMS</p>	<p>Jun-23</p>	
<p>4:13 WE WILL IMPLEMENT RECOMMENDATIONS AND REPORT ON PROGRESS FOLLOWING REVIEW OF COUNCIL HOUSING SERVICE DELIVERY BY TPX IMPACT</p>	<p>Progress against the action plan is reported on and achieved. Customers receive a better service. Staff engagement is higher</p>	<p>4. We maximise efficiency and seek to be transparent with the services we deliver</p>	<p>Council Housing</p>	<p>Mar-23</p>	

