



Council Housing

SERVICE IMPROVEMENT PLAN 2024-2026

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Approved by	Joanne Wilkinson
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1. We invest in staff and look after their wellbeing.

ACTION	OUTCOME	COUNCIL PRINCIPLE	RESPONSIBLE SERVICE	DEADLINE	UPDATE
SKILLS AND TRAINING MATRIX IMPLEMENTED	Staff receive appropriate training and are better equipped to perform their role.	A co-operative, kind and responsible council.	Council Housing	Jun-24	
DEVELOP TEAM WELLBEING ACTION PLANS	Sickness levels decrease, staff better supported and more connected with the team, service, organisation.	A co-operative, kind and responsible council.	All	Sep-24	
SERIES OF BRIEFINGS HELD TO HELP SHARE INFORMATION AND FOR STAFF TO GAIN KNOWLEDGE AROUND REQUIREMENTS FROM THE HOUSING OMBUDSMAN	Staff have a better understanding of Housing Ombudsman spotlight reports / best practice, and tenants receive a better service.	A co-operative, kind and responsible council.	Council Housing	Mar-25	
REVIEW INDUCTION / ONBOARDING PROCESS FOR COUNCIL HOUSING STAFF	Staff who start with Lancaster City Council understand role, responsibilities and requirements better and are more satisfied with their role, being able to better deliver services to tenants.	A co-operative, kind and responsible council.	Council Housing	Jun-24	

ACTION	OUTCOME	COUNCIL PRINCIPLE	RESPONSIBLE SERVICE	DEADLINE	UPDATE
STAFF RECEIVE MENTAL HEALTH AWARENESS TRAINING AND SUFFICIENT STAFF ACROSS THE SERVICE ARE RECOGNISED AND TRAINED MENTAL HEALTH FIRST AIDERS.	Staff feel adequately skilled / trained to support residents (and staff) who experience mental ill-health.	Happy and Healthy Communities	All	Mar-25	
NON-TECHNICAL STAFF RECEIVE TRAINING IN HHSRS	Non-technical staff feel confident in identifying home hazards and can appropriately categorise appropriate support / repairs where needed.	Happy and Healthy Communities	Council Housing & Customer Services	Mar-25	
ROLE SPECIFIC MANAGERS WITHIN COUNCIL HOUSING ENROLLED ON APPROPRIATE CIH QUALIFICATION.	Staff receive appropriate training and support professionalisation agenda in housing.	A Co-operative, Kind and Responsible Council	Council Housing	Sep-25	



2. We ensure homes and buildings are decent and energy efficient

ACTION	OUTCOME	COUNCIL PRINCIPLE	RESPONSIBLE SERVICE	DEADLINE	UPDATE
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.	Happy and Healthy Communities	Council Housing / HIA	Mar-26	
SEEK TO TENDER A CARPET CONTRACT TO SUPPORT RESIDENTS IN THEIR HOMES	Tenancy sustainment increased - all new homes have offer of being let with carpet provision.	Happy and Healthy Communities	Council Housing	Dec-24	
WORKS TO ALDER GROVE DEVELOPMENT ARE SUCCESSFULLY COMPLETED	New housing provision	Happy and Healthy Communities	Council Housing	Dec-24	
SELF-ASSESS AGAINST NEW CONSUMER STANDARDS INCLUDING ACTION PLAN DEVELOPED WHERE FURTHER WORK REQUIRED	Base-line position against new requirements known including gap analysis	A Co-operative, Kind and Responsible Council	Council Housing	Jun-24	

ACTION	OUTCOME	COUNCIL PRINCIPLE	RESPONSIBLE SERVICE	DEADLINE	UPDATE
ACHIEVE PLANNING APPROVAL FOR KEY DEVELOPMENT SITES	Planning approved for Skerton High School, Coopers Field and garage sites	Happy and Healthy Communities	Council Housing	Dec-24	
HOMES ENGLAND APPLICATIONS SUBMITTED AND FUNDING SECURED ALONGSIDE JOINT WORK WITH FINANCE AROUND TREASURY MANAGEMENT	Finances secured for Skerton High School and garage sites to enable build to commence	Happy and Healthy Communities	Council Housing	Sep-24	
PROCUREMENT FOR WORKS ON SKERTON HIGH SCHOOL COMPLETED	Contractors commencing work on Skerton High School	Happy and Healthy Communities	Council Housing	Dec-24	
I. STOCK CONDITION SURVEYS COMPLETED ON REMAINDER OF COUNCIL HOUSING STOCK (C25%). II. 5 YEAR ASSET INVESTMENT PLAN DEVELOPED.	The Council has a good understanding of the condition of its stock and a solid investment programme is developed in preparation for budget setting.	Happy and Healthy Communities	Assets and Compliance / Council Housing	Sep-24	



ACTION	OUTCOME	COUNCIL PRINCIPLE	RESPONSIBLE SERVICE	DEADLINE	UPDATE
<p>DEDICATED GROUP ESTABLISHED TO REVIEW ENERGY ACROSS THE COUNCIL'S PROPERTY PORTFOLIO</p>	<p>Expenditure for energy consumption reduced, energy contracts deliver value for money, fuel poverty in Council Tenants homes reduced.</p>	<p>A Co-operative, Kind and Responsible Council</p>	<p>Assets and Compliance / Council Housing</p>	<p>Dec-24</p>	
<p>I. STEERING GROUP ESTABLISHED.</p>	<p>Repairs and Maintenance Service transition from current repairs timescales and customer contact to new position as currently assumed following Awaabs Law consultation.</p>	<p>Happy and Healthy Communities</p>	<p>Council Housing</p>	<p>Jun-24</p>	
<p>II. EFFECTIVE SYSTEMS PUT IN PLACE TO TRANSITION TO ASSUMED AWAABS LAW TIMESCALES ON REPAIRS PERFORMANCE.</p>					
<p>III. PERFORMANCE MONITORING IN PLACE.</p>					



3. We take pride in our neighbourhoods and corporate buildings, ensuring they are clean and safe

ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
<p>ACTIONS CONTAINED WITHIN THE COMMUNITY SAFETY ACTION PLAN ARE DELIVERED</p>	<p>Tenancy sustainment increased and tenant satisfaction increased. Residents report feeling safer in their homes and neighbourhoods.</p>	<p>A Co-operative, Kind and Responsible Council</p>	<p>Council Housing</p>	<p>Mar-25</p>	
<p>TENANTS / OTHERS ARE ENGAGED AROUND THE SERVICES WE DELIVER AND THEIR NEIGHBOURHOODS WITH INDIVIDUAL COMMUNITY PLANS PRODUCED DETAILING HOW WE WILL WORK TOGETHER TO DELIVER IMPROVED OUTCOMES</p>	<p>All Council Housing estates have community plans developed in consultation with residents</p>	<p>Happy and Healthy Communities</p>	<p>Council Housing</p>	<p>Sep-25</p>	
<p>TENANTS / OTHERS ARE ENGAGED AROUND THE SERVICES WE DELIVER AND THEIR SCHEMES AND SURROUNDING SPACES WITH INDIVIDUAL MINI-COMMUNITY PLANS PRODUCED DETAILING HOW WE WILL WORK TOGETHER TO DELIVER IMPROVED OUTCOMES</p>	<p>All Independent Living Schemes have mini-community plans developed in consultation with residents</p>	<p>Happy and Healthy Communities</p>	<p>Council Housing</p>	<p>Mar-25</p>	



4. We maximise efficiency and seek to be transparent with the services we deliver

ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
ACTIONS CONTAINED WITHIN THE TENANT SATISFACTION MEASURES ACTION PLAN ARE DELIVERED.	Tenants are more satisfied with the services delivered to them.	A Co-operative, Kind and Responsible Council	Council Housing	Sep-24	
I. ALLOCATIONS POLICY IS REVIEWED IN LINE WITH LEGISLATIVE CHANGES AND CURRENT CIRCUMSTANCES. II. POLICY IS CONSULTED ON. III. POLICY IS ADOPTED BY CABINET.	Updated Allocations Policy is adopted by Cabinet	Happy and Healthy Communities	Council Housing	Sep-24	
ALL TENANTS WRITTEN TO WITH RELEVANT AND UP TO DATE INFORMATION.	All tenants know their rights surrounding their tenancy and how to make a complaint	Happy and Healthy Communities	Council Housing	Jun-24	
COUNCIL HOUSING TENANCY AGREEMENT AND LICENSE AGREEMENT UPDATED TO REFLECT CURRENT PRACTICES AND IN LINE WITH BEST PRACTICE	Tenants are clear on services that the Council delivers to them, they know their rights and responsibilities	A Co-operative, Kind and Responsible Council	Council Housing	Sep-24	



ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
OUT OF HOURS CONTRACT RE-TENDERED	Residents of the District / LCC tenants receive effective and efficient Out of Hours Service	A Co-operative, Kind and Responsible Council	Council Housing	Dec-24	
REVIEW OF INDEPENDENT LIVING SERVICE UNDERTAKEN	We will provide a modern and effective Independent Living Service	Happy and Healthy Communities	Council Housing	Dec-24	
COUNCIL HOUSING DIGITAL STRATEGY DEVELOPED	Council Housing Digital Strategy developed - ensuring the service has a plan for providing effective services through the use of digital transformation	A Co-operative, Kind and Responsible Council	Council Housing	Mar-26	
I. HOUSING SYSTEM PROCURED.	Housing system procured	A Co-operative, Kind and Responsible Council	Council Housing	Dec-24	
II. ROADMAP FOR IMPLEMENTATION DEVELOPED.					



ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
4.12 INITIAL PRIORITY SERVICES TRANSFERRED ONTO NEW HOUSING MANAGEMENT SYSTEM	Priority teams transferred to new housing management system and services better able to manage work leading to better information management	A Co-operative, Kind and Responsible Council	Council Housing	Mar-26	
4.13 HOUSING OMBUDSMAN SPOTLIGHT REPORT ON KIM BETTER UNDERSTOOD BY ALL STAFF AND ACTION PLAN DEVELOPED TO IMPROVE SERVICES	Service adopts better practices around KIM (leading to tenants receiving better and more bespoke services)	A Co-operative, Kind and Responsible Council	Council Housing	Jun-24	
I. ACTION PLAN DEVELOPED AND IMPLEMENTED FOLLOWING SCRUTINY PANEL REVIEW OF RMS. II. EXTERNAL AUDIT REVIEW OF RMS DELIVERY CONDUCTED ENSURING SERVICE MEETS REQUIRED STANDARDS AND INDUSTRY BEST PRACTICE.	Repairs and Maintenance Service delivered in line with how residents wish to receive the service whilst also taking into account legislative requirements	A Co-operative, Kind and Responsible Council	Council Housing	Mar-25	
SEEK OUT EXTERNAL FUNDING OPPORTUNITIES WHEREVER POSSIBLE THAT ALIGN AND ENHANCE OUR SERVICE DELIVERY	Best Value for Council resources is achieved and more residents benefit from support / services	A Co-operative, Kind and Responsible Council	All	Mar-26	



ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
<p>TENANT SATISFACTION MEASURES SURVEY COMPLETED FOR 24/25 AND RESULTS UNDERSTOOD WITH ACTION PLAN DEVELOPED AND PROGRESSED</p>	<p>The Council understands and acts upon where appropriate the provision of services to residents in Council homes</p>	<p>A Co-operative, Kind and Responsible Council</p>	<p>Council Housing</p>	<p>Dec-24</p>	
<p>SELF-ASSESS AGAINST NEW COMPLAINT CODE, IMPLEMENTING ANY REQUIRED ACTIONS.</p>	<p>Council is compliant against joint complaint handling code</p>	<p>A Co-operative, Kind and Responsible Council</p>	<p>Council Housing / Customer Services</p>	<p>Jun-24</p>	



5. We will involve and empower residents and ensure those who require support receive it.

ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
<p>INCREASED OPPORTUNITIES FOR ENGAGEMENT CREATED IN WAYS THAT ARE MEANINGFUL FOR COMMUNITIES AND RESIDENTS, PARTICULARLY FOR THOSE FROM MINORITY GROUPS.</p>	<p>Increased resident engagement seen, taking account of communities needs and aspirations.</p>	<p>Happy and Healthy Communities</p>	<p>Council Housing</p>	<p>Sep-25</p>	
<p>SERVICE STANDARDS DEVELOPED - IN CONJUNCTION WITH RESIDENTS</p>	<p>Service standards developed, and performance monitored</p>	<p>Happy and Healthy Communities</p>	<p>Council Housing</p>	<p>Dec-24</p>	
<p>I. WE WILL DEVELOP OUR SYSTEMS TO BE ABLE TO RECORD BETTER INFORMATION ABOUT OUR TENANTS.</p> <p>II. WE WILL USE OUR INFORMATION TO PROVIDE BETTER / MORE EFFICIENT SERVICES FOR TENANTS.</p> <p>III. WE WILL DEVELOP AN 'EYES AND EARS' APPROACH.</p>	<p>We know who are tenants are and can tailor our service provision depending on their needs</p>	<p>Happy and Healthy Communities</p>	<p>Council Housing</p>	<p>Dec-24</p>	



ACTION	OUTCOME	SIP PRIORITY	RESPONSIBLE SERVICE	DEADLINE	UPDATE
5.7 SATISFACTION SURVEYS ARE DEVELOPED FOR SERVICES. REPORTS AND OUTCOMES ARE PRODUCED.	We have a better understanding of how our tenants view the services we provide, and are able to use this to improve service delivery	Happy and Healthy Communities	All	Dec-24	

