

WELWYN HATFIELD BOROUGH COUNCIL
CABINET HOUSING AND PLANNING PANEL – 17 MARCH 2016
REPORT OF THE DIRECTOR OF FINANCE AND OPERATIONS

DRAFT DELIVERY PLAN – WELWYN HATFIELD COMMUNITY HOUSING TRUST
2016/17

1 Executive Summary

- 1.1 This report introduces the final draft of the proposed Delivery Plan for Welwyn Hatfield Community Housing Trust's (the Trust) activities in 2016/17 – attached at Appendix A.
- 1.2 The Management Agreement between the Council and the Trust sets out a requirement for the Trust to produce an annual Delivery Plan.
- 1.3 The Delivery Plan sets out the outputs of the Trust, the key performance requirements of the services and includes the performance standards expected.
- 1.4 The Plan includes the overall strategy of the Trust and how the Trust will deliver key strategic goals of the Council and the community.
- 1.5 The Trust, through the Delivery Plan and the Annual Performance Plan will ensure that all its policies and activities support the objectives of relevant Council strategies.
- 1.6 The initial draft was considered by members of this panel in January 2016, where minor amendments were made. It has now been approved by the Trust Board to be presented to members as the final draft.

2 Financial Implication(s)

- 2.1 There are no financial implications arising from this report.

3 Recommendation(s)

- 3.1 To recommend to Cabinet the approval of the final draft Delivery Plan for 2016/17, as set out at Appendix A.

4 Background

- 4.1 In accordance with the Management Agreement between the Council and the Trust, an annual Delivery Plan, in the form prescribed, should be submitted to and approved by the Council.

- 4.2 The Delivery Plan sets out to :

- Confirm the mission statement and Core Values of the Trust

- Introduce the revised, underpinning Strategic Objectives as approved by the Trust's Board
- Identify key performance and levels of customer satisfaction targets against which the Trust will be measured
- Identify service enhancements and initiatives to be introduced or extended during the Delivery Plan period
- Confirm arrangements between the Council and the Trust for joint working and the management of the agreement

4.3 The goals of the Delivery Plan are:

- To continue to improve the services delivered to the community.
- To further enhance options and opportunities for tenants and leaseholders to have a greater say in the running of the housing service.
- To refocus existing resources into improving the quality of the housing repair service and into further developing community initiatives identified by tenants, leaseholders and residents for the neighbourhoods in which they live.
- To work with service users, the council and other social landlords to develop a local excellence standard to enable effective tenant-led regulation.
- To identify, in partnership with the council, opportunities to extend the range of services offered by the Trust in order to better meet local housing related needs.
- To work with the council in responding to the changes to social housing tenure, the HRA financial regime and welfare benefits, including managing the potential impacts of those changes.

4.4 The main objectives of the Trust are:

- To provide excellent services which represent value for money
- To have high levels of customer satisfaction
- To create opportunities for everyone to get involved and make a positive difference within our community
- To develop innovative local solutions to provide and manage more homes and services
- To be an organisation where people are valued and proud to work

5 Policy Implication(s)

5.1 There are no policy implications arising from this report.

6 Risk Assessment

6.1 The production of the Delivery Plan is listed as one of a number of controls which are in place, to ensure that the joint strategic risk around success of the partnership is well managed.

7 Equality and Diversity

- 7.1 There are no implications arising from this report, which would require an Equality Impact Assessment. All the services provided by the Trust are subject to separate Equality Impact Assessments.

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Background papers:

Agreement for housing management and other services (Welwyn Hatfield Borough Council and Welwyn Hatfield Community Housing Trust)