


Report to:	Housing, Economy and Business Committee	Date:	23 January 2018
Report title:	Sutton Housing Partnership Delivery Plan 2018/19		
Report from:	Mary Morrissey - Strategic Director for Environment, Housing and Regeneration		
Ward/Areas affected:	Borough Wide		
Chair of Committee/Lead Member:	Councillor Jayne McCoy		
Author(s)/Contact Number(s):	Trevor Hart, Housing Strategy and Commissioning Manager, 020 8770 5844		
Corporate Plan Priorities:	<ul style="list-style-type: none"> • An Open Council • A Green Council • A Fair Council • A Smart Council 		
Open/Exempt:	Open		
Signed:		Date:	10 January 2018

1. Summary

- 1.1 On an annual basis, the Housing, Economy and Business Committee is invited to approve Sutton Housing Partnership's (SHP) Delivery Plan, produced in accordance with the provisions of the Management Agreement between the Council and its Arms Length Management Organisation (ALMO).

2. Recommendations

The Housing, Economy and Business Committee is recommended to:

- 2.1 Approve the Sutton Housing Partnership Delivery Plan for 2018/19;
- 2.2 Note the inclusion of the current service standards and agree that these may be revised from time to time as part of the process of producing updated delivery plans.

3. Background

- 3.1 Under the Management Agreement between the Council and SHP, the latter is required to produce "delivery plans" on an annual basis, focusing on service delivery and performance.
- 3.2 In 2016 SHP produced a new strategic plan covering the five year period 2016/17 to 2020/21, incorporating supporting plans for the first year of the period, 2016/17. The Delivery Plan for 2018/19, set out at Appendix A, comprises an update of the Strategic Plan including

supporting plans for next year (Financial, Improvement and Performance Plans).

- 3.3 In summary, the document begins with a foreword from SHP's Chief Executive. The next section sets out the ALMO's purpose and priorities. Section 3 provides a brief review the organisation's performance over the last year. This is followed by the supporting plans for 2018/19, these covering finance, service improvement and performance.
- 3.4 In light of the re-modelling of SHP (see report elsewhere on the agenda) the latest suite of SHP service standards have been included as an appendix to the Delivery Plan.

4. Issues

Resident consultation

- 4.1 To inform its five year strategic plan SHP carried out an extensive resident consultation exercise in the late Autumn of 2015. Key findings were that SHP was generally regarded in a positive light but that there were areas for improvement, the principle ones being:
- the quality and timeliness of the repairs service
 - the quality of estate environments and services
 - communication with residents
 - customer care
- 4.2 In developing the Delivery Plan 2018/19 and its various supporting plans, notably the Improvement Plan and the Service Standards, residents' views from the recent survey, along with more recently gathered customer feedback and intelligence, have been taken into account.

Supporting Plans for 2018/19

- 4.3 The Financial Plan for 2018/19 sets out SHP's Management Fee and areas of expenditure during the coming year, derived from the proposed HRA budget, which is set to be approved by the Strategy and Resources Committee in February. It provides a breakdown of how SHP's total Management Fee of £14,481,300 will be spent. There is also a summary of the draft proposed 2018/19 HRA capital programme, which will also form part of the budget report to the Strategy and Resources Committee in February.
- 4.4 The Improvement Plan sets out a number of actions to be taken to enhance service delivery under the headings of SHP's four strategic priorities: Excellent Customer Services, Quality Homes and Secure Neighbourhoods, Value for Money and Reputation for Excellence. Within each area are various actions with timescales and staff responsibilities. A number of these link to specific Performance Plan targets.
- 4.5 The Performance Plan begins with SHP's suite of key performance indicators or "KPIs". This is followed by the much larger suite of performance indicators (PIs) against which SHP is monitored by the Council's client team. There have been a small number of minor amendments made to the original suite, and the latest 2017/18 outturns (at end Nov) are shown alongside the outturns for 2016/17. These are followed by the proposed targets set for 2018/19 and the 'aspirational' targets for 2020/21.

- 4.6 Appended to the Delivery Plan is the current suite of SHP service standards covering all aspect of the housing management function. These will continue to be reviewed periodically in consultation with residents and provided to the Council for approval as part of the annual delivery plan process.
- 4.7 SHP also provides the Council's client team with a number of performance reports covering various aspects of the service (e.g. anti-social behaviour, income collection etc). These go into a lot more detail and, by way of exception reporting, highlight areas of the service that may be underperforming in order that remedial action needed can be identified and undertaken.

5. Options Considered

- 5.1 Not applicable.

6. Impacts and Implications

Financial

- 6.1 Sutton Housing Partnership will meet the costs of the Delivery Plan through the management fee of £14.4m and the charges made against the capital programme of £1.0m. A breakdown of how this will be spent is included in the financial plans which forms part of the attached delivery plan.

Legal

- 6.2 This is a delivery plan and as such is a high level report with no immediate specific legal issues arising. However detailed legal advice may need to be sort when delivering the Plan in respect of various actions and activities identified in the report at the appropriate juncture.

Equality Impact Assessment

- 6.3 An Equality Impact Assessment is set out at Appendix B.

7. Appendices and Background Documents

Appendix Letter	Title
A	SHP Delivery Plan 2018/19
B	Equality Impact Assessment

Background Documents
None

Audit Trail		
Version	Final	Date: 10 January 2018
Consultation with other officers		
Finance	Yes	Neilesh Kakad
Legal	Yes	Robert Baxendale
Equality Impact Assessment required?	Yes	See Appendix B