

Newark and Sherwood Homes – Annual Delivery Plan 2019/20

Key Activities:

Service Delivery

- i. Alignment of tenancy sustainment and income collection activities to synergise support for tenants and address the anticipated impacts of Universal Credit.
- ii. Review the approach to tenancy audits, to maximise the impact of tenancy management interventions of support and enforcement
- iii. Increase our presence in our neighbourhoods and on estates; increasing the quantum of visible presence to deliver cleaner, safer, greener communities with refreshed service delivery vehicle branding.
- iv. Scrutinise the increased level of tenancy turnover to identify required actions that ensure the ongoing viability of the asset.
- v. Support the delivery of the Yorke Drive Regeneration project through effective engagement with tenants and the provision of asset management and financial planning advice.
- vi. Review the effectiveness of the tenancy agreement to ensure it is fit for purpose in supporting the delivery of the Company's tenancy management and the Councils broader community focussed Cleaner, Safer, Greener campaign
- vii. Project Manage delivery, implementation and ongoing operation of the Councils Extra Care facility – Ollerton and Boughton
- viii. Undertake a review of the first year of operation at Gladstone House
- ix. Support the Council in delivery of Councils Housing Needs Study
- x. Monitor and analyse the impact of Universal Credit upon rent recovery to enable effective resourcing of core service delivery – protecting the Councils income and maximising support for individuals to ensure tenancy sustainment.
- xi. Implement and embed the Company's wider affordable housing offer, supporting the overall Council priorities.
- xii. Review the current delivery of services at local offices to ensure the most efficient and effective model continues to be adopted.
- xiii. Work with the Council to meet the expectations of the National Housing Agenda.

- xiv. Work within the company's performance framework to drive continuous improvement, in particular driving improvement in any areas found to be underperforming.

Procurement and Capital Programme

- i. Support the Council in delivering the Yorke Drive estate regeneration project.
- ii. Consider options for and implement parking solution at key sites across the district.
- iii. Review the approach to asset viability with relation to the districting aging demographic, the requirement for income generation and best management of void levels.

Finance

- i. Work in partnership with the Council to support delivery of the Council's housing growth strategy, set against maintaining a viable HRA BP and specifically in the delivery of the HRA Development Programme.
- ii. Respond to the shareholder appetite for innovation in liaison with and through support from the council to realise opportunities.
- iii. Responding to the Council's commercialism agenda, enhance the company's contribution to income generation through delivery of 3rd party work and services

Resources

The company will continue its approach to resource management through effective monitoring and control of risks and opportunities associated with staff and technology.

Performance Management and Regulations

Ensure compliance with emerging regulation and legislation post Grenfell Enquiry and progression of the Social Housing Green Paper