

Title: Roadmap 2015-16	Meeting: Board	
Report authorised by: Ann Lucas, Chair	Date of the meeting: 27 April 2015	Item No. 8
Report author: Gavin Cansfield, Chief Executive	Classification: Open	Report type: Information
Business Priorities Each of the four business priorities set out in the business plan are underpinned by a roadmap for each of them.		
Impact for Customer This paper sets out what will be different for the perspective of the resident at the end of 2015-16 as a result of delivering the roadmap milestones.		
Diversity Impact Diversity impacts are considered throughout the business plan		
Cost and Income Implications There are no direct cost implications.		
Risk Management This paper contributes to securing the delivery of delivery plan outputs.		
Summary This is the first Board Meeting of the new roadmap and therefore presents an appropriate opportunity to provide the Board with a view of the activities planned in the coming year. These specifically focus on what will be different at the end of the 12 month period.		

Recommendations

That the Board:

- Reviews the activities planned to support the business plan roadmap in 2015-16

1 Background

The Business Plan has been approved by the Board and the Council client. The agreement of business critical indicator targets for 2015-16 is very near finalisation.

2 Roadmap

The specific work which will emerge from the roadmap forms part of a narrative which is reflected in the business plan which begins to shape THH's vision and ambition.

Here to Help

- All staff will have been through vulnerability awareness and safeguarding training.
- We will take a data driven approach to vulnerability working in partnership with the Council and others
- We will have a different conversation with social services and health about how we as the landlord can improve the wellbeing of vulnerable residents, prevent demand and save resources for the local government / health economy.

On your side

- By March 2016 we will have made over 7000 homes decent and around 7500 tenanted homes will have had new kitchens and bathrooms.
- We will have dealt with an historic backlog of repairs.
- Whilst still being there for residents who need us, we can begin to use ongoing demand for repairs to target housing management interventions.
- So we will begin a new conversation with tenants about our and their pride in their home, and getting the right balance of what we offer by right and what we insist of tenants. This will involve rebalancing the repair responsibilities in the tenancy between what THH will do, what we will ask tenants to do, and ensuring tenants pay for damage.

- We will provide a positive first response, and will handle criticism or complaints more openly and less defensively,
- We will keep residents updated - we will provide frequent progress reports on issues that require several interactions by us or contractors and finally the customer should find us better at follow-up
- The neighbourhoods will have been refreshed with a substantial replanting programme
- Reporting ASB will be effortless for our residents using consolidated access channels; we will better understand the impact and helpfulness of our interventions; we will increase feedback to residents using new media and through stronger casework management; we will have developed better responses for vulnerable victims of ASB in partnership with the police and other partner agencies.
- 27 neighbourhood plans developed with residents through data analysis prioritising what is really needed and allowing us to understand the impact and value of our interventions.
- We will have a relationship with leaseholders receiving major works that is based on clarity, responsiveness and assurance; we will do this by investing in how we consult, and the audit trail for both what works are needed, and what they cost.

Making service feel effortless

- Where we cannot deal with a customer query or request when it arises we will call back the customer within 48 hours and aim to achieve this 80% of the time.
- making a secure postal channel the default method for sending out FOBs and online verification methods – both avoiding customers having to attend in person, setting up direct debit arrangements when a new leaseholder account is created, text status updates for right to buy applicants.
- straight forward complaints will be handled promptly in a less bureaucratic way with a focus on getting the problem sorted.
- a repairs service based on the simplest and most effortless path for customers, staff and contractors; we will have:
 - a bespoke offer for our 6 groups of customers with the most distinctive needs and use of repairs,
 - targeted use of property MOTs to resolve a range of issues in residents' homes in one go;
 - a planned programme to deal with guttering, using 'fat traps' to minimise blockages and whole block plumbing checks to minimise leaks for both tenants and leaseholders.

We will build homes that bring the best of local government collaborative working together with strong development expertise. Our homes will be tailored for the needs of Tower Hamlets and add

value to the neighbourhood and communities in which they are built.

We will better understand the homes and other assets we manage – their condition, their contribution and their value – and have a plan for the next 5 years of investment.

3 Equalities and Diversity Implications

- 3.1 The THH Equalities Strategy has recently been reviewed and updated. An accompanying action plan to it sets out detailed actions to ensure its delivery.

4 Implications

- 4.1 Financial: No direct implications
- 4.2 VFM Implications: the approach to recruitment will be designed to ensure that the search process is efficient and cost effective using a mix of internal and potentially external resources. In particular the use of online media will be optimised for advertising the roles.
- 4.3 Legal implications: None
- 4.4 Risk: Planning and monitoring activity as evidenced through this report ensures that the business plan is properly understood and delivered.