

Appendix 1

Draft Housing Services Output Specification

1. Housing Management – Social and Affordable Housing

Current Services <i>Include:</i>	Challenge for Barnet Homes
<ul style="list-style-type: none"> • Tenancy Management • Leasehold Management • Repairs and Maintenance • Enquires New Tenancies • Voids and empty property management • Right to Buy • Management of Sheltered and Older persons housing • Management of the Assist Scheme and floating support and Complaints • Decanting • Procurement • Tenancy Strategy • Shared ownership • Resident Engagement 	Test Plans for improvement, delivering savings and providing Value for Money
<ul style="list-style-type: none"> • Estate Management 	Test Scope for Economies of Scale
<ul style="list-style-type: none"> • Finance 	Test if duplication with other Delivery Units
<ul style="list-style-type: none"> • Management of other assets 	Test scope of services - appropriate mix of assets
<ul style="list-style-type: none"> • Management of newly built or acquired affordable short hold leased properties 	Test scope and plans for delivering Value for Money

2. Housing Management – Private Rented

New Service	Challenge
<ul style="list-style-type: none"> • Management of newly built or acquired private rented properties as required by the Council. 	Test most appropriate provider

3. Housing Options Service

Current Services <i>Include:</i>	Challenge for Barnet Homes
<ul style="list-style-type: none"> • Advice and Options • Homeless Preventions • Homeless Assessment including statutory responsibility • Administration of Allocations scheme • Out of Hours and emergency assessment • Appeals and Reviews • Procurement and Management of Temporary Accommodation including income management • Enquiries and Complaints • Reporting • Business Continuity • Equalities • Safeguarding 	Test Plans for improvement, delivering savings and providing Value for Money
<ul style="list-style-type: none"> • Demand and Supply Modelling • Strategic Planning of future TA pressures 	Test scope of services - appropriate mix

4. Development Agency Services

Current Services For small HRA infill sites on existing estates	Challenge for Barnet Homes
<ul style="list-style-type: none"> • Delivery Plan • Site identification • Scheme Feasibility • Grant Funding • Land/Property Acquisition • Project Gateway Process • Design Team • Design and Planning approval • Procurement • Contract Management • Handover and Defects Liability Period. 	Test Plans for improvement, delivering savings and providing Value for Money
New Service	Challenge
<ul style="list-style-type: none"> • For larger and more specialist services and schemes on GF land. 	Test most appropriate provider

New Service	Challenge
<ul style="list-style-type: none"> Registered Provider 	Test if appropriate for Barnet Group to gain RP status

5. Community Development Services

Current Services	Challenge for Barnet Homes
<ul style="list-style-type: none"> Welfare Reform Area based community development (campaigns/initiatives) activities (Loveburntoak) Skills and employment programs and courses Apprenticeships for Council tenants Capacity building community groups and resident associations to become self-reliant and financially independent (Loveburntoak) Digital and financial inclusion programs Community Development within regeneration, coordinating stakeholder engagement (West Hendon, Dollis Valley, Grahame Park) Mentoring and coaching programs for Council tenants Advisory service to the Council on all aspects related to community development taking place across Barnet Shaping of community assets and identifying prospective groups to take on the management Work experience programs for Council tenants 	<p>Test the use of the landlord functions to assist residents to improve their skills and prospects for employment, and improve health and educational outcomes in liaison with voluntary and private sectors.</p> <p>Test the opportunities to use housing services as a platform for community development and other social goals (for example participation in the Benefits Cap Task Force, community safety).</p> <p>Test Plans for improvement, delivering savings and providing Value for Money</p>

6. Housing Strategy and Policy

Current Services	Challenge for Barnet Homes
<ul style="list-style-type: none"> Supporting the delivery of a housing strategy Homeless and TA Action Plan Provide data as required Asset Management strategy Housing Policy input Support the Commissioning Group 	Test Plans for improvement, delivering savings and providing Value for Money

Current Services	Challenge for Barnet Homes
<ul style="list-style-type: none"> • Providing the strategic function for Housing Services 	Test the balance of tasks between Re, Barnet Homes and LBB

7. Private Sector Housing

Current Services	Challenge for Barnet Homes
<ul style="list-style-type: none"> • Stock Condition • Empty Homes • Regulation and Control • Houses in Multiple Occupation 	Understand the interface for rented out leasehold properties on estates between BH landlord function and Re Environmental Health.

8. Housing Finance

Current Services	Challenge for Barnet Homes
<ul style="list-style-type: none"> • HRA Management • GF Management 	Review services for duplication between BH and CSG and potential efficiencies.