

Report to Housing Select Committee

Date of meeting: 10 November 2015

Portfolio: Housing – Cllr David Stallan

Subject: Communities Directorate's Housing Service Strategy on Harassment

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Committee Secretary: Mark Jenkins (01992 564607)



Recommendations/Decisions Required:

That the Housing Scrutiny Select Committee considers and endorses the Communities Directorate's Housing Service Strategy on Harassment, attached as an appendix, and provides any comments to the Housing Portfolio Holder for incorporation.

Report:

1. The Communities Directorate's Housing Service Strategies were originally produced more than 15 years ago in accordance with an agreed standard framework, and have since been updated. The Strategies give more detail than the Council's main Housing Strategy on the various housing services provided. In total, 17 Housing Service Strategies have been produced to date, covering:

Equality and Diversity	Rent Arrears
Housing and Neighbourhood Management	Rent Collection and Administration
Tenant Participation	Under-occupation
Private Rented Sector	Housing Information
Empty Council Properties	Older Peoples' Housing Services
Anti-Social Behaviour	Energy Efficiency
House Sales and Leasehold Services	Harassment
Prevention of Social Housing Fraud	

2. The Strategies are produced to a common format that sets out how individual housing services will be delivered. They assisted the Housing Directorate in achieving the Customer Service Excellence award and ISO 9001:2008 Quality Accreditation, and have been important to meeting the minimum requirement for Housing Related Support (formerly Supporting People) funding under the conditions of the contract.

3. The Housing Select Committee is asked to consider and endorse the updated Communities Directorate's Housing Service Strategy on Harassment attached as an appendix to the report, and provide any comments to the Housing Portfolio Holder for incorporation.

Reason for decision:

The former Housing Scrutiny Panel reviewed all Housing Directorate Service Strategies on a three-yearly basis. They assisted the Housing Directorate in achieving the Customer Service Excellence award and ISO 9001:2008 Quality Accreditation, and have been important to meeting the minimum requirement for Housing Related Support funding under the conditions of the contract.

Options considered and rejected:

Not to review the Housing Service Strategy on Harassment.

Consultation undertaken:

The Tenants and Leaseholders Federation were consulted on the Strategy at their meeting on 26th August 2015 and their comments have been incorporated into the Strategy.

Resource implications:

Budget provision: N/A

Personnel: N/A

Land: N/A

Community Plan/BVPP reference: N/A

Relevant statutory powers: As set out in the Strategy

Background papers: N/A

Environmental/Human Rights Act/Crime and Disorder Act Implications: As set out in the Strategy

Key Decision reference: (if required) N/A None