

# **Report to Communities Select Committee**

**Date of meeting: 20<sup>th</sup> June 2017**

**Portfolio: Housing – Cllr S. Stavrou**

**Subject: Housing Service Standards – Performance Report 2016/17 and Review**



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**Committee Secretary: Adrian Hendry**

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## **Recommendations:**

- (1) That performance against the previously-agreed Housing Service Standards in 2016/17 (where measured), as set out in the Appendix, be considered;**
- (2) That the 81% achievement of all measurable and measured targets associated with the Service Standards be noted;**
- (3) That, subject to the views of the Tenants and Leaseholders Federation, no changes to the Housing Service Standards be recommended to the Housing Portfolio Holder for the forthcoming year; and**
- (4) That the Housing Service Standards, and performance against the Service Standards in 2017/18, be reviewed again in June 2018.**

## **Background**

1. Since 2007, the Council has had a range of Housing Service Standards, covering all of the Housing Service's main areas of activity, formulated in consultation with the Tenants and Leaseholders Federation.
2. The Standards, and the Housing Service's performance against them, are considered each year by the Communities Select Committee to determine whether or not any changes to the Service Standards should be recommended to the Housing Portfolio Holder.
3. In the past, all tenants have been provided with a leaflet setting out all of the agreed Housing Service Standards, which is also included as part of the Tenants Handbook given to new tenants. However, both the leaflet and the Tenants Handbook are now available on-line (with hard copies available if requested).

## **Performance against the Housing Service Standards in 2016/17**

4. Last year, when reviewing the Service Standards and the Performance Schedule, the Select Committee requested increased performance and activity information on a number of the Service Standards within the Performance Schedule, which have been included in this year's Schedule.

5. The Appendix provides details of the current Housing Service Standards and – where measurable and appropriate – the Housing Service's performance in meeting the standards in 2016/17. As a comparison, the Appendix also provides details on performance in 2015/16 and 2014/15.

6. It is emphasised that it is not possible to measure performance against every Service Standard. In a number of cases, there is nothing that can be measured, since the Standard is a "statement of intent"; in a number of other cases, whilst performance could potentially be measured, it has previously been agreed that the time and resources that would be required to properly record and monitor performance is not warranted.

7. There are 48 Housing Service Standards that include measurable and measured targets. Of these, 39 (81%) of the targets were achieved in 2016/17.

### **Changes to the Service Standards**

8. The Director of Communities has reviewed the current Housing Service Standards, having regard to performance in 2016/17 and changes in legislation and Council policy. As a result, no changes are proposed for the forthcoming year – which is the first year that no changes have been proposed for a number of years.

9. However, it suggested that the Service Standards, and performance against them, are reviewed again in June 2018.

### **Consultation with the Tenants and Leaseholders Federation**

10. The Tenants and Leaseholders Federation was consulted on the Service Standards and the Performance Schedule at its meeting on 24<sup>th</sup> May 2017. The Federation considered the Performance Schedule and asked a few questions relating to the non-achievement of some of the targets relating to Sheltered Housing and Careline. As a result the Federation suggested that the last column provides brief details for these non-achievements, which have been included in the attached Schedule in the Appendix.