

Report to Housing Standing Scrutiny Panel

Date of meeting: 23 March 2009

Subject: Housing Service Strategies

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Committee Secretary: Mark Jenkins Office of the Chief Executive 01992 56 4607



Recommendations/Decisions Required:

That the Housing Scrutiny Panel considers and endorses the Housing Service Strategies on Housing Management Services, Older People's Services and Under-occupation, attached as appendices, and provides any comments to the Housing Portfolio Holder for incorporation.

Report:

1. Housing Service Strategies were originally produced around 10 years ago in accordance with an agreed standard framework, and have since been updated. The Housing Service Strategies give more detail than the Council's main Housing Strategy on the various housing services provided. In total, 16 Housing Service Strategies have been produced to date, covering:

House Sales & Leasehold Services	Rent Arrears
Rent Collection and Administration	Homelessness
Under-occupation	Housing Information
Tenant Participation	Private Rented Sector
Housing Management Services	Older Peoples Housing Services
Housing Allocations	Housing Advice
Empty Properties	Energy Efficiency
Anti-Social Behaviour	Harassment

2. The Strategies are produced to a common format that set out how individual housing services will be delivered. They have assisted Housing Services in achieving the Charter Mark award for customer service excellence, ISO 9001:2000 Quality Accreditation, and have been important to meeting the minimum requirement for Supporting People funding under the conditions of the contract.

3. The Housing Scrutiny Panel is asked to consider and endorse three updated Housing Service Strategies on Housing Management Services, Older People's Services and Under-occupation which are attached as an appendix to the report and provide any comments to the Housing Portfolio Holder for incorporation.

Consultation

4. The Tenants and Leaseholders Federation will be consulted on the Strategies at their meeting on 24 March 2009.