

Report to the Housing Scrutiny Panel

Date of meeting: 15 December 2009

Portfolio: Housing – Councillor D Stallan

Subject: Housing Directorate Strategies

**Officer contact for further information: Roger Wilson
(01992 56 4419)**

Committee Secretary: Mark Jenkins (01992 56 4607)



Recommendations/Decisions Required:

That the Housing Scrutiny Panel considers and endorses the Housing Directorate Strategies on Equality and Diversity, Allocations and Housing Advice, attached as appendices, and provides any comments to the Housing Portfolio Holder for incorporation.

Report

1. Housing Directorate Strategies were originally produced around 10 years ago in accordance with an agreed standard framework, and have since been updated. The Housing Directorate Strategies give more detail than the Council's main Housing Strategy on the various housing services provided. In total, 17 Housing Directorate Strategies have been produced to date, covering:

Equality and Diversity	House Sales & Leasehold Services
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
Rent arrears	

2. The Strategies are produced to a common format that set out how individual housing services will be delivered. They have assisted a large part of the Housing Directorate 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 Directorate Strategies on Equality and Diversity, Allocations and Housing Advice 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 have been consulted, and they support the three Strategies.