

# Decision by Housing Scrutiny Standing Panel



Epping Forest  
District Council

Report reference: C/ /2005  
Date of report: 21 July 2005

Portfolio: Housing – Councillor Michael Heavens

Author: Roger Wilson extension 4419  
Committee Secretary: Zoe Folley 4532

Subject: Housing Service Strategies – Older Peoples Services, & Housing Management

Decision:

That the Housing Scrutiny Panel considers and endorses the Housing Service Strategies on Older Peoples Services and Housing Management, attached, and provides any comments to the Housing Portfolio Holder for incorporation.

<b>ADVISORY NOTICE:</b> <i>A Portfolio Holder may not take a decision on a matter on which he/she has declared a prejudicial interest. A Portfolio Holder with a personal interest must declare that interest when exercising delegated powers.</i>	
I have read and approve/do not approve (delete as appropriate) the above decision:	
Comments/further action required:	
Signed:	Date:
<i>Personal interest declared by Portfolio Holder/ conflict of interest declared by any other consulted Cabinet Member:</i>	<i>Dispensation granted by Standards Committee: Yes/No or n/a</i>
<b>Office use only:</b> Call-in period begins:	Expiry of Call-in period:

***After completion, one copy of this pro forma should be returned to  
Democratic Services IMMEDIATELY***

Reason for decision:

1. That the Housing Services Strategies on Older Peoples Services and Housing Management be approved as they set out how services will be delivered and will assist Housing Services in continuing to achieve the Charter Mark award for customer service excellence, and ISO 9001:2000 Quality Accreditation, and meeting the required standard for Supporting People funding.

Options considered and rejected:

2. Not to approve the Housing Services Strategies on Older Peoples Services and Housing Management.

Initialled as original copy by  
Portfolio Holder:

## **Background Report:**

1. In the past the Overview and Scrutiny Committee (1) has been reviewing a number of the Housing Service Strategies that were originally produced around 5 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, 15 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	

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 the updated Housing Service Strategies on Older Peoples Services and Housing Management which are attached as an appendix to the report and provide any comments to the Housing Portfolio Holder for incorporation.

### **Consultation undertaken:**

4. The Tenants and Leaseholders Federation have been consulted on both Strategies. Their comments have been incorporated into the documents and if the Panel wishes, can be reported verbally. The Sheltered Forum are being consulted on the Older Peoples Services Strategy at their meeting on 20 July 2005. Their comments will be reported verbally.

### **Resource implications:**

Budget Provision:N/A

Personnel: N/A

Land: N/A

Community Plan/BVPP Ref :N/A

Relevant statutory powers: Housing Act 1985

Background papers: Attached Housing Services Strategies

Environmental/Human Rights Act/Crime and Disorder Act: N/A