

# **Report to Housing Scrutiny Panel**

**Date of meeting: 25 March 2010**

**Portfolio: Housing – Councillor D. Stallan**

**Subject: Housing Directorate's Service Strategy on Harassment**

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## **Recommendations/Decisions Required:**

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

## **Report:**

1. The Housing Directorate's Service Strategies were originally produced around 12 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	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 the updated Housing Directorate's 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 Housing Scrutiny Panel reviews all Housing Directorate Service Strategies on a three-yearly basis. 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.

**Options considered and rejected:**

Not to review the Housing Directorate's Strategies.

**Consultation undertaken:**

The Tenants and Leaseholders Federation will be consulted on the Strategy at their meeting on 23 March 2010. In addition, the Hate Crime Panel which forms part of the Crime and Disorder Partnership, and the Citizens Advice Bureau are being consulted. All comments received will be reported verbally at the meeting.

**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 Section 3 of the Strategy

Background papers: N/A

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

Key Decision reference: (if required) N/A