

Report to Housing Scrutiny Panel

Date of meeting: 15 September 2005



**Epping Forest
District Council**

Portfolio: Housing – Cllr M. Heavens

**Subject: Best Value Service Review of Housing Services -
Six-Monthly Progress Report on Service Development Plan**

**Officer contact for further information: Alan Hall, Head of Housing Services
Committee Secretary: Z Folley**

Recommendation:

That the third Six-Monthly Progress Report on the Housing Service Development Plan, attached as an appendix, be noted.

Background

1. On 25 March 2004, the former Overview and Scrutiny Committee (1) recommended to the Cabinet that:

- a) the report of the Housing Service Review Panel, formed to oversee the comprehensive Best Value Service Review of the whole of Housing Services, be endorsed;
- b) the associated Service Development Plan be adopted; and
- c) progress with the Service Development Plan be monitored on a six-monthly basis by this Committee and the Tenants and Leaseholders Federation.

2. The Committee's recommendations were subsequently agreed by the Cabinet on the 24 May 2004.

3. The first and second Six-Monthly Progress Reports on the Housing Service Development Plan were considered by the Overview and Scrutiny Committee (1) in September 2004 and March 2005 respectively. Under the new scrutiny arrangements, the responsibility for monitoring the Progress Report has now been passed to the Housing Scrutiny Panel, and forms part of the Panel's Terms of Reference.

4. Accordingly, the latest Progress Report is attached as an Appendix. A summary of progress, as at 1 September 2005, is given below (the stars relate to the priorities attached to the tasks within the Service Development Plan):

		***	**	*	Total	Total (%)
☺	Improvement Achieved	16	28	28	72	78 %
☺	Improvement No Longer Required	0	1	1	2	2 %
☹	Not Yet Due / Target Revised	2	9	8	19	20 %
☹	Improvement Not Achieved	0	0	0	0	0 %
	Total	18	38	37	93	

5. As can be seen, the majority of improvements (78%) have been achieved, and none has

not been achieved. Moreover, nearly all (89%) of the highest priority achievements have been completed. The two highest priority improvements that have not yet been achieved both relate to increasing affordable housing through the Alterations to the Local Plan, which cannot be completed until a Public Inquiry has been held in Spring 2006.

6. A further analysis of the achievements not yet achieved has been undertaken, and fall into two main categories:

- Improvements that cannot yet be achieved - either because they are in progress and cannot be undertaken quicker (e.g. the Alterations to the Local Plan) or because they are dependent on other improvements being achieved.
- Improvements that have been delayed, primarily because of a lack of staff resources or due to other more urgent work needing to be given priority

7. The following table summarises the position for the 19 tasks that have not yet been achieved, by priority rating.

	***	**	*	Total
Improvements that cannot yet be achieved	2	4	2	8
Improvements that have been delayed	0	6	5	11
Total	2	10	7	19

8. The Epping Forest Tenants and Leaseholders Federation are also due to consider the Progress Report at their next meeting.