

Report to Housing Scrutiny Panel

Date of meeting: 28 October 2010

Portfolio: Housing – Councillor D. Stallan

Subject: Housing Directorate's Service Strategies on Anti-Social Behaviour & Housing Information

Officers to contact for further information:

Lyndsay Swan extension 4146 (Housing Information Strategy)

Roger Wilson extension 4419 (Anti-Social Behaviour Strategy)

Committee Secretary: Mark Jenkins extension 4607



Recommendations/Decisions Required:

That the Housing Scrutiny Panel considers and endorses the Housing Directorate's Service Strategies on Anti-Social Behaviour and Housing Information, 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 13 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 the Housing Directorate in achieving the Customer Service Excellence award and 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 Strategies on Anti-Social Behaviour and Housing Information 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 the Housing Directorate in achieving the Customer Service Excellence award and 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 on Anti-Social Behaviour and Housing Information.

Consultation undertaken:

The Tenants and Leaseholders Federation will be consulted on the Strategies at their November meeting. The Community Safety Partnership will be consulted on the Anti-Social Behaviour Strategy at their November meeting. All comments will be given consideration prior to them being agreed by the Housing Portfolio Holder.

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 the Strategies

Background papers: N/A

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

Key Decision reference: (if required) N/A