

## **Report to Housing Scrutiny Panel**

**Date of meeting: 19<sup>TH</sup> July 2011**

**Portfolio: Housing – Cllr M. McEwen**

**Subject: Performance against Housing Service Standards in 2010/11 and Review**

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**Committee Secretary: Mark Jenkins (01992 56 4607)**

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### **Recommendations/Decisions Required:**

- (1) That performance against the previously-agreed Housing Service Standards in 2010/11 (where measured), as set out in Appendix 1, be noted; and**
- (2) That no changes to either the Housing Service Standards or the Housing Charter be recommended to the Housing Portfolio Holder this year.**

### **Background**

1. Since 2007, following consultation with the Housing Scrutiny Panel and the Tenants and Leaseholders Federation, a range of Housing Service Standards covering all of the Housing Directorate's main areas of activity were formulated. An updated Housing Charter was also agreed, which sets out the Council's approach and ethos to the delivery of its housing service to customers.
2. At the same time as agreeing the Service Standards, it was also agreed that the Housing Directorate's performance against the Housing Service Standards (where possible and appropriate) should be considered annually.
3. Since that time, performance against the Housing Service Standards has been reported to the Housing Scrutiny Panel and Tenants and Leaseholders Federation annually; as a result, a number of changes have been made to the Service Standards and the Housing Charter each year by the Housing Portfolio Holder, on the recommendation of the Housing Scrutiny Panel.
4. The Housing Service Standards and Housing Charter form two of the three components of the Council's "Local Offer" to tenants, as required by the Tenant Services Authority's Regulatory Framework for Housing. The other component is an annual Tenant-Agreed Action Plan.

### **Performance against the Housing Service Standards in 2010/11**

5. Appendix 1 provides details of the Housing Service Standards and – where measurable and appropriate – the Housing Directorate's performance in meeting the standards in 2010/11. As a comparison, Appendix 1 also provides details on the

performance in 2009/10 and 2008/9.

6. It is emphasised that it is not possible to measure performance against every Service Standard. In a number of cases, there is nothing that can be measured, since the Standard is a “statement of intent”; in a number of other cases, whilst performance could potentially be measured, it is considered that the time and resources that would be required to properly record and monitor performance is not warranted.

### **Proposed Changes and New Service Standards**

7. The Director of Housing has reviewed the Housing Service Standards and Housing Charter, having regard to performance in 2010/11 and changes in legislation and Council policy. As a result of this review, and bearing in mind that the Housing Service Standards have been developed and updated over a number of years, no changes are proposed this year. This is the first year that no changes have been recommended, following a number of changes made last year. One of the benefits of not amending the Service Standards is the saving in re-printing the leaflet that sets out the standards for housing clients.