

Report to the Housing Scrutiny Panel

Date of meeting: 3 March 2006

**Subject: Housing Service Strategies – Housing Allocations
And Housing Advice**

Portfolio: Housing – Councillor Michael Heavens

Officer contact for further information: Marion Pearce 4024

Committee Secretary: Adrian Hendry



Recommendation:

That the Housing Scrutiny Panel considers the Housing Service Strategies on Allocations and Advice, attached as appendices, and provides any comments to the Head of Housing Services, prior to formal consideration by the Housing Portfolio Holder.

1. Over the past year, the Housing Scrutiny Panel 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 that 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. With the exception of the Homelessness Strategy, which is governed by statute, the Strategies are produced to a common format that sets out how individual housing services will be delivered. They have assisted Housing Services in achieving the Charter Mark award for customer service excellence, and ISO 9001:2000 Quality Accreditation.

3. The Housing Scrutiny Panel are asked to consider the updated Housing Service Strategies on Housing Allocations and Housing Advice, which are attached as appendices to the report, and provide any comments to the Head of Housing Services for inclusion within the final version considered and approved by the Housing Portfolio Holder.

Consultation undertaken:

The C.A.B.X have been consulted on the Housing Advice Strategy and the Tenants and Leaseholders Federation have been consulted on the Housing Allocations Strategy, which they support.

Resource implications:

Budget Provision:N/A

Personnel: N/A

Land: N/A

Community Plan/BVPP Ref :N/A

Relevant statutory powers: Housing Act 1996 as amended by the Homelessness Act 2002.

Background papers: Attached Housing Services Strategies

Environmental/Human Rights Act/Crime an