

Report to Housing Scrutiny Standing Panel

Date of meeting: 23rd October 2012

Portfolio: Housing – Cllr David Stallan

Subject: Housing Directorate’s Service Strategies on ‘Home Ownership’ and ‘Rent Collection and Administration’ Key Action Plan



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Committee Secretary: Mark Jenkins (01992 56 4607)

Recommendations/Decisions Required:

That the Housing Scrutiny Panel considers and endorses the Housing Directorate’s Service Strategies ‘Home Ownership’ and ‘Rent Collection and Administration’, attached as Appendices 1 and 2, and provides any comments to the Housing Portfolio Holder for incorporation.

Report:

1. The Housing Directorate’s Service Strategies were originally produced around 15 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	Home Ownership
Rent Arrears	Rent Collection and Administration
Homelessness	Under-occupation
Housing Information	Tenant Participation
Private Rented Sector	Older Peoples’ Housing Services
Housing Allocations	Housing Advice
Empty Council Properties	Energy Efficiency
Anti-Social Behaviour	Harassment
Housing and Neighbourhood Management	

2. The Strategies are produced to a common format that sets out how individual housing services will be delivered. They have assisted the Housing Directorate in achieving the Customer Service Excellence award and ISO 9001:2008 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 ‘Home Ownership’ and ‘Rent Collection and Administration’ attached as Appendices 1 and 2 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 9001:2008 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 Service Strategies on 'Home Ownership' and 'Rent Collection and Administration'.

Consultation undertaken:

The Tenants and Leaseholders Federation were consulted on the Strategy on Rent collection and Administration at their meeting on 11 October 2012 and had no comments.

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: As set out in the Strategies

Key Decision reference: (if required) N/A None