

Report to Housing Scrutiny Standing Panel

Date of meeting: 17 June 2013

Portfolio: Housing – Cllr D. Stallan

**Subject: Housing Service Standards – Performance
Report 2012/13 and Review**



Officer contact for further information:

Alan Hall – Director of Housing (01992 564004)

Committee Secretary: Mark Jenkins

Recommendations:

- (1) That performance against the previously-agreed Housing Service Standards in 2012/13 (where measured), as set out in Appendix 1, be noted;**
- (2) That, subject to the views of the Tenants and Leaseholders Federation, the proposed changes and additions to the Housing Service Standards (as set out in bold italics within Appendix 1) be recommended to the Housing Portfolio Holder, and that the relevant leaflets be updated at an appropriate time; and**
- (3) That the Housing Service Standards, and performance against the Service Standards in 2013/14, be reviewed again in July 2014.**

Background

1. In 2007, following consultation with the Housing Scrutiny Panel and the Tenants and Leaseholders Federation, the Housing Portfolio Holder agreed a range of Housing Service Standards, covering all of the Housing Directorate's main areas of activity, and that the Service Standards should be reviewed annually.
2. It was also agreed that the Housing Directorate's performance against the Housing Service Standards (where possible and appropriate) should be considered annually.
3. All tenants are provided with a leaflet setting out all of the agreed Housing Service Standards, which is included as part of the Tenants Handbook given to new tenants.

Performance against the Housing Service Standards in 2012/13

4. Performance against the Housing Service Standards - and the Standards themselves - have been reviewed by the Housing Scrutiny Panel, Tenants and Leaseholders Federation and Housing Portfolio Holder annually since their introduction.
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 2012/13. As a comparison, Appendix 1 also provides details on the performance in 2011/12 and 2010/11.

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 to the Service Standards

7. The Director of Housing has reviewed the Housing Service Standards, having regard to performance in 2012/13 and changes in legislation and Council policy. As a result, a number of changes are proposed, including some proposed new Service Standards. These are set out in bold italics under the description of the relevant standard in the first column of Appendix 1.

8. It is recommended that the proposed changes and additions to the Housing Service Standards - as set out in Appendix 1 - be recommended to the Housing Portfolio Holder for approval, and that the relevant leaflets be updated at an appropriate time. It is also suggested that performance against the Service Standards is reviewed again in July 2014.

Consultation Undertaken:

The Tenants and Leaseholders Federation (or the new Tenant Scrutiny Panel) will be consulted on the performance against the Service Standards and the proposed changes at next meeting. Their views and comments will be reported in the subsequent report to the Housing Portfolio Holder.