

# **Report to Housing Scrutiny Panel**

**Date of meeting: 22 October 2013**

**Portfolio: Housing – Councillor D Stallan**

**Subject: Housing Directorate's Service Strategy on Anti-Social Behaviour Policies and Procedures**

**Officer to contact for further information:**

**Roger Wilson extension 4419**

**Committee Secretary: Mark Jenkins extension 4607**

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## **Recommendations/Decisions Required:**

- 1. That the Housing Scrutiny Panel considers and endorses the Housing Directorate's Service Strategy on Anti-Social Behaviour Policies and Procedures, attached as an appendix, and provides any comments to the Housing Portfolio Holder for incorporation; and**
- 2. That due to the impending legislative changes, the Housing Directorate's Service Strategy on Anti-Social Behaviour Policies and Procedures be reviewed again by the Housing Scrutiny Panel in October 2014.**

## **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	House Sales & Leasehold Services
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 set out how individual housing services will be delivered. They have assisted the Housing Directorate in achieving the Customer Service Excellence award and ISO 9001:2008 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 Strategy on Anti-Social Behaviour Policies and Procedures attached as an appendix to the report and provide any comments to the Housing Portfolio Holder for incorporation.

4. Due to the impending legislative changes, it is suggested that the Housing Directorate's Service Strategy on Anti-Social Behaviour Policies and Procedures is reviewed again by the Housing Scrutiny Panel in October 2014.

**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 Strategy on Anti-Social Behaviour Policies and Procedures.

Not to review the Housing Directorate's Service Strategy on Anti-Social Behaviour Policies and Procedures in October 2014.

**Consultation undertaken:**

The Tenants and Leaseholders Federation will be consulted on the Strategy at their next meeting on 31 October 2013. The Epping Forest District Safer Communities Team has also been consulted and their comments have been incorporated.

**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