

Report to Housing Scrutiny Panel

Date of meeting: 22 January 2014

Portfolio: Housing – Cllr David Stallan

Subject: Housing Directorate’s Service Strategy on Tenant Participation

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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 Strategy on Tenant Participation, attached as an appendix, 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 | 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 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 Housing Related Support (formerly 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 Tenant Participation, attached as an appendix 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 Strategy on Tenant Participation

Consultation undertaken:

The Tenants and Leaseholders Federation was consulted on and endorsed the Strategy at its meeting on 31st October 2013.

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 Strategy

Background papers: N/A

Environmental/Human Rights Act/Crime and Disorder Act Implications: As set out in the Strategy

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