

# **Report to Housing Scrutiny Panel**

**Date of meeting: 22 January 2014**

**Portfolio: Housing – Cllr David Stallan**

**Subject: Housing Directorate’s Service Strategy on Information**

**Officer contact for further information: Chris Sobey (01992 56 4292)**

**Alan Hall – Director of Housing (01992 56 4004)**

**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 Information, 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 and 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 Information 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 Housing Related Support funding under the conditions of the contract.

**Options considered and rejected:**

Not to review the Housing Directorate's Service Strategy on Information.

**Consultation undertaken:**

The Tenants and Leaseholders Federation will be consulted on the Strategy at their meeting on 16<sup>th</sup> January 2014 and their comments will be incorporated into the document.

**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

## Appendix