

Report to Housing Scrutiny Panel

Date of meeting: 27 July 2006

Portfolio: Housing – Councillor D Stallan

Subject: Housing Service Strategy – Harassment

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Committee Secretary: A Hendry, ext.4246



Recommendations:

That the Housing Scrutiny Panel considers and endorses the Housing Service Strategy on Harassment, attached as an appendix, and provides any comments to the Housing Portfolio Holder for incorporation.

Report

1. Housing Service Strategies were originally produced around 5 years ago in accordance with an agreed standard framework, and have since been updated. The Housing Service Strategies give more detail than the Council's main Housing Strategy on the various housing services provided. In total, 15 Housing Service Strategies have been produced to date, covering:

House Sales & Leasehold Services	Rent Arrears
Rent Collection and Administration	Homelessness
Under-occupation	Housing Information
Tenant Participation	Private Rented Sector
Housing Management Services	Older Peoples Housing Services
Housing Allocations	Housing Advice
Empty Properties	Energy Efficiency
Anti-Social Behaviour	

2. The Strategies are produced to a common format that set out how individual housing services will be delivered. They have assisted Housing Services in achieving the Charter Mark award for customer service excellence, ISO 9001:2000 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 a new Housing Service Strategy on Harassment which is attached as an appendix to the report and provide any comments to the Housing Portfolio Holder for incorporation.

Consultation

4. The Tenants and Leaseholders Federation will be consulted on the Strategy at their meeting on 29 August 2006. In addition, the Anti Social Behaviour Violent Crime and Tasking Group will be consulted on 17 August 2006.

Resource implications:

Budget provision: None

Personnel: None

Land: None

Community Plan/BVPP reference: N/A

Relevant statutory powers: Housing Act 1985

Background papers: Housing Services Strategy

Environmental/Human Rights Act/Crime and Disorder Act Implications: Sets out Housing Services approach to incidents of Harassment

Key Decision reference: (if required)