

# **Report to Housing Scrutiny Panel**

**Date of meeting: 22 July 2014**

**Portfolio: Housing – Cllr D. Stallan**

**Subject: Housing Service Standards – Performance Report 2013/14 and Review**

**Officer contact for further information:**

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**Committee Secretary: Mark Jenkins (01992 56 4607)**

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## **Recommendations:**

- (1) That performance against the previously-agreed Housing Service Standards in 2013/14 (where measured), as set out in Appendix 1, be noted;**
- (2) That, subject to the views of the Tenants and Leaseholders Federation, no changes or additions to the Housing Service Standards be recommended to the Housing Portfolio Holder this year; and**
- (3) That the Housing Service Standards, and performance against the Service Standards in 2014/15, be reviewed again in July 2015.**

## **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 Service's main areas of activity, and that the Service Standards should be reviewed annually.
2. It was also agreed that the Housing Service'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 2013/14**

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 Service's performance in meeting the standards in 2013/14. As a comparison, Appendix 1 also provides details on the performance in 2012/13 and 2011/12.

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 Communities has reviewed the Housing Service Standards, having regard to performance in 2013/14 and changes in legislation and Council policy. As a result, for the first year ever, **no** changes to the Service Standards are proposed. If the Housing Scrutiny Panel does have any proposed changes to the Service Standards, they will need to be reported to the Housing Portfolio Holder for consideration.

8. It is suggested that performance against the Service Standards is reviewed again in July 2015.

### **Consultation Undertaken:**

The Tenants and Leaseholders Federation will be consulted on the performance against the Service Standards at its meeting on 30<sup>th</sup> July 2014. Any proposed and agreed changes to the Service Standards will be reported to the Housing Portfolio Holder for consideration.