

Report to Housing Scrutiny Panel

Date of meeting: 24 March 2014

Portfolio: Housing – Councillor D Stallan

Subject: Housing Service Strategy on Anti-Social Behaviour

Officers to contact for further information:

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Recommendations/Decisions Required:

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

Report:

1. The Housing 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, 14 Housing Service Strategies have been produced to date, covering:

- Equality and Diversity
- Housing and Neighbourhood Management
- Tenant Participation
- Private Rented Sector
- Empty Council Properties
- Anti-Social Behaviour
- House Sales and Leasehold Services
- Rent Arrears
- Rent Collection and Administration
- Under-occupation
- Housing Information
- Older Peoples Housing Services
- Energy Efficiency
- Harassment

2. The Strategies are produced to a common format that set out how individual housing services will be delivered. They have assisted the Housing Service in achieving the Customer Service Excellence award and ISO 9001:2008 Quality Accreditation.

3. The Housing Scrutiny Panel is asked to consider and endorse the updated Housing Directorate's Service Strategy on Anti-Social Behaviour attached as an appendix to the report and provide any comments to the Housing Portfolio Holder for incorporation.

4. This Housing Service Strategy was considered by the Panel at its meeting on 22 October 2013. The Panel agreed that the Strategy should be considered again when the Anti-Social Behaviour Crime and Policing Act 2014 comes into force, hence the need for this report. There is a legal requirement for the Council to have an Anti-Social Behaviour Strategy and associated summary.

Reason for decision:

The Housing Scrutiny Panel reviews all Housing Service Strategies on a three-yearly basis. They have assisted the Housing Service in achieving the Customer Service Excellence award and ISO 9001:2008 Quality Accreditation. There is also a legal requirement for the Council to have an Anti-Social Behaviour Strategy and associated summary.

Options considered and rejected:

Not to review the Housing Service Strategy on Anti-Social Behaviour.

Consultation undertaken:

The Tenants and Leaseholders Federation will be consulted on the Strategy at their next meeting.

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