

Report to Housing Scrutiny Panel

Date of meeting: 31 October 2006

Portfolio: Housing – Councillor D Stallan

Subject: Housing Service Strategies – (1) Equality and Diversity; and (2) Empty Council Dwellings

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Committee Secretary: Adrian Hendry



Recommendations:

That the Housing Scrutiny Panel considers the Housing Service Strategies on Equality and Diversity and Empty Council Dwellings, attached as appendices, and provides any comments for incorporation prior to their adoption by the Housing Portfolio Holder.

Report

1. Housing Service Strategies were originally produced around 5 years ago in accordance with an agreed standard framework, and have since been increased and updated. The Housing Service Strategies give more detail than the Council's main Housing Strategy on the various housing services provided. In total, 16 Housing Service Strategies have been produced to date.

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 in a number of cases 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 a new Housing Service Strategy on Equality and Diversity and an updated Housing Service Strategy on Empty Council Dwellings, which are attached as appendices to the report and provide any comments for incorporation prior to the adoption by the Housing Portfolio Holder.

Consultation

4. The Tenants and Leaseholders Federation is due to be consulted on both Service Strategies at its meeting on 17 October 2006. In addition, the Hate Crime Strategic Group will be consulted at its next meeting (date to be arranged) on the Housing Service Strategy on Equality and Diversity. The outcome of both consultations will be reported orally at the meeting.