

Decision by Portfolio Holder



Report reference: HSG-013-2018/19

Date of report: 02 October 2018

**Epping Forest
District Council**

Portfolio: Housing – Cllr S. Stavrou
Author: Alan Hall – Strategic Director (Ext 4004)
Democratic Services: Jackie Leither
Subject: Housing Service Standards – Performance Report 2017/18 and Review

Decisions:

- (1) That performance against the previously-agreed Housing Service Standards in 2017/18 (where measured), as set out in Appendix 1, be noted;
- (2) That the proposed changes to the Housing Service Standards (as set out in bold italics within Appendix 1) be approved, and that the Tenants Handbook be updated; and
- (3) That the Housing Service Standards, and performance against the Service Standards in 2018/19, be reviewed again by the appropriate Select Committee and the Tenants and Leaseholders Panel around June 2019.

ADVISORY NOTICE: <i>A Portfolio Holder may not take a decision on a matter on which he/she has declared a Pecuniary interest. A Portfolio Holder with a non-pecuniary interest must declare that interest when exercising delegated powers.</i>	
I have read and approve/ do not approve (delete as appropriate) the above decision:	
Comments/further action required:	
Signed: Cllr C Whitbread	Date: 2 nd October 2018
<i>Non-pecuniary interest declared by Portfolio Holder/ conflict of non-pecuniary interest declared by any other consulted Cabinet Member:</i> NONE	<i>Dispensation granted by Standards Committee:</i> Yes/No or n/a N/A
Office use only: Call-in period begins: 3 rd October 2018	Expiry of Call-in period: 9 th October 2018

**After completion, one copy of this pro forma should be returned to
Democratic Services IMMEDIATELY**

Initialled as original copy by
Portfolio Holder:

Reason for decisions:

To consider whether or not the Council's Housing Service Standards should be amended to reflect performance against the Standards in 2017/18 and changes in legislation and Council policy. Having reviewed these issues, a number of changes are required.

Options considered and rejected:

To make no changes to the Housing Service Standards.

Background

1. The Council has agreed and publicised a range of Housing Service Standards, covering all of the Housing Service's main areas of activity.
2. Annually, the Housing Service's performance against the Housing Service Standards are considered (where possible and appropriate) and whether any changes should be made to the Service Standards.
3. A leaflet setting out all of the agreed Housing Service Standards is included as part of the Tenants Handbook, to which all tenants are provided access on line.

Performance against the Housing Service Standards in 2017/18

4. Performance against the Housing Service Standards - and the Standards themselves - has been reviewed by the Communities Select Committee (and its predecessors) and the Tenants and Leaseholders Panel (previously the Federation) 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 2017/18. As a comparison, Appendix 1 also provides details on the performance in 2016/17 and 2015/16.
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 has previously been agreed 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, Communities Select Committee and Tenants and Leaseholders Panel have reviewed the Housing Service Standards, having regard to performance in 2017/18 and changes in legislation and Council policy. As a result, a number of changes are proposed by the Director of Communities, Communities Select Committee and the Tenants and Leaseholders Panel. These are set out in bold italics under the description of the relevant standard in the first column of Appendix 1.
8. It is recommended that the proposed changes and additions to the Housing Service Standards - as set out in Appendix 1 - be agreed and that the Tenants Handbook be updated accordingly. It is also suggested that performance against the Service Standards is reviewed by the appropriate Select Committee and Tenants and Leaseholders Panel again around June 2019.

Resource Implications:

There are no additional costs.

Legal and Governance Implications:

The appropriate setting of Service Standards and the monitoring of performance against those Standards is considered to contribute towards good governance.

Safer, Cleaner and Greener Implications:

A number of the Housing Service Standards seek to provide a safer, cleaner and greener environment for the Council's tenants and other members of the public.

Consultation Undertaken:

The Communities Select Committee and the Tenants and Leaseholders Federation have been consulted on this report, the performance against the Standards, the proposed changes and additions.

Their comments and proposals have been incorporated within Appendix 1 where appropriate.

Background Papers:

None.

Impact Assessments:Risk Management

The risks of the changes to the Service Standards are minimal.

Equality Analysis

The Equality Act 2010 requires that the Public Sector Equality Duty is actively applied in decision-making. This means that the equality information provided to accompany this report is essential reading for all members involved in the consideration of this report. The equality information is provided as an appendix to the report.