

# **Report to Communities Select Committee**

**Date of meeting: 27 June 2016**

**Portfolio: Housing – Cllr S. Stavrou**

**Subject: Housing Service Standards – Performance Report 2015/16 and Review**



**Officer contact for further information:**

**Alan Hall – Director of Communities (01992 56 4004)**

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

---

## **Recommendations:**

- (1) That performance against the previously-agreed Housing Service Standards in 2015/16 (where measured), as set out in Appendix 1, be noted;**
- (2) That, subject to the views of the Tenants and Leaseholders Federation, the proposed changes to the Housing Service Standards (as set out in bold italics within Appendix 1) be recommended to the Housing Portfolio Holder, and that the relevant leaflets be updated at an appropriate time; and**
- (3) That the Housing Service Standards, and performance against the Service Standards in 2016/17, be reviewed again in June 2017.**

## **Background**

1. In 2007, following consultation with the former Housing Scrutiny Panel and the Tenants and Leaseholders Federation, the Housing Portfolio Holder at the time agreed a range of Housing Service Standards, covering all of the Housing Service's main areas of activity.
2. It was also agreed that, annually, the Housing Service's performance against the Housing Service Standards should be considered (where possible and appropriate) and whether any changes should be made to the Service Standards.
3. In the past, all tenants have been provided with a leaflet setting out all of the agreed Housing Service Standards, which is also included as part of the Tenants Handbook given to new tenants. However, the leaflet is now available on-line, and new tenants are encouraged to view the Tenants Handbook on-line too.

## **Performance against the Housing Service Standards in 2015/16**

4. Performance against the Housing Service Standards - and the Standards themselves - has been reviewed by the former Housing Select Committee, the Tenants and Leaseholders Federation and the Housing Portfolio Holder annually since their introduction.

5. Appendix 1 provides details of the current Housing Service Standards and – where measurable and appropriate – the Housing Service's performance in meeting the standards in 2015/16. As a comparison, Appendix 1 also provides details on the performance in 2014/15 and 2013/14.

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 has reviewed the current Housing Service Standards, having regard to performance in 2015/16 and changes in legislation and Council policy. As a result, a small number of changes are proposed. These are set out in bold italics under the description of the relevant standard in the first column of Appendix 1, with the reason(s) explained in the last column.

8. It is recommended that the proposed changes to the Housing Service Standards - as set out in Appendix 1 - be recommended to the Housing Portfolio Holder for approval, and that the relevant leaflets be updated at an appropriate time. It is also suggested that performance against the Service Standards is reviewed again in June 2017.

### **Consultation Undertaken:**

The Tenants and Leaseholders Federation will be consulted on the performance against the Service Standards and the proposed changes at its next meeting in August. Their views and comments will be reported in the subsequent report to the Housing Portfolio Holder.