

Report to Communities Select Committee

Date of meeting: 12th June 2018

Portfolio: Housing – Cllr S. Stavrou

Subject: Housing Service Standards – Performance Report 2017/18 and Review



Officer contact for further information: Alan Hall – Director of Communities (01992 564004)

Committee Secretary: Adrian Hendry (01992 564246)

Recommendations:

- (1) That performance against the previously-agreed Housing Service Standards in 2017/18 (where measured), as set out in the Appendix, be considered;**
- (2) That the 80% achievement of all measurable and measured targets associated with the Service Standards be noted;**
- (3) That, subject to the views of the Tenants and Leaseholders Panel, the changes shown in bold italics in the second column of the Appendix be recommended to the Housing Portfolio Holder for the forthcoming year - including all the private housing standards under the responsibility of the Technical Team, which are now covered by the separate *“Enforcement and Service Standards: Private Housing”* recently agreed by the Housing Portfolio Holder; and**
- (4) That the Housing Service Standards, and performance against the Service Standards in 2018/19, be reviewed again in June 2019.**

Background

1. Since 2007, the Council has had a range of Housing Service Standards, covering all of the Housing Service’s main areas of activity, formulated in consultation with the Tenants and Leaseholders Panel (and previously the Federation).
2. The Standards, and the Housing Service’s performance against them, are considered each year by the Communities Select Committee to determine whether or not any changes to the Service Standards should be recommended to the Housing Portfolio Holder.
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, both the leaflet and the Tenants Handbook are now available on-line (with hard copies available if requested).

Performance against the Housing Service Standards in 2017/18

4. The Appendix provides details of the current Housing Service Standards and – where measurable and appropriate – the Housing Service’s performance in meeting the standards

in 2017/18. As a comparison, the Appendix also provides details on performance in 2016/17 and 2015/16.

5. 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.

6. There are 58 Housing Service Standards that include measurable and measured targets. Of these, 46 (80%) of the targets were achieved in 2017/18.

Changes to the Service Standards

7. The Director of Communities has reviewed the current Housing Service Standards, having regard to performance in 2017/18 and changes in legislation and Council policy. As a result, it is suggested that the changes shown in bold italics in the second column of the Appendix be recommended to the Housing Portfolio Holder for the forthcoming year.

8. It is suggested that all of the private housing standards under the responsibility of the Private Sector Housing (Technical) Team are deleted, since they are now covered by the separate “*Enforcement and Service Standards: Private Housing*” that were recently agreed by the Housing Portfolio Holder.

9. It is also suggested that the Service Standards, and performance against them, are reviewed again in June 2019.

Consultation with the Tenants and Leaseholders Panel

10. The Tenants and Leaseholders Panel Federation will be consulted on the Service Standards and the Performance Schedule at its meeting on 4th September 2018, and their comment and recommendations will be passed to the Housing Portfolio Holder at the same time as the Select Committees.