

Committee:	Executive	Agenda Item No.:	5.
Date:	30 th April 2012	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Housing Department Quarterly Report		
Report by:	Head of Housing		
Other Officers Involved	Innovation Officer Housing Enforcement Manager Housing Needs Officer Responsive Repairs Manager Voids and Welfare Manager		
Director	Director of Neighbourhoods		
Relevant Portfolio Holder	Councillor K. Bowman, Portfolio Holder for Housing Management		

RELEVANT CORPORATE AIMS

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

TARGETS

The Housing Service contributes to a large number of Corporate Targets, the ones most relevant to this report are:

CFS 08 - Carry out 97% of repairs to Council houses on the first visit (Right First Time) by March 2015.

SOD 02 - Reduce the percentage of rent arrears by 20% by 2015.

SOD 03 - Reduce the level of Former Tenants Arrears by 25% by 2015.

VALUE FOR MONEY

The Housing Service is one of the lowest cost services in the Country and continues to provide a quality service

THE REPORT

This report looks at the performance of the Housing Department, and reports up to the end of the 2011/12 financial year.

Previous reports have been produced towards the end of the quarter. This report is the first to be produced at the start of the quarter.

The previous report which was considered by members in early April 2012, and contained a covering report that updated members on activity to the end of the financial year. The next quarterly report will update members on activities from the first quarter of 2012/3 in more detail. However brief updates are:

Supporting People – as previously agreed by members the Department has worked with other providers to make an offer to DCC regarding the mobile warden service. This has been submitted. Initial feedback has been positive and indications are that this will influence the Specification currently being produced by DCC for the tender.

Former Tenants Arrears – The work for tracing and recovery work is currently carried out by UK Search who are based in Barlborough. Following a change in staffing there has been deterioration in the level of service from UK Search. It is proposed that Officers work with procurement to look at other options. This will be reported back at a future meeting.

Choice Based Lettings – The CBL system went live in January 2012. As agreed with members a review will be carried out after 6 months of operation. Members are asked to consider if there are any aspects of CBL they would like to include on the quarterly report.

Repairs Service - Following the introduction of mobile working a staffing restructure is being considered for the Repairs Service. A more detailed proposal will be reported to members at a future date.

ISSUES/OPTIONS FOR CONSIDERATION

To note progress.

IMPLICATIONS

Financial: None directly
Legal: None directly
Human Resources: None directly

RECOMMENDATION

That members note the performance of the Housing Service.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To update members on the progress of key services.

ATTACHMENTS: **N**
FILE REFERENCE:
SOURCE DOCUMENT: