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REPORT TO:	COMMUNITY SCRUTINY COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	21 OCTOBER 2002	CATEGORY: RECOMMENDED
REPORT FROM:	HEAD OF COMMUNITY SERVICES	OPEN
MEMBERS' CONTACT POINT:	SANDRA WHILES (Ext 5712)	DOC:
SUBJECT:	HOUSING SERVICES CHANGE & IMPROVEMENT PROGRAMME	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: CS01

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### 1.0 Recommendations

1.1 That members note the report.

### 2.0 Purpose of Report

2.1 To inform Members of the steps being taken to further progress the Housing Services Change and Improvement Programme

### 3.0 Detail

3.1 A progress report on the Housing Change and Improvement Programme was presented to Community Services Committee on 21 August 2002. A copy of this Report is attached as Annex A.

3.2 This report reviewed achievements during the first three months of the change programme. Members agreed further detailed targets and associated support mechanisms designed to continue to drive forward service improvements so that these start to be reflected in improved performance indicators and tangible service delivery improvements

3.3 There continue to be staffing pressures in the Housing Division which are impeding the delivery of significant improvements.

3.4 Annexe B shows the updated Change and Improvement Programme

### 4.0 Financial Implications

4.1 Members have approved financial support to help deliver the Change and Improvement Programme

