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REPORT TO:	COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 9
DATE OF MEETING:	6 JUNE 2002	CATEGORY: RECOMMENDED
REPORT FROM:	HEAD OF COMMUNITY SERVICES	OPEN
MEMBERS' CONTACT POINT:	SANDRA WHILES (Ext. 5712)	DOC: s:\cent_serv\committee reports\community services\6 jun 2002\bv review - housing servicesw.doc
SUBJECT:	BEST VALUE REVIEW - HOUSING SERVICES	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: G

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**1.0**     Recommendation

- 1.1     That Members note progress on the Housing Best Value review as detailed in the report.
- 1.2     That Members accept the key issues identified for improvement in relation Allocations and the Housing Register, Homelessness and Housing Advice as detailed at 3.3.

**2.0**     Purpose

- 2.1     To advise Members of the progress made to date with the Best Value Review of Housing Services.

**3.0**     Content

- 3.1     Community Services Committee agreed the scope for the review at its meeting on the 10 January 2002
- 3.2     Community Services Committee agreed the key issues for improvement in relation to housing strategy/housing needs and private sector housing services at its meeting on 11 April 2002.

Since then the Review team has met to challenge how the allocations and the housing register, homelessness and housing advice services are currently provided

This challenge has led to four key issues for improvement being identified on which the remainder of the review will focus

3.3 These issues are :

1. The provision of accessible and appropriate service information to customers
2. The requirement for short and longer term improvements in the storage , retrieval and management of information on the housing register and homelessness
3. Joint working arrangements between housing staff and other agencies
4. Improved working environment and information/support to enable staff to provide effective services

3.4 The updated action plan for the remainder of the review is shown at annexe A

#### **4.0 Financial Implications**

4.1 None