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<b>REPORT TO:</b>	<b>COMMUNITY SCRUTINY COMMITTEE</b>	<b>AGENDA ITEM:</b> 7
<b>DATE OF MEETING:</b>	<b>19 AUGUST 2002</b>	<b>CATEGORY:</b> <b>RECOMMENDED</b>
<b>REPORT FROM:</b>	<b>HEAD OF COMMUNITY SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>SANDRA WHILES</b> <b>(Ext 5712)</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>HOUSING SERVICES BEST VALUE REVIEW</b>	<b>REF:</b> s:\cent_serv\committee reports\community overview and scrutiny\19 aug 2002\housing-services-best-value-review. doc
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: G</b>

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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 current position of the Housing Services Best Value Review

### **3.0 Detail**

3.1 The Review has identified and confirmed eight key issues for improvement which are listed below:-

- The provision of accessible and appropriate service information to customers
- The requirement for short and longer term improvements in the storage, retrieval and management of information of the housing register and homelessness
- The requirement for effective joint working arrangements between housing staff and other agencies
- Improvements to the working environment and information/support to enable staff to provide effective services
- Achieving an integrated service for property adaptations for disabled people
- Effective measurement and use of housing needs and community needs information to develop and deliver prioritised housing programmes
- Prioritising and targeting resources to achieve effective regeneration
- Achieving effective strategic and operational housing partnerships

- 3.2 These issues were challenged with stakeholders in June and were confirmed as relevant to developing an effective strategic housing role.
- 3.3 The Review Team has not met over the summer in order to allow Officers to concentrate on the Housing Investment Programme (HIP).
- 3.4 In drawing up the 2002 HIP, Officers have been guided by the key areas for improvement listed above and have built in service improvements to the HIP as it has been developed.
- 3.5 The next key stages of the Review include applying the 4 C` s to the key issues; identifying and appraising options for improvement.

#### **4.0 Financial Implications**

- 4.1 None .