
REPORT TO:	COMMUNITY SCRUTINY COMMITTEE	AGENDA ITEM: 6
DATE OF MEETING:	19 AUGUST 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: s:\cent_serv\committee reports\community overview and scrutiny\19 aug 2002\housing services change and improvement programme.doc
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: CS01

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 18th July 2002. A copy of this report is attached as Annexe A.

3.2 A further report will be presented to the August meeting of Community Services. This will review achievements during the first three months of the change programme and request Members to agree further detailed targets and associated support mechanisms. These will be 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 significant staffing pressures in the Housing Division and these will be considered at the Community Services Committee in August.

4.0 Financial Implications

- 4.1 Members have approved a financial package to support the initial phase of the Housing Services Change and Improvement Programme. Community Services Committee in August will be asked to consider the further financial implications of delivering the programme.