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<b>REPORT TO:</b>	<b>COMMUNITY SCRUTINY COMMITTEE</b>	<b>AGENDA ITEM:</b> 7
<b>DATE OF MEETING:</b>	<b>21 OCTOBER 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 (Ext 5712)</b>	<b>DOC:</b> s:\cent_serv\committee reports\community scrutiny\21 oct 2002\housing-servicesbvreview.doc
<b>SUBJECT:</b>	<b>HOUSING SERVICES BEST VALUE REVIEW</b>	<b>REF:</b>
<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 As Members are aware 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 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.
- 3.3 The Review Team has now set up six smaller groups to apply the 4 C's to these issues and to identify clear targets for improvements. The work of these smaller groups will be fed back and challenged by the overall Review Team.
- 3.4 Proposals have been developed for achieving an integrated service for property adaptations for disabled people. A report is to be submitted to the Housing and Community Services Committee on the 21<sup>st</sup> November, 2002.
- 3.5 The Review Team recognises that further work needs to be done to complete the baseline review and to gather benchmarking information, particularly for housing advice and homelessness services. The Housing Services Division has joined the Housemark benchmarking service to ensure that this benchmarking is completed.
- 3.6 The current action plan is shown at Annexe A. There has been some slippage on the action plan. This has been caused by the staffing shortages in the Housing Division and the need to prioritise work on the Housing Change and Improvement Programme. A revised timetable and action plan will be agreed with the Review Team at its next meeting.

#### **4.0 Financial Implications**

- 4.1 None