

Decision No: CMM –

Forward Plan No:

This record relates to Agenda Item 41 on the agenda for the Decision-Making

## **RECORD OF CABINET MEMBER DECISION**

**DECISION-MAKER:** COUNCILLOR LIZ WAKEFIELD  
**PORTFOLIO AREA:** HOUSING  
**SUBJECT:** RESIDENT INVOLVEMENT STRATEGY  
**AUTHOR:** ODODO DAFE

### **THE DECISION**

- (1) That the Resident Involvement Strategy be approved.

### **REASON FOR THE DECISION**

- (1) To provide a framework within which innovations in resident involvement can be made, building on the existing Tenant Compact.

### **DETAILS OF ANY ALTERNATIVE OPTIONS**

- (1) The consultation process outlined at section 4 above, sets out the method by which alternative options were considered which resulted in the resident involvement strategy proposed.

### **OTHER RELEVANT MATTERS CONCERNING THE DECISION**

None

### **CONFLICTS OF INTEREST**

**CONFIRMED AS A TRUE RECORD:**

**We certify that the decision this document records was made in accordance with the Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000 and is a true and accurate record of that decision**

**Date:**

19 October 2011

**Decision Maker:**

Councillor Liz Wakefield  
Cabinet Member for Housing

**Signed:**



**Proper Officer:**

19 October 2011

Mark Wall, Head of Democratic Services

**Signed:**



**SCRUTINY**

**Note: This decision will come in to force at the expiry of 5 working days from the date of publication subject to any review under the Council's Scrutiny 'Call-In' provisions.**

**Call-In Period**

Date of Call-in *(if applicable) (this suspends implementation)*

Call-in Procedure completed *(if applicable)*

Call-in heard by *(if applicable)*

Results of Call-in *(if applicable)*

Decision No: CMM –

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Decision-Making

**RECORD OF CABINET MEMBER DECISION**

<b>DECISION-MAKER:</b>	COUNCILLOR LIZ WAKEFIELD
<b>PORTFOLIO AREA:</b>	HOUSING
<b>SUBJECT:</b>	CUSTOMER ACCESS PHASE 3 - CUSTOMER SERVICE & ACCESS STRATEGY FOR HOUSING & SOCIAL INCLUSION
<b>AUTHOR:</b>	ODODO DAFE

#### **THE DECISION**

- (1) That the Customer Service and Access Strategy that is presented with the report as Phase 3 of the Customer Access Review, be approved. Key areas for action within the strategy include:
  - (a) Promotion and support for customers to use more effective methods for accessing housing information and services in line with council-wide 'Improving Customer Experience' work and our corporate Channel Shift Strategy.
  - (b) Consultations with staff on staffing structure to support proposed new customer access arrangements and service improvement.
  - (c) Consideration of opportunities for further office moves and best future use of some housing offices – notably Manor Place Housing Office and Victoria Road Housing Office.

#### **REASON FOR THE DECISION**

- (1) To enable approval of the Customer Service and Access Strategy, and obtain feedback on its general direction and the actions within it.

#### **DETAILS OF ANY ALTERNATIVE OPTIONS**

- (1) The strategy sets a framework within which we can consider different options for improving customer service and access within Housing & Social Inclusion.

#### **OTHER RELEVANT MATTERS CONCERNING THE DECISION**

None

#### **CONFLICTS OF INTEREST**

**CONFIRMED AS A TRUE RECORD:**

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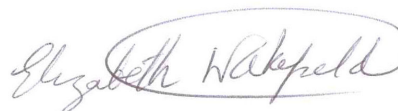
**Date:**

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Results of Call-in *(if applicable)*

Decision No: CMM –

Forward Plan No:

This record relates to Agenda Item 43 on the agenda for the Decision-Making

## **RECORD OF CABINET MEMBER DECISION**

**DECISION-MAKER:** COUNCILLOR LIZ WAKEFIELD  
**PORTFOLIO AREA:** HOUSING  
**SUBJECT:** ALLOCATIONS POLICY - REVIEW  
**AUTHOR:** VERITY WALKER

### **THE DECISION**

- (1) That the undertaking of a Review of the current Allocation Policy be approved. Following the Review, proposals will be brought back to HMCC and Housing CMM for final approval

### **REASON FOR THE DECISION**

- (1) The recommendations have been made so that we can review the Allocations Policy with regard to Careleavers in particular, who have been assessed as able to manage a tenancy, can be afforded the highest priority for Social housing.
- (2) We will also take opportunity of this Review to consult on potential changes to Allocations contained in the forthcoming Localism Bill.

### **DETAILS OF ANY ALTERNATIVE OPTIONS**

- (1) The alternative to the amendments would be for the policy to remain as per the current policy. This would mean that Careleavers would be assessed for housing in the same way as everyone else and not afforded high priority purely based on their status as Careleavers. They would then be assisted to obtain accommodation in the private rented market when they are ready to manage independent accommodation. This option does not address the concerns that have been raised in relation to the Council fully meeting its duties as a Corporate Parent.

### **OTHER RELEVANT MATTERS CONCERNING THE DECISION**

None

### **CONFLICTS OF INTEREST**

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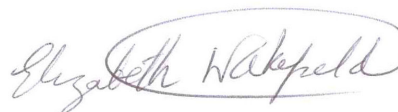
**Date:**

19 October 2011

**Decision Maker:**

Councillor Liz Wakefield  
Cabinet Member for Housing

**Signed:**



**Proper Officer:**

19 October 2011

Mark Wall, Head of Democratic Services

**Signed:**



**SCRUTINY**

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Results of Call-in *(if applicable)*

Decision No: CMM –

Forward Plan No:

This record relates to Agenda Item 44 on the agenda for the Decision-Making

## **RECORD OF CABINET MEMBER DECISION**

**DECISION-MAKER:** COUNCILLOR LIZ WAKEFIELD

**PORTFOLIO AREA:** HOUSING

**SUBJECT:** EXECUTIVE RESPONSE TO SCRUTINY  
PANEL ON LETTINGS AGENTS

**AUTHOR:** MARTIN REID

### **THE DECISION**

- (1) That the evidence, findings and recommendations of the Scrutiny Panel on Lettings Agents be noted (see Appendix 2).
- (2) That the responses summarised in Appendix 1 to this report be approved, subject to a further report on progress to a future Housing Cabinet Member Meeting, following consideration of the Panel's recommendations at the next meeting of the Strategic Housing Partnership.

### **REASON FOR THE DECISION**

- (1) The recommendations for which approval is sought are as a result of a detailed scrutiny process. In forming their recommendations the scrutiny panel considered evidence as set out in the appendices of the panel report.

### **DETAILS OF ANY ALTERNATIVE OPTIONS**

- (1) No alternative opportunities have been explored at this stage that are not set out in this report and the appendix.

### **OTHER RELEVANT MATTERS CONCERNING THE DECISION**

None

### **CONFLICTS OF INTEREST**

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19 October 2011

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**SCRUTINY**

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Results of Call-in *(if applicable)*