

# Item 7

## REPORT TO CABINET

27th July 2006

### REPORT OF DIRECTOR OF HOUSING

#### Housing Portfolio

#### HOUSING DEPARTMENT SERVICE IMPROVEMENT PLAN

#### **1** SUMMARY

- 1.1 On 2<sup>nd</sup> March 2006 Cabinet approved a report setting out proposals for a Housing Department Service Improvement Plan (SIP), together with £340,000 additional funding that would be met from Housing Revenue Account Reserves.
- 1.2 It was agreed that Cabinet would require specific approval for any individual item of expenditure that exceeds £10,000.
- 1.3 This report seeks approval to incur £52,800 on the printing and design work associated with the publication of a new Tenant's Handbook.

#### **2** RECOMMENDATION

- 2.1 That authorisation be given to engage Hillprint Media to design and print 12,000 copies of the Tenant's Handbook for the sum of £52,800 (£4.40 per copy).

#### **3** DETAIL

- 3.1 In early March cabinet considered and approved a report of the Director of Housing setting out his proposals for a 'Service Improvement Plan' that had been prepared during a review of the Audit Commission's landlord Key Lines of Enquiry' (KLOE's).
- 3.2 One element of the plan was to Review the Tenant's Handbook and include Diagnostic pictures"; this was to be completed by 31<sup>st</sup> July 2006 (SIP Ref 5.13).
- 3.3 Section 5 of the SIP relates to 'Achieving continuous improvement in the delivery of the Council's housing services and a sum of £106,000 was set aside to fund this part of the plan.
- 3.4 Discussions have been taking place with the Council's preferred design and print contractor regarding the presentation and publication of the proposed handbook.

- 3.5 It is suggested that the revised handbook be in the form of an A4 ring-binder containing 28 sections ranging from Equality and Diversity through Tenant and Resident Involvement to Right to Buy.
- 3.6 The handbook will also include diagnostic pictures designed to assist the tenant to more accurately report repairs.
- 3.7 The proposal if approved would mean that future print requirements would be much reduced since only those sheets showing amendment would need to be sent to tenants for inclusion in their binder.

#### **4 FINANCIAL IMPLICATIONS**

- 4.1 The sum requested can be met from the monies set aside in Section 5 of the Service Improvement Plan approved by Cabinet

#### **5 CONSULTATION**

- 5.1 Draft copies of the handbook have been circulated among the Tenant's Housing Services Group and their comments, where appropriate, incorporated into the document.

#### **6 PROCUREMENT**

- 6.1 The proposal is for the work to be placed with the Council's preferred Design and Print contractor, Hillprint Media.

#### **7 OTHER MATERIAL CONSIDERATIONS**

- 7.1 Corporate Values

The consultation exercise that was undertaken assists in contributing to a borough with strong communities, furthermore the corporate value of consulting with service users, customers and partners has been adhered to.

#### **8 OVERVIEW AND SCRUTINY IMPLICATIONS**

- 8.1 For information.

#### **9 LIST OF APPENDICES**

- 9.1 None

<b>Contact Officer</b>	<b>Martin Smith</b>
<b>Telephone Number</b>	<b>01388 816166 Ext. 4421</b>
<b>E-mail address</b>	<a href="mailto:msmith@sedgefield.gov.uk">msmith@sedgefield.gov.uk</a>

**Wards:** All wards

**Examination by Statutory Officers:**

	<b>Yes</b>	<b>Not Applicable</b>
1. The report has been examined by the Councils Head of the Paid Service or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. The content has been examined by the Councils S.151 Officer or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. The content has been examined by the Council's Monitoring Officer or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. The report has been approved by Management Team	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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