

EXECUTIVE DECISION REPORT

Name of decision maker:	Margaret Griffiths
Portfolio:	Housing
Date of Portfolio Holder Decision:	

Title of Decision: Approval of Tenants Annual Report

Decision made and reasons:	
To agree publication to all our Tenants and Leaseholders the Annual Report as required by the Tenant Services Authority (TSA).	
Reports considered: (here reference can be made to specific documents)	
Benchmarking by Housemark	
The Tenant Services Authority regulatory framework for social housing in England from April 2010	
Officers/Councillors/Ward Councillors/Stakeholders Consulted:	
Cath Davies – Chartered Institute of Housing consultant	
Forward Together Tenant Group	
Staff Steering Group	
Monitoring Officer comments:	No further comments to add to this report
Chief Financial Officer comments:	The total estimated cost to produce and distribute the report are £15k. There is not a specific budget identified for this in the Improvement Plan Budget which would allow this requiring resources from balances. In accepting this proposal agree to a virement of £15,000 from the Improvement Plan to be included in future HRA Estimates.
Implications:	Tenants Annual Report is a regulatory requirement of the Tenant Service Authority.
Risk:	If not delivered to our Tenants by the 1 st October 2010 we would be in breach of the Tenant Services Authority Regulatory Standards.
Value for Money:	The report informs tenants of how the housing service is performing in comparison to other local authorities and identifies ways of improving our Value for Money in future plans.

Options Considered and reasons for rejection:
Not applicable

Details of any interests declared and any dispensations given by the Standards Committee:

For Member Support Officer use only
Date Decision Record Sheet received from portfolio holder:08/09/10
Date Decision Published:09/09/10 Decision No:PH/048/10
Date of Expiry of Call-In Period:16/09/10
Date any Call-In received or decision implemented:

BACKGROUND

In April 2010 the TSA introduced new regulatory standards for housing providers. The standards cover the areas of Tenant Involvement and Empowerment, Home, Tenancy, Neighbourhood and Community and Value for Money. As part of the new arrangements, housing providers are also expected to develop 'local offers' in consultation with tenants to ensure that the service responds to the local needs and priorities of tenants rather than a one size fits all approach.

The TSA requires all housing providers to report progress on meeting the standards to their tenants and leaseholders on a yearly basis through an annual report.

Our first annual report details our performance over the last year in meeting the standards and levels of tenant satisfaction with the service. The key focus of the report is however on our future plans; how we can progress the priorities tenants have already identified and how we can work with tenants over the coming months to extend local offers where tenants request these.

This report has been prepared with close input from tenants and as required by the TSA reflects the information they feel is important to be communicated.

Annual Report for Tenants, 2009/10

Introduction

This annual report for tenants for 2009/10 takes us over a very busy year.

In 2008 the Council was faced with a dilemma: whilst we are, and continue to be, very proud of our Council housing, the national system for funding the service meant that we were short of the funds to maintain our stock up to decent homes levels. Our only option at the time for raising the necessary finance was to pursue housing stock transfer. We therefore established a project team and spent much of 2009 developing transfer proposals. What came from this was a vision for a new housing organisation called the Dacorum Community Gateway and a large group of tenants became very active in its development. We also canvassed the views of tenants more widely on what they wanted to see delivered in any transfer if tenants voted for this.

At the end of 2009 the Government announced proposals that enabled local authorities to keep their housing stock and continue to be a landlord. These proposals were unworkable as it meant Dacorum Borough Council having to take on too big a debt. However, we put forward to the Government a modification to their proposals which would enable the Council to retain the stock and provide a good housing service. We expect to be told about this a little later in the year and will then let you know.

The work that has been carried out for stock transfer has been invaluable. You have clearly told us your aspirations and expectations and we have taken these on board and included them in our service standards and plans for the future. This annual report tells you what has been delivered during 2009/10 and also our plans for the current year. It does this against the standards expected for all housing providers that have been established by the Tenant Services Authority (TSA) following consultation with tenants across the country, including our Housing Advisory Panel. We are working hard to develop and improve your service – this year we are already making good progress on revising our tenant involvement arrangements reducing the costs and improving the value of our repairs service. We know that in some areas we have a way to go. For example, we need to reduce the time it takes us to re-let homes. I look forward to being able to account to you this time next year for a range of service enhancements and opportunities for all residents.

Margaret Griffiths, Portfolio Holder for Housing

TSA Standards

The new Tenant Services Authority standards focus on six areas:

- **Tenant involvement and empowerment** - customer service, choice and complaints
- **Home** - quality of accommodation and repairs & maintenance
- **Tenancy** - allocations, rents* and tenure
- **Neighbourhood and community** - neighbourhood management, local area co-operation and anti-social behaviour
- **Value for money**
- **Governance and financial viability***

(* does not apply to councils)

We will work with you to agree how we monitor and review performance and the priorities for improving services that matter most to you. Where services need to be improved, we'll agree with you how to make the improvements. The Annual Report tells you how we have done over the last year - 2009/10.

Local Offers

For 3 of the standards - **Tenant involvement and empowerment**, **Home** and **Neighbourhood and community** – we will consult with you to agree "local offers" over the next six months.

Local offers are used to agree a specific service with tenants to deal with issues that affect a local neighbourhood or a group of tenants with particular needs.

Tenant Involvement and Empowerment Standard

Customer service, choice and complaints

We believe that our tenants deserve an excellent service, delivered by members of staff who are professional, enthusiastic and committed. We want you to benefit fully from the Housing Service and to be comfortable about contacting us.

We provide a range of ways in which you can access our services, you can:

- call into one of our Customer Service Centres
- contact us by telephone, letter, email or fax
- use our freephone number for reporting repairs
- use our online self-service facility for paying rent, reporting repairs or looking for a home using choice-based lettings

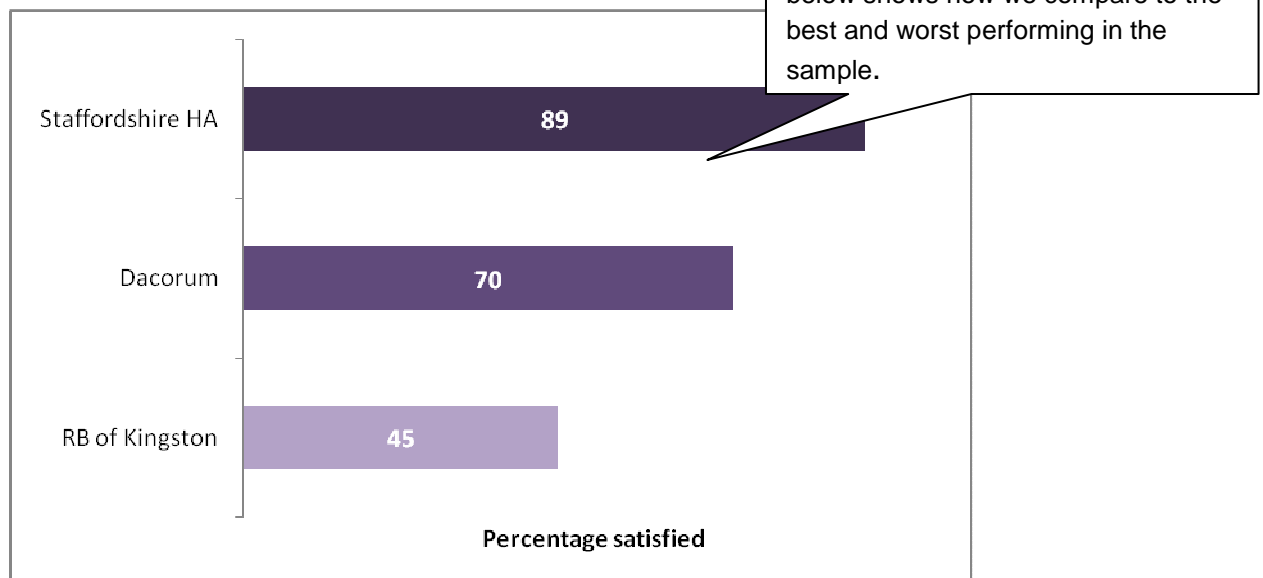
If requested we can:

- arrange interpretation and translation services
- write to you in larger print or in a different format, for example, by email rather than letter
-

How do our tenants feel we are performing?

70% of tenants were satisfied with how their enquiries had been dealt with by the Council.

How do we compare to other social landlords?



Over the next year we will:

- work with tenants to improve our complaints system, we will reduce the time it takes to resolve complaints from 20 to 15 days
- publish a revised Tenants Handbook to provide information on our service standards and how to access help and support
- consult with our tenants on setting targets for improving customer service

Involvement and empowerment

The housing service offers a variety of opportunities for tenants and leaseholders to participate in the service and have their say about how they feel services should be delivered. In this way, tenants and leaseholders can influence services to meet their needs and expectations and to improve the areas in which they live.

During the year the following arrangements were in place:

The Maintenance Focus Group (MFG)

The MFG was established to ensure that tenants and leaseholders were able to shape and challenge the repairs and maintenance service.

Representatives from this Group were involved in choosing contractors for the following areas:

- Gas servicing
- Lift servicing
- Apollo Partnership Decent Homes Contract
- MITIE repair contract

This group was involved in choosing the manufacturer of the kitchen units that are used in the replacement programme. The group also agreed the standard of work to be carried out on an empty property before a new tenant moves in.

The Housing Advisory Panel (HAP)

During the year we worked with HAP on the housing services we deliver, including maintenance and repairs, the housing allocations policy and Housing Futures.

The Shadow Board

In preparation of the transfer to Dacorum Community Gateway, a Shadow Board was formed which included 7 tenant/leaseholder members and was chaired by a tenant member.

The Tenant Steering Group (TSG)

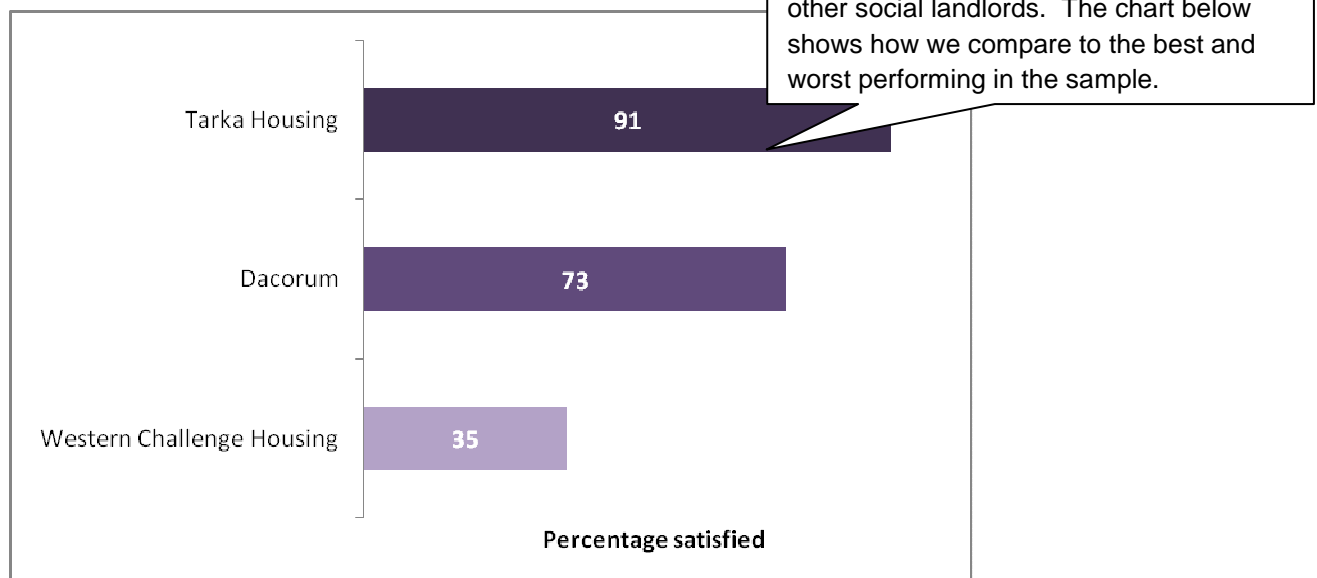
This group was set up to consider and discuss the transfer proposals during the Housing Futures process. It was made up of a group of tenant and leaseholder volunteers, selected by a panel of other tenants from the Housing Advisory Panel.

The Council's tenant involvement processes are currently being reviewed with a view to building a new structure which allows for a greater variety of ways for tenants to get involved in all aspects of the housing service. The new structure will be live by the end of 2010/11.

How do our tenants feel we are performing?

73% of tenants were satisfied that the Council kept them informed about things that might affect them as a tenant.

How do we compare to other social landlords?



Over the next year we will:

- introduce a new Tenant Involvement Structure, building on the strength of existing arrangements and greatly increasing the opportunities for many more tenants to be involved in different ways
- offer tenant inspection training for all tenants that have shown an interest in becoming more involved
- develop a tenant satisfaction survey in consultation with tenants
- send out a quarterly newsletter
- develop local offers with tenants to address local priorities

Understanding and responding to the diverse needs of tenants

The Council is committed to providing an accessible and flexible housing service that meets all tenants' needs. All services are regularly assessed to ensure that any barriers to accessing the service are minimised. Feedback is also sought from tenants on how they would like to receive information, for example if they are partially sighted, in large print or on CD/tape.

We currently:

- provide a range of ways in which tenants can access our services
- arrange interpretation and translation services if tenants request this
- write to tenants in larger print or in a different format if they require this, for example, by email rather than letter

Over the next year we will:

- ensure that the new Tenant Involvement Structure maximises opportunities for participation for the whole community
- build a picture of our tenants to help us tailor services to meet their needs and use this information to improve our services
- nominate a Senior Officer as our 'diversity champion' in the housing service to ensure that the needs of **all** tenants are taken into account in all we do
- consult with our sheltered housing tenants and use their feedback to improve services

Home Standard

Quality of accommodation

In 2000 the Government set a target that by 2010 all social housing would meet a 'Decent Homes Standard'. In order to be classified as 'decent', properties need to meet the Decent Homes criteria. A decent home is one that is wind and weather tight, warm and has modern facilities.

We have been working hard to improve our homes and now just 260 properties (2.5%) do **not** meet the standard. In most cases, this is because we have been

unable to gain access to the property and we urge all tenants to let us know when is convenient for us to carry out works.

Over the next year we will:

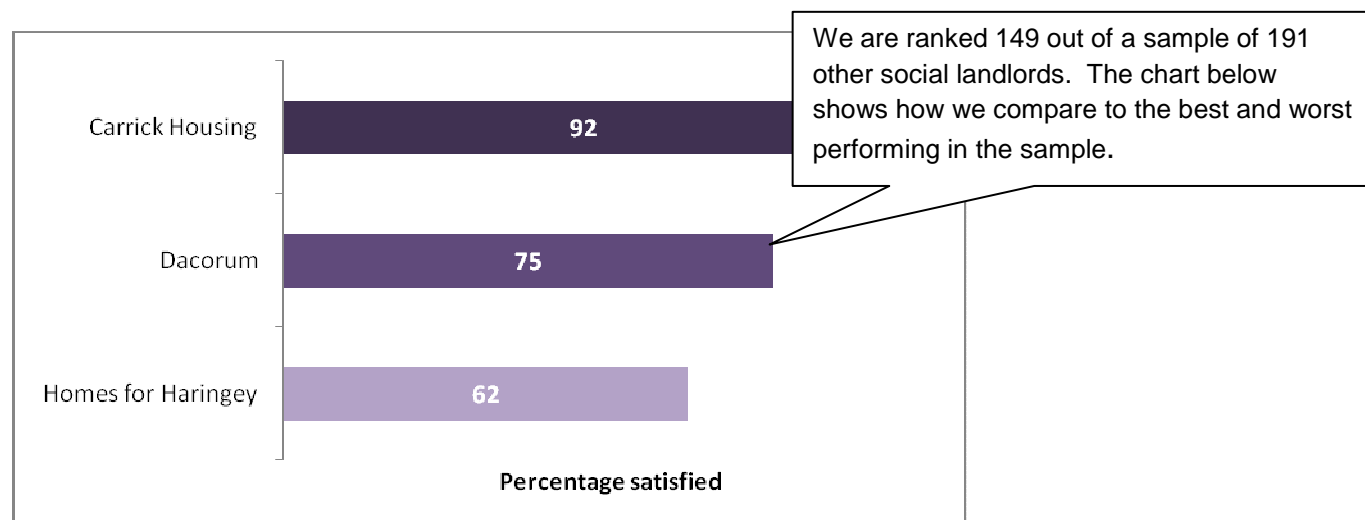
- Consult with tenants on future planned maintenance programmes, standards and available choices

How do our tenants feel we are performing?

Quality of accommodation

75% of tenants were happy with the overall quality of their home.

How do we compare to other social landlords?



Repairs and maintenance

We work hard to ensure that we provide you with a high-quality repairs and maintenance service. We understand that it is your *home* as well as our *property* and we ensure that our contractors understand this as well.

In delivering our repairs and maintenance service we:

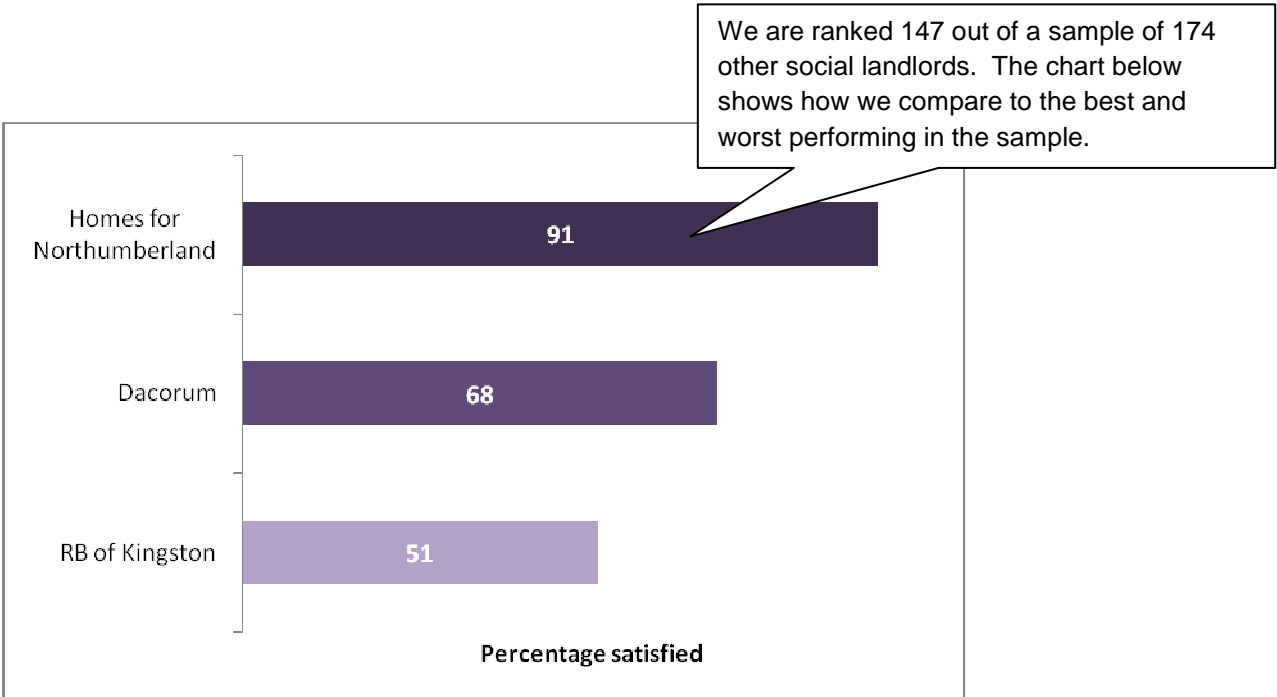
- offer you a 24 hour repairs reporting service
- offer you an appointment that reflects the urgency of the work when you request a repair
- provide an annual gas service and safety check
- consult with you on major works and planned maintenance programmes

How do our tenants feel we are performing?

Repairs and Maintenance

68% of tenants were satisfied with the way in which the Council deals with repairs and maintenance.

How do we compare to other social landlords?



Over the next year we will:

- meet or exceed our performance in 2009/10 to complete 99% responsive repairs on the first visit
- meet or exceed our performance in 2009/10 to complete at least 96% of all repairs within the agreed timescales
- work with MITIE (our repairs and voids contractor) to review the voids process to maximise the speed at which properties can be occupied
- improve the arrangements for carrying out adaptations for tenants with disabilities
- consult with our tenants on why their satisfaction with this service is 68% and develop challenging targets for improvement

Tenancy Standard

Allocations

As well as allocating the Council's housing stock, we also work with local housing associations and provide them with nominations from the housing waiting list. We are currently reviewing the approach to allocations and during 2009/10 we consulted widely with tenants. The priorities identified were:

- to review the allocations policy
- to establish a voids working group to ensure properties are let quickly and efficiently. A review of arrangements for letting sheltered housing has been completed as part of this work

Over the next year we will:

- work with our tenants to revise the void standard, offering improved quality and choice within budget
- significantly reduce the time between one tenant moving out of a property and another moving in
- introduce an improved choice-based lettings scheme
- consult with our tenants on setting targets for improvement

Tenure

We do all we can to support you in your tenancy including:

- visiting you within six weeks of moving into your home if you are a new tenant
- providing you with support if you are finding it difficult to manage your tenancy or to pay your rent

If you live in sheltered housing we:

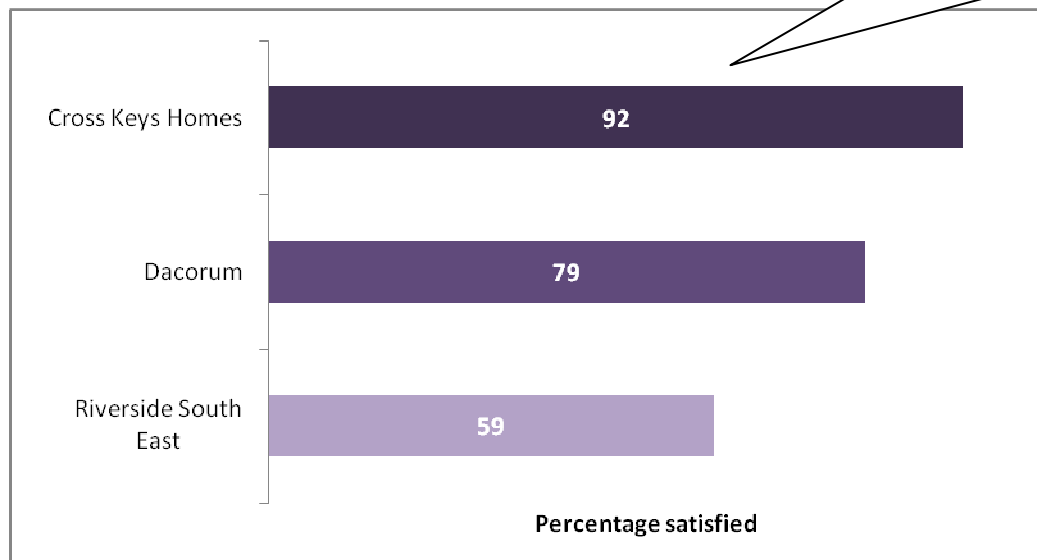
- provide you with an emergency response service 24 hours a day, 365 days a year
- discuss and agree a support plan with you within four weeks of you moving into your sheltered flat or bungalow
- review and update your support plan at least twice a year and provide you with additional visits and/or calls over the intercom if you become ill or at greater risk for any reason

How do our tenants feel we are performing?

79% of tenants were satisfied with the overall service provided by the council.

How do we compare to other social landlords?

We are ranked 94 out of a sample of 195 other social landlords. The chart below shows how we compare to the best and worst performing in the sample.



Over the next year we will:

- commence a programme of surveying all our properties to verify who lives there and to build up information about our tenants' needs
- consult with our tenants on setting targets for improvement
- review service provision for elderly tenants

Neighbourhood and Community Standard

Neighbourhood Management

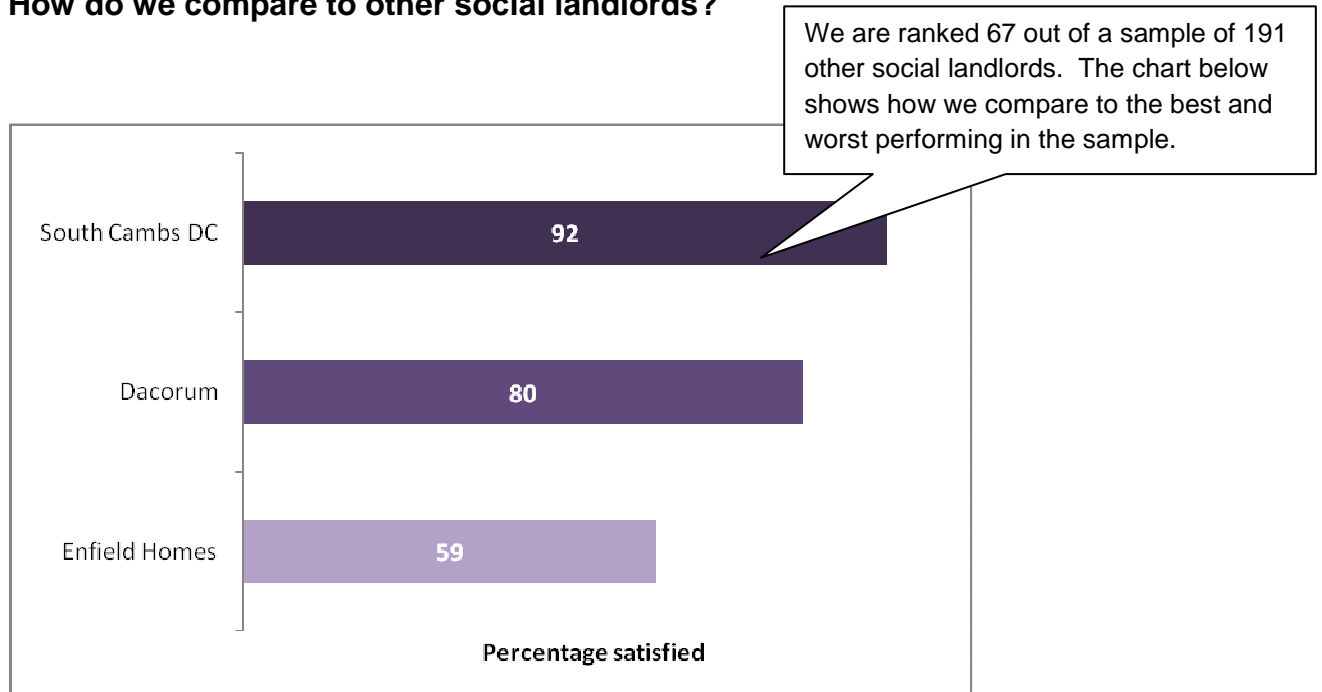
We have dedicated Estate Improvement Officers who deal with estate-based issues such as parking and rubbish.

In addition to the Council, 14 housing associations operate across Dacorum. All of these associations contribute to managing our neighbourhoods.

How do our tenants feel we are performing?

80% of tenants were satisfied with the neighbourhood as a place to live.

How do we compare to other social landlords?



Over the next year we will:

- set up a Communal Area working group to take action to improve areas around flats, for example parking and grassed areas
- look at how we can work more effectively with local housing associations
- develop local offers with tenants to address local priorities

Local area co-operation

Dacorum Borough Council works in partnership with several outside agencies including the police, voluntary sector and fire service. This joint action group meets monthly.

Over the next year we will:

- set up a new Tenant Involvement Structure that will enable tenants to have greater involvement in their neighbourhoods, for example, taking part in estate inspections
- transfer support for Tenants and Residents Associations and Street/Block/Village Voices to Neighbourhood Action to allow greater links with other agencies and more effective partnership working
- develop local offers with tenants to address local priorities

Anti-social behaviour

We believe that everyone has a right to live peacefully in their homes and neighbourhood. We treat all reports of anti-social behaviour very seriously.

Every household in the Borough will have received a document called 'Our Commitment'. It sets out how we deal with anti-social behaviour and how victims and witnesses can be supported.

If you report anti-social behaviour we:

- always treat your complaint seriously, sensitively and confidentially
- provide you with advice and support while we investigate your complaint

- where we can, keep you informed of progress throughout our investigation
- liaise with other agencies and take appropriate action to stop the anti-social behaviour

Over the next year we will:

- strengthen and agree the links between the housing service and anti-social behaviour team to provide tenants with a seamless service
- monitor performance of anti-social behaviour overall and consult with tenants on setting targets for improvement

Value for money standard

Value for money

Providing our tenants and leaseholders with value for money is a key priority for the housing service. With fewer resources available it is more important than ever that we maximise efficiency and minimise waste. We are constantly looking at ways of improving our services while keeping within our budgets. For example, over the last year we have made a number of changes to the way in which we manage our void properties to improve efficiency and service delivery

How do our rents compare to other landlords in the Borough?

Average two bed property rent <u>Borough wide</u>	Dacorum BC	Housing Association	Private Sector
Monthly rent	£354.36	£350.00	£664.00

*(Data provided by Hometrack, an organisation which provides up to date information on all aspects of the housing market. Average housing association rents were taken from the Regulatory Statistical Return Survey August 2009 – July 2010. Private sector rents are based on the **average** rent for properties advertised in Dacorum between July 2009 and June 2010.)*

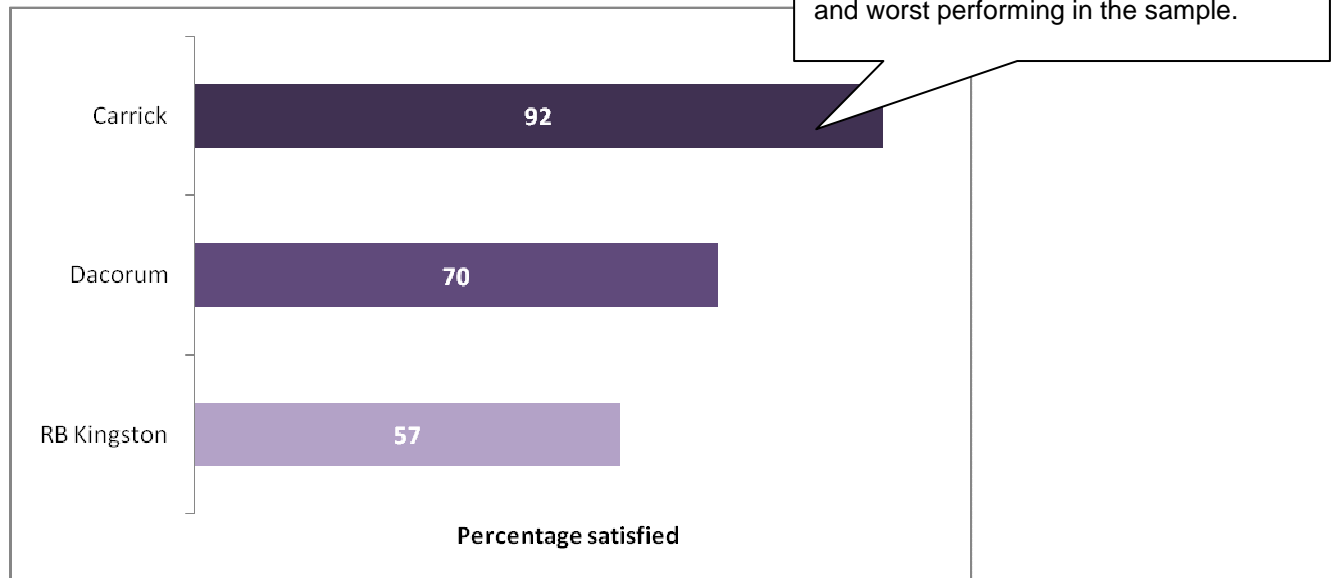
Average Private Sector two bed property rent <u>By town</u>	
Hemel Hempstead	£816.00 per month
Berkhamsted	£906.00 per month
Tring	£795.00 per month

(Data provided by Rightmove August 2010)

How do our tenants feel we are performing?

70% of tenants were satisfied with the value for money for their rent

How do we compare to other social landlords?



Over the next year we will:

- involve tenants in decisions about how we can provide quality services at an affordable and competitive cost

Summary of Our Overall Plans for 2010/11

Tenant Involvement & Empowerment

Customer Service, Choice and Complaints

- work with tenants to improve our complaints system, we will reduce the time it takes to resolve complaints from 20 to 15 days.
- publish a revised Tenants Handbook to provide information on our service standards and how to access help and support
- consult with our tenants on setting targets for improving customer service

Involvement & Empowerment

- introduce a new Tenant Involvement Structure, building on the strength of existing arrangements and greatly increasing the opportunities for many more tenants to be involved in different ways
- offer tenant inspection training for all tenants that have shown an interest in becoming more involved
- develop a tenant satisfaction survey in consultation with tenants
- send out a quarterly newsletter
- develop local offers that matter to tenants to address their priorities

Understanding & Responding to Diverse Needs of Tenants

- ensure that the new Tenant Involvement Structure maximises opportunities for participation for the whole community
- build a picture of our tenants to help us tailor services to meet their needs and use this information to improve our services
- nominate a Senior Officer as our 'diversity champion' in the housing service to ensure that the needs of **all** tenants are taken into account in all we do
- consult with our sheltered housing tenants and use their feedback to improve services

Home Standard

Quality of Accommodation

- Consult with tenants on future planned maintenance programmes, standards and available choices

Repairs & Maintenance

- we will meet or exceed our performance in 2009/10 to complete 99% responsive repairs on their first visit
- we will meet or exceed our performance in 2009/10 to complete at least 96% of all repairs within the agreed timescales
- work with MITIE to review the voids process to maximise speed at which properties can be occupied.
- improve the arrangements for carrying out adaptations for tenants with disabilities
- consult with our tenants on why their satisfaction with this service is 68% and develop challenging targets for improvement

Tenancy Standard

Allocations

- work with our tenants to revise the void standard offering improved quality and choice within budget
- significantly reduce the time between one tenant moving out of a property and another moving in
- introduce an improved choice based lettings scheme
- consult with our tenants on setting targets for improvement

Tenure

- commence a programme of surveying all our properties to verify who lives there and build up information about our tenants' needs
- consult with our tenants on setting targets for improvement
- review service provision for elderly tenants

Neighbourhood & Community Standard

Neighbourhood Management

- set up a Communal Area working group to take action to improve areas around flats, for example parking and grassed areas
- look at how we can work more effectively with local housing associations
- develop local offers with tenants to address local priorities

Local Co-operation

- set up a new Tenant Involvement Structure that will enable tenants to have greater involvement in their neighbourhoods, for example, taking part in estate inspections.
- transfer support for Tenants and Residents Associations and Street/Block/Village Voices to Neighbourhood Action to allow greater links with other agencies and more effective partnership working
- develop local offers with tenants to address local priorities

Anti-Social Behaviour

- strengthen and agree the links between the housing service and anti-social behaviour team to provide tenants with a seamless service
- monitor performance of anti-social behaviour overall and consult with tenants on setting targets for improvement

Value for Money Standard

- involve tenants in decisions about how we can provide quality services at an affordable and competitive cost

Dacorum Borough Council Housing Service Key Facts and Figures as at 31st March 2010

Total number of properties	10,620
Total number of households on the waiting list	5.863
Total number of properties <i>let during 2009/10 (is this in the whole Borough rather than just our stock as we have about 650 voids per year?) TBC</i> (of which 243 (24%) were let to tenants transferring from either council or housing association properties, 630 (63%) were new tenants and 131 (13%) were mutual exchanges)	1,004
Total number of evictions (of which 16 related to rent arrears and 1 to anti-social behaviour)	17
Total number of Dacorum Borough Council tenants on housing benefit	5,359

Contacts for further information

If you would like further information about anything that you have read in this report please contact the Council's Tenant Involvement Team on 01442 228961 or 01442 228966.

For more information about the work of the Tenant Service Authority please visit their website www.tenantservicesauthority.org

Sources of Information used in this report

Performance information

HouseMark Status Benchmarking Club and the most recent Status Tenants Satisfaction Survey. (HouseMark is an independent national organisation that provides a way for landlords to "benchmark" or compare their services with other landlords of a similar size).

If you would like this information or you would like to contact the Council in any language not listed, please call 01442 867212.

If you would like this information in another format, such as large print or audio tape, please contact 01442 228961.

આ પ્રકાશનમાં કેકોરમ, બરો કાઉન્સિલની મિલકતના ભંડોળની (થરોના સ્ટોકની) તબદીલી કરવાની યોજના વિષે બહુતો અને ૫૨૬૧૨૦ માટે માહિતી છે. જો તમને તમારી ભાષામાં આ માહિતી મેળવવી હોય અથવા બીજી કોઈ બાબત માટે કાઉન્સિલનો સંપર્ક સાધવો હોય તો, મહેરબાની કરીને 01442 867212 ઉપર ફોન કરો.

જો તમને આ માહિતી જુદી રીતે મેળવવી હોય ઘ. ત. મોટા અક્ષરો અથવા ઓડીયો ટેપમાં, તો મહેરબાની કરીને 08000 19 33 40 ઉપર ફોન કરો. મીની કોમ મારફત કાઉન્સિલનો સંપર્ક સાધવા માટે મહેરબાની કરીને 01442 867877 ઉપર ફોન કરો.

આ માહિતી કોઈપણ ભાષામાં મેળવવાની છે. જો તમને તમારી ભાષામાં આ માહિતી મેળવવી હોય અથવા બીજી કોઈ બાબત માટે કાઉન્સિલનો સંપર્ક સાધવો હોય તો, મહેરબાની કરીને 01442 867212 ઉપર ફોન કરો.

જો તમને આ માહિતી જુદી રીતે મેળવવી હોય ઘ. ત. મોટા અક્ષરો અથવા ઓડીયો ટેપમાં, તો મહેરબાની કરીને 08000 19 33 40 ઉપર ફોન કરો. મીની કોમ મારફત કાઉન્સિલનો સંપર્ક સાધવા માટે મહેરબાની કરીને 01442 867877 ઉપર ફોન કરો.

To contact the Council by minicom please call 01442 228656.

Printed using vegetable based inks on 50% recycled paper that is elementally chlorine free.



DBC Equality Impact Assessment Form

Directorate: Housing and Regeneration

Service: Housing

Policy / function / activity being reviewed: Annual Report to Tenants

Supporting Directorate Support Officer:

Date completed and by whom:

Review date:

Step 1 – Identifying the Purpose / Aims

1. What type of policy, service, activity or function is this?

New



2. What is the aim and purpose of the policy, activity, service or function?

The aim and purpose of this function is to produce an annual report to tenants for the 1st October each year. The Annual Report to tenants is part of the Tenant Services Authority Regulatory Framework.

The Annual Report aims to give the tenants a clear picture of the service plan, linking this in with National Standards to help inform them on what to expect from their landlord.

The Report must also be submitted to the Tenant Services Authority (TSA) who will use this as one of the ways to identify areas of potential risk that may need further investigation.

3. Outline any proposals being considered.

The Annual Report is a stand-alone activity and therefore other proposals can not be considered.

4. Who is the policy, activity, service or function intended to help / benefit / serve?

The Annual Report should be created in consultation with tenants and published to the wider tenant body. It aims to give the tenants a clear picture of the service plan, linking this in with National Standards to help inform them on what to expect from their landlord.

The report also seeks to improve accountability and transparency and gives tenants a real opportunity to scrutinise performance and be informed on service developments and improvements.

It is also an opportunity to inform tenants of the area's that have been highlighted for development following feedback received from them, giving them real involvement in developing their housing service for their needs and requirements.

5. Does the policy, activity, service or function have any specific aims or objectives in relation to equality, social inclusion or community cohesion?

The Annual Report should inform tenants of our performance for 2009/10 and, will highlight areas for development in the coming year. It will also form the first stage of the local offers process which gives tenants the opportunity to develop the services they require to meet their needs.

Step 2 – Considering existing information and what this tells you

6. Summarise any data / research or performance management information about the policy, function or activity that is available.

This could include equalities monitoring information; surveys; complaints or grievances.

Data / Information
This is a new requirement and as such this will be the first annual report to our tenants as required by the TSA.

7. Is there any evidence of negative differential impact on any of the following? (Some equality categories may be more relevant than others)

Race or ethnicity
None
Gender and transgender
None
Age
None
Disability
None
Religion or belief/ faith communities
None
Lesbian, gay, bisexual people
None
Socially excluded communities or groups
None

Step 3 – Assessing the Impact

8. Is there any evidence of higher or lower take-up of the service, facility or opportunity by any group /community and if so, is there an explanation for this?

As this is the first year of issuing an Annual Report to tenants we are unable to comment.
--

9. Could any of the associated rules, requirements or regulations of the

function, activity or policy affect the accessibility of the service/ activity to any groups or communities?

The Annual Report will be available in other formats as required therefore this should be fully accessible to all tenants.

10. If the impact or effects are adverse for any community or group, can they be defended i.e. in order to provide equality for another community under legislation or policy?

Yes ☐

NO ☐

Please give details below.

Step 4 – Dealing with adverse or unlawful impact

11. What can be done to improve the policy, service, function or any proposals in order to reduce or remove any adverse impact or effects identified?

Involved tenants are fully engaged in the process of developing the annual report for their peers, their recommendations are taken into account through the consulting process to ensure that adverse or unlawful impacts are avoided.

12. What would be needed to be able to do this? Are the resources available?

Step 5 – Consultation and Feedback

13. Outline your proposals to consult with those affected on proposed changes.

Consultation has been taking place with engaged tenants throughout the development of the annual report.

Step 6 – The decision

14. What needs to be done?

The Annual Report needs to be agreed by the Portfolio Holder for Housing, Councillor Margaret Griffiths.

Step 7 – Monitoring, review and evaluation

15. What monitoring and review mechanisms are in place or will be developed?

Step 8 – The service plan

16. What needs to be included in the Service Development Plan?

The Annual Report to tenants is an objective in the Housing Improvement Plan 2010/11.

17. Does an Action Plan need to be put together to ensure everything is actioned?

An action plan has been developed to ensure that the Annual Report is prepared and published to meet the timeline laid down by the Tenant Services Authority.

Step 9 – Publishing the Results

The EqIA will be published on the Council's website; therefore as the author of the document it is your responsibility to ensure that it is written in an understandable way, free from Council jargon.

In order for the EqIA form to be published it must be reviewed and signed off by the relevant Head of Service. It is the service manager's responsibility to ensure that this is done.

Once the form this has been completed an electronic copy should be sent to Anne Stunell / Emma Harvey – Human Resources, ext. 2089 / 2258