

Agenda

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Housing Panel (Panel of the Scrutiny Committee)

Date: **Monday 4 November 2013**

Time: **5.00 pm**

Place: **St Aldate's Room, Town Hall**

For any further information please contact:

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Housing Panel (Panel of the Scrutiny Committee)

Membership

Chair **Councillor Val Smith**

Vice Chair

Councillor Gill Sanders

Councillor Stuart McCready

Councillor Sam Hollick

Linda Hill

Co-optee

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AGENDA

Pages

1 WORK PROGRAMME AND REPORT BACK ON RECOMMENDATIONS

1 - 4

Officer: Pat Jones Principal Scrutiny Officer will support the Panel with this debate.

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This presents for discussion by the Panel the forward work programme and the result of recommendations made.

2 PERFORMANCE MONITORING - HOUSING MEASURES, QUARTER 2.

5 - 6

Officer: Pat Jones Principal Scrutiny Officer will support the Panel with this debate.

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This item reports outcomes at Qtr. 2 for the set of performance indicators chosen by the Panel. They are grouped according to the themes chosen by the Panel:

- Welfare reform and the housing crisis.
- Housing supply.
- Estate regeneration.

At the meeting in September the Panel asked for further information on indicators CS002 and CS005 (processing times for new and changed awards of benefit). This information is included elsewhere on the agenda.

3 FOLLOW UP ON BENEFITS PERFORMANCE INDICATORS

7 - 14

Officer: Helen Bishop Head of Customer Services will support the Panel with this debate.

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The Panel raised concern about performance at Qtr.1 for indicators:

- CS002 – time taken to process changes in circumstances for

benefit claimants.

- CS005 – time taken to process new benefit claims.

The following information was requested for these indicators:

- The detailed reasons why these indicators are off target.
- What are we doing to get them back on target and how will we sustain this.
- What is our bench marked performance for both indicators based on this result and what would it be if we performed to target.

4 NOTES OF THE LAST MEETING

15 - 18

Notes of the meeting on the 3rd. September 2013.

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*Disclosable pecuniary interests that must be declared are not only those of the member her or himself but also those member's spouse, civil partner or person they are living with as husband or wife or as if they were civil partners.