

Recommendations for Cabinet that will resolve in an action being taken:

Housing Review Board on 15 June 2023

Minute 10 Results of tenant satisfaction survey

RECOMMENDED by the Housing Review Board:

1. that Cabinet approve the facilitation of a series of focus groups to be held with tenants who have offered to provide further insight and information on their experiences with the housing services. Officers would then review and use these findings to further inform future improvements.
2. that Cabinet approve the further surveying of tenants over the coming months in order to monitor satisfaction levels more closely and more frequently and as a way of assessing whether levels of satisfaction were improving.

Minute 12 Consumer Standards – self assessment

RECOMMENDED by the Housing Review Board:

that Cabinet approve that a joint workshop is undertaken with officers and tenants on receipt of the revised Consumer Standards from the regulator.

Minute 14 Finance report

RECOMMENDED by the Housing Review Board:

that Cabinet note the Housing Revenue Account and Housing Capital Finance 2022/23 year end outturn report, and approve the reserve recommendations.

Minute 15 Chartered Institute of Housing Qualifications

RECOMMENDED by the Housing Review Board:

that Cabinet approve the approach set out in the report and support the drive towards ensuring officers had or worked towards achieving a relevant professional housing qualification, which would improve the ability to deliver a service that met the needs of the tenants and the standards required by the Social Housing Regulator in a sustainable and timely way.

Minute 16 Subscription for Advantage South West

RECOMMENDED by the Housing Review Board:

1. that Cabinet approve to continue paying the annual subscription to maintain the membership to Advantage South West.
2. that Cabinet approve that in future the decision to continue paying the annual subscription for Advantage South West membership be delegated to the Assistant Director Housing.

Minute 20 Interim Housing Operations Manager

RECOMMENDED by the Housing Review Board:

that Cabinet approve that the recently created Housing Operations Manager position be filled on an interim basis using the individual put forward by a recruitment agency with the additional costs to be financed through the Housing Revenue Account.