

**REPORT TO: COMMUNITIES COMMITTEE ON 13 APRIL 2010**

**SUBJECT: HOUSING SERVICE IMPROVEMENT PLAN 2009/10 -  
QUARTER 4 PROGRESS**

**BY: DIRECTOR OF COMMUNITY SERVICES**

**1. REASON FOR REPORT**

- 1.1 This report presents a progress report on the achievement of priorities identified in the Community Services Improvement Plan as it relates to the Council's Housing Service.
- 1.2 This report is submitted to Committee in terms of the Council's Administrative Scheme relating to the Council's housing functions.

**2. RECOMMENDATION**

- 2.1 **It is recommended that the Communities Committee considers this report.**

**3. BACKGROUND**

- 3.1 The Service Improvement Plan relating to the Housing Service is part of the Community Services Department's Improvement Plan. Housing matters now report to the Communities Committee.
- 3.2 At its meeting on 24 March 2009, the Communities Committee agreed the Service Improvement priorities for the Housing Service (paragraph 16 of the Minute refers).

**4. PROGRESS ACHIEVED IN QUARTER 4, 2009/10**

- 4.1 **APPENDIX I** details progress achieved to the end of March 2010. The majority of actions identified for 2009/10 have been completed, with a number of separate reports on the Committee's agenda dealing with the Interim Local Housing Strategy, the Homelessness Strategy and the Housing Support Review.
- 4.2 In a small number of cases, revised timescales for completion of specific priority actions have been agreed by the Communities Committee. Where appropriate, these will be carried forward to the Service Improvement Plan for 2010/11, which is a separate report on the Committee's agenda.

**5. SUMMARY OF IMPLICATIONS**

- (a) **Single Outcome Agreement/Service Improvement Plan**

This report reflects the priorities identified in the Single Outcome Agreement, the Moray Community Plan, the Local Housing Strategy and the Service Improvement Plan.

**(b) Policy and Legal**

There are no policy or legal implications arising from this report.

**(c) Resources (Financial, Risks, Staffing and Property)**

There are no financial issues arising from the Improvement Plan for 2009/10.

**(d) Consultations**

Consultation on this report has been carried out with the Director of Community Services and senior managers within the Housing Service.

**6. CONCLUSION**

**6.1 This report presents progress in Quarter 4 on the priority actions within the Housing Service Improvement Plan.**

Author of Report:	Jill Stewart, Chief Housing Officer
Background Papers:	Held by CHO
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