

Council
Thursday 27th September 2007

Report of the Portfolio Holder for Housing

Value for money public services

Council Tax

Council Tax collection is heading for the highest ever recorded % rate at 98%. Processing of new benefit claims at the time of writing is an average of just over 30 days. Rent collection for August was 99.18%

High standards of service

Performance

The priority areas for improved performance remain timely benefits administration, maximising collection of revenues and rental income, minimising voids and prevention of homelessness. A monthly performance clinic is holding Managers to account for their performance.

Housing Services are working closely with Kettering Borough Council on a number of initiatives designed to accelerate the pace of change. In addition, to the current Estate Services review, Kettering BC assisted in the recent recruitment to the vacant Housing Services Manager post. This post has now been filled.

The Housing Services Improvement plan has recently been distributed to all staff and councillors. Progress against this plan will form the basis of our housing progress inspection in May 2008.

The new Housing IT system (IBS) phase one goes live on 1st October 2007 and will be fully implemented by March 2008

Empowering people

Homelessness

The Homeless Forum met during September and reported progress in working together to prevent homelessness in the town.

Sally Beardsworth
20th September 2007