EXETER CITY COUNCIL

SCRUTINY COMMITTEE – COMMUNITY
1 JUNE 2010

EXECUTIVE
15 JUNE 2010

HOUSING VALUE FOR MONEY STRATEGY

1. PURPOSE OF REPORT

1.1 To seek Members' approval for the new Housing Value for Money Strategy.

2. INTRODUCTION

2.1 The Council has a duty to ensure its services provide excellent value for money. This ensures the quality of the service is provided at the right price and at the right quality which result in high levels of customer satisfaction.

2.2 The need to evidence that value for money is being achieved will not only satisfy our own customer demands but also that of our regulators.

2.3 On 1 April 2010 the new Tenant Services Authority took over the regulation of all social landlords in England, including for the first time, the Council's landlord services role. Their new Regulatory Framework for Social Housing sets out six national standards that all social landlords must implement. These standards include a value for money standard. Landlords are required to demonstrate how these standards are being met and will be inspected periodically to ensure that they have achieved compliance. The Audit Commission will also look for evidence of value for money in their regulation of the Council's activities.

2.4 The new Value for Money standard expects that "*registered providers shall have a comprehensive approach to managing their resources to provide cost-effective, efficient, quality services and homes to meet tenants' and potential tenants needs*"

2.5 Over recent years the housing service has undertaken a number of initiatives to ensure we demonstrate value for money. This includes benchmarking our costs against similar landlords, testing customer satisfaction and including residents on service review panels to ensure the quality of our services meet, as far as possible, their expectations.

2.6 However, there is a need for our drive towards value for money to be more structured and comprehensive. Therefore, the Housing Value for Money Strategy attached as Appendix I to this report aims to achieve this by setting out a number of initiatives and actions to ensure we meet our regulators expectations.

3. RECOMMENDED:

1) that Scrutiny Committee - Community comment on the report:

2) that Executive notes the views of Scrutiny Committee and agrees to adopt the new Housing Value for Money Strategy with Members to receive an annual update on progress.

HEAD OF HOUSING SERVICES

S:PA/LP/ Committee/610SCC7
18.5.10

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

None