

<b>HARROGATE BOROUGH COUNCIL DECISION NOTICE</b>	
<b>Cabinet Member for:</b>	Housing
<b>Date of Decision:</b>	16 June 2009
<b>1. Decision No/ Your Ref:</b>	Hsg 04/09/10
<b>1a. Wards affected:</b>	All
<b>2. Subject:</b>	TENANT LED INSPECTIONS OF THE HOUSING SERVICE
<b>3. A. The information given in this form is a fair and accurate record of the decision made by Councillor Jean Butterfield, Cabinet Member (Housing):</b>	
<b>Portfolio Holder:</b> (Signature) _____	
<b>B. The Cabinet Member (Housing) declared the following interest:</b>	None
<b>C. Was a substitute appointed?:</b>	No
<b>4. DECISION:</b>	
<b>Please state:</b>	
<b>A. Decisions made:</b>	
	That a tenant led inspection of one area of the Housing Service is carried out during Autumn 2009, following consultation with tenants.
	That an evaluation of the inspection is carried out following its completion.
<b>B. Reasons for making decisions:</b>	
	The Government is now focusing on a move towards self regulation. This has been reinforced by the establishment of the Tenant Services Authority. The Tenant Services Authority has become the independent regulator for homes owned by Housing Associations and will take on this role for homes owned by local authorities from Spring 2010.

Tenant led inspections of specific areas of the Housing Service, can be an effective way of monitoring satisfaction with a service area and demonstrate if the relevant service standards are being maintained.

Tenant led inspections can be seen as part of the Council's corporate transformation agenda, as they could achieve efficiency savings and service improvements through partnership working and customer involvement.

An initial tenant led inspection of one area of our work will help us evaluate the possible effectiveness of this approach in Harrogate

**C. Alternative options considered and rejected:**

Not to carry out tenant led inspections. Tenant led inspections could be an invaluable way for the Council to demonstrate that it is meeting the Housing service standards and that we have a good understanding of customer perceptions of service areas. Tenant inspections are central to the approach of the Tenant Services Authority (TSA).

To carry out mystery shopping as a stand alone tenant involvement option. This option is not favoured, as the benefits of doing this would be limited. Mystery shopping is not an appropriate tool to use for all service areas, it would not give a full overview of service performance that an inspection could provide and the mystery shoppers would not be identifying service improvements as part of this process which could mean that opportunities for efficiency savings are missed.

**5. Please outline all additional material or information considered at the meeting whether written or oral and not detailed in the written report: N/A**

**6. With regard to the written report please indicate:**

- A. The number of appendices:** Two
- B. The number of background papers and their location/file reference:**
- C. The number of any additional papers considered which are to form part of the 'definitive report' on the matter:**

**7. Was all or any part of the report deemed to be exempt? No**

**8. If so:**

- A. Please state to which part of the report it is applicable and give the wording of the relevant paragraph of Schedule 12A to the Local Government Act 1972:**
- B. Is there an Exempt Decision Notice?**

**9. A. Is this a Key Decision?**

No

*If so, please state:*

- B. Forward Plan reference number:**
- C. Relevant Overview and Scrutiny Commission:**
- D. Date Member Services were supplied with report and accompanying papers for publication and consequent circulation to the Scrutiny Commission Chair:**
- E. Urgent Item of Business – Call-in**

*If a matter is urgent and Call-in cannot be applied please state:*

- (i) Reasons:**
- (ii) Date of agreement of Scrutiny Commission Chair that the decision is urgent:**
- (iii) Means of communication of agreement:**

**10. Officers in attendance at the meeting during consideration of this item:**

Dawn Saxby, Executive Housing Officer  
Keith Watts, Tenancy Services & Mediation Manager  
Stephen Hargreaves, Executive Officer (Property Services)  
Catharine Osborne, Finance  
Rachel Braithwaite, Legal

**11. Decision to be actioned by:**

Amy Brown, Tenant Involvement Officer

**12. Please confirm that all Officers required to be consulted prior to forwarding this Decision Notice to the Member Services Section have been consulted:**

**13. Date Decision Notice despatched to Member Services via Email:**

16 June 2009

**14. NOT TO BE COMPLETED UNLESS it was impracticable to include the Key Decision in the Forward Plan:**

**A. Call-in to apply:**

*Please state:*

**(i) Reasons:**

**(ii) Date Proper Officer and Scrutiny Commission Chair were supplied with report and papers:**

**B. Special Urgency Provision (Call-in cannot be applied):**

*Please state:*

**(i) Reasons:**

**(ii) Date on which agreement obtained from Scrutiny Commission Chair that the decision is urgent:**

**(iii) Means of communication of agreement:**

**15. (For use in Member Services Section)**

- A. Decision Validated by:** Andy West
- B. Date decision validated and published:** 17 June 2009
- C. Date Call-in procedure ends (if appropriate) – 4.30 pm on:**
- D. If 9D or 14A is answered give date of public notice:**
- E. File Ref and Officer Ref:** H234JUN17.doc/CB
- F. If Special Urgency Provision (14B above) has been applied please confirm that relevant item will be included on next Council Agenda:**

H234JUN17.doc

Form1/Coins.doc  
5.8.02