

Classification: Private

Key Decision: No

Gravesham Borough Council

Report to: Housing Committee Report

Date: 14 November 2022

Reporting officer: Jody Bulman, Service Manager (Housing Landlord Services) and Nicole Arthur, Service Manager (Housing Operations)

Subject: Annual Council Housing Report

Purpose and summary of report:

To provide Housing Services Cabinet Committee with a draft copy of the Annual Council Housing Report and to seek comments on the content prior to design work being undertaken by the Communications Team and ratified by Cabinet Member for Housing Services.

Recommendations:

1. For Housing Services Cabinet Committee to note the contents of the report and provide feedback.

Key Implications:	
Item	Implications
Legal	As a social housing landlord the Council has a duty to ensure meaningful engagement with tenants as set out by the Regulator of Social Housing.
Finance and Value for Money	As above, we have a duty to engage with tenants and be transparent about how we spend the income from rent and service charges.
Corporate Plan	The work that the Housing Team carry out contribute to the corporate plan, particularly <i>#People - Provide a Proactive, Supportive and Efficient housing management service: high quality tenancy management experienced through a service making full use of its assets.</i>
Climate Change	Annual Report is an excellent method is informing tenants of the work that the Housing Team have carried out in relation to climate change.

1. Introduction

- 1.1 The Housing Team wanted to provide tenants with information relating to all of the achievements of the last 12 months. The reason for this is to celebrate the

successes, to provide tenants with information regarding the services we provide and to give an insight into what they can expect in the coming 12 months.

1.2 The annual report provides tenants with information regarding a range of services that they receive, including:

- Housing Income
- Independent Living
- Tenant Engagement
- Housing Management (Estate Inspections and ASB Management)
- Leasehold and RTB services
- Housing Development
- Repairs and Maintenance
- Safety and Improvement Works
- Caretaking and Grounds Maintenance
- Energy and Sustainability

1.3 In addition to providing information regarding the services we provide, we have also used the annual report to inform tenants regarding the number of complaints and compliments we received, as this is an opportunity to let tenants know that we don't always get it right first time, but if we don't we are committed to putting it right; and an opportunity to thank all of the tenants who took the time to compliment us.

1.4 The full draft report can be found in Appendix A.

2. Next Steps

2.1 Once presented to Housing Committee the document will be sent to Communications to undertake design work in line with the Tenant Engagement Strategy which received excellent feedback.

2.2 Once the format has been agreed with the Director of Housing, it will be made available to tenants both electronically and hard copy.

3. Budgets

3.1 There are no budgetary implications. The cost of producing and delivering the annual report has been accounted for in this year's budget.

4. Background Documents

4.1 None

5.

5.1

Secondary Implications	
Risk Assessment	N/A – Annual Housing Report is an additional way of keeping tenants informed.
Data Protection Impact Assessment	<i>A data protection impact assessment (DPIA) should be carried out at the start of any major project involving the use of personal data or if you are making a significant change to an existing process.</i>
	<p>a. Does the project/change being recommended through this paper involve the processing of personal data or special category data or criminal offence data?</p> <p>A definition of each type of data can be found on the Information Commissioner’s Office website via the above links.</p> <p>No</p>
	<p>b. If yes to question a, have you completed and attached a DPIA including Data Protection Officer advice?</p> <p>Click here to start typing</p>
	<p>c. If no to question b, please seek advice from your nominated DPIA assessor or the Information Governance Team at gdpr@medway.gov.uk.</p> <p>Click here to start typing</p>
Equality Impact Assessment	<p>a. Does the decision being made or recommended through this paper have potential to cause adverse impact or discriminate against different groups in the community? If yes, please explain answer.</p> <p>No</p>
	<p>b. Does the decision being made or recommended through this paper make a positive contribution to promoting equality? If yes, please explain answer.</p> <p>Click here to start typing</p>
	<i>In submitting this report, the Chief Officer doing so is confirming that they have given due regard to the equality impacts of the decision being considered, as noted in the table above</i>
Crime and Disorder	None
Digital and website implications	Annual report to be available on the website
Safeguarding children and vulnerable adults	None