

Cheltenham Borough Council

Social and Community Overview and Scrutiny Committee –

20th October 2003

Housing Management Improvement Plan

Joint Report of the Group Director Social and Community and General Manager Cheltenham Borough Homes

1. Summary and recommendations

- 1.1 The Board of Cheltenham Borough Homes have overseen and monitored the improvement plan (attached) through monthly Board meetings and a working group. Following the meeting with the Lead Inspector in July, when the two star (as opposed to three star) requirements were made clear by the Audit Commission for the first time, the plan has prioritised those items for completion by November. The General Manager from CBH will update the meeting on a by exception basis.
- 1.2 Also attached is a summary of the additional work to date in establishing CBH and the disaggregation of services from the Council. The Inspectors have now received the several hundred documents they required prior to Inspection, and their first visits commence next week prior to the full Inspection in November.
- 1.3 **We recommend that members note the improvement plan and progress made by CBH, and continue to monitor delivery through regular reports to future meetings of the committee. Once available, feedback on the Inspection will be reported to a future meeting.**

2. Implications

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|-----|---|---|
| 2.1 | Financial | None arising directly from this report. |
| 2.2 | Legal | None arising directly from this report |
| 2.3 | Personnel | None arising directly from this report |
| 2.4 | Equal opportunities, social justice and anti-poverty | None arising directly from this report |
| 2.5 | Environmental | None arising directly from this report |

Background Papers

Contact

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