

1 August 2008

Dear Councillor

OVERVIEW AND SCRUTINY TASK GROUP - CHORLEY COMMUNITY HOUSING - TUESDAY, 5TH AUGUST 2008

I am now able to enclose, for consideration at the above meeting of the Overview and Scrutiny Task Group - Chorley Community Housing, the following report that was unavailable when the agenda was printed.

Agenda No Item

6. **Information received from Chorley Community Housing (Pages 72 - 81)**

At the last meeting the Task Group requested various pieces of information from Chorley Community Housing. Further information has now been received and is enclosed.

Following consultation with the Chair it is suggested that members focus their attention to the following documents

- 01 Customer Access Survey Board report
- 03 Customer Access Survey Board report App 2 survey results
- 13 Tenants Talk Newsletter July08
- 14 Resident Involvement Leaflet
- 20 Foundations Summer 2008
- 38 Anti Social Behaviour Policy
- 41 Resident Perception Survey Results
- 42 CCH Lettings Policy
- 44 Planned maintenance June 08

The documents can be accessed from the following link:

<http://democracy.chorley.gov.uk/ecSDDisplay.asp?ID=214&RPID=47393&sch=doc&at=12745&path=0,326,12745>

The documents were not printed as part of the agenda package due to the large number of pages. If Members would like a printed copy of any or all of the documents please contact Ruth Hawes on 01257 515118.

Representatives from Chorley Community Housing will attend the meeting to discuss those issues and questions raised in the minutes of the previous meeting.

Yours sincerely

Donna Hall

Donna Hall
Chief Executive

Ruth Hawes
Assistant Democratic Services Officer
E-mail: ruth.hawes@chorley.gov.uk
Tel: (01257) 515118
Fax: (01257) 515150

Distribution

1. Agenda and reports to all Members of the Overview and Scrutiny Task Group - Chorley Community Housing (Councillor Mike Devaney (Chair) and Councillors Alistair Bradley, Harold Heaton, Kevin Joyce, Roy Lees, Marion Lowe, June Molyneaux, Rosie Russell and Stella Walsh for attendance.
2. Agenda and reports to Lesley-Ann Fenton (Assistant Chief Executive (Policy and Performance)), Carol Russell (Head of Democratic Services) and Ruth Hawes (Assistant Democratic Services Officer) for attendance.
3. Agenda and reports to Paul Lees (Group Chief Executive), Annabelle Robinson (Group Housing Management Director) and Morna Maines (Development Department) for attendance.

This information can be made available to you in larger print or on audio tape, or translated into your own language. Please telephone 01257 515118 to access this service.

આ માહિતીનો અનુવાદ આપની પોતાની ભાષામાં કરી શકાય છે. આ સેવા સરળતાથી મેળવવા માટે કૃપા કરી, આ નંબર પર ફોન કરો: 01257 515822

ان معلومات کا ترجمہ آپ کی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون

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Appendix 2**STOCK TRANSFER MONITORING – Promises Tracking – Traffic lights**

RSL Name	Chorley Community Housing	Updated by	Richard Houghton
RSL Number	L4487	Date	15 th July 2008

Theme One : Delivery of home re-improvements

Green

The RSL stock transfer is on target to deliver on promises / has delivered on promises.

Theme Two : Service improvement

Green

The RSL stock transfer is on target to deliver on promises / has delivered on promises.

Theme Three : Affordable rents

Green

The RSL stock transfer is on target to deliver on promises / has delivered on promises.

Theme Four : Tenant involvement in decision making

Green

The RSL stock transfer is on target to deliver on promises / has delivered on promises.

Theme Five : Regeneration

Green

The RSL stock transfer is on target to deliver on promises / has delivered on promises.

Theme Six : Delivering sustainable communities

Green

The RSL stock transfer is on target to deliver on promises / has delivered on promises.

STOCK TRANSFER MONITORING – Promises Tracking

RSL Name	Chorley Community Housing	Updated by	Richard Houghton
RSL Number	L4487	Date	15 th July 2008

Theme One : Delivery of home re-improvements			
Promise Nr	Nature of Work	Progress to date / further work planned	Status <i>Delete as appropriate</i>
OD1	Re-introduce a painting programme for exterior woodwork and rendering	Tenders obtained through Group procurement. Contractors started.	On Target
OD2	New kitchen layout (1,300 properties/5 years)	Pilot scheme of 52 completed. Business Plan now includes for enhanced programme of all kitchens and bathrooms to be completed within 42 months. Main Contractor started on site April 08	On Target
OD3	Over bath showers (2816 properties/5 years)	Business Plan now includes for enhanced programme of all kitchens and bathrooms to be completed within 42 months. Main Contractor started on site April 08	On Target
OD3a(inserted)	Install upgrade bathrooms (1150 properties/5 years) (Enhanced 2,916/5 years)	Business Plan now includes for enhanced programme of all kitchens and bathrooms to be completed within 42 months. Main Contractor started on site April 08.	On Target
OD4	Off Street Car Parking (985 properties/5 years)	Consultation and surveys to commence summer 08 with physical works to commence early 2009	On Target
OD5	Fencing (646 properties/5 years)	Consultation and surveys to summer 08 with physical works to commence early 2008	On Target
OD6	Mains smoke detectors (2816 properties/5 years)	Main Contractor started April 08	On Target
OD7	Fascias and soffits (1122 properties/5 years)	Main Contractor started March 08, first scheme completed.	On Target
OD8	Install/upgrade kitchen (1740 properties/5 years) Enhanced to 2,916 properties/5 Years	Business Plan now includes for enhanced programme of all kitchens and bathrooms to be completed within 42 months. Main Contractor tenders started on site April 08.	On Target

OD9	Install/upgrade central heating (466 properties/5 years)	Main Contractor started April 08	On Target
OD10	New boiler (1227 properties/5 years)	Main Contractor started April 08	On Target
OD11	Rewire (600 properties/5 years)	Main Contractor started April 08	On Target
OD12	Roofing (108 properties/5 years)	Main Contractor to early 2009	On Target
OD14	Provide choice in colour of floor tiles in kitchens and bathrooms, and in colour of kitchen fittings (within first year)	Main Contractor surveys and consultations started January 08. Works on going	On Target
OD15	Installation and upgrading of door entry systems (within 5 Years)	Main Contractor to start summer 08	On Target
OD58	Painting to communal rooms and communal facilities in sheltered schemes and flats (within 5 Years)	Main Contractor started, first scheme completed	On Target

Theme Two : Service Improvement			
Promise Nr	Nature of Work	Progress to date / further work planned	Status <i>Delete as appropriate</i>
OD18	Apprentices in Repairs and Maintenance	Three in total, to be funded and developed by the Group. Recruitment to start May/June 08 for September 08 courses	On Target
OD19	Modern apprentice - office	Recruitment deferred pending completion of the CCH restructure	On Target
OD20	Housing Graduate trainee	Recruitment deferred pending completion of the CCH restructure	On Target
OD26	Increase value of decorating allowances after major works (within first year)	Agreed at Board – 26 June 2007	Completed
OD27	Maintain a customer accessible town centre office open 8.45 to 5.00pm Mon-Fri	Customer accessible One Stop Shop open 8.45 to 5.00pm Mon-Fri. CCH Town Centre office open 9am-5pm Mon,Tues, Thurs, Friday & 12pm-5pm Wed (closed Wed am for staff training)	Completed
OD28	Provide a free repairs service offering appointments	Appointments offered for repairs service	Completed
OD29	Keep a dedicated freephone repairs reporting phone line	Freephone repairs reporting phone line available at One Stop Shop.	Completed
OD30	Provide an out of hours repair reporting facility	Repairs can be reported through the website 24hrs a day. Out of hours emergency repairs can be reported over the phone	Completed
OD34	Maintain times for responding to repairs	Times maintained and monitored through Performance Management framework	On Target
OD35	Offer goodwill payment if a repairs appointment is missed	Compensation Policy to be reviewed and procedure to be set up and implemented	On Target
OD36	All repair officers to wear a uniform and carry ID badges	Corporate instruction agreed in staff code of conduct	Completed
OD48	Introduce a Tenants' Charter	Customer Care Charter agreed with tenants. Going to Board for approval 6.5.08	On Target
OD50	Pay compensation if we fail to meet customer care standards	Comments, Compliments and Complaints Policy approved by Board 1 November 07.	Completed

OD51	Report annually on performance against customer care standards	Local Standards agreed – Group Standards to be developed, agreed and implemented. Performance contained within Annual Report	On Target
OD52	Establish a comments, compliments and complaints procedure	Comments, Compliments and Complaints Policy reviewed. Approved at Board 1 November 07.	Completed
OD53	Work towards achieving Charter Mark	Action plan to achieve 2008	On Target
OD54	Join the Housing Ombudsman Scheme	Membership of Housing Ombudsman Scheme with effect from 29 August 2007.	Completed
OD55	Open Membership Scheme	Membership scheme to be developed, agreed and implemented as part of Tenant Involvement	On Target
OD62	Maintain the current cut and collect service for grounds maintenance	Agreed as part of Service Level Agreement with Chorley Borough Council, Grounds Maintenance Service	Completed
OD63	Provide free specialist white goods for tenants in sheltered schemes	Provided free of charge wef 5 th April 2007	Completed
OD70	New services to be introduced in response to tenant demand and following consultation	Agreed. Tenants will be consulted on any proposed new or enhancement to services that have been identified through various customer/tenant survey and feedback information	Ongoing

Theme Three : Affordable rents		
Promise Nr	Nature of Work	Progress to date / further work planned
		Status <i>Delete as appropriate</i>
Standard	Delivery of transferring organisation's rent promises as outlined in offer document.	Target rent (weekly) 2011/12 1 Bed £60.86 2 Bed £67.57 3 Bed £75.71 4 Bed £82.01 On Target
OD68	Service Charges will follow the Council's agreed phasing and therein after would rise by no more than 0.5% above RPI for 5 Years	Agreed and included in Business Plan Completed
OD69	No new service charges introduced, except for new services introduced as a response to tenant demand and following consultation	Agreed Completed
OD71	Rents set in accordance with rent restructuring	Agreed and included in Business Plan Completed
OD72	New tenants post-transfer will be on the same rent as existing tenants	Agreed and included in Business Plan Completed
OD73	Different ways to pay rent – direct debit/standing order, cheque, debit or credit card, swipe card	A wide variety of payment methods continue to be offered. Completed

Theme Four : Tenant involvement in decision making		
Promise Nr	Nature of Work	Progress to date / further work planned
		Status <i>Delete as appropriate</i>
Standard	Do you have tenant board members?	Four tenant board members
Standard	Are they elected or have they been appointed?	Elected by tenants
OD38	Annual tenant participation budget	£17,200 (does not include staffing costs)
OD39	Dedicated tenant participation staff	2 Resident Involvement Officers.
OD40	Annual tenant training budget	Contained within the tenant participation budget
OD41	Training packs for tenants	A 'Learning Opportunities for Residents' questionnaire was distributed to active tenants and leaseholders in June 2008. The Resident Involvement Team is currently working with Group to produce a training programme and training pack in response to the results of the survey.
OD42	Set up buddy scheme for new tenant groups	All new tenants are given the opportunity to join the 'buddy' scheme and a database of active tenants willing to undertake the 'buddy' role is being put in place. Details of the scheme have been included in the Resident Involvement Leaflet, following consultation with the Publications Service Improvement Group. The scheme will be discussed at the next Tenants and Residents Panel meeting in September.
OD43	Hold an annual tenants conference	The Resident Involvement Team is currently working with Group to plan the Group tenants' conference, which will be held in October 2008. CCH conference is planned for November 2008.
OD44	Fund and support the production of a tenants newsletter	The 'Tenants' Talk' newsletter, written by tenants with support from the Resident Involvement Team, was distributed to all tenants and leaseholders in July 2008. Resource Room with Publisher software now available.
OD45	Report annually on performance	A report on performance for the year ending 31 st March 2008 was included with the July 2008 edition of Foundations.

OD46	Provide a menu of opportunities for tenants to get involved	Our 'menu of involvement' is included in the Resident Involvement Leaflet and will be available on the web site soon. Good progress has been achieved in developing involvement options in response to questionnaire results. The questionnaire results are also being used to create a database that provides information on residents' preferred methods to get involved.	On Target
OD49	Agree customer care standards and publish them (within first year)	Local Standards agreed as part of Customer Care Policy and published leaflet available	Completed.
OD64	Set up an older peoples forum	The second Sheltered Tenants' Service Improvement Group meeting was held in June. The meeting was well attended, with two representatives from each sheltered scheme being invited to attend. The Resident Involvement Team is in the process of organising a second Older Persons Quality of Life Service Improvement Group.	On Target

Theme Five : Regeneration			
Promise Nr	Nature of Work	Progress to date / further work planned	
		Status <i>Delete as appropriate</i>	
OD13	Neighbourhood fund (within five years)	The Group adopted a Financial Inclusion Strategy on 19 May 2008 which includes an action plan for CCH. The new structure for CCH includes the post of Financial Inclusion Officer and developing the Neighbourhood Fund will be a key task for the postholder	On Target
OD16	Estate re-modelling – 2 estates Longfield Avenue, Coppull and Greenside, Euxton (within five years)	Main Contractor to start 2009/10	On Target
OD17	40 New Affordable homes per annum for five years	Planning permission granted. 38 units so far	On Target
OD25	Work with the Council to introduce Choice Based Lettings (April 2009)	Working group established between Chorley BC and other RSLs (including CCH). Systems software being looked at. One option being considered is joining the scheme operated by Preston & South Ribble.	On Target
OD47	Start work in developing locally based community facilities (within first year)	Chorley Moor Community House utilised by many agencies. Police Surgeries have commenced and the Neighbourhood Officer is also holding monthly surgeries to discuss housing issues.	On Target
OD60	Aim to provide a community facility for those sheltered schemes which do not currently have one (within 3 years)	Main Contractor to start 2009/10	On Target
OD65	Provide internet access within each sheltered scheme with a communal facility and training on the use of computers	Internet access available at Eldon House & The Willows. Further roll out to other schemes to be programmed. Target completion date Oct 08	On Target

Theme Six : Delivering sustainable communities			
Promise Nr	Nature of Work	Progress to date / further work planned	
		Status <i>Delete as appropriate</i>	
OD21	Set up a dedicated anti-social behaviour team (within first year)	Team of 3 established. Senior ASB Officer & 2 ASB officers. On-going development of specialist role	Completed
OD22	Appoint Neighbourhood Officers and undertake regular neighbourhood "walkabouts" (within first year)	4 Neighbourhood Officers in post from July 07. Team to be expanded to 6 Neighbourhood Officers following restructure. Dates of estate walkabouts for the remainder of 2008 have been published in a letter to all tenants and in the July 2008 edition of Foundations	Completed
OD23	Appoint Gardener/Handypersons (within first year)	2 new Caretaker Handypersons appointed. 1 internal secondment.	Completed
OD24	Appoint Caretakers (within first year)		
OD31	Provide specialist equipment for the anti-social behaviour team	Covert camera equipment & noise monitoring equipment now purchased.	Completed.
OD32	Introduce Starter Tenancies for all new tenants	Starter tenancies introduced for all new tenants	Completed
OD33	Visit all new tenants within six weeks of the start of the tenancy, and provide an initial contact point for new tenants	All new tenants are signed up by their Neighbourhood Officer & receive follow up visit within the first 6 weeks of their tenancy	Completed
OD37	Introduce a neighbourhood Caretaker Scheme (within first year)	Caretaker Scheme being rolled out across the Borough.	Completed
OD56	Employ a Scheme Manager for each sheltered scheme	Scheme Managers on all 11 schemes	Completed
OD57	Ensure the provision of a community alarm scheme	Community alarm service provided	Completed
OD59	£250,000 per annum for disabled adaptations (for five years)	Budget provision included in Business Plan	On Target
OD61	Pay for a dedicated OT to reduce waiting times	Dedicated OT recruited	Completed
OD66	Fast track minor disabled adaptations	In-house team delivering	On Target
OD67	Aim to carry out all adaptations within 13 weeks of receiving OT assessment	In-house team set up and performance measured via performance report	On Target