



# Overview and Scrutiny Task Group - Chorley Community Housing

Agenda and Reports

For consideration on

## Wednesday, 9th July 2008

In Committee Room 1, Town Hall, Chorley

At 6.30 pm



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30 June 2008

Dear Councillor

## **OVERVIEW AND SCRUTINY TASK GROUP - CHORLEY COMMUNITY HOUSING - WEDNESDAY, 9TH JULY 2008**

You are invited to attend a meeting of the Overview and Scrutiny Task Group - Chorley Community Housing to be held in Committee Room 1, Town Hall, Chorley on Wednesday, 9th July 2008 commencing at 6.30 pm.

### **AGENDA**

1. **Apologies for absence**

2. **Declarations of Any Interests**

Members are reminded of their responsibility to declare any personal interest in respect of matters contained in this agenda. If the interest arises **only** as result of your membership of another public body or one to which you have been appointed by the Council then you only need to declare it if you intend to speak.

If the personal interest is a prejudicial interest, you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly influence a decision on the matter.

3. **Minutes (Pages 1 - 4)**

To confirm as a correct record the minutes of the meeting of the Overview and Scrutiny Task Group - Chorley Community Housing held on 10 June 2008 (enclosed).

4. **Public Questions**

Members of the public who have requested the opportunity to ask a question(s) on an item(s) on the agenda will be asked to put their question(s) to the Panel. Each member of the public will be allowed to ask one supplementary question within his/her allocated 3 minutes.

5. **Consideration of the draft scoping document (Pages 5 - 6)**

The Group will review the draft scoping document and agree any amendments.

6. **Collection and consideration of evidence from Members and their constituents**

Members of the Task Group will feed back any information submitted to them since the last meeting.

7. **Information on the contract between Chorley Council and Chorley Community Housing**

The Assistant Chief Executive (Business Transformation) will present some background information on the contract between Chorley Council and Chorley Community Housing.

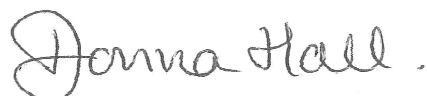
8. **The way forward**

Members will determine the next steps for the inquiry.

9. **Any other item(s) that the Chair decides is/are urgent**

10. **Date of next meeting**

Yours sincerely



Donna Hall  
Chief Executive

Ruth Hawes  
Assistant Democratic Services Officer  
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**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 Mrs Stella Walsh for attendance.
2. Agenda and reports to Lesley-Ann Fenton (Assistant Chief Executive (Policy and Performance)), Gary Hall (Assistant Chief Executive (Business Transformation)) and Ruth Hawes (Assistant Democratic Services Officer) 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 آپکی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون  
کیجئے: 01257 515823

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## Overview and Scrutiny Task Group - Chorley Community Housing

**Tuesday, 10 June 2008**

**Present:** Councillor Mike Devaney (Chair) and Councillors Alistair Bradley, Harold Heaton and Rosie Russell

**Also in attendance:** Councillors Kevin Joyce and June Molyneaux

### 08.01 APOLOGIES FOR ABSENCE

An apology for absence was submitted on behalf of Councillor Marion Lowe.

### 08.02 DECLARATIONS OF ANY INTERESTS

No Members declared an interest in respect of items on the agenda.

### 08.03 PUBLIC QUESTIONS

There were no questions from members of the public.

### 08.04 BACKGROUND INFORMATION

The Task Group considered an extract of the report submitted to Executive Cabinet on 29 May 2008 on the performance of key partnerships.

The report monitored those promises made to tenants by Chorley Council and contractually agreed and delivered by Chorley Community Housing. The report for the year reported all 6 themes as being on target, but did not include evidence to back up these claims.

Members discussed the need to focus on key areas of the contract and evidence that customers are receiving the services they have been promised.

**RESOLVED – That the report be noted.**

### 08.05 SCOPING EXERCISE

Members discussed several areas where issues had been raised and these were fed into the scoping document.

The Group **AGREED** the following:

Objectives:

To investigate and evidence that the service promises made by Chorley Council and provided under contract by Chorley Community Housing are being delivered to tenants. We agreed to focus on:

- Delivery of home improvements, including the modernisation of empty housing and it's return to use.
- Service improvement,
- Tenant involvement in decision making and
- Regeneration, including the supply of 40 affordable / rented homes per year, in addition to those provided by windfall developments from private developers.

Desired Outcomes:

To have documentary evidence that the services delivered to our customers meet those promised by Chorley Council.

To make recommendations in areas where improvements are required, if any.

To identify any barriers Chorley Community Housing face in delivering their services and any solutions Chorley Council can provide.

Terms of Reference:

To consider themes within the objectives identified.

To make recommendations, if appropriate.

To report findings and recommendations to the Overview and Scrutiny Committee.

Documents/evidence:

Delivery of home re-improvements

Details of properties vacant as in need of refurbishment.

What are the timescale for getting the properties into habitable use.

Offers available and take up.

Service improvement

CCH actual targets and performance for repairs response, benchmarking information.

Equality and diversity issues: are customers' needs being met?

How are houses allocated?

Tenant involvement in decision making

Survey information from Chorley Community Housing and Councillors' contact with tenants.

Regeneration

Progress on the provision of affordable housing units.

Witnesses:

Chair of the Chorley Community Housing Board – Ann James.

Managing Director of Chorley Community Housing.

Chorley Council officers:

Assistant Chief Executive – Gary Hall.

Corporate Director of Governance - Andrew Docherty.

Strategic Housing Manager – Zoe Whiteside



Consultation/Research:Delivery of home re-improvements

How are the targets constructed i.e. if an offer for improvements isn't taken up.

Service improvement

What has been the impact on staff transferred from Chorley Council?

Tenant involvement in decision making

If there is no survey information available on the views of a cross section of tenants the Task Group may commission a survey.

To be considered: Chorley Community Housing newsletter to tenants and minutes of community meetings between Chorley Community Housing and tenants.

Regeneration

Progress on the provision of affordable housing units.

Site Visits:

Visit to properties where repairs and or improvements have been carried out.

**08.06 DATES OF FUTURE MEETINGS**

The Group **AGREED** the next meeting would be held on Wednesday, 9 July 2007 commencing at 6.30pm.

For the next meeting information on the contract with Chorley Community Housing was requested. Members undertook to bring back any further feedback from constituents and potential witnesses. The Chair agreed to speak to Councillor Terry Brown regarding his contact and to make contact with Chorley Community Housing.

Chair

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**OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE**

<b>Review Topic:</b> Chorley Community Housing	<b>Investigation by:</b> Overview and Scrutiny Task Group
	<b>Type:</b> Inquiry

<p><b>Objectives:</b>          To investigate and evidence that the service promises made by Chorley Council and provided under contract by Chorley Community Housing are being delivered to tenants.</p> <p>The themes being focussed on are:</p> <ul style="list-style-type: none"> <li>• Delivery of home improvements,</li> <li>• Service improvement,</li> <li>• Tenant involvement in decision making and</li> <li>• Regeneration.</li> </ul>	<p><b>Desired Outcomes:</b></p> <ol style="list-style-type: none"> <li>1. To have documentary evidence that the services delivered to our customers meet those promised by Chorley Council.</li> <li>2. To make recommendations in areas where improvements are required, if any.</li> <li>3. To identify any barriers Chorley Community Housing face in delivering their services and any solutions Chorley Council can provide.</li> </ol>
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<p><b>Terms of Reference:</b></p> <ol style="list-style-type: none"> <li>1. To consider themes within the objectives identified.</li> <li>2. To make recommendations, if appropriate.</li> <li>3. To report findings and recommendations to the Overview and Scrutiny Committee.</li> </ol>
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<p><b>Key Issues:</b>          That the promises made by Chorley Council, agreed and under contract with Chorley Community Housing, are being kept to tenants.</p>	<p><b>Risks:</b>          That there will be a negative impact on the relationship between Chorley Council and Chorley Community Housing.</p>
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<p><b>Venue(s):</b></p> <p>Town Hall, Market Street, Chorley</p> <p>Properties where repairs and or improvements have been carried out</p> <p>Meetings between Chorley Community Housing and tenants.</p>	<p><b>Timescale:</b></p> <p><b>Start:</b></p> <p><b>Finish:</b></p>
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**Information Requirements and Sources:**

**Documents/evidence:** *(what/why?)*

Delivery of home re-improvements

Details of properties vacant as in need of refurbishment.  
 What are the timescale for getting the properties into habitable use.  
 Offers available and take up.

Service improvement

CCH actual targets and performance for repairs response, benchmarking information.  
 Equality and diversity issues: are customers' needs being met?  
 How are houses allocated?

Tenant involvement in decision making

Survey information from Chorley Community Housing and Councillors' contact with tenants.

Regeneration

Progress on the provision of affordable housing units.

**Witnesses:** *(who, why?)*

1. Chair of the Chorley Community Housing Board – Ann James.
2. Managing Director of Chorley Community Housing.  
 Chorley Council officers:
3. Assistant Chief Executive – Gary Hall.
4. Corporate Director of Governance - Andrew Docherty.
5. Strategic Housing Manager – Zoe Whiteside

**Consultation/Research:** *(what, why, who?)*

Delivery of home re-improvements

How are the targets constructed i.e. if an offer for improvements isn't taken up.

Service improvement

What has been the impact on staff transferred from Chorley Council?

Tenant involvement in decision making

If there is no survey information available on the views of a cross section of tenants the Task Group may commission a survey.

To be considered: Chorley Community Housing newsletter to tenants and minutes of community meetings between Chorley Community Housing and tenants.

Regeneration

Progress on the provision of affordable housing units.

**Site Visits:** *(where, why, when?)*

Visit to properties where repairs and or improvements have been carried out.

**Officer Support:**

**Lead Officer:**

Lesley Ann-Fenton (Assistant Chief Executive  
 (Policy & Performance))

**Democratic Services Officer:**

Ruth Hawes (Assistant Democratic Services Officer)

**Likely Budget Requirements:**

<b>Purpose</b>	<b>£</b>
Potential survey of tenants	500

<b>Total</b>	500
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**Target Body<sup>1</sup> for Findings/Recommendations**

Chorley Community Housing