

Overview and Scrutiny Task Group - Chorley Community Housing

Wednesday, 12 November 2008

Present: Councillor Mike Devaney (Chair) and Councillors Alistair Bradley, Harold Heaton, Kevin Joyce, Roy Lees, Marion Lowe, June Molyneaux, Rosie Russell and Stella Walsh

Also in attendance: Councillors Julia Berry and Pat Haughton

Chorley Council officers: Lesley-Ann Fenton (Assistant Chief Executive (Policy and Performance)) and Ruth Hawes (Assistant Democratic Services Officer)

09.10 APOLOGIES FOR ABSENCE

No apologies for absence were submitted.

09.11 DECLARATIONS OF ANY INTERESTS

No Members declared any interests in respect of items on the agenda.

09.12 MINUTES

RESOLVED – That the minutes of the meeting of the Overview and Scrutiny Committee Task Group – Chorley Community Housing held on 8 October 2008 be confirmed as a correct record and signed by the Chair.

09.13 PUBLIC QUESTIONS

No members of the public requested to speak at the meeting.

09.14 UPDATE REPORT ON THE DELIVERY OF 'TENANTS PROMISES'

The Group received and considered an update report on the delivery of tenants promises.

Members highlighted that the performance report needed to show the actual targets and raised concerns relating to the provision of additional affordable housing units.

It was noted that the progress would be monitored through the Overview and Scrutiny Committee.

RESOLVED – The update report be noted.

09.15 COLLECTION AND CONSIDERATION OF EVIDENCE FROM MEMBERS AND THEIR CONSTITUENTS

Members raised several points on behalf of their constituents, including leaves on a foot path in Euxton, kitchens which had been surveyed for new fittings but not completed in Harrison Road and issues not actioned from ward walks.

These would be passed on to CCH for completion.

RESOLVED –The evidence from Members be noted.

09.16 CONSIDERATION OF THE DRAFT FINAL REPORT

The Chair introduced the draft final report and invited comments from Members.

It was agreed to make the body of the report stronger on areas where further comments have been made and several additional recommendations were made.

Councillor Harold Heaton left the meeting at 7.20pm

The Chair advised that the report would be presented to Overview and Scrutiny Committee in December and that an updated version of the report would be forwarded to Members of the Group before this.

RESOLVED – The following recommendations be made to the Overview and Scrutiny Committee:

1. The format of the report monitoring progress on all six promises made to tenants should be amended to include the targets, achievement against the target, sufficiently detailed evidence to support this and actions to be taken where the target has not been met. Perhaps short, medium and long term targets could be identified. Any tenant perception and satisfaction surveys should be included with this report.
2. Review progress in six months to ensure that the recent restructuring has bedded in.
3. It is noted that the provision of additional affordable homes is a key issue and progress on this should be monitored closely.
4. The report monitoring progress on all six promises made to tenants should be presented to the Executive Cabinet every six months by the Council's contract management officer in addition to the performance of key partnerships report.
5. That an updated list of contact details for Chorley Community Housing staff be sent to Customer Services at the Council every six months. Other information relevant to Councillors be sent to Democratic Services at the Council, e.g. refurbishment projects being delayed or new initiatives.
6. The reporting and monitoring systems between Chorley Community Housing and Lancashire County Council should be strengthened, in particular requests for work on the highways.
7. Contractors undertaking work on behalf of Chorley Community Housing should carry an ID badge at all times in line with the approach taken by Chorley Community Housing staff and have an increased level of supervision.
8. Contractors should provide tenants with information to enable tenants to contact them throughout the course of work being undertaken on their property.
9. To collect and monitor tenant satisfaction before, during and after work is undertaken on their property.
10. To secure an updated service level agreement with Chorley Community Housing for the provision of streetscene services.
11. It is recognised that strong residents associations supports a cohesive society and the Council and Chorley Community Housing need to work together towards this. Councillors with social housing in their ward are encouraged to participate in and support residents associations and be in contact with the social housing provider.
12. To reinforce the importance of the Development Control Committee in focussing Section 106 agreements on rented houses rather than shared ownership.

Financial Implications: There are no financial implications for Chorley Council to implement any of the recommendations made.

Chair