

OVERVIEW AND SCRUTINY TASK GROUP - QUALITY OF HOUSING PROVIDED BY SOCIAL LANDLORDS

WEDNESDAY, 23RD MAY 2018, 6.00 PM
COMMITTEE ROOM 1, TOWN HALL, CHORLEY

AGENDA

- 1 **APOLOGIES FOR ABSENCE**
- 2 **MINUTES OF MEETING TUESDAY, 20 MARCH 2018 OF OVERVIEW AND SCRUTINY TASK GROUP - QUALITY OF HOUSING PROVIDED BY SOCIAL LANDLORDS** (Pages 3 - 4)
- 3 **DECLARATIONS OF ANY INTERESTS**

Members are reminded of their responsibility to declare any pecuniary interest in respect of matters contained in this agenda.

If you have a pecuniary 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.
- 4 **DISCUSSION WITH JAYNE HURLEY, OPERATIONS MANAGER - WEST, PLACES FOR PEOPLE** (Pages 5 - 6)

Members of the Task Group identified Places for People as one of the Registered Providers they wished to speak with during the inquiry.

The suggested topic areas for discussion are enclosed for consideration.
- 5 **ANY OTHER ITEM(S) THAT THE CHAIR DECIDES IS/ARE URGENT**

GARY HALL
CHIEF EXECUTIVE

Electronic agendas sent to Members of the Overview and Scrutiny Task Group - Quality of housing provided by social landlords Councillor Matthew Lynch (Chair), and Councillors Tom Gray, Margaret Lees, June Molyneaux, Alistair Morwood, Steve Murfitt and Kim Snape.

If you need this information in a different format, such as larger print or translation, please get in touch on 515151 or chorley.gov.uk

Meeting contact Ruth Rimmington on 01257 515118 or email ruth.rimmington@chorley.gov.uk

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MINUTES OF OVERVIEW AND SCRUTINY TASK GROUP - QUALITY OF HOUSING PROVIDED BY SOCIAL LANDLORDS

MEETING DATE Tuesday, 20 March 2018

MEMBERS PRESENT: Councillor Jane Fitzsimons (Chair), and Councillors Tom Gray, Margaret Lees, Matthew Lynch, June Molyneaux, Alistair Morwood, Mick Muncaster, Steve Murfitt and Kim Snape

OFFICERS: Fiona Hepburn (Housing Options and Support Manager) and Ruth Rimmington (Democratic and Member Services Team Leader)

APOLOGIES: Councillor Charlie Bromilow

18.5 Minutes of meeting Monday, 29 January 2018 of Overview and Scrutiny Task Group - Quality of housing provided by social landlords

Decision: That the minutes of the Overview and Scrutiny Task Group - Quality of housing provided by social landlords held on 29 January 2018 be approved as a correct record

18.6 Declarations of Any Interests

Councillors Matthew Lynch and Steve Murfitt declared a non-pecuniary interest in all items on the agenda.

18.7 Consideration of the draft scoping document

The Chair updated the Group on developments since the last meeting. The Executive Leader had agreed a budget for the survey of tenants.

The Executive Leader, Executive Member and Chief Executive will be interviewed following the results of the survey.

Members noted that the scoping document will be presented to each meeting and updated as the inquiry progresses.

Decision: That the scoping document be noted.

18.8 Discussion regarding a survey of tenants, Councillors and partners

The Chair, lead officer and clerk had met with Infusion, a research, consultation and evaluation service at Blackpool Council.

Questions had been drafted, in the areas suggested by the Task Group, and the draft survey was enclosed within the agenda.

Contact has been made with the Registered Providers (RP's) (Jigsaw, Places for People, Accent, Contour and New Progress) to request address information. The survey will not be addressed to individual tenants in line with the requirements for the General Data Protection Regulations (GDPR) due to come into force in May. The sample size will be 4,000 randomly selected properties across the five RP's. This will include smaller estates within Chorley.

Part of the proposal includes two consultation events, one at each of the large estates. Members felt this would encourage tenants to complete the survey. The return rate for the residents' satisfaction survey was 18%..

The Members discussed the survey and covering letter in detail and made amendments where appropriate. A prize of £100 Totally Locally Chorley vouchers was suggested to a randomly selected person as an incentive. This will be investigated.

Councillor Mick Muncaster left the meeting at 5.55pm.

Members considered the corporate equality monitoring questions and expressed concern about including questions about pregnancy and sexual preferences. It was noted that the survey will be outside the Equality Scheme if questions are removed, but felt that the some of the information is not needed for the purposes of the survey and might frighten tenants. Some of the information will also be sensitive personal data under GDPR. As a result it was AGREED to retain only "What type of property do you live in?" and "When did you move into your current property?"

The results of the survey will be presented to the Task Group and to the RP's.

Councillor Alistair Morwood left the meeting at 6.55pm.

Members noted that Councillors will also have the opportunity to contribute, via survey monkey. The draft survey was considered and amendments made.

Decision: That the updated covering letter and survey be distributed to Task Group members for any further comments, before being sent to RP's for their information and then sent to a random selection of tenants.

18.9 Date of next meeting

Dates will be set up to interview representatives from Jigsaw and Places for People.

Chair

Date

Topic Guide for Landlord Interviews

- **Customer service** – level of enquiries and complaints, how they are handled, the process, the feedback you receive
- **Property maintenance and standards** – feedback on their service, perceived satisfaction levels from customers, prompts – property standards, grounds maintenance and cleaning, quality of repairs and maintenance
- **Engagement and communication** – how they engage and communicate with their customers, particularly around keeping them informed, opportunities for feedback/ having their say, and what they do with feedback
- **Neighbourhood** – what they do to keep their property areas safe, how they deal with complaints about the neighbourhood, relationships with other services to tackle any issues, desirability of different neighbourhoods they operate in
- **Property needs** – do they get feedback from tenants when moving out of their property, anything on the types of property they consider to be high demand/ low demand

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