

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

THURSDAY, 13TH SEPTEMBER 2018, 6.30 PM
COMMITTEE ROOM 1, TOWN HALL, CHORLEY

AGENDA

- | | | |
|----------|---|-------------------|
| 1 | APOLOGIES FOR ABSENCE | |
| 2 | DECLARATIONS OF ANY INTERESTS | |
| | <p>Members are reminded of their responsibility to declare any pecuniary interest in respect of matters contained in this agenda.</p> <p>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.</p> | |
| 3 | MINUTES OF MEETING WEDNESDAY, 23 MAY 2018 | (Pages 3 - 6) |
| | <p>To consider the draft minutes from the discussion with the representative from Places for People and any recommendations for the final report.</p> | |
| 4 | MINUTES OF MEETING THURSDAY, 19 JULY 2018 | (Pages 7 - 10) |
| | <p>To consider the draft minutes from the discussion with the representative from Chorley Community Housing and any recommendations for the final report.</p> | |
| 5 | CHORLEY TENANT SURVEY - DRAFT REPORT | (Pages 11 - 148) |
| | <p>To receive and consider the draft report prepared by Infusion and a breakdown of comments made. (A further version of the second document has been requested to include which Registered Provider the comment relates to. This will be available at the end of the month).</p> | |
| 6 | MEMBER SURVEY RESULTS | (Pages 149 - 158) |
| | <p>To receive and consider the results of the Member survey.</p> | |
| 7 | CONSIDERATION OF THE SCOPING DOCUMENT | (Pages 159 - 160) |
| | <p>To consider the scoping document and make any amendments required.</p> | |

8 **DATE OF NEXT MEETING**

18 October at 6.30pm.

9 **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 Yvonne Hargreaves, 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

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE**Review Topic:**

Overview and Scrutiny Task Group - Quality of housing provided by social landlords

Objectives:

1. To work with Registered Providers to improve the quality of social housing and customer service in Chorley
2. To engage with tenants and consider their views of property standards
3. To share best practice across Chorley

Desired Outcomes:

1. To evidence the quality of social housing in Chorley
2. To work with Registered Providers to develop a Chorley Healthy Homes Charter – to encourage standards that are above the Decent Homes Standard
3. To work with Registered Providers to ensure excellent customer service
4. To make recommendations for improvements to the Executive Cabinet

Terms of Reference:

1. To understand the role and powers of the council in monitoring the quality of housing provided by social landlords
2. To establish if there are issues regarding the quality of social housing in Chorley

Equality and diversity implications:

Ensure that all tenants have the opportunity to respond to the survey if they wish to

Risks:

1. The council must work with the Registered Providers in a positive way – the relationship should not be damaged
2. The expectations of the tenants must be managed – the council does not have the resources or power to intervene beyond a certain point

Venue(s):

Town Hall, Chorley

Timescale

Start: January 2018

Finish: December 2018

Information Requirements and Sources:

Documents/evidence: (what/why?)

Background information and context
 Registered Providers who operate within Chorley and the numbers of housing units owned
 The New Home Relet Standard for Chorley Community Housing and Places for People
 Customer service information from Registered Providers

Witnesses: (who, why?)

Registered Providers: Chorley Community Housing, Places for People, Contour, Accent, Progress
 Representatives of residents groups and residents (in the form of a survey)
 Councillors (in the form of a survey)
 Regulatory Services
 Help the Homeless (by letter)
 Citizens Advice Bureau (by letter)
 Sir Lindsay Hoyle MP (by letter)
 Councillor Alistair Bradley (Executive Leader of the Council)
 Councillor Jane Fitzsimons, Executive Member (Homes and Housing)
 Gary Hall (Chief Executive, Chorley Council)

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

Random survey of a sample of tenants
 Survey monkey for Councillors

Site Visits: (where, why, when?)

N/A

Officer Support:

Lead Officer:

Fiona Hepburn, Housing Options and Support Manager

Democratic and Member Services Officer:

Ruth Rimmington, Democratic and Member Services Team Leader

Likely Budget Requirements:

Survey	£5427.00
Total	£5427.00

Target Body for Findings/Recommendations

Executive Cabinet, Registered Providers

