

Overview and Scrutiny Task Group - Select Move 2021

Thursday, 6th January 2022, 6.30 pm
Council Chamber, Town Hall and Youtube

Agenda

Apologies

- | | | |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 1 | Minutes of Meeting, Thursday 2 December 2021 of Overview and Scrutiny Task Group: Select Move 2021 | (Pages 3 - 6) |
| 2 | Declaration of Interest

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 just not seek to improperly influence a decision on the matter | |
| 3 | Feedback on Select Move from Chorley Councillors

Members of the Task Group to be provided feedback relating to Select Move by Chorley Councillors. | |
| 4 | Review of Scope

To receive, consider, amend and approve the Task Group Scope. | (Pages 7 - 10) |
| 5 | Date of Next Meeting

Tuesday, 15 February 2022, 6:30pm | |

Gary Hall
Chief Executive

Electronic agendas sent to Members of the Overview and Scrutiny Task Group - Select Move 2021 Councillor June Molyneaux (Chair), Councillor Sarah Ainsworth (Vice-Chair) and Councillors Steve Holgate, Hasina Khan, James Nevett, Kim Snape and Christine Turner.

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 Matthew Pawlyszyn on or email matthew.pawlyszyn@chorley.gov.uk

This page is intentionally left blank



Minutes of **Overview and Scrutiny Task Group - Select Move 2021**

Meeting date **Thursday, 2 December 2021**

Committee Members present: Councillor June Molyneaux (Chair), Councillor Sarah Ainsworth (Vice-Chair) and Councillors Steve Holgate, Hasina Khan, James Nevett and Kim Snape

Observers present: Councillor Peter Gabbott

Officers: Jennifer Mullin (Director of Communities), Rachel Stewart (Housing Solutions Manager) and Matthew Pawlyszyn (Democratic and Member Services Officer)

Apologies: Councillor Christine Turner

1 Declarations of Any Interests

No declarations were made.

2 Background Information - Select Move

Councillor Molyneaux was appointed Chair of the Task Group, with Councillor Sarah Ainsworth being appointed Vice-Chair.

Members received a report from Rachel Stewart, Housing Solutions Manager that provided background information to enable Members to effectively scope the Task Group and to build upon the previous review that was conducted in 2014. Members were informed of the recent activity undertaken with Select Move.

- The Civica system had been upgraded for the operation and delivery of the Select Move partnership and register, which hosted a range of benefits.
- The three local authorities involved, Chorley, South Ribble and Preston, agreed for the recruitment of a Select Move Coordinator, which would allow a single point of contact for Members.
- In the two months, Rachel had been in post, the main focus had been to review the service and improve access for customers. Issues have remained with resources and the Council required the use of short term agency staff.

3 Scoping of the Review

Using the report from Rachel Stewart, and information from the 2014 Select Move Task Group, Members of the Task Group considered the scope of the inquiry and discussed objectives, outcomes, and who they wanted to interview as part of the review.

The Chair highlighted that an objective of the Task Group was to work on and build from the Task Group that took place in 2014, as complaints had been received that indicated that the recommendations made were no longer being adhered to, and changes had been made to Select Move without any consultation or announcement to Members. It was desired that Select Move worked for the benefit of the people of Chorley, which was not currently the case.

Issues raised and information sought included:

- Quotas of properties that could be listed without being featured on Select Move, it was noted that it had in some areas increased to 25%, which resulted in a significant number of properties in sought after areas were not on Select Move.
- Communication between Select Move towards customers and Members, i.e. banding and changes to the service without the knowledge of members.
- Statistical information including but not limited to the number of properties in each ward, the monitoring of Select Move customers housed in Chorley from outside the borough, the number of customers at each banding, and the length of time people were using the service.
- Concerns with the inaccessibility of the service to some, including, but not limited to those without computer access or technical literacy. It was noted that due to Covid-19, significant levels of Council services were not fully operational. It was recalled that previously, a booklet of properties was made available every week, detailing the available properties.
- Lack of photos was raised by Members, as users were often required to bid blind for properties. In response, it was argued that providing identifiable images raised safeguarding concerns, and that viewings of properties only took place when the property was empty.

Members wished to extend invites to the following witnesses for the Task Group:

- Jennifer Mullin – Chorley and South Ribble Shared Services Director of Communities
- Councillor Peter Gabbott – Executive member for Homes and Housing, and counterparts from South Ribble Borough Council and Preston City Council, to compare and contrast issues in partner areas.
- Chorley Council Councillors
- Member of Parliament for Chorley.
- Select Move Coordinator (once in post)
- Select Move Partners
 - Accent Foundation
 - Chorley Community Housing LTD (Merged with Jagsaw Homes North)
 - Community Gateway
 - Onward Homes
 - Sage Housing
 - Your Housing
 - Great Places
 - Progress Housing Group

- Places for People
- Together Housing
- Select Move customers

The Scope document will be returned to Members at the next Task Group meeting, for any additional information, amendments, and to be agreed.

4 Date of the Next Meeting

Thursday 6 January, 6:30pm.

Chair

Date

This page is intentionally left blank

Scrutiny Inquiry Project Outline

OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

Review Topic:

Overview and Scrutiny Task Group – Select Move 2021

Objectives:

To ensure that recommendations made in 2014 are being adhered to, if applicable.

To investigate and evidence whether Select Move is meeting the needs, satisfaction and benefits of customers, and Members.

To investigate the current methods and models of communication between Select Move and customers, and explore what actions, if any, can be taken to improve the process, accessibility and increase transparency.

Desired Outcomes:

Greater understanding of the application, allocation, and banding processes.

That it is accessible, transparent and easy to understand for all users.

A user-friendly system, with staff available to respond to applicants.

Members to be frequently updated on changes proposed to Select Move.

To identify any areas of improvement and provide recommendations

For a greater understanding into the figures relating to those housed in Chorley from outside the borough

Terms of Reference:

To compare and contrast Select Move's current operation against recommendations made in 2014, and to assess if Select Move is meeting the needs of its customers and Members in Chorley.

To establish if there are reoccurring or new issues regarding Select Move.

To identify what the Council can influence and understand the resources that will be needed to address this.

To develop recommendations and priorities to Executive Cabinet on how the Council can make a real and tangible difference.

Equality and diversity implications:

Rurality

Identify how our geography may effect influencing changes.

Risks:

- Managing expectations – Members and the public
- Whether stakeholders will want to engage, if so, work must be conducted in a positive way to avoid any long-lasting damage to any working relationships.
- Scope creep – the Task Group must focus on achievable goals.

Venue(s):

Town Hall, Market Street, Chorley.

Chair: Councillor June Molyneaux

Vice-Chair: Councillor Sarah Ainsworth

Timescale:

Start: December 2021

Finish:

Information Requirements and Sources:**Documents/evidence:** (what/why?)

Background information and context on Select Move

Registered providers who operate within Chorley

Policies relating to the quota of properties advertised on Select Move - Who decide what goes on select move and what doesn't?

The process of the allocation of properties at each stage

Statistical information

- Average waiting time for Select Move
- Quality of properties
- Variation of properties available
- Breakdown in banding information
- Length of time between end of one tenancy and start of another
- Breakdown of ward by ward property stock numbers
- Properties of each partner number and location.

Impact of Covid-19 on Select Move

Witnesses: (who, why?)

Jennifer Mullin – Director of Communities

Councillor Peter Gabbott – Executive Member for Homes and Housing

Chorley Council's Select Move Coordinator (not yet in post)

Select Move Partners

- Accent Foundation
- Chorley Community Housing LTD (Merged with Jagsaw Homes North)

- Community Gateway
- Onward Homes
- Sage Housing
- Your Housing
- Great Places
- Progress Housing Group
- Places for People
- Preston City Council – Exec members
- South Ribble Borough Council Exec Members – their issues, are they the same as ours.
- Together Housing

Customers of Select Move – survey / in person (Covid restriction dependent e.g teams/zoom call with breakout rooms)

Cabinet members responsible for Preston and South Ribble
 The office of the MP for Chorley
 Chorley Council Members

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

Interviews/presentations/sessions with Select Move partners,
 Information and view gathering from Select Move Customers
 Engagement with Preston City Council and South Ribble Council to highlight and examine issues and concerns with the service. / look for similarities and differences.
 Consultation with Chorley Councillors

Site Visits: (where, why, when?)

Officer Support:

Lead Officer: Rachel Stewart (Housing Solutions Manager)

Democratic and Member Services Officer: Matthew Pawlyszyn

Likely Budget Requirements:

<u>Purpose</u>	<u>£</u>
Total	_____

Target Body¹ for Findings/Recommendations **Executive Cabinet**

(Eg Executive Cabinet, Council, partner)

¹ All project outcomes require the approval of Overview and Scrutiny Committee before progressing



This page is intentionally left blank