

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

