

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

**Meeting date** **Wednesday, 17 August 2022**

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

**Other Members present:** Councillor Terry Howarth

**Officers:** Jennifer Mullin (Director of Communities), Jon-James Martin (Performance and Transformation Officer), Lisa McCormick (Select Move Coordinator), Rachel Stewart (Housing Solutions Manager) and Matthew Pawlyszyn (Democratic and Member Services Officer)

A video recording of the public session of this meeting is available to view on [YouTube here](#)

**6 Minutes of Meeting Monday, 25 July 2022, of Overview and Scrutiny Task Group - Select Move**

**Decision: The minutes were approved as a correct record.**

**7 Declaration of Interests**

No declarations were made.

**8 Select Move Survey Results**

Jon-James Martin, Performance and Transformation Officer presented the findings from the Select Move Survey to explore the views of Select Move customers using the service, which focused on the process, website and experience of support and assistance received.

The survey was live from 1 July to 29 July 2022, and every customer that had used Select Move from April 2019 to March 2022 was invited to participate, which in total was 2652 individuals.

114 responses were received which was a 4.2% response rate, and a non-response rate of 95.8%. It was cautioned that the results of the survey were not considered a representative sample, however, the results could provide insight from those that responded.

54% of respondents were dissatisfied with the process, however, the majority were satisfied with the experience of using the website, and the majority were satisfied with the assistance received.

Members highlighted the responses related to the use of the website, although the website was deemed to be 'very easy' or 'fairly easy' to use. Feedback suggested that there was difficulty using the Select Move website on a mobile device, which was the most popular way to access Select Move.

It was confirmed that Civica are currently in the process of updating the website to ensure the website is user friendly, and accessible on all devices. It was expected to be completed October 2022.

Users of Select Move were able to communicate through the Select Move website itself, email, and over the phone. There was a backlog of correspondents, but with additional capacity this issue was resolved, and correspondents were now being actioned as soon as they arrived. While appreciative of the technological advancements, Members stressed the importance of easy face to face access for those that struggled with technology or just preferred to interact in person.

It was summarised that a large portion of the users of Select Move did not receive the outcome that they wanted. 56% of users had been on the list for more than 12 months but did not show how much longer than a year. It was noted that the survey did not differentiate the waiting times per band, however, as the Housing Register was a register of need, it could be assumed that those waiting the longest were not in the greatest need of housing.

Concern was raised with the respondents that felt the process exacerbated existing mental health issues and that they did not receive the help they needed. There was also concern about the specific user that was a victim of domestic abuse and was injured while waiting for a property.

It was acknowledged that the highlighted cases would be investigated. Chorley Council recently appointed a Domestic Abuse Coordinator that worked closely with the Select Move Coordinator to ensure the process was correctly followed while assisting victims of domestic abuse.

It was agreed that all partners of the partnership should be operating on the same policy, with an example given that the Council's accepted medical evidence from GP's due to the backlog of appointments for County Council Occupational Therapists, whereas not all housing associations did.

The high wait times reflected a common theme presented throughout the Task Group that there were not the properties available to meet the demand.

Members agreed that a justification for the Task Group and its investigation was that 46 out of the 74 responses when asked '*Is there anything that Select Move did particularly well?*' answered negatively or simply said 'no'.

**Decision: The survey results were noted.**

## **9 Discussion with Lisa McCormick - Select Move Coordinator**

Lisa McCormick introduced herself as the Select Move Coordinator. She was experienced with Housing in the council. She highlighted that her role was to coordinate the partnership and to implement improvements. She was also responsible for leading, chairing and organising the steering group and operational meetings that took place within the Select Move Partnership.

She was currently working as the lead on the policy review, and listed changes to be made which included the software upgrade by Civica, it was believed it would remedy the issues and concerns raised by the Task Group and from the Survey.

Positive relationships had been established with both South Ribble Borough Council and Preston City Council which allowed frequent close coordination. With the position of Select Move Coordinator, Chorley Council had a greater presence within the partnership.

In addition to increased capacity in the Housing Department, a new Select Move Advisor Post was created to work to support the Coordinator and to work with applicants and their applications.

It was acknowledged that there was uncertainty if the Select Move Coordinator had the capacity to progress the work from the 'Quality of Housing Provided by Social Landlords' Task Group recommendations, such as the Housing Charter. However, Housing Enforcement would work in consultation with Central Government to keep informed of the latest formulas and funding opportunities.

## **10 Date of Next Meeting**

Thursday 18 August 2022. 4pm.

Chair

Date