

Overview and Scrutiny Task Group - Select Move

Areas of interest for discussion with the Registered Provider

As part of Chorley Council's Overview and Scrutiny role, Chorley's elected members choose a few service areas each year (some of which are delivered in partnership with other organisations) and examine them in more detail. The review is undertaken by an Overview and Scrutiny Task Group comprising of elected members interested in the subject area. An Overview and Scrutiny Task Group has recently been established to look at Select Move (chaired by Cllr Graham Dunn) with the aim of understanding the make-up of the waiting list, how satisfied customers are who use select move and their subsequent move into a social rented property.

The Overview and Scrutiny members of the task Group have received a couple of presentations from Council officers on how Select Move operates and they would now welcome the opportunity to hear in person, the views of the Registered Providers (RPs) who have housing stock in Chorley and are a key partner in ensuring the successful operation of Select Move in Chorley.

Members are interested to hear how the RP knows Select Move customers are happy with the choice based lettings system. For example:

- Can you describe the front line service that is available for your Select Move customers?
- How do you decide what band a certain property will be advertised in?
- How does your organisation intend to improve the overall online experience for the customer?

Members are interested in the length of time customers are on the waiting list and the factors which may influence this for example

- What process do you undertake once a customer has been match suggested for a property? Are there further checks you undertake before you confirm they are to be allocated the property?
- What is your process/policy regarding skipping?
- What steps or measures are you putting in place to enable customers to move who are either under or over occupied i.e do you have any incentives?

We are also interested in the condition of properties at the point of handover to the tenant for example:

- Do you have a minimum standard that all your properties must meet upon re-let and how do you ensure consistency?
- What pre-let checks do you undertake to ensure a property is fit for let/meets your standards?

We would welcome the opportunity to listen to your views on the areas outlined above.

