

OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

| | |
|--|---|
| Review Topic: Chorley Community Housing | Investigation by: Overview and Scrutiny Task Group |
| | Type: Inquiry |

| | |
|--|--|
| <p>Objectives: To investigate and evidence that the service promises made by Chorley Council and provided under contract by Chorley Community Housing are being delivered to tenants.</p> <p>The themes being focussed on are:</p> <ul style="list-style-type: none"> • Delivery of home improvements, • Service improvement, • Tenant involvement in decision making and • Regeneration. | <p>Desired Outcomes:</p> <ol style="list-style-type: none"> 1. To have documentary evidence that the services delivered to our customers meet those promised by Chorley Council. 2. To make recommendations in areas where improvements are required, if any. 3. To identify any barriers Chorley Community Housing face in delivering their services and any solutions Chorley Council can provide. |
|--|--|

| |
|---|
| <p>Terms of Reference:</p> <ol style="list-style-type: none"> 1. To consider themes within the objectives identified. 2. To make recommendations, if appropriate. 3. To report findings and recommendations to the Overview and Scrutiny Committee. |
|---|

| | |
|---|--|
| <p>Key Issues: That the promises made by Chorley Council, agreed and under contract with Chorley Community Housing, are being kept to tenants.</p> | <p>Risks: That there will be a negative impact on the relationship between Chorley Council and Chorley Community Housing.</p> |
|---|--|

| | |
|---|---|
| <p>Venue(s):</p> <p>Town Hall, Market Street, Chorley</p> <p>Properties where repairs and or improvements have been carried out</p> <p>Meetings between Chorley Community Housing and tenants.</p> | <p>Timescale:</p> <p>Start:</p> <p>Finish:</p> |
|---|---|

Information Requirements and Sources:

Documents/evidence: *(what/why?)*

Delivery of home improvements

Details of properties vacant as in need of refurbishment.

What are the timescale for getting the properties into habitable use.

Offers available and take up.

Service improvement

CCH actual targets and performance for repairs response, benchmarking information.

Equality and diversity issues: are customers' needs being met?

How are houses allocated?

Tenant involvement in decision making

Survey information from Chorley Community Housing and Councillors' contact with tenants.

Regeneration

Progress on the provision of affordable housing units.

Witnesses: *(who, why?)*

1. Chair of the Chorley Community Housing Board – Ann James.

2. Managing Director of Chorley Community Housing.

Chorley Council officers:

3. Assistant Chief Executive – Gary Hall.

4. Corporate Director of Governance - Andrew Docherty.

5. Strategic Housing Manager – Zoe Whiteside

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

Delivery of home re-improvements

How are the targets constructed i.e. if an offer for improvements isn't taken up.

Service improvement

What has been the impact on staff transferred from Chorley Council?

Tenant involvement in decision making

If there is no survey information available on the views of a cross section of tenants the Task Group may commission a survey.

To be considered: Chorley Community Housing newsletter to tenants and minutes of community meetings between Chorley Community Housing and tenants.

Regeneration

Progress on the provision of affordable housing units.

Site Visits: *(where, why, when?)*

Visit to properties where repairs and or improvements have been carried out.

Officer Support:

Lead Officer:

Lesley Ann-Fenton (Assistant Chief Executive
(Policy & Performance))

Democratic Services Officer:

Ruth Hawes (Assistant Democratic Services Officer)

Likely Budget Requirements:

| | |
|-----------------------------|----------|
| Purpose | £ |
| Potential survey of tenants | 500 |

| | |
|--------------|-----|
| Total | 500 |
|--------------|-----|

Target Body¹ for Findings/Recommendations

Chorley Community Housing