

## OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

### Review Topic:

Overview and Scrutiny Task Group - Quality of housing provided by social landlords

### Objectives:

1. To work with Registered Providers to improve the quality of social housing and customer service in Chorley
2. To engage with tenants and consider their views of property standards
3. To share best practice across Chorley

### Desired Outcomes:

1. To evidence the quality of social housing in Chorley
2. To work with Registered Providers to develop a Chorley Healthy Homes Charter – to encourage standards that are above the Decent Homes Standard
3. To work with Registered Providers to ensure excellent customer service
4. To make recommendations for improvements to the Executive Cabinet

### Terms of Reference:

1. To understand the role and powers of the council in monitoring the quality of housing provided by social landlords
2. To establish if there are issues regarding the quality of social housing in Chorley

### Equality and diversity implications:

Ensure that all tenants have the opportunity to respond to the survey if they wish to

### Risks:

1. The council must work with the Registered Providers in a positive way – the relationship should not be damaged
2. The expectations of the tenants must be managed – the council does not have the resources or power to intervene beyond a certain point

### Venue(s):

Town Hall, Chorley

### Timescale

**Start:** January 2018

**Finish:** December 2018

## Information Requirements and Sources:

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

Background information and context

Registered Providers who operate within Chorley and the numbers of housing units owned

The New Home Relet Standard for Chorley Community Housing and Places for People

Customer service information from Registered Providers

### **Witnesses:** (who, why?)

Registered Providers: Chorley Community Housing, Places for People, Contour, Accent, Progress

Representatives of residents groups and residents (in the form of a survey)

Councillors (in the form of a survey)

Regulatory Services

Help the Homeless (by letter)

Citizens Advice Bureau (by letter)

Sir Lindsay Hoyle MP (by letter)

Councillor Alistair Bradley (Executive Leader of the Council)

Councillor Jane Fitzsimons, Executive Member (Homes and Housing)

Gary Hall (Chief Executive, Chorley Council)

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

Random survey of a sample of tenants

Survey monkey for Councillors

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

N/A

## Officer Support:

### **Lead Officer:**

Fiona Hepburn, Housing Options and Support Manager

### **Democratic and Member Services Officer:**

Ruth Rimmington, Democratic and Member Services Team Leader

## Likely Budget Requirements:

Survey	£5427.00
<b>Total</b>	<b>£5427.00</b>

## Target Body for Findings/Recommendations

Executive Cabinet, Registered Providers