

To: All Members and Substitute Members of  
the Overview & Scrutiny Committee -  
Housing  
(Other Members for Information)

Cc: Portfolio Holder for Housing

When calling please ask for:

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**Policy & Governance**

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Calls may be recorded for training or monitoring

Date: 23 June 2017

**Membership of the Overview & Scrutiny Committee - Housing**

Cllr Carole Cockburn

Cllr Patricia Ellis

Cllr Pat Frost

Cllr Michael Goodridge

Cllr Tony Gordon-Smith

Cllr Denise Le Gal

Cllr Richard Seaborne

Cllr Liz Townsend

Cllr John Ward

**Co-opted Members from the Tenants' Panel**

Miss Brenda Greenslade

Mr Adrian Waller

**Substitutes**

Cllr Maurice Byham

Cllr Mike Band

Cllr John Williamson

Cllr Jerry Hyman

**Tenants' Panel Substitutes**

Mr Terry Daubney

Dear Councillor

A meeting of the OVERVIEW & SCRUTINY COMMITTEE - HOUSING will be held as follows:

DATE: TUESDAY, 4 JULY 2017

TIME: 7.00 PM

PLACE: COMMITTEE ROOM 1, COUNCIL OFFICES, THE BURYS,  
GODALMING

The Agenda for the Meeting is set out below.

Yours sincerely

ROBIN TAYLOR  
Head of Policy and Governance

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## **Waverley Corporate Plan 2016-2019**

### **Priority 1: Customer Service**

*We will strive to deliver excellent , accessible services which meet the needs of our residents.*

### **Priority 2: Community Wellbeing**

*We will support the wellbeing and vitality of our communities.*

### **Priority 3: Environment**

*We will strive to protect and enhance the environment of Waverley.*

### **Priority 4: Value for Money**

*We will continue to provide excellent value for money that reflects the needs of our residents.*

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### **Good scrutiny:**

- is an independent, Member-led function working towards the delivery of the Council's priorities and plays an integral part in shaping and improving the delivery of services in the Borough;
- provides a critical friend challenge to the Executive to help support, prompt reflection and influence how public services are delivered;
- is led by 'independent minded governors' who take ownership of the scrutiny process; and,
- amplifies the voices and concerns of the public and acts as a key mechanism connecting the public to the democratic process.

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## **NOTES FOR MEMBERS**

Members are reminded that contact officers are shown at the end of each report and members are welcome to raise questions etc in advance of the meeting with the appropriate officer.

## AGENDA

### 1. APPOINTMENT OF CHAIRMAN

To confirm that Cllr John Ward be appointed as the Chairman of the Housing Overview & Scrutiny Committee for the Council year 2017/18.

### 2. APPOINTMENT OF VICE CHAIRMAN

To confirm that Cllr Pat Frost be appointed as the Vice Chairman of the Housing Overview & Scrutiny Committee for the Council year 2017/18.

### 3. APOLOGIES FOR ABSENCE AND SUBSTITUTES

To receive apologies for absence and note any substitutions.

### 4. DECLARATIONS OF INTERESTS

To receive from Members declarations of interests in relation to any items included on the agenda for this meeting, in accordance with Waverley's Code of Local Government Conduct.

### 5. QUESTIONS BY MEMBERS OF THE PUBLIC

The Chairman to respond to any written questions received from members of the public in accordance with Procedure Rule 10.

### 6. INTRODUCTION TO HOUSING (Pages 7 - 46)

The remit of the Housing O&S Committee is to provide effective scrutiny of the Council's housing function, including:

- HRA Business Plan
- Housing Development
- Provision of Housing Services
- HRA Asset Management
- Homelessness Prevention
- Housing Allocation
- Sheltered Housing
- Tenancy & Estates services

The Head of Strategic Housing & Delivery, and the Head of Housing Operations will give an introductory presentation to provide an overview of the services provided and key issues affecting Waverley's Housing Service.

### 7. TENANCY AGREEMENT REVIEW (Pages 47 - 112)

To inform the committee of the proposal to review and roll out a revised tenancy agreement to Waverley tenants. The tenancy agreement is the contract between all tenants and the Council stating the roles and

responsibilities of each party. The need to review the tenancy agreement was identified as an action in the Housing Service Plan 2017/18. A revised tenancy agreement will ensure the effective management of homes and tenancies.

### **Recommendation**

It is recommended that the Committee:

1. supports the request to review the tenancy agreement;
2. will receive consultation feedback; and
3. identifies any areas for further scrutiny.

### 8. RESPONSE TO RECOMMENDATIONS FROM THE WAVERLEY SCRUTINY GROUP'S REPORT ON VOIDS (Pages 113 - 128)

The Waverley Scrutiny Group will be attending the meeting to present their Voids Report (Annexe 1) to the Committee.

To then advise the Committee how the Housing Service team will address the recommendations raised in the Waverley Scrutiny Group Void Report.

### **Recommendation**

It is recommended that the Committee:

1. thanks the Waverley Scrutiny Group for their report;
2. makes any comments or suggestions on the scrutiny recommendations and Council responses;
3. supports the implementation of scrutiny recommendations; and
4. continues to monitor void performance.

### 9. OCKFORD RIDGE REGENERATION PROJECT - PROGRESS UPDATE (Pages 129 - 144)

To receive a presentation updating the Committee on the progress of the Ockford Ridge Regeneration Project.

### 10. PERFORMANCE MANAGEMENT - QUARTER 4 AND 2016/17 OUT-TURN (Pages 145 - 162)

This report provides a summary of the Housing service performance over 2016/17. The report details the team's performance against the indicators that fall within the remit of the Housing Overview & Scrutiny Committee for the fourth quarter of the financial year. It also provides customer feedback data and a summary of the completed actions from the 2016/17 Housing Service Plan.

The Committee has the opportunity to comment and scrutinise the presented performance data. In addition the Committee may identify future committee reporting requirements regarding performance management.

## **Recommendation**

It is recommended that the Housing Overview & Scrutiny Committee:

1. considers the performance figures, as set out in Annexe 1, and agrees any observations or recommendations about performance it wishes to make to the Executive;
2. considers the customer feedback data and agrees any observations or recommendations about performance it wishes to make to the Executive;
3. considers the Service Plan Outturn report, as set out in Annexe 2, and agrees any observations or recommendations about performance it wishes to make to the Executive;
4. considers scope of work and identifies areas for the Committee future workplan; and
5. considers how performance monitoring should be achieved in 2017/18 and agrees a way forward.

### 11. COMMITTEE FORWARD WORK PROGRAMME (Pages 163 - 180)

The Housing Overview & Scrutiny Committee, along with the O&S Co-ordinating Board, is responsible for managing the Committee's work programme.

The current work programme (attached) includes items agreed at the O&S Co-ordinating Board and takes account of items identified on the latest Executive Forward Programme (Annexe 2) as due to come forward for decision.

## **Recommendation**

Members are invited to consider their work programme and make any comments and/or amendments they consider necessary, including suggestions for any additional topics that the Committee may wish to add to its work programme.

### 12. EXCLUSION OF PRESS AND PUBLIC

To consider, if necessary, the following recommendation on the motion of the Chairman:

## **Recommendation**

That pursuant to Procedure Rule 20 and in accordance with Section 100A(4) of the Local government Act 1972, the press and public be excluded from the meeting during consideration of the following items on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during the items, there would be disclosure to them of exempt information (as defined by Section 100I of the Act) of the description specified in the appropriate paragraph(s) of the revised Part 1 of Schedule 12A to the Act (to be identified at the meeting).

13. ANY ISSUES TO BE CONSIDERED IN EXEMPT SESSION

To consider any matters relating to aspects of any reports on this agenda which it is felt need to be considered in Exempt session.

**Officer contacts:**

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