

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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Calls may be recorded for training or monitoring

Date: 3 November 2017

Membership of the Overview & Scrutiny Committee - Housing

Cllr John Ward (Chairman)
Cllr Pat Frost (Vice Chairman)
Cllr Carole Cockburn
Cllr Patricia Ellis
Cllr Michael Goodridge

Cllr Tony Gordon-Smith
Cllr Denise Le Gal
Cllr Richard Seaborne
Cllr Liz Townsend

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
Mr Terry Daubney

Dear Councillor

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

DATE: TUESDAY, 14 NOVEMBER 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.

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.

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. **MINUTES** (Pages 7 - 14)

The Minutes of the meeting of the Housing Overview & Scrutiny Committee held on 19 September 2017 are attached, and Members are asked to confirm them as a correct record.

2. **APOLOGIES FOR ABSENCE AND SUBSTITUTES**

To receive apologies for absence and note any substitutions.

3. **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.

4. **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.

5. **INTRODUCTION TO PRIVATE SECTOR HOUSING**

To receive a presentation that introduces Waverley's responsibilities and functions in relation to Private Sector Housing.

6. **REVISED PRIVATE SECTOR HOME IMPROVEMENT POLICY** (Pages 15 - 38)

This report introduces a revised Private Sector Home Improvement Policy for Waverley that will allow the Council to extend the range of assistance available to vulnerable residents to help them remain living safely and independently in their own homes.

Recommendation

That the Housing Overview and Scrutiny Committee recommends adoption of the Home Improvement Policy to the Executive.

7. **HOMELESSNESS REDUCTION ACT 2017** (Pages 39 - 44)

To update members of the Housing Overview and Scrutiny Committee on the implications of the Homelessness Reduction Act 2017 and the steps being taken by Officers to help ensure that the Council fulfils its statutory duties under the new legislation.

Recommendation

The Housing Overview & Scrutiny Committee is asked to note the preparations being made for the implementation of the Homelessness Reduction Act 2017.

8. HOUSING SERVICE PLAN 2017/18 - MID-YEAR REPORT (Pages 45 - 50)

To note, and discuss by exception only.

9. CUSTOMER SERVICE PROJECT - HOUSING

To receive a presentation to update the Committee on the work to improve customer service within Housing (Objective H3 of the 2017/18 Service Plan), and how this work relates to the corporate Customer Service Project.

10. HOUSING SERVICE PERFORMANCE MANAGEMENT REPORT - QUARTER 2 2017/18 (Pages 51 - 68)

This report provides a summary of the housing service performance over the second quarter of the financial year. The report details the team's performance against the indicators that fall within the remit of the Housing Overview & Scrutiny Committee. It also provides a summary of customer feedback data.

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 risks and mitigations regarding Universal Credit, as set out in Annexe 2, and agrees any observations or recommendations it wishes to make to the Executive
3. supports the ongoing partnership working with Waverley Citizen Advice on debt management,
4. considers the customer feedback data and agrees any observations or recommendations about performance it wishes to make to the Executive, and
5. considers scope of work and identifies areas for the Committee future workplan.

11. FUTURE OF WAVERLEY'S SHELTERED HOUSING SCHEMES

To receive a presentation on the option being explored to ensure that Waverley's Sheltered Housing Schemes are sustainable without SCC Housing Related Support funding.

12. OCKFORD RIDGE REGENERATION PROJECT (Pages 69 - 74)

To receive an update on the Ockford Ridge housing development.

Recommendation

To note the report.

13. COMMITTEE WORK PROGRAMME (Pages 75 - 96)

The Housing Overview & Scrutiny Committee, is responsible for managing its work programme.

The work programme (attached) takes account of items identified on the latest Executive Forward Programme (Annexe 2) as due to come forward for decision.

A Scrutiny Tracker has been produced to assist the Committee in monitoring the recommendations that have been agreed at its meetings. The Tracker details the latest position on the implementation of these recommendations and is attached as Part C of the work programme.

Recommendation

The Committee is invited to consider the work programme and make any comments and/or amendments they consider necessary, including suggestions for any additional topics it may wish to add to the work programme.

14. 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).

15. 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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