

## **INTRODUCTION TO WAVERLEY BOROUGH COUNCIL**

### **OVERVIEW AND SCRUTINY WORK PROGRAMME**

The programme is designed to assist the Council in achieving its corporate priorities by ensuring topics add value to the Council's objectives, are strategic in outlook, are timed to optimise scrutiny input and reflect the concerns of Waverley residents and council members. The programme is indicative and is open to being amended with the agreement of the Chair with whom the item is concerned. The work programme consists of three sections:-

- Section A – Lists items for Overview and Scrutiny consideration. It is not expected that the committee cover all items listed on the work programme and some items will be carried over into the following municipal year. In-depth scrutiny review topics for consideration by the respective Committee will also be listed in this section.
- Section B – Lists live in-depth scrutiny task and finish groups, including objectives, key issues and progress.
- Section C – Lists the Scrutiny tracker of recommendations for the municipal year.

**Section A**

**Work programme 2017-18**

Subject	Purpose for Scrutiny	Executive member lead and Head of Service lead	Date for O&S consideration	Date for Executive decision (if applicable)	Priority
<b>Ockford Ridge</b>	<ul style="list-style-type: none"> <li>• Site visit feedback (September 2017)</li> <li>• To scrutinise the development and refurbishment programme; and monitor the delivery of the project (September 2017, November...)</li> </ul>		<i>Standing item</i>		High
<b>Performance management report</b>	<ul style="list-style-type: none"> <li>• To receive and scrutinise the performance information:</li> <li>• Q1 – September</li> <li>• Q2 – November: Use H5 rent debit collection to lead into discussion about the potential impact of Universal Credit on rent collection.</li> <li>• Q3 – March 2018.</li> </ul>		Quarterly		
<b>Homelessness prevention strategy (homelessness reduction bill)</b>	<ul style="list-style-type: none"> <li>• To understand the implications of the Homelessness Reduction Act on homelessness prevention in the context Waverley Borough</li> </ul>		November 2017 & January 2018	November 2017 (earliest date)	High

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	<p>Council (November 2017).</p> <ul style="list-style-type: none"> <li>To scrutinise the impact the change in strategy will have on Waverley's homelessness prevention strategy (January 2018).</li> </ul>				
<b>Housing strategy 2018-2022</b>	<ul style="list-style-type: none"> <li>To receive and scrutinise the draft housing strategy.</li> </ul>		January 2018	February 2018	High
<b>Housing maintenance contract procurement</b>	Monitor the progress of the housing maintenance contract procurement.		January 2018	January 2018	High
<b>Tenancy Agreement Review</b>	To receive information regarding the next stage post consultation (January 2018).		January 2018	February 2018	
<b>Service plans</b>	<ul style="list-style-type: none"> <li>Service plans mid year progress report (November 2017)</li> <li>New Service plans for 2018-19 (January 2018), including the HRA Business plan.</li> <li>Annual outturn report (June 2018)</li> </ul>		January 2018		

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<b>Housing design standards and guidelines (Scrutiny in-depth review)</b>	<ul style="list-style-type: none"> <li>• Proposal went to O&amp;S in Sept 2017.</li> <li>• Draft scope prepared and circulated offline for agreement.</li> </ul>		March 2018		
<b>Housing related support white paper</b>			March 2018		
<b>Review of Age-related properties</b>			March 2018		
<b>Impact of Universal Credit on rent arrears</b>	<ul style="list-style-type: none"> <li>• Examine the implications of Universal Credit on the Council's finances (HRA) and on tenants; how and when to collect rent and the level of support some tenants will need to make the transition to a single, direct monthly payment. Include data from CAB. March 2018?</li> </ul>		Briefing note Included as an annex as part of the Performance Management report (November 2017)  Comprehensive report on UC due March 2018?		High
<b>HRA Business plan</b>	<ul style="list-style-type: none"> <li>• To review the delivery of the Council's programme of building new Council properties for rent, in light of the impact from the legislative changes to one per cent rent</li> </ul>		Taken as part of the item 'Service Plans' in January 2018	November 2017	

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	<ul style="list-style-type: none"> <li>payment reductions.</li> <li>To consider the impact of the rising value of land for commercial use on the delivery.</li> </ul>				
<b>HRA development programme</b>				January 2018	
<b>Affordable housing</b>	<ul style="list-style-type: none"> <li>Identify how Waverley Borough Council can support the delivery of affordable housing (shared ownership models, starter homes, social rent etc).</li> <li>Consider Housing for local workers and residents.</li> <li>Consider the extent to which housing association partners are delivering housing objectives in terms of meeting and matching need following comments made from the strategic review that there needs to be balanced communities who can afford to live here and work locally.</li> <li>Key workers initiative? Housing strategy?</li> </ul>		TBC		High
<b>Compatibility of Housing IT systems</b>	<ul style="list-style-type: none"> <li>To receive an overview on the IT systems used in Housing and how they interact; including history, lessons learned and the improvements made.</li> </ul>		TBC		High

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	<ul style="list-style-type: none"> <li>• Gap in time period a void can be re-let as understood by the Council and Contractor</li> <li>• Questions around IT procurement processes and the ways in which different IT systems are compatible with each other (broader than just housing).</li> </ul> <p>Went to scrutiny in Sept 2017</p>				
<p><b>HRA asset management strategy</b></p>	<ul style="list-style-type: none"> <li>• Housing voids: To review sections of the strategy to reflect the HRA business plan options to either invest or seek disposal of void homes; including the time and budget estimation for housing voids: review housing void records for duration and cost with the aim to classify each job by size, age of the property and duration of tenancy to investigation whether this has any impact on the cost and duration of re-let jobs.</li> <li>• Housing standards: to examine how changes to the maintenance contracts and the introduction of the one per cent reduction in rental income will affect standards of homes (February 2018).</li> </ul>		<p>TBC</p>	<p>February 2018</p>	

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<p><b>Re-procurement of the repair and maintenance contracts</b></p>	<p>To monitor the procurement process to make sure contracts are delivered on time.</p> <p>Recommendation tracker.</p>		<p>TBC</p>		<p>High</p>
<p><b>Responsibility as a social landlord and duty of care in the area of tenants' mental health</b></p>	<p>Possible in-depth review on the responsibility the Council has as a social landlord in a duty of care and mental health provision for tenants.</p> <p>New research by the charity Shelter has found that 1 in 5 adults have suffered from mental health problems due to pressures from housing over the last five years and 1 in 6 people said that housing pressures had affected their physical health. Additionally 69% of people who had experienced serious housing issues have suffered from poor mental health.</p> <p>Other issues relating to housing and wellbeing are: reducing numbers in unsuitable or overcrowded accommodation in the context of an ageing population and fuel poverty.</p>		<p>TBC</p>		<p>Low</p>
<p><b>Tenant panel voids report and Housing Service response</b></p>	<p>To receive the tenant's panel voids report and to scrutinise the housing services response.</p>		<p>TBC</p>		

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	Report came to Scrutiny on 4 <sup>th</sup> July 2017				
<b>Changes to housing benefit</b>	Consider the impact of changes to housing benefit entitlement introduced in April 2017 on Waverley tenants with two or more children.		TBC		
<b>Customer Service Project – Housing Pilot Scheme</b>	<ul style="list-style-type: none"> <li>To consider the implications of channel shift on housing services, e.g how the customer service teams for repairs and T&amp;E have been joined up, including the importance of the Agresso interface being implemented (November 2017)</li> <li>Preparation for the roll out of Universal Credit.</li> </ul>		TBC		High
<b>Future of Sheltered Housing Scheme</b>	<ul style="list-style-type: none"> <li>To receive a verbal update regarding the SCC proposals to withdraw Housing related support funding (September 2017).</li> <li>To receive and scrutinise the proposed approach for the future of the service (November 2017).</li> </ul>		TBC		High
<b>Private sector housing</b>	<ul style="list-style-type: none"> <li>For members to receive an introduction to Private Sector Housing (November 2017).</li> <li>Revised Private Sector Home Improvement policy with a</li> </ul>		TBC		High



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	<p>focus on the Disability Living Allowance (November 2017)</p> <p>Additional strands of PSH for consideration:</p> <ul style="list-style-type: none"><li>• Review the enforcement of standards and compliance on private landlords (governance and regulations); and</li><li>• Houses in multiple occupations: to scrutinise the Council's approach to enforcing standards of HMOs across the Borough in light of the anticipated legislative changes requiring 1 &amp; 2 storey HMOs to obtain a license.</li></ul>				
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**Section B**

**In-depth scrutiny reviews 2017-18**

Subject	Objective	Key issues	Lead officer	Progress
<p><b>1. Review of Housing Design Standards</b></p>	<p>To provide members with an overview of the Design Standards and Specifications adopted in 2014 for new council homes and outline a proposal for review of these standards by the committee both in context of 'Site C' at Ockford Ridge and other future council housing developments.</p>	<ul style="list-style-type: none"> <li>• Changes by the Government to the Code for Sustainable Homes</li> <li>• Distinguishing between the legally binding nationally described standards and the optional requirements / recommendations for Local Housing Authorities (building regulations)</li> <li>• Whether current internal design standards (e.g. internal layout, storage space and room layout, including loft storage capacity) meet the needs of tenants and if not to identify which aspects can be improved</li> <li>• Health and safety</li> </ul>	<p>Damian Roberts</p>	<p>Draft scope in circulation</p>

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**Section C**

**Scrutiny tracker 2017-18**

Housing Scrutiny recommendations tracker				
Meeting date	Agenda item	Recommendations	Officer / Executive response	Timescale
4th July 2017	1. Tenancy Agreement review	For an explanatory text to be produced alongside of the tenancy agreement so tenants are clear what they are being consulted on and signing up to.		
	2. Response to recommendations from the Waverley Scrutiny Group's report on Voids	That the recommendations from the Waverley Scrutiny group and performance on voids re-lets are monitored by the committee.		
	3. Oxford Ridge Regeneration Project	For a site visit to be arranged to Ockford Ridge followed by an informal discussion to inform potential in-depth review topics. Feedback due in September 2017.	Site visit agreed (1/08/17) and review topic subject to O&S approval on 19th Sept.	
	4. Performance Management Q4	To continue receiving the full performance monitoring report on a quarterly basis for the time being.		

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Meeting date	Agenda item	Recommendations	Officer / Executive response	Timescale
<b>September 19<sup>th</sup> 2017</b>	1. Performance Management Report Q1 2017/18	That the presentation of the void re-let indicator (h2) be revised to show the split of time between the contractor and Waverley during the re-let period, and also an indication of the size of the properties re-let.		
	2. I.T systems in the Housing Service	None.		
	3. Sheltered Housing Service and Housing Related Support	<ul style="list-style-type: none"> <li>• That the Leader writes to all Surrey MP's, the Prime Minister and Minister for the Department of Communities and Local Government to express concerns about the impact of cuts by SCC in Housing Related Support funding; and include the Tenants' Panel report on the impact of the withdrawal of Housing Related Support for older people.</li> <li>• As part of this letter to press the Government to bring forward the long-awaited Green Paper on the future funding of supported housing.</li> </ul>		
	4. Ockford Ridge Site visit feedback	Ockford Ridge be added as a standing item on the committee work programme.	N/A	N/A
	5. Review of Housing Design Standard	The Committee agreed for a scope and timetable for the review to be prepared by the Scrutiny Policy Officer in liaison with Housing Development Officers.	Draft scope prepared	November 2017 - ?

## Housing Overview and Scrutiny Committee

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