

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.

Housing Overview and Scrutiny Committee

Section A

Work programme 2017-18

Subject	Purpose for Scrutiny	Lead Member/ officer	Date for O&S consideration	Date for Executive decision (if applicable)	Priority
Ockford Ridge	To scrutinise the development and refurbishment programme; and monitor the delivery of the project.	Louisa Blundell	<i>Standing item</i>		High
Performance management report	To receive and scrutinise the performance information: <ul style="list-style-type: none"> • Q1 – September • Q2 – November: Use H5 rent debit collection to lead into discussion about the potential impact of Universal Credit on rent collection. • Q3 – March 2018. 		Quarterly		
Housing strategy 2018-2022	To receive and scrutinise the draft housing strategy.		January 2018	February 2018	High
Housing maintenance contract procurement	Monitor the progress of the housing maintenance contract procurement.		January 2018	February 2018	High
Tenancy Agreement Review	To receive information regarding the next stage pre consultation (January 2018).		January 2018	February 2018	

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Service plans	<ul style="list-style-type: none"> • New Service plans for 2018-19 (January 2018). Including the HRA Business plan – to review delivery of programme in light of legislative changes to rent payments and considering rising value of land for commercial use. • Annual outturn report (June 2018) 		January 2018	February 2018 (HRA Business Plan)	
Tenant involvement progress report	To receive information on recent tenant involvement activities and successes and to consider future opportunities.		March 2018		
Homelessness prevention strategy (Homelessness Reduction Act 2017)	For officers to keep the committee up to date with the impact of the legislation once in force, particularly on the Council's housing strategy.		March 2018	February 2018	High
Housing design standards in-depth review	Receive final report of working group.		March 2018		
Housing related support white paper			March 2018		
Review of Age-related properties			March 2018		
Future of Sheltered Housing Scheme	Consider government proposals on Housing related support funding.		March 2018		High
Impact of Universal Credit on rent arrears	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.		March 2018		High

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Affordable housing	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.		TBC		High
Responsibility as a social landlord and duty of care in the area of tenants' mental health	To receive report/presentation on housing related outcomes of Health Inequalities review (Community Wellbeing OS) to understand Housing's influence on this area.		TBC		Low
Changes to housing benefit	Consider the impact of changes to housing benefit entitlement introduced in April 2017 on Waverley tenants with two or more children.		TBC		
Customer Service Project – Housing Pilot Scheme	Report back on monitoring of the project.		TBC		High
Private sector housing	<p>Additional strands of PSH for consideration:</p> <ul style="list-style-type: none"> • Review the enforcement of standards and compliance on private landlords (governance and regulations); and • 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 & 2 storey HMOs to obtain a license. 		TBC		High

Section B

In-depth scrutiny reviews 2017-18

Subject	Objective	Key issues	Lead officer	Progress
<p>1. Review of Housing Design Standards</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"> • Changes by the Government to the Code for Sustainable Homes • Distinguishing between the legally binding nationally described standards and the optional requirements / recommendations for Local Housing Authorities (building regulations) • 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 • Health and safety 	<p>Louisa Blundell</p>	<p>The task and finish group has met twice, including one site visit, and expects to have several more sessions.</p>

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Section C

Scrutiny tracker 2017-18

Housing Scrutiny recommendations tracker				
Meeting date	Agenda item	Outcome / Recommendations	Officer / Executive response	Timescale
4 July 2017	1. Tenancy Agreement review	OUTCOME: For an explanatory text to be produced alongside the tenancy agreement so tenants are clear on what they are being consulted and signing up to.	An item on the tenancy agreement review is due to come back to committee January 2018.	January 2018
	2. Response to recommendations from the Waverley Scrutiny Group's report on Voids	OUTCOME: The recommendations from the Waverley Scrutiny group and performance on voids re-lets are monitored by the committee.	The Housing team have noted the Scrutiny Group's recommendations and will follow the action plan. Void performance will continue to be monitored through performance reports.	For an update on progress to be brought to committee within the cycle.
	3. Ockford Ridge Regeneration Project	OUTCOME: For a site visit to be arranged to Ockford Ridge followed by an informal discussion to inform potential in-depth review topics.	Site visit attended (01/08/17) and review on housing design standards started. See section B.	See section B.

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Meeting date	Agenda item	Outcome / Recommendations	Officer / Executive response	Timescale
19 September 2017	1. Performance Management Report Q1 2017/18	OUTCOME: the committee suggested the performance reports could show split of time between contractor and Waverley during the re-let period and provide an indication of the size of the properties re-let.	Housing officers do record this information and current performance shows no significant correlations. Officers will include in performance reports when relevant.	
	2. Sheltered Housing Service and Housing Related Support.	RECOMMENDATION: <ul style="list-style-type: none"> • That the Leader writes to all Surrey MPs, 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. • As part of this letter to press the Government to bring forward the long-awaited Green Paper on the future funding of supported housing. 	The Leader wrote to the PM, Secretary of State for Communities and Local Government, Guildford MP and South-West Surrey MP and Leader of SCC. Response received from Leader of SCC.	Letter was sent 16 October 2017.
	3. Review of Housing Design Standard	OUTCOME: 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.	Scope has been prepared, agreed and the review started. See section B.	See section B.

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Meeting date	Agenda item	Outcome / Recommendations	Officer / Executive response	Timescale
14 November 2017	1. Revised Private Sector Home Improvement Policy	RECOMMENDATION: that the Executive adopts the revised Home Improvement Policy, subject to eligible works under Safe and Warm grant also including works to address flooding, damp and mould.	The Home Improvement Policy was adopted by Executive.	Adopted by Executive 28 November 2017.
	2. Customer Service Project	RECOMMENDATION: that the Executive agree for the Orchard-Agresso interface be expedited as a matter of high priority.	The Executive agreed to expedite the Orchard-Agresso interface as a matter of high priority.	Agreed at 28 November 2017 Executive. Go-live date for interface is Monday 29 January.
	3. Housing Service Performance Management Report, Q2 2017/18	RECOMMENDATION: that funding is prioritised in the 2018/19 budget for specialist rent management software to support officers to maintain Waverley's good performance on rent collection.	The Executive agreed for funding to be prioritised in the 2018/19 budget for specialist rent management software. Budget is in process of approval with provision made for rent management software.	Agreed at 28 November 2017, included in 2018/19 budget.
		RECOMMENDATION: For officers to include data on rent arrears in future performance reporting.	Service Improvement Officer will bring data on rent arrears in next performance report (Q3, March committee).	March 2018 committee.