

Housing and Anti-Poverty Scrutiny Panel In-Depth Work - Project Statement

Project Name	Housing Repairs
Project Sponsor (Chair)	Councillor Clive Mardner
Project Lead Member / Officer	Jamie Carswell, Director of Housing and Community Safety
Date agreed by Chair	

1. Purpose of Scrutiny Review / In-depth Work

Due to the number of Member enquiries and resident observations, the Housing and Anti-Poverty Scrutiny Panel's 2018-19 work programme includes a deep dive into Housing Repairs.

Members received an outline presentation at the 25 July meeting that provided a scope that informs this deep-dive.

The deep-dive will provide an opportunity for Members to understand the current performance, compare performance to known benchmarks, what we know about the service from complaints.

2. Specific Objectives

The objectives of the deep-dive are as follows:

- Understand Current performance
- Understand how RBG compares to other LAs
- Understand the number and context of complaints that are received
- Receive evidence from residents
- Receive evidence from other Social Housing Providers

Outputs:

Notes and papers from the Review

A draft short summary report incorporating key findings, conclusions and recommendations for consideration by the Overview and Scrutiny Committee.

The final report will detail how any recommendations are to be monitored in the future which may include an action plan and/or reports to future HAP SP meetings.

3. Tasks to be Done

The tasks to enable Panel to meet its objectives are as follows:

1. Reports
 - 1.1 To receive a report that provides a position statement that includes performance and benchmark information.
 - 1.2 To receive a report dedicated to the number, context and actions taken to resolve complaints.
2. Visits
As well as receiving evidence at formal meetings, Members to visit Birchmere to understand the key processes and meet key staff.
3. Evidence from Social Housing Providers
Examples of best practice outlined to be gained from other Social Housing Providers – i.e Charlton Triangle, LB Islington and Lewisham Homes
4. Presentations
A presentation from Ad Esse Consulting on possibilities for change.
5. Conclusion and Recommendations
Prepare a report outlining analysis of evidence received, conclusions drawn from this together with any recommendations.

4. Proposed Project Group Membership and Roles

A list of the proposed group members and their roles and responsibilities - aim to match people to the tasks.

Cllr Clive Mardner, Chair of the Housing and Anti-Poverty Scrutiny panel

Jamie Carswell – Director of Housing and Community Safety

Nilvara Mukerji – Assistant Director, Housing Repairs & Investment

Jasmine Kassim – Corporate Governance Officer to provide Scrutiny Support

5. Resource Implications

Based on the detailed WBS, this should specify resources required, including amount of staff time for project members and cost implications (if any).

None identified at time of first draft.

6. Timetable

	Action	Due Date
1.1	Report Housing Repairs Service Position Statement to include performance and benchmark information	October 2018 Committee Meeting
1.2	Report Housing Repairs Complaints Position Statement to include the number, context and actions taken to resolve complaints	October 2018 Committee Meeting
2	Visit to Birchmere Members to visit Birchmere to understand the key processes and meet key staff	Date(s) to be agreed following October Committee Meeting
3	Evidence from Social Housing Providers Report outlining examples of best practice and/or meeting with comparable providers to discuss working practices.	December 2018 - dates for meetings with other providers to be agreed.
4	Presentation from Ad Esse Ad Esse Consulting to discuss opportunities for change.	February 2019 Committee Meeting
5	Conclusions and recommendations Report outlining analysis of evidence received, conclusions drawn from this together with any recommendations.	Date(s) to be agreed following October Committee Meeting