

Environment Select Committee

Review of Performance of Housing Providers

Outline Scope

Scrutiny Chair: Councillor Cooke	Contact details:
Scrutiny Officer: Graham Birtle	Contact details:
Departmental Link Officer: Jane Edmonds	Contact details:
Finance Link Officer:	Contact details:
Which of our strategic corporate objectives does this topic address? A cleaner, greener Stockton-on-Tees with high quality housing provision	
What are the main issues and overall aim of this review? To determine: <ol style="list-style-type: none">1. The performance of Registered Providers (Erimus Housing and Tristar Homes Limited) following the 2007 SSVT & 2010 LSVT – specifically in relation to ‘promises’ made to tenants in the Councils pre-ballot Offer Documents.2. The impact of the current economic climate on the ‘promises’ made to tenants in the Councils SSVT and LSVT Offer Documents.	
The Committee will undertake the following key lines of enquiry: Have the ‘promises’ detailed in each Offer Document been kept? Examples of ‘promises’ included: <ul style="list-style-type: none">• Repairing and improving homes• Rent guarantees• Housing management service improvements• Enhanced tenant and resident involvement opportunities• Broader regeneration (LSVT only) As the downturn in the economic climate affected any promises? If so, what have these changes been?	
Who will the Committee be trying to influence as part of its work? Erimus Housing and Tristar Homes Limited	
Expected duration of review and key milestones: 5 months	
What information do we need? Existing information (background information, existing reports, legislation, central government documents, etc.): Pre-Ballot Offer Documents X 2	

Performance data
Tenant Scrutiny or Tenant Panel minutes (if applicable)

New information
Councillor involvement in housing issues
Customer satisfaction surveys

Who can provide us with further relevant evidence? (Cabinet Member, officer, service user, general public, expert witness, etc.)

What specific areas do we want them to cover when they give evidence?

Tenant Scrutiny or Panel members

Issues and how they were resolved

How will this information be gathered? (eg. Financial baselining and analysis, benchmarking, site visits, face-to-face questioning, telephone survey, survey)

Committee Meetings
Survey of councillors

How will key partners and the public be involved in the review?

The 2 stock receiving Registered Providers will be invited to give updates in relation to the implementation of 'promises' made in the Councils Offer Documents.

How will the review help the Council meet the Public Sector Equality Duty?

N/A

How will the review contribute towards the Joint Strategic Needs Assessment, or the implementation of the Health and Wellbeing Strategy?

Households assisted to live independently through new housing schemes

Provide an initial view as to how this review could lead to efficiencies, improvements and/or transformation:

To be determined

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Project Plan

Chair Councillor Cooke	Scrutiny Officer Graham Birtle
Departmental Link Officers Jane Edmends	Finance Link Officer

KEY TASK	DETAILS/ACTIVITIES	DATE	RESPONSIBILITY
Scoping of Review	Information gathering Understanding the role of tenants in Tenant Scrutiny/Panels.		Scrutiny Officer Link Officer
Tri-Partite Meeting	Meeting to discuss aims and objectives of review	30 May 2013	Select Committee Chair and Vice Chair, Cabinet Member(s), Corporate Director(s), Scrutiny Officer, Link Officer
Agree Project Plan	Scope and Project Plan agreed by Committee	15 July 2013	Select Committee
Publicity of Review	Press Briefing at start of review		Chair, Link Officer, Press Officer Scrutiny Officer
Obtaining Evidence		15 July 2013 9 September 2013 11 November 2013	Select Committee

Members decide recommendations and findings	Review summary of findings and formulate draft recommendations	16 December 2013	Select Committee
Circulate Draft Report to Stakeholders	Circulation of Report	17 December 2013	Scrutiny Officer
Tri-Partite Meeting	Meeting to discuss finding of review and draft recommendations	13 January 2014	Select Committee Chair and Vice Chair, Cabinet Member(s), Corporate Director(s), Scrutiny Officer, Link Officer
Final Agreement of Report	Approval of final report by Committee	27 January 2014	Select Committee, Cabinet Member, Corporate Director
Consideration of Report by Executive Scrutiny Committee	Consideration of report	4 February 2014	Executive Scrutiny Committee
Report to Cabinet/Approving Body	Presentation of final report with recommendations for approval to Cabinet	13 February 2014	Cabinet/ Approving Body