

## Housing Review Group

### REPORT TO SCRUTINY COMMITTEE



DATE	7 <sup>th</sup> July 2022
PORTFOLIO	Housing and Development Control
REPORT AUTHOR	Councillor Ann Royle
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#### PURPOSE

1. To brief Scrutiny Committee on the outcome of the Housing Review Group.

#### RECOMMENDATION

2. That Scrutiny Committee note the content of the report.

#### REASONS FOR RECOMMENDATION

3. To inform Members of the work that has been done by the Housing Review Group and Calico Housing.

#### SUMMARY OF KEY POINTS

##### The background

4. Following concerns expressed by several Members regarding Calico's response times and standard of repair work, Members of the Scrutiny Committee decided to establish a Housing Review Group to look at the issues of concern and engage with Calico to seek a better understanding of the processes involved and seek improvements.
5. It was agreed by the group at the outset that the scope of the review would be broadened to consider the wider work programme of Calico and their approach to customer services.
6. The review group met five times, the first meeting with Members only to have an initial discussion about the role and purpose of the group. Following this meeting the Managing Director of Calico was invited to attend the meetings and engage with the group.

## **What the group focused on**

7. The Group found it worthwhile meeting with the Managing Director of Calico and were able through the series of meetings to raise their concerns directly with the organisation and hear the response. It was also an opportunity for Calico to discuss their improvement programmes, projects and policy reviews with the group and listen to the feedback from Members.

## **Repairs and Maintenance and Asset Management Programme**

8. A central focus of the meetings was Calico's repairs and maintenance programme and their asset management programme. The Managing Director was able to provide Members with information about the planned investment programme to modernise their homes and the current Green Homes programme that will improve the energy efficiency of their housing stock. It was also confirmed that Calico had agreed to increase the investment in their responsive repairs programme.
9. Calico also accepted that on some occasions there is a small percentage of repair work that does not get completed to a satisfactory standard, or in a reasonable timeframe. Calico confirmed they were intending to carry out a review of service standards to identify any areas of underperformance and address them through training or procedural improvements. This included investigations of damp and mould and general communication with residents over asset management programmes.
10. Some specific repair issues were raised with the Managing Director, and these were dealt with on an individual basis outside of the meetings. These cases acted as useful examples of Members initial concerns. Calico shared a briefing note on how best Ward Members can report issues of disrepair and Anti-Social Behaviour.

## **The role of Neighbourhood Officers**

11. Calico informed the Group that they intended to raise the profile of the Neighbourhood Officers and work more closely with local communities. The pandemic had impacted on the Neighbourhood Officers role, and this was accepted by the group. Calico shared some information with the group about the Neighbourhood Officers and their contact details and advised Members of the programme of regular inspections that were planned.

## **Policy Reviews and Improvement Programmes**

12. The group also received information on, and discussed, a number of other policy reviews and improvement programmes, these included,
  - Beat Street Initiative to improve health and well being
  - Review of Anti-Social Behaviour Policy
  - Review of Burnley Together services
  - Review of Complaint Procedure
  - Impact Assessment of Rental Income Charges
  - Board review of customer relations

## **Conclusion**

13. The group agree to end the regular meets and were satisfied that Calico had listened to their concerns, provided the information requested and had a comprehensive programme of review and improvement in place. The group agreed with Calico that the Managing Director would provide 6 monthly updates on their progress and a further meeting will be set up during the summer.

## **FINANCIAL IMPLICATIONS AND BUDGET PROVISION**

14. Not applicable

## **POLICY IMPLICATIONS**

15. None

## **DETAILS OF CONSULTATION**

16. None.

## **BACKGROUND PAPERS**

17. None.

## **FURTHER INFORMATION**

**PLEASE CONTACT: Councillor Ann  
Royle**