



AGENDA FOR THE HOUSING SCRUTINY COMMITTEE

Members of the Housing Scrutiny Committee are summoned to Committee Room 4, Town Hall, Upper Street, N1 2UD on **17 July 2017 at 7.30 pm.**

Yinka Owa
Director of Law and Governance

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Despatched : 7 July 2017

Membership

Councillor Michael O'Sullivan (Chair)
Councillor Marian Spall (Vice-Chair)
Councillor Alex Diner
Councillor Gary Doolan
Councillor Aysegul Erdogan
Councillor Troy Gallagher
Councillor Osh Gantly
Councillor Mouna Hamitouche MBE

Rose Marie McDonald (Resident Observer)
Dean Donaghey (Resident Observer)

Substitute Members

Councillor Satnam Gill OBE
Councillor Gary Heather
Councillor Jenny Kay
Councillor Una O'Halloran
Councillor Olly Parker
Councillor Angela Picknell
Councillor Dave Poyser
Councillor Nurullah Turan

Quorum: is 4 Councillors



A. Formal Matters

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1. Apologies for Absence
2. Declaration of Substitute Members
3. Declarations of Interests

If you have a **Disclosable Pecuniary Interest*** in an item of business:

- if it is not yet on the council's register, you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent;
- you may **choose** to declare a Disclosable Pecuniary Interest that is already in the register in the interests of openness and transparency.

In both the above cases, you **must** leave the room without participating in discussion of the item.

If you have a **personal** interest in an item of business **and** you intend to speak or vote on the item you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent but you **may** participate in the discussion and vote on the item.

***(a) Employment, etc** - Any employment, office, trade, profession or vocation carried on for profit or gain.

(b) Sponsorship - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union.

(c) Contracts - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council.

(d) Land - Any beneficial interest in land which is within the council's area.

(e) Licences- Any licence to occupy land in the council's area for a month or longer.

(f) Corporate tenancies - Any tenancy between the council and a body in which you or your partner have a beneficial interest.

(g) Securities - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

This applies to **all** members present at the meeting.

4. Minutes of Previous Meeting
5. Chair's Report
6. Order of Business
7. Public Questions

TO FOLLOW

B.	Items for Decision/Discussion	Page
1.	Fire Safety Scrutiny Review - SID and Witness Evidence	<i>TO FOLLOW</i>
2.	The Effectiveness of Housing Services Communications Scrutiny Review - SID and Introduction	1 - 2
3.	Review of Work Programme	3 - 4

C. Urgent non-exempt items (if any)

Any non- exempt items which the Chair agrees should be considered urgent by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

D. Exclusion of press and public

To consider whether, in view of the nature of the remaining items on the agenda, any of them are likely to involve the disclosure of exempt or confidential information within the terms of the Access to Information Procedure Rules in the Constitution and, if so, whether to exclude the press and public during discussion thereof.

E. Confidential/exempt items

F. Urgent exempt items (if any)

Any exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

The next meeting of the Housing Scrutiny Committee will be on 4 September 2017

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SCRUTINY INITIATION DOCUMENT (SID) – DRAFT

Review: The Effectiveness of Housing Services Communications

Scrutiny Review Committee: Housing Scrutiny Committee

Director leading the review: Maxine Holdsworth, Service Director, Housing Needs and Strategy

Lead officer: Paul Byer, Service Development Manager

Overall aim: To review the effectiveness of communications between Housing Services and residents

Objectives of the review:

- To assess if internal processes and staff training are sufficient to achieve effective communication with residents.
- To review how Housing Services respond to and learn from feedback and complaints.
- To evaluate the take-up of new electronic communication methods used by the Council's Housing Services, if these have been successfully implemented, and plans for any further 'channel shift'.
- To review how the council can be assured that the council's contractors and their subcontractors are communicating with residents effectively.
- To identify areas of good practice and how housing communications could be improved.

How is the review to be carried out:

Scope of the review

The review will focus on:

1. Ensuring the quality of communications
 - Communication processes – how are letters and other forms of written communication drafted
 - Staff training – what training is received
 - How the quality of communications with the Housing Service is evaluated
 - How the service seeks to achieve consistency
 - Expectations of service communications

2. Feedback and complaints
 - Examples of common complaints and feedback
 - How Housing Services learn from feedback and complaints
 - Feedback and complaints processes

3. The development of Housing Communications
 - New online communications methods
 - The reasoning for 'channel shift'
 - The benefits and costs of online services
 - Plans for the further development of online services

Types of evidence

- Evidence from officers
- Feedback from residents
- Documentary evidence
- Workshop for members and officers to jointly review how complaints have been handled.
- Visit to frontline staff.

Additional information:

In carrying out the review the committee will consider equalities implications and resident impacts identified by witnesses. The Executive is required to have due regard to these, and any other relevant implications, when responding to the review recommendations.

Programme	
Key output:	To be submitted to Committee on:
1. Scrutiny Initiation Document	17 July 2017
2. Draft Recommendations	11 December 2017
3. Final Report	30 January 2018

HOUSING SCRUTINY COMMITTEE WORK PROGRAMME 2017/18

20 JUNE 2017

1. Urgent Item: Fire Safety following the Grenfell Tower Fire
2. Membership, Terms of Reference and Dates of Meetings
3. Quarterly Review of Housing Performance (Q4 2016/17)
4. Housing Services for Vulnerable People: Final Report
5. Scrutiny Topics and Work Plan 2017/18

17 JULY 2017

1. Fire Safety Scrutiny Review: SID and Witness Evidence
2. Housing Communications Scrutiny Review: SID and Introductory Presentation

4 SEPTEMBER 2017

1. Fire Safety Scrutiny Review: Witness Evidence
2. Housing Communications Scrutiny Review: Witness Evidence
3. Estate Services Management: 12 Month Report Back to Committee
4. Quarterly Review of Housing Performance (Q1 2017/18)

3 OCTOBER 2017

1. Fire Safety Scrutiny Review: Witness Evidence
2. Housing Communications Scrutiny Review: Witness Evidence
3. Capital Programme Scrutiny 2015/16 – 12 Month Report Back

16 NOVEMBER 2017

1. RSL Scrutiny (*Housing Association TBC*)
2. Fire Safety Scrutiny Review: Draft Recommendations
3. Housing Communications Scrutiny Review: Witness Evidence
4. Quarterly Review of Housing Performance (Q2 2017/18)

11 DECEMBER 2017

1. Fire Safety Scrutiny Review: Final Report
2. Housing Communications Scrutiny Review: Draft Recommendations
3. The Council's New Build Programme Mini-Review: SID and Witness Evidence
4. Responsive Repairs Scrutiny 2015/16 – 12 Month Report Back

30 JANUARY 2018

1. RSL Scrutiny (*Housing Association TBC*)
2. [Housing Communications Scrutiny Review: Final Report](#)
3. [The Council's New Build Programme Mini-Review: Witness Evidence and Conclusions](#)

8 MARCH 2018 [date to be revised]

1. [The Council's New Build Programme Mini-Review: Final Report](#)
2. How Islington Council works with Housing Associations
3. Quarterly Review of Housing Performance (Q3 2017/18) & Annual Executive Member Presentation