

EAST AYRSHIRE COUNCIL

GOVERNANCE AND SCRUTINY COMMITTEE - 23 OCTOBER 2009

**REVIEW TOPIC - REASONS FOR THE LEVEL OF COMPLAINTS ON
CONTRACT UPGRADES TO THE COUNCIL'S HOUSING
STOCK UNDER THE CAPITAL PROGRAMME**

Report by the Depute Chief Executive/Executive Director of Corporate Support

1. PURPOSE OF REPORT

- 1.1** The purpose of this report is to present for approval the amended Work Review Programme relevant to the review topic - "Reasons for the Level of Complaints on Contract Upgrades to the Council's Housing Stock under the Capital Programme", which has been selected for review in 2009/2010.

2. BACKGROUND

- 2.1** The Committee at its meeting held on 13 March 2009 approved the scoping papers and the annual programme timetable for reviews to be carried out during 2009/2010, including the review topic - "Reasons for the Level of Complaints on Contract Upgrades to the Council's Housing Stock under the Capital Programme".
- 2.2** This Committee subsequently, on 29 May 2009, approved the Work Programme relevant to this topic

3. PROPOSED AMENDED WORK PROGRAMME

- 3.1** Progress has been made with regard to the various stages of the review. Members received an awareness raising presentation on 26 June 2009, and a range of core documents were issued to Members on 14 September 2009. Arrangements are in hand to undertake benchmarking, the issue of contractors' questionnaires, site visits and a focus group meeting with representatives of the Tenants' Federation, Community Planning Federations, East Ayrshire Elderly Forum and the Disability Forum. The proposed timescales for progress in respect of the review are set out in the proposed amended workplan as provided at Appendix I.
- 3.2** The proposed amended workplan is submitted to Committee for approval since the original workplan approved by Committee in May 2009 has altered as the review process has progressed, as a result of operational requirements.
- 3.3** Subject to approval of the proposed amended workplan, detailed arrangements relative to the various remaining stages of the review will be appropriately intimated to members of the Committee.

4. FINANCIAL/LEGAL/POLICY/COMMUNITY PLANNING/RISK IMPLICATIONS
- Nil.

5. RECOMMENDATION

- 5.1** It is recommended that the Committee approve the proposed amended work programme for the topic review as set out in Appendix I, while recognising that the programme may be subject to further adjustment as the review progresses through its remaining stages.

Elizabeth Morton
Depute Chief Executive/
Executive Director of Corporate Support

7 October 2009
SN/FM

LIST OF BACKGROUND PAPERS - NIL

Any person wishing further information on this report should contact Bill Walkinshaw, Head of Democratic Services on Telephone Number (01563) 576135.

Implementation Officer: Stuart Nelson, Administrative Officer.

GOVERNANCE AND SCRUTINY COMMITTEE

WORK REVIEW PROGRAMME FOR PROJECT 2 - REASONS FOR THE LEVELS OF COMPLAINTS ON CONTRACT UPGRADES TO THE COUNCIL'S HOUSING STOCK UNDER THE CAPITAL PROGRAMME

	Week 1 W/C MON 18 MAY	Week 2 W/C MON 25 MAY	Week 3 W/C MON 1 JUNE	Week 4 W/C MON 8 JUNE	Week 5 W/C MON 15 JUNE	Week 6 W/C MON 22 JUNE	Week 7 W/C MON 29 JUNE	Week 8 W/C MON 6 JULY
MON	18	25	1	8	15	22	29	6
TUES	19	26	2	9	16	23	30	7
WED	20	27	3	10	17	24	1	8
THURS	21	28	4	11	18	25	2	9
FRI	22	29	5	12	19	26	3	10
						Awareness raising presentation to Members of the Committee by the Project Delivery Manager		

APPENDIX 1

	Week 9 W/C MON 13 JULY	Week 10 W/C MON 20 JULY	Week 11 W/C MON 27 JULY	Week 12 W/C MON 3 AUGUST	Week 13 W/C MON 10 AUGUST	Week 14 W/C MON 17 AUGUST	Week 15 W/C MON 24 AUGUST	Week 16 W/C MON 31 AUGUST
MON	13	20	27	3	10	17	24	31
TUES	14	21	28	4	11	18	25	1
WED	15	22	29	5	12	19	26	2
THURS	16	23	30	6	13	20	27	3
FRI	17	24	31	7	14	21	28	4

	Week 17 W/C MON 7 SEPTEMBER	Week 18 W/C MON 14 SEPTEMBER	Week 19 W/C MON 21 SEPTEMBER	Week 20 W/C MON 28 SEPTEMBER	Week 21 W/C MON 5 OCTOBER	Week 22 W/C MON 12 OCTOBER	Week 23 W/C MON 19 OCTOBER	Week 24 W/C MON 26 OCTOBER
MON	7	14	21	28	5	12	19	26
	Issue core documents				Issue benchmarking documentation to other authorities Issue Tenants and Contractors Questionnaires			
TUES	8	15	22	29	6	13	20	27
								Focus Group meeting with representatives of Tenants Federations, Community Planning Federations, Older People's Forum, Disability Forum
WED	9	16	23	30	7	14	21	28
						Site visits 1.30 p.m. - on site 2.30 p.m. Complaints Unit, Lugar		
THURS	10	17	24	1	8	15	22	29
FRI	11	18	25	2	9	16	23	30
						Final comments from consultees (benchmarking and questionnaires)		

	Week 25 W/C MON 2 NOVEMBER	Week 26 W/C MON 9 NOVEMBER	Week 27 W/C MON 16 NOVEMBER	Week 28 W/C MON 23 NOVEMBER	Week 29 W/C MON 30 NOVEMBER	Week 30 W/C MON 7 DECEMBER	Week 31 W/C MON 14 DECEMBER	Week 32 W/C MON 21 DECEMBER
MON	2 Issue benchmarking and questionnaire responses to Governance and Scrutiny members	9	16	23 Draft outcome report issued to Governance Scrutiny Committee members and benchmarking consultants for comment	30 Response from Governance & Scrutiny Committee members/ benchmarking consultants on draft outcome report	7	14	21 Preparation of Action Plan by Executive Head of Finance and Asset Management
TUES	3	10	17	24	1	8	15	22
WED	4 Final meeting with Members/Internal witnesses to formulate outcomes/ recommendations	11	18	25	2	9	16	23
THURS	5	12	19	26	3	10	17	24
FRI	6	13	20	27	4 Lodge report for Governance & Scrutiny Committee	11 Governance & Scrutiny Committee - Issue Agenda	18 Governance & Scrutiny Committee - Submit outcome report for consideration	25

	Week 33 W/C MON 4 JANUARY 2010	Week 34 W/C MON 11 JANUARY 2010	Week 35 W/C MON 18 JANUARY 2010	Week 36 W/C MON 25 JANUARY 2010	Week 37 W/C MON 1 FEBRUARY 2010	Week 38 W/C MON 8 FEBRUARY 2010	Week 39 W/C MON 15 FEBRUARY 2010	Week 40 W/C MON 22 FEBRUARY 2010
MON	4 Preparation of Action Plan by Executive Head of Finance and Asset Management	11	18	25	1	8	15	22
TUES	5	12	19	26	2	9	16	23
WED	6	13	20	27 Cabinet Meeting - Consideration of outcome report and Action Plan	3	10	17	24
THURS	7 Lodgement of outcome report and Action Plan for Cabinet	14	21	28	4	11	18	25
FRI	8	15	22	29	5	12	19	26

Updated: 9 October 2009
SN/SR