

EAST AYRSHIRE COUNCIL

GOVERNANCE AND SCRUTINY COMMITTEE - 20 NOVEMBER 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 Programme relative to the topic review - "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** This Committee, at its meeting 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** The Committee subsequently, on 29 May 2009, approved the Work Programme relative to this topic.
- 2.3** At the last meeting of the Committee, held on 23 October 2009, it was agreed (i) that a Focus Group be held to canvas the views of tenants directly affected by contract upgrades carried out to houses which they occupy; and (ii) that a presentation be made to members of the Committee by the Executive Director of Neighbourhood Services on development of the Single Business Unit and the potential which this may have with regard to contract complaints issues.

3. AMENDED WORK PROGRAMME

- 3.1** Progress has already been made with regard to 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. A Focus Group meeting with representatives of the Tenants Federation, Community Planning Federations, East Ayrshire Elderly Forum and Disability Forum took place on 27 October 2009. Members undertook site visits on 21 October 2009 to the Customer Care Unit at Lugar Offices and to four houses in Cameron Drive, Auchinleck which were at various stages of having the rewiring/kitchen/bathroom programme carried out. Benchmarking is underway and analysis of responses is being carried out.

3.2 Having regard to the decision of the Committee on 23 October 2009, and progress with the review so far, the amended Work Plan is provided at Appendix I and is submitted to Committee for approval. Subject to approval, detailed arrangements relative to the 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 amended Work Programme for this review topic as set out in Appendix I, whilst 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

SN/FM

13 November 2009

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

APPENDIX 1

	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 Issue core documents	21	28	5	12 Issue benchmarking documentation to other authorities	19	26
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 Site visits 1.30 p.m. - on site 2.30 p.m. - Complaints Unit, Lugar	28
THURS	10	17	24	1	8	15	22	29
FRI	11	18	25	2	9	16	23 Final comments from consultees	30

APPENDIX 1

	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	9	16 Issue Contractors' questionnaires	23 Issue analysis of benchmarking responses to Governance and Scrutiny members	30	7 Governance & Scrutiny Members to meet with internal and external witnesses including information on Single Business Unit proposals	14	21 Preparation of draft outcome report by Officers
TUES	3	10	17	24	1 Tenants' Focus Group (optional date)	8	15	22
WED	4	11	18	25	2 Tenants' Focus Group (optional date)	9	16	23
THURS	5	12	19	26	3	10	17	24
FRI	6	13	20	27 Return of Contractors' questionnaires	4 Issue analysis of Contractors' questionnaires	11	18 Final meeting of Members of Governance & Scrutiny Committee to formulate outcomes/ recommendations	25

APPENDIX 1

	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 draft outcome report by Officers	11 Draft outcome report issued to Governance Scrutiny Committee members and benchmarking consultees for comment	18	25	1	8	15	22
TUES	5	12	19	26	2	9	16	23
WED	6	13	20	27	3	10	17	24
THURS	7	14	21	28	4	11	18	25
FRI	8	15	22 Response from Governance & Scrutiny Committee members/ benchmarking consultees on draft outcome report	29	5 Lodge report for Governance & Scrutiny Committee	12 Governance & Scrutiny Committee - Issue Agenda	19 Governance & Scrutiny Committee - Submit outcome report for consideration	26

APPENDIX 1

	Week 41 W/C MON 1 MARCH 2010	Week 42 W/C MON 8 MARCH 2010	Week 43 W/C MON 15 MARCH 2010	Week 44 W/C MON 22 MARCH 2010	Week 45 W/C MON 29 MARCH 2010	Week 46 W/C MON 5 APRIL 2010	Week 47 W/C MON 12 APRIL 2010	Week 48 W/C MON 19 APRIL 2010
MON	1	8	15	22	29	5	12	19
TUES	2	9	16	23	30	6	13	20
WED	3	10	17 Cabinet Meeting - Consideration of outcome report	24	31	7	14	21
THURS	4 Lodgement of outcome report for Cabinet	11	18	25	1	8	15	22
FRI	5	12	19	26	2	9	16	23

Updated: 12 November 2009
SN/SR