



Housing, Finance and Customer Services Policy and Scrutiny Committee

Date: 14th January 2019

Classification: General Release

Title: Response by the Cabinet Member for Housing Services to the recommendations following the Task Group review of CityWest Homes

Report of: Barbara Brownlee, Executive Director of Growth, Planning and Housing.

Cabinet Member Portfolio Portfolio Housing Services (as listed at www.westminster.gov.uk/cabinet)

Wards Involved: All

Policy Context: City For All

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1. Executive Summary

The report contains a detailed response to the 36 recommendations of the task group following their review of CityWest Homes (CWH). All 36 recommendations have been agreed. Following the publishing of this report, the Council has taken the decision to bring the CWH housing management service back in house. This means that some of the responses to some recommendations have been adapted to the new approach to service delivery. Other recommendations have been implemented by CWH as part of their ongoing service improvement plans. These improvements will continue once the Council becomes responsible for the delivery of the services.

2. Key Matters for the Committee’s Consideration

The Housing, Finance and Customer Services Policy and Scrutiny Committee are asked to:

- consider the responses to the 36 recommendations and provide further comment.

- consider any requirements for updates on individual recommendations and the timescale for the updates.
- consider any further recommendations relating to the delivery of the housing services.

3. Background

On the 27th September 2018 the Housing, Finance and Customer Services Policy and Scrutiny Committee received a report from the Task Group relating to three aspects of CWH set by the committee for the Task Group on 20th June 2018.

The three aspects were:

- City West Homes' strategic alignment with the Council's priorities
- Customer service
- Major works and leaseholder issues

4. Consultation Programme

The Housing, Finance and Customer Services Policy and Scrutiny Committee are asked to note that CWH and WCC are currently engaged in an extensive resident consultation and engagement programme, which is due to be completed in March. The resident engagement events are asking a range of questions of residents across all wards where the Council owns stock to understand their key concerns and suggestions for areas of improvement. The responses to the task group recommendations will evolve as the learning from those events feeds into the priorities and solutions.

If you have any queries about this Report or wish to inspect any of the Background Papers please contact Justin Hunt x7851

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APPENDICES:

Appendix 1 – Responses to the individual Task Group recommendations.

BACKGROUND PAPERS

Task Group Report – 27th September 2018. This can be found by clicking on the following link:

<https://committees.westminster.gov.uk/documents/g4665/Public%20reports%20pack%2027th-Sep-2018%2019.00%20Housing%20Finance%20and%20Customer%20Services%20Policy%20and%20Scrutiny.pdf?T=10>