

## Overview and Scrutiny Committee

### Select Committee No. 1 – PACTs

28 October 2008

#### Present at the meeting:

|                                 |                           |
|---------------------------------|---------------------------|
| Councillor J S Birch (Chairman) | Councillor R T Splaine    |
| Councillor Mrs B Bourne         | Councillor P Thompson     |
| Councillor B J Fagan            | Councillor P A Tushingham |
| Councillor P L Holland          |                           |
| Councillor M Klieve             |                           |

- .1 **Apologies for absence:** Councillor J Moodie.
- .2 **Minutes:** The minutes of the meeting held on 16 October 2008 were approved as a correct record.
- .3 **Interview on PACT Process with Mr David Bainbridge (Housing Group Manager – Better Neighbourhoods) and Mr Mike Grimes (Director of Housing Management), Wigan & Leigh Housing:** Mr D Bainbridge and Mr M Grimes from Wigan and Leigh Housing received and responded to a number of questions from the Select Committee on the following areas:-
  - organisational involvement with PACTs to date, corporate reflections on experience, 'value added' and lessons to be learned in forward refinement of the process;
  - new ways of working to which PACT has given rise in housing service development and delivery;
  - working relations with/receipt of intelligence and support from Greater Manchester Police in allocations and enforcement;
  - PACT governance and agency accountability – evolving arrangements;
  - sustainable outcomes from early PACT work; growth of community capacity and commitment to leadership on project activity/positive response to local issues for the medium/long-term;
  - PACT influence on tenant screening and placement;
  - measures to monitor and address tenants' nuisance behaviour, and their effectiveness;
  - the assurance of good customer service in response to enquiries and issues presented by elected members and/or local people;
  - business/service plans' evolution according to need;

- organisational preparation for response to Government direction on community involvement;
- Housing representation at Township Fora and their broader membership;
- consistency in Police support across the Borough mindful of elected member observations and disappointment;
- corporate anticipation of additional funding requirements
- work with and support of private sector landlords;
- plans to engage communities and sustain their involvement in service development; and
- organisational assurance of value for money and plans for formal assessment on resource requirements of PACTs regarding positive outcomes delivered

Resolved: The Select Committee:-

- thanks Mr D Bainbridge and Mr M Grimes for their attendance and responses to the questions; and
- requests officers of Wigan & Leigh Housing's to maintain a dialogue with the Select Committee in the evolution of locality working arrangements as PACT rolls-out across the borough.

*(Councillor P L Holland declared a personal and non prejudicial interest in this item as her father is Chairman of Wigan Homes' Board. Councillor P Thompson declared a personal and non prejudicial interest in this item as he is a private landlord)*

- .4 PACT Review Process - Work Plan Update:** The Policy Officer advised the Select Committee on progress that had been made with the work plan. The Policy Officer informed the Select Committee of the need for guidance on officer invitations to interview, as more officers had been requested to attend than the number of meetings that remained.

Members were advised that the possible use of focus groups and questionnaires with front line staff and local people would be reviewed in January 2009. Furthermore, the Select Committee was assured that research into other local authorities' good practice and the scope for learning lessons from their experience of locality working would be undertaken.

Resolved: The Select Committee:-

- requests that the Wigan South Area Manager for Children & Young People's Services and the Advanced Practitioner for the Youth Service in the same area both be invited to attend one future meeting;
- requests that Environmental Services' Assistant Directors for Cleaner, Greener Neighbourhoods and Highways both be invited to one future meeting;

- requests that the Service Director – Business Transformation be invited to attend a future meeting on her own;
- requests that Environmental Services' Community Engagement Manager be requested to attend a meeting in February 2009 to reflect on the first full roll-out;
- requests that the Director of Adult Services be removed from the list of Select Committee interviewees; and
- agrees to review the need of focus groups and questionnaires with front line staff and local people in January 2009.

**.5 Date and Time of Future Meetings:** Resolved: (1) The next meeting of the Select Committee will be held on 13 November 2008 at 6.00pm.

(2) Future meetings of the Select Committee are scheduled for 24 November, 8 December and 15 December 2008.

(3) The Select Committee requested the Policy Officer arrange an orientation and update meeting between Members whose wards PACT had not yet rolled-out and the Community Engagement Manager for Environmental Services.

Chairman