

WBC Overview and Scrutiny

Preferred Registered Providers Task and Finish Group

Terms of Reference

1. To look at the service provided by each of the Council's preferred registered providers (PRPs) and to compare performance with WBC's housing service, WBC housing companies and industry best practice.
2. To recommend minimum service levels which tenants will expect of PRPs and WBC housing.
3. To consider the Council's current approach to appointing and monitoring Preferred Registered Providers.
4. To consider the legal framework underpinning this process.
5. To consider the views of local stakeholders.
6. To consider the views of Housing Associations and WBC's own social housing stakeholders.
7. To consider examples of best practice.
8. To consider how tenant satisfaction, housing provider performance and other KPIs are measured by PRPs, WBC and other social housing providers.
9. To consider how appointment of Preferred Registered Providers could be improved to create a single excellent level of service, regardless of whether a resident uses a housing association or WBC provision.
10. To produce a final report to the Community and Corporate Overview and Scrutiny Committee and, subsequently, the Executive with recommendations for improvement.

Witnesses

- WBC Members and Officers;
- Residents, stakeholders and community groups;
- Experts/representatives from other local authorities;
- A variety of Housing Associations and Preferred Registered Providers;
- Any other witnesses approved by the Task and Finish Group.

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