

## HOUSING TASK GROUP UPDATE

### Executive Summary

Councillor Ian Johnson, Chairman of the Housing Task Group, provided an update from the last meeting of the Task Group that was held on 15 September 2020:

“At the last meeting of the task group met the following significant matters were discussed:

1. A bid for “next steps” accommodation funding from government. The purpose of the fund was to focus on the rough sleepers who had been accommodated as part of the Covid-19 response with a view to successful recovery and resettlement of those with a long history of rough sleeping. York Road Project would be the delivery organisation. Under the bid 42 units would be supported for short term accommodation (plus 10 for winter) and 25 units in supported move – on accommodation.
2. A report on the Housing Management Service which provided findings of a customer survey which had taken place in July and August. A total of 698 responses had been received which represented an overall response rate of 19%, which was the same as the last time a survey was carried out in 2018. Overall, the results showed a significant decline in most of the performance indicators since the previous survey, with only 69% satisfied with the service overall, representing 39% of leaseholders satisfied and 72% of tenants. Repairs and maintenance satisfaction had fallen with some small improvement lately though not reversing the overall trend. Sadly only 56% said they were confident their next experience using the repairs service would be good. It has been announced that WBC will be bringing the management service in-house in due course and the survey results provide evidence why change is necessary.
3. The task group also reviewed, and commented on, an early draft of a paper on housing delivery which would be taken to Overview and Scrutiny in October. This showed delivery of 471 affordable homes out of a target of 1122 since the Core Strategy was introduced in 2010, a deficit of 651 homes. Projected new units will keep pace with the annual need over the period to 2023/24, mainly due to an increase in 2021/22 of 264 units but the historic deficit will remain.
4. The terms of reference are due for review. The most recent version was dated July 2017. On 7 July 2020 the task group held its first meeting since November, having cancelled a meeting in March due to the pandemic.

## OVERVIEW AND SCRUTINY COMMITTEE – 19 OCTOBER 2020

### Recommendations

The Committee is requested to:

**RESOLVE That** the update be noted.

**Background Papers:** None.

**Reporting Person:** Councillor Ian Johnson, Chairman of the Housing Task Group  
Email: [cllr.ian.johnson@woking.gov.uk](mailto:cllr.ian.johnson@woking.gov.uk)

**Contact Person:** Councillor Ian Johnson, Chairman of the Housing Task Group  
Email: [cllr.ian.johnson@woking.gov.uk](mailto:cllr.ian.johnson@woking.gov.uk)

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