

HYDE REVIEW – SCOPING DOCUMENT AND OUTLINE PLAN

Review topic	Hyde – review of service charges
TFG members	Mr N Galloway (Chichester South) Mrs P Plant (Bosham) Mr J Ransley (Wisborough Green) Mr A Shaxson (Harting) Henry Potter (Boxgrove) The Chairman is proposed to be Mr A Shaxson.
Officer Support	Mr S Hansford, Mrs L Rudziak, Mr R Dunmall and Mrs B Jones
Background	<p>The Overview & Scrutiny Committee received a presentation from Hyde Group (Hyde) representatives before a Council meeting on 10 March 2015.</p> <p>Following this meeting a number of concerns were raised by Hyde tenants regarding a significant increase in service charges which had been levied to tenants without consultation.</p> <p>Members of the former Overview & Scrutiny Committee requested a special meeting be set up to carry out a review.</p>
Purpose of review	<ul style="list-style-type: none"> • To identify the reasons and understand the justification for the increase in service charges and the processes used by Hyde in assessing and initiating these. • To consider the evidence available from residents and from analysis carried out by officers. • To establish how the Council can assist Hyde in considering its processes and in carrying out more effective consultation with residents.
Outcomes to be achieved	<ul style="list-style-type: none"> • Review of the service charge assessment, its implementation and the processes available to mitigate the impact on individual tenants • Clarification from Hyde as to communication and consultation policy with tenants, and future options to address issues raised by tenants.
Methodology/ approach	<ol style="list-style-type: none"> 1. Consider analysis of service charge data. 2. Consider evidence of price increases levied to Hyde tenants. 3. Interview Hyde representatives.
In scope	Service charge review
Excluded from scope	Any other issues which tenants may have with Hyde such as quality of property maintenance.
Consultation	Hyde representatives Hyde tenants/residents CDC members CDC Housing Officers

Evidence sources	Data provided by tenants and analysis prepared by Housing officers
Site visits	Not required.
Review completion date	The Task & Finish Group will finalise its work with a report to the Overview & Scrutiny Committee on 15 September 2015
How does the review link to strategic aims and priorities?	Support our communities

PROJECT PLAN

The following Project Plan interprets the above action plan into a programme of work.

	Action	Timescale
1	Circulate Terms of Reference to the Overview & Scrutiny Committee by email to seek approval for this task and finish group, agreement of Terms of Reference and select Chairman.	mid June
2	Carry out research and analysis of examples of service charge increases from residents and comparisons with other providers. Present research to the first meeting of the Task and Finish Group.	End June 2015
3	Update to the Overview & Scrutiny Committee on the progress of the task and finish group and endorsement of methodology	2 July 2015
4	Further meeting of the group. Request Hyde Group to attend to answer questions in relation to this evidence and research.	Mid-July 2015
5	Final report to the OSC	September 2015