

## Mapping exercise for Community Select Committee – Housing Voids Scrutiny Review

Issue	Who's effected? (where relevant)	Who identified to address this/provide data and interview? (whether they are internal SBC or external partner)	What evidence/data can they provide?	Meeting interview/ evidence received date:  Link to Committee meeting where evidence/interview was undertaken:	Meeting scheduled for date:  How the info will be gathered? (i.e. formal meetings, informal sub-groups meetings, written representations)	Action & date required  If complete sign off in table:
Provide an officer presentation to CSC on the challenges around void properties		Housing Investment and Direct Service officers	A PowerPoint presentation that outlines the challenges for the service	<a href="#">Community Select Committee 5 September 2022</a>	5 September 2022	✓
Interview with Exec Portfolio Holder for Housing Investment		Executive Portfolio Holder for Housing Investment, Cllr Jeannette Thomas.	Face to face conversation with CSC Members to discuss Portfolio's priorities and views.		2 November 2022	
Speak to tenants about their experience of the lettings process.		Tracy Jackson, Operations Manager – Providing Homes to advise.	Some anecdotal evidence. Could be supported by current new tenancy surveys		Possibly undertake this work outside a formal meeting setting.	

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Arrange site visits		The Scrutiny Officer has asked officers for possible dates in October to undertake some site visits to properties at various stages in the Void/let process. Tracy Jackson Operations Manager – Providing Homes to advice by the end of September.		Tracy Jackson has arranged sites visits on 13 October.	Informal site visits with whichever CSC members can attend a daytime site visit.	Scrutiny Officer to provide a note including photos from the site visit on 13 November 2022 to the CSC meeting on 2 November 2022 ✓

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Sign off a scoping document		Scrutiny Officer submit draft scoping document to CSC 11 Oct 2022	Draft scoping document.	<a href="#">Scoping Document 11 10 22</a>	11 October 2022	✓
CSC consider the mapping exercise document		Scrutiny Officer write up and maintain the document	Mapping document.	<a href="#">Mapping Exercise Document 11 10 22</a>	11 October 2022	Scrutiny Officer to provide an update to 2 November meeting.
Meetings with Cllr John Duncan to help with the draft scoping document.		Cllr John Duncan meet with Rob Gregory, Steve Dupoy, Dean Stevens, Tracy Jackson on ad hoc basis.			A meeting took place on 30 August 2022. Cllr Duncan has said he is willing to meet again to provide further professional advice if called up by officers.	

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Identify circumstances why prospective tenants do not take up properties when they are offered it?		Tracy Jackson Operations Manager – Providing Homes.  Members raised this as a question during the officer presentation, as it seemed at odds with the dire need for social housing and the competitive cost of social rents compared to the private sector.			Tracy Jackson to update the Committee 2 November 2022.	
Specific measures identified in the scoping document – <b>Identify ways to</b>		Tracy Jackson, Housing Supply Manager / Kemal Hulusi, Commercial	Work to be undertaken outside of the formal committee meetings and then a verbal update from		To be advised.	

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<b>reduce the time to carry out works in the property before it is relet</b>		& Contracts Manager, Repairs & Voids	officers /draft written options to Committee when available.			
Specific measures identified in the scoping document – <b>Re-engineer the letting process</b>		Tracy Jackson Operations Manager, Providing Homes.	Work to be undertaken outside of the formal committee meetings and then a verbal update from officers /draft written options to Committee when available.	This will be led and guided by Ridge, with support from SBC colleagues via the project group.	To be advised.	
Specific measures identified in the scoping document – <b>Better define the thresholds for standard</b>		Rob Gregory Operations Director & Steve Dupoy, Assistant Director, SDS.	Work to be undertaken outside of the formal committee meetings and then a verbal update from officers /draft written options to Committee when available.	This will be led and guided by Ridge, with support from SBC colleagues via the project group.	To be advised.	

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<b>void and major void</b>						
Specific measures identified in the scoping document – <b>Review the lettable standard</b>		Tracy Jackson, Operations Manager – Providing Homes	Work to be undertaken outside of the formal committee meetings and then a verbal update from officers /draft written options to Committee when available.		To be advised.	
Specific measures identified in the scoping document – <b>Benchmark with like for like “family group” or similar composition local authorities</b>		Tracy Jackson Operations Manager – Providing Homes  The Scrutiny Officer has approached Welwyn Hatfield Council to see if they would meet with	Work to be undertaken outside of the formal committee meetings and then a verbal update from officers /draft written options to Committee when available.	A link has now been made with officers from Welwyn Hatfield and a meeting is being arranged for November 2022 to discuss informal benchmarking.	To be advised.	

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		officers to start a conversation about benchmarking.				