



COMMUNITY SELECT COMMITTEE

Date: Thursday, 7 July 2022

Time: 6.00pm,

Location: Council Chamber, Daneshill House, Danestrete

Contact: Ramin Shams (01438) 242308

committees@stevenage.gov.uk

Members: Councillors: S Mead (Chair), A Farquharson (Vice-Chair), S Booth, A Brown, J Brown, N Chowdhury, J Duncan, L Harrington, W Kerby and A Wells

AGENDA

PART 1

1. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

2. TERMS OF REFERENCE - COMMUNITY SELECT COMMITTEE

To note the Terms of Reference of the Community Select Committee as agreed at Council on 25 May 2022.

Pages 3 – 4

3. MINUTES OF THE PREVIOUS MEETINGS 16 MARCH & 29 MARCH 2022

To approve as a correct record the Minutes of the Community Select Committee held on 16 March and 29 March 2022.

Pages 5 – 12

4. COMMUNITY SELECT COMMITTEE WORK PROGRAMME 2022-23

To note and comment on the Community Select Committee Work Programme for 2022-23 that was previously agreed at its meeting on 16 March 2022.

Pages 13 – 18

5. COMMUNITY SELECT COMMITTEE ACTION TRACKER

Members are invited to consider the action tracker for the Community Select Committee and to suggest any issues from it that they wish to consider in more detail and add to the work programme.

Pages 19 – 22

6. URGENT PART 1 BUSINESS

To consider any Part I business accepted by the Chair as urgent

7. EXCLUSION OF PUBLIC AND PRESS

To consider the following motions:

1. That under Section 100(A) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the ground that they involve the likely disclosure of exempt information as described in paragraphs 1 – 7 of Part 1 of Schedule 12A of the Act as amended by Local Government (Access to Information) (Variation) Order 2006.

2. That Members consider the reasons for the following reports being in Part II and determine whether or not maintaining the exemption from disclosure of the information contained therein outweighs the public interest in disclosure.

8. URGENT PART II BUSINESS

To consider any Part II business accepted by the Chair as urgent

NOTE: Links to Part 1 Background Documents are shown on the last page of the individual report, where this is not the case they may be viewed by using the following link to agendas for Executive meetings and then opening the agenda for Thursday, 7 July 2022 – <http://www.stevenage.gov.uk/have-your-say/council-meetings/161153/>

COMMUNITY SELECT COMMITTEE

1. Membership - 10 (not Members of the Executive)
Observer – Stevenage Youth Mayor
2. Quorum - 4
3. Terms of Reference
 - 3.1 To determine a Scrutiny work programme to examine the spending, policies and administration of the Council's services within the purview of the Assistant Director (Housing and Investment), the Assistant Director (Communities and Neighbourhood) and the Assistant Director (Stevenage Direct Services (repairs and caretaking)) and relationships with partners and external agencies involved with these services, together with a timetable and method of study for each topic.
 - 3.2 To determine formal recommendations in relation to scrutiny studies undertaken for reporting to the Council, Executive, other Committees, Officers and / or partner agencies as appropriate.
 - 3.3 To review the Forward Plan of Key Decisions in relation to services within the Committee's remit, considering if it wishes to make any input to policy issues contained in the Plan and if so, how. In undertaking this work the Committee may call upon the relevant Executive Member and/or Assistant Director to provide a briefing or take part in discussion.
 - 3.4 To act as the Council's Crime and Disorder Committee, meeting in that capacity a minimum of once each year (by including Crime and Disorder on the agenda at least once each year).
 - 3.5 That in respect of policy development of matters that fall within the remit of this Committee, to meet with the relevant Portfolio Holder to comment on individual draft policies that are scheduled to be considered to the Executive.
 - 3.6 To work with the other Select Committee or the Overview & Scrutiny Committee, as appropriate when considering cross-cutting scrutiny studies and policy development when both Committees have so agreed.
 - 3.7 To consider matters referred to the Committee under the procedure for the Councillor Call for Action in relation to matters within the purview of the Assistant Director (Housing and Investment) and the Assistant Director (Communities and Neighbourhood).

- 3.8 In accordance with the Petitions Scheme, consider Petitions, Petition Reviews and interview Senior Council Officers (as requested by a Petition) in relation to matters within the purview of the Assistant Director (Housing and Investment) and the Assistant Director (Communities and Neighbourhood).
- 3.9 In conjunction with the other Select Committee and Scrutiny Overview Committee, responsibility for the on-going development of the Policy Development and Scrutiny function of the Council.
- 3.10 To report to the Executive, other committees or Council, as appropriate.

STEVENAGE BOROUGH COUNCIL

COMMUNITY SELECT COMMITTEE MINUTES

Date: Wednesday, 16 March 2022

Time: 6.00pm

Place: Council Chamber

Present: Councillors: Sarah Mead (Chair), Margaret Notley (Vice-Chair), Myla Arceno, Stephen Booth, Matt Creasey, John Duncan, Alex Farquharson, Claire Parris and Simon Speller.

Start / End Time: Start Time: 6.00pm
End Time: 7.50pm

1 **APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST**

There were no apologies for absence and no declarations of interest.

2 **MINUTES - 30 NOVEMBER 2021**

It was **RESOLVED** that the minutes of Community Select Committee meeting held on Wednesday 30 November 2021 be approved as a correct record and signed by the Chair.

3 **REPORT AND RECOMMENDATIONS OF THE PRE-SCRUTINY REVIEW OF THE NEW TOWNS HERITAGE CENTRE**

The Scrutiny Officer presented a report setting out the recommendations of the Community Select Scrutiny looking to support the Towns Deal funding bid for a New Towns Heritage Centre in Stevenage.

Members noted the scope, focus and process of the review.

The Committee had met on 6 occasions to undertake the review including 2 site visits to Milton Keynes and Colchester.

In relation to the external witnesses that had been interviewed as part of the Review, the Scrutiny Officer agreed that John Mead should be added to the list.

Following the Review, the following comments and additions to the conclusions and recommendations were made:

Curation

- We need to match aspirations with the resources we have available and that we are prepared to procure to deliver those aspirations
- If there are to be charges made for entry to any exhibits then any offers have to be fair across the whole community, i.e. not targeted at one group for example retirees if offer a cheaper day or time slot over another group who would not be able to access the same offer. The concept of inclusivity is important to maintain.
- Members who attended the site visit suggested that the example given in the report for separate charging was only for certain unique exhibits not for

general visits.

Hub and Spoke

- It was agreed that the hub and spoke concept for arts around the town could be extended to other New Towns with the New Towns Visitor Centre in Stevenage being the hub and the other new towns the spoke as they are all unique in their own way but have a shared overlapping history.
- It was recommended that an extra bullet point be included at paragraph 3.1.8 of the report to reflect that the New Town's experience should extend beyond the Town boundaries so that exhibits and costs can be shared amongst the new towns.

Management/Governance Structure

- It was agreed that the question mark should be removed from paragraph 3.1.4 as this was a statement not a question "...*In this way SBC would still be a major player but the independent voice of the board and would assure investors that independent voices are given equal voice.*"
- It was noted that collaboration is important. The Council needs to shift to a facilitation/convening role. Having an independent clear governance structure will be important for the future and will help the new towns heritage centre be able to bid for additional funding sources that would not be open to it if it remained in the current Council only control model. Officers would be looking into charitable status and other governance models including not-for profit social enterprises that would help with future funding options.
- The Chair stated that it would be important to make sure that the Council contains an active role in any new structure, as there was a danger that independent organisations who have talented people involved can leave and when they do this can threaten the future of the body without their presence and driving force, so the Council would look to retain a significant presence for continuity.
- A Member suggested that the Council should consider issues such as communal copyright for the museum so that local social history is captured and shared, as locally we are losing historical data at a County level.

Financial security

- Members discussed concerns around the financial security of the New Towns Heritage Centre. Some were concerned that overtime it could become over reliant on grant funding and may need a covenant to protect the Museum part of the building, others suggested that it would be well supported being part of the civic hub as this will be hosting the Council, Library and the NHS so the costs were shared and the idea of small commercial operations to support the Heritage Centre such as a Café and book/gift shop would also bring in extra revenue to support the activities at the centre.

It was **RESOLVED** that with the additions of the issues raised above that the report be noted.

4

COMMUNITY SELECT COMMITTEE DRAFT WORK PROGRAMME 2022-23

The Scrutiny Officer presented a report on the Committee's Work Programme for the new Municipal Year 2022/23.

He advised Members that a survey was conducted with all Scrutiny Members on

improving scrutiny work. All Members of the Council's Scrutiny Committees were emailed a survey for their views on the Scrutiny work and possible work programme items. A total of 8 responses were received from the 23 Scrutiny Members. Members responses were all summarised in the Officer report.

During discussion the following points were raised regarding possible items to include in the work programme:

- It was acknowledged by the Scrutiny Officer that there had not been an equal share of his and Committee time between the Community Select Committee (CSC) and the Environment and Economy (E&E) Select Committee. The context had been that the E&E Select Committee had completed a large review into the economic impact of Covid-19 pandemic on Stevenage and then went straight into a review of the Climate Emergency, as such the CSC had only been able to hold a truncated session over a couple of months on the New Towns Heritage Centre and one off sessions on Public Health and Crime and Disorder and updates on damp and mould and the work of the Neighbourhood Wardens. The Scrutiny Officer agreed that he would attempt to get a more equal use of his time between the two select committees.
- Members considered looking at their locality budgets and the ability to review how much money is remaining in the budgets each year. The Operations Director, Rob Gregory agreed to look into the way the locality budgets scheme is operating with a report back to Members
- Members asked why it had taken so long for the review of the Community Centres to be completed? Members suggested that they are likely to be struggling due to all of the current financial pressures so a look at them could be timely. The Director suggested that there would be an opportunity for Members to consider this by way of a Portfolio Holder's Advisory Group (PHAG) during the next municipal year.
- Members agreed to continue to hold a Public Health themed meeting and this could be linked to overall health and wellbeing, look at health inequalities
- Regarding Housing Members stated that they would be interested in looking at the allocations banding system as they were still concerned about the process with what look like anomalies and they also indicated that they would like to take a look at repairs and voids standards, which could start with a broad overview presentation from officers and then a more narrow area could be decided on to specifically scrutinise, such as the standard of void properties and response levels?

It was **RESOLVED** that the Community Select Committee's work programme should include:

- An officer presentation updating Members into the way the Local Community Budgets scheme is operating
- A Portfolio Holder's Advisory Group (PHAG) meeting on the Community Centres
- The statutory meeting on Crime and Disorder and continuation of a standing item on Public Health looking specifically at Health Inequalities for Stevenage
- An update on the Housing Allocations Policy

- A main review item on Housing Repairs and Voids standards, the review to begin with a broad presentation from officers on the service and then Members to agree a more narrow scope for a review

5 **URGENT PART 1 BUSINESS**

None.

6 **EXCLUSION OF PUBLIC AND PRESS**

None

7 **URGENT PART II BUSINESS**

None

CHAIR

**COMMUNITY SELECT COMMITTEE
MINUTES**

Date: Tuesday, 29 March 2022

Time: 6.00pm

Place: Council Chamber, Daneshill House, Danestrete

Present: Councillors: Sarah Mead (Chair), Margaret Notley (Vice-Chair), Myla Arceno, Matt Creasey, Alex Farquharson, Claire Parris and Simon Speller

Start / End Start Time: 06:00 pm

Time: End Time: 06:57 pm

1 APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

There were no apologies for absence.

There were no declarations of interest.

2 CRIME & DISORDER PRESENTATION

The Chair welcomed Councillor Jackie Hollywell, the Executive Portfolio Holder for Communities, Community Safety and Equalities and the Chair of the Responsible Authority Group (RAG), Chief Executive Matt Partridge. Councillor Jackie Hollywell and Community Safety Manager were invited to the meeting to update Members about the work that the Community Safety Officers had been engaged in during the time of the Covid19 pandemic.

The Community Safety Manager provided a presentation in relation to Crime and Disorder including detailed information on the work of the No More Service (NMS) and the Survivors Against Domestic Abuse (SADA). She provided the following key updates:

- The No More Service programme was first established in 2012, and had expanded through the years. The Programme evolved, and also established a No More Service Youth for 11-21 years old, which was a county-wide.
- The Team had established a close working relationship with the probation service and SBC Housing to aid individuals coming out of prison into private rent accommodation via a deposit scheme with NMS support.
- The Team had recruited more staff during the Covid19 to fulfil the required support needed.
- The Team had been busy working throughout pandemic and responding to the challenges that had come with it.
- The Team dealt with the 104 High Risk Offenders, 168 No More Service Adults and 129 No More Service Youth cases.
- On average each case cost £700 for 12 months work, which was low

compared to the national average (£1500 to £2000) per case. EVOLVE was a 1 to 1 programme for domestic abuse perpetrators which run for eight weeks across Hertfordshire, and run parallel to the No More Service, and was a voluntarily service on the part of the perpetrators who are not compelled to attend. The Team was currently supporting 23 domestic abuse perpetrators across the County. The project was funded by PCC and the Home Office.

- No More Service Youth had supported 129 clients from April 2021 to January 2022. 72% of all service users were male and 28 were female.
- No More Service Youth provided training on: Anger Management Intervention; Challenging Thinking; Behaviours and Attitudes; Voluntary Drug/Alcohol Testing; Grooming Awareness; Health Relationship and other appropriate training.
- Suicide Prevention Work was funded by the PCC. A Member of the Team was a qualified Suicide First Aid Trainer, and had delivered training to SBC staff, as well as partner agencies such as Herts Police, North Herts District Council and Women's Aid.
- No More Service Team partnered with Junction 7 Creatives to create weekly sessions for service users to create art in a safe environment and had a chance to socialise with other service users.
- Survivors Against Domestic Abuse (SADA) was funded by the Hertfordshire County Council. The service was busy during the pandemic and supported 1209 referrals from April 2021 to February 2022. The highest referrals were from Stevenage with 359 cases and the lowest were from St Albans with only 29 cases.
- The SADA had established a close working relationship with the Cambridgeshire County Council. The SADA service was commissioned to collate and share feedback from young people and adults who experienced domestic abused within Cambridge and Peterborough.
- There was an increase in the complex needs client referrals from a total of 289 in 2020/21 to 402 clients in 2021/22.
- Safe Space provision supported 52 families from April 2021 to February 2022 compared to 33 families last year.
- Safe Space supported 65 children, and had a total of 23 Safe Space properties.
- Family Intervention Project established in 2011 with HCC funding, and was part of the Intensive Family Support Team.
- The Family Intervention Teams provided support in area, such as Unemployment, Mental Health, Domestic Abuse, Teenage Pregnancy, Debt, Poor Health and Substance Misuse.
- The Team had recently taken on the responsibility for the Herts CCTV Partnership to prevent crimes.

In response to a question from a Member, The Community Safety Manager advised that there were challenges with the funding of these projects, but she had a supportive and dedicated Team, who would go above and beyond to support clients. She explained all of the work done by the Team, had some sort of partner involvement, and the Team encouraged partners to be involved in the process.

The Community Safety Manager explained that the funding for projects were usually

for a year, and three years maximum. The funding for this period would end in 2023. She was currently working towards finding funding to sustain the service for 2024 and 2025. Suicide Prevention and Domestic Abuse training were sold to partners including the Police and the North Herts District Council.

In response to a question, the Community Safety Manager advised Members that the Community Safety Team was open to receive referrals from other schemes including Ask for ANI.

The Executive Portfolio Holder highlighted the issue around the funding for these projects and suggested that they should be recognised, and resourced by the Government. Members recognised that the core funding had been reduced in the last decade and was the reason that the Team was constantly looking to fund these projects. The Portfolio Holder said the success of the service was largely down to the dedication of the team that has been built up over the years.

The Chief Executive, Chair of the Responsible Authority Group, stated that the reason for the funding position was that core spending power of the Council had been reduced by £12.5m over the past decade and is the reason why the Council had to search for pots of money to bid for to run these services. The Government were beginning to recognise that this was not a good way to operate and not good use of resources, making authorities compete with one another for the same funds. As an authority we have chosen to extend services that were non-statutory because of the need. The Chief Executive joined Members in congratulating Sarah Pateman and the whole team as an exemplar.

Members also noted the challenges faced by the Team during the pandemic, and praised the Team's hard work

It was **RESOLVED** that the presentation be noted.

3 **URGENT PART 1 BUSINESS**

None.

4 **EXCLUSION OF PUBLIC AND PRESS**

There were no exempt information.

5 **URGENT PART II BUSINESS**

None.

CHAIR

Lead AD	Operations Director (Housing & Investment, Communities and Neighbourhoods) – Rob Gregory
Deputy	Vacant
Chair	Cllr Sarah Mead
Vice-Chair	Cllr Alex Farquharson

Community Select Committee Scrutiny Work Programme 2022-23
(Including main review items, one-off meetings, statutory and standing items, review revisits and policy development items)

Scrutiny Review items 2022/23: (Priority of potential scrutiny review items High/Medium/Low and suitability in 2022/23)	Strategic Director, Assistant Director, Lead Officer(s) & Portfolio Holder	Provisional meeting date(s) identified	Other details: i.e. (i) Number of meetings item can be covered in? (ii) Whether scoping required? (iii) Expectation/ style of meeting & (iv) other details	Comment by lead Assistant Director/Deputy	SD/AD Comment - Likelihood of being delivered in 2022-23?	Complete ✓ ✗
<u>Main review item on Housing Repairs and Voids standards</u>	Assistant Director, Stevenage Direct Services, Steve Dupoy, Portfolio Holder for Housing, Health & Older People, Cllr Jeannette Thomas.	To be scheduled. Likely to start in Summer/Autumn 2022, with general officer presentation Provisional date(s) • Monday 5 September 2022	(i) This will require a number of meetings to complete the review (ii) Yes, full scope required (iii) Interviews with the Operations Director and Executive Portfolio Holder for Housing, Health & Older People Cllr Jeannette Thomas	The review will start with a presentation covering the main features of the service and then Members will need to narrow down their review to a specific issue and carry out a scope of the review before undertaking it.	As the main review item this will be completed in 2022-23	

Scrutiny Review items 2022/23: (Priority of potential scrutiny review items High/Medium/Low and suitability in 2022/23)	Strategic Director, Assistant Director, Lead Officer(s) & Portfolio Holder	Provisional meeting date(s) identified	Other details: i.e. (i) Number of meetings item can be covered in? (ii) Whether scoping required? (iii)Expectation/ style of meeting & (iv) other details	Comment by lead Assistant Director/Deputy	SD/AD Comment - Likelihood of being delivered in 2022-23?	Complete ✓ ✗
Page		(Presentation & Scoping document) <ul style="list-style-type: none"> • 11 October 2022 • 2 November 2022 				
<u>Statutory Item - Crime & Disorder Committee</u> (High priority statutory Committee & suitable for Scrutiny in 2022-23)	AD Communities & Neighbourhood, Rob Gregory, Lead Officer Sarah Pateman, Portfolio Holder for Communities (including Safer Communities) Cllr Jackie Hollywell	Agreed date - Thurs 30 March 2023	(i) Yes, covered in one meeting (ii) No scope required (iii) Interviews with Chair of RAG, Herts Constabulary, Portfolio Holder with responsibility for Community Safety looking at past performance of the Community Safety Action Plan and future priorities		Comment from Scrutiny Officer - as the commitment is just one meeting this will be delivered.	This is a statutory item so will be delivered.

Scrutiny Review items 2022/23: (Priority of potential scrutiny review items High/Medium/Low and suitability in 2022/23)	Strategic Director, Assistant Director, Lead Officer(s) & Portfolio Holder	Provisional meeting date(s) identified	Other details: i.e. (i) Number of meetings item can be covered in? (ii) Whether scoping required? (iii) Expectation/ style of meeting & (iv) other details	Comment by lead Assistant Director/Deputy	SD/AD Comment - Likelihood of being delivered in 2022-23?	Complete ✓ ✗
<u>Standing Item - Public Health</u> (High priority & suitable for Scrutiny in 2022-23) Page 15	OD Housing & Communities & Neighbourhood, Rob Gregory, Health & Sports Strategy Manager, Candice Bryan Portfolio Holder for Housing Health & Older People Cllr Jeannette Thomas	Agreed date - Wed 1 Feb 2023 (Confirmed with Director of Public Health – Prof Jim McManus)	(i) Yes, covered in one meeting (ii) No scope required (iii) Interviews with the HCC Director of Public Health, SBC Executive Portfolio Holder with responsibility for Public Health and the SD for Community. (iv) Other Members to be invited – Cllr Maureen McKay, HCC Health Scrutiny Member	Members indicated that they value this session with the HCC Director of Public Health and would like to focus on general health and wellbeing and specifically on Health Inequalities for Stevenage.	Comment from Scrutiny Officer - as the commitment is just one meeting this will be delivered.	The Chair and Vice-Chair are keen for this item to be supported so will be delivered.
<u>One-off update on Local Community Budgets</u>	Operations Director Housing & Investment, Communities & Neighbourhoods Rob Gregory, Executive Portfolio Holder for Neighbourhoods &	To be scheduled - provisional date 9 January 2023	(i) Yes, covered in one meeting (ii) No scope required (iii) Interviews with the Operations Director and Executive Portfolio Holder for Neighbourhoods, Cllr Rob Broom			

Scrutiny Review items 2022/23: (Priority of potential scrutiny review items High/Medium/Low and suitability in 2022/23)	Strategic Director, Assistant Director, Lead Officer(s) & Portfolio Holder	Provisional meeting date(s) identified	Other details: i.e. (i) Number of meetings item can be covered in? (ii) Whether scoping required? (iii) Expectation/ style of meeting & (iv) other details	Comment by lead Assistant Director/Deputy	SD/AD Comment - Likelihood of being delivered in 2022-23?	Complete ✓ ✗
	Co-operative Council, Cllr Rob Broom.					
<u>One-off update on the Housing Allocations Scheme</u> 16	Operations Director Housing & Investment, Communities & Neighbourhoods Rob Gregory, Portfolio Holder for Housing, Health & Older People, Cllr Jeannette Thomas.	To be scheduled – provisional date 9 January 2023	(i) Yes, covered in one meeting (ii) No scope required (iii) Interviews with the Operations Director and Executive Portfolio Holder for Housing, Health & Older People Cllr Jeannette Thomas			

Monitoring of Previous Recommendations/Actions								
Scrutiny items: (Follow up in 2022/23)	Strategic Director, Assistant Director, Lead Officer(s) & Portfolio Holder	Provisional meeting date(s) identified	Number of meetings item can be covered in?	Expectation/Style of meeting	Scoping details (whether full scope or simple scope required)	Other details	Comment by lead Assistant Director/ Deputy	Complete ✓ ✗
Action Tracker 7 July 2022.	N/A	7 July 2022	(i) <u>Covered in a single meeting</u> revisiting the previous review and seeing where we are today		N/A			

Page

17

Any monitoring of previous reviews will be agreed when the Committee considers the action tracker at a meeting of the Committee on 7 July 2022.

Policy Development - Portfolio Holder Advisory Group:	Strategic Director, Assistant Director, Lead Officer(s) & Portfolio Holder	Provisional meeting date(s) identified	Number of meetings item can be covered in?	Expectation/Style of meeting	Scoping details (whether full scope or simple scope)	Other details	Complete ✓ ✗
<u>PHAG on Community Centres</u>	Operations Director Housing & Investment, C&N Rob Gregory Portfolio Holder for	To be scheduled.	One meeting	Opportunity for Executive Portfolio Holder to meet with officers and Scrutiny Members to discuss content and shape of		These meetings are informal, however Constitutional Services will now clerk these meetings, but will need prior notice and input	

Policy Development - Portfolio Holder Advisory Group:	Strategic Director, Assistant Director, Lead Officer(s) & Portfolio Holder	Provisional meeting date(s) identified	Number of meetings item can be covered in?	Expectation/Style of meeting	Scoping details (whether full scope or simple scope)	Other details	Complete ✓ ✗
	Neighbourhoods, Cllr Rob Broom.			a Policy document before it is finalised in order to shape the final outcome		from the ADs in advance of these 0meetings.	
<u>PHAG on Service Charges for residents</u> 1 ∞	Operations Director Housing & Investment, C&N Rob Gregory Portfolio Holder for Housing, Health & Older People, Cllr Jeannette Thomas.	To be scheduled.	One meeting	Opportunity for Executive Portfolio Holder to meet with officers and Scrutiny Members to discuss content and shape of a Policy document before it is finalised in order to shape the final outcome		These meetings are informal, however Constitutional Services will now clerk these meetings, but will need prior notice and input from the ADs in advance of these meetings.	

Review Title	Date added to the work prog	Scoping/started complete/updated	Review dates	Review Status (date if complete)	Key Recommendations	Executive Portfolio Holder Response	Date brought back to Committee for monitoring	Update
Pre-Scrutiny New Towns Heritage Centre	17/07/21	21/09/21	21/09/2021 25/10/2021 03/11/2021 16/03/2022 site visits Sep & Oct 2021	Final Report & Recommendations	Recommendation 1 - Curation (Arts programme)/engagement with the community/ Governance structure: (i) That Stevenage Museum's curation should continue to be led by the expertise of the Museum Curator and engage with local residents through co-curation projects to provide a mix of: aspirational, informative, inclusive, accessible and affordable museum and arts offers to Stevenage people; and (ii) As well as a New Towns focus consideration should be given to having a unique selling point/exhibition, outside of the New Towns story, so could be worth considering – e.g. Mars Rover Space Exploration. Recommendation 2 - Community Engagement: That it is important that, whatever is offered at the Museum or any public art that is provided within the Hub, that it is accessible to the whole of the community, so engagement with all members of the local diverse community should happen to see what would they like to have included? Recommendation 3 - Management/Governance Structure: That serious consideration is given by the Executive to the New Towns Heritage Centre's governance arrangements, setting up an independent culture body to provide autonomy for the Heritage Centre made up of a mix of stakeholders, similar to the model with the Regeneration Town Centre Board, this type of independent governance body could be supported by a panel of people who are outside of the Council and have a specialist arts and heritage expertise from Stevenage, Herts and/or the Eastern Region. Recommendation 4 - Museum without walls: Use of technology virtual museum and QR codes around the town: (i) That the Executive consider, as well as a physical New Towns Heritage Centre as part of the new Civic Hub building in the regenerated Town Centre, pursuing the concept of "Museums without walls". This could include providing funding from the Towns Deal fund or Members Local Community Budgets (LCB) towards a dedicated website for the Museum that is independent of the Council's website. It was quoted that with the existing Council website to have compressed digital photos with the current provider would cost in the region of £8.5k. This initiative could be pursued in parallel to the main Towns Deal bid/New Towns Heritage Centre, and would incorporate QR codes around the town. The "Museum without walls" concept would include a strong web presence similar to the examples shown at Bristol Know Your Place, which included digital collections via a web portal and was very interactive for users. It was suggested by the AD Communities & Neighbourhoods that a "museums without walls" bid to external funding bodies would be more likely to be successful if it was a joint bid with other New Towns, so it is recommended that it is pursued in this way; and (ii) That the Executive considers approaching the City Design Group regarding purchase of the digital maps of areas revealing history through the ages to reveal what the area/town looked like in the past, which could be linked to the joint bid above. 4.6 Recommendation 5 - Building – design features – use of technology in the building: That the Executive consider as part of the New Towns Heritage Centre 21st Century design features. The building should have the highest possible environmental credentials and be a carbon neutral building and incorporate the use of technology in the building. The building should incorporate: • Have a mixed use/flexible building with wall dividers that can make the room smaller or bigger according to the needs • Provide touch screen information points • Provide digital images as visitors walk through different spaces – (example provided of Mars Rover space vehicle) • The Museum space should be agreed in advance with the permanent exhibit areas well thought through so that the Museum doesn't get crowded out by other uses • A small seated cinema would be very desirable feature as a draw for visitors as well as an income stream. Members are aware that this would be an expensive capital outlay but could be a major asset in the future • Lessons from the sites visited showed the value of having an on-site Café as a place for people to visit and provide a positive user experience. Recommendation 6 - Commercial activity/Funding/Cost point for entry: That the Executive consider the possible Commercial activities associated with the New Towns Heritage Centre. During the site visits Members were taken with the crucial role that various commercial activities can do to support the users of the building: This could	Incorporated into the Town's Deal bid.	To be scheduled	
Sports and Leisure	01/04/19	4 June 2019/updated 3 July 2019	04/06/2019 03/07/2019 17/09/2019 04/11/2019 08/01/2020	Evidence gathering / interviews /Draft recommendations complete. Draft Report was accepted as the final report in January 2021. 21/10/20	Accessibility to sports & leisure opportunities linked to health benefits (1) (i) Subsidised leisure activities could be linked to the Stevenage Primary Care Network Social Prescribing Coordinators (ii) to consider the introduction of "cheap months" for certain activities to encourage those on limited means to take up leisure activities; (2) The Healthy hub is recognised as an innovative strategy. However, there is an issue re accessibility. Patients referred to the hub for weight loss are required to pay for the service, funding needs to be considered via a grant system (perhaps sponsored by local businesses – or social prescribing from public health funds). (3) The parking provision for the Aqua Park needs to be reviewed and improved, owing to high demand in the summer months. (4) Aqua Park toilet/changing room provision needs to be improved. (5) Stevenage Golf Centre - That the offer to attract women and more young people to play golf at Stevenage Golf Centre be looked at. (6) Opportunities for apprenticeships for young people could be extended further. Marketing opportunities and use of the website (7) Consider offering a two for one offer to encourage multiple uses of SLL sites. (8) Links should be provided from the Council's website to local sporting clubs and activities. (9) Improved communications regarding the cost of boat hire and courses on the SBC web site as well as video links with publicity material to promote the range of activities at the Sailing Centre and to address the misconception that sailing is an elitist activity. (10) Marketing of the conference centre and golf course amongst staff on the intranet should be pursued to make staff aware of the function rooms for social occasions. (11) Advertising boards should be erected in prominent places around the Fairlands Valley Park and Sailing Centre. (12) The cycle hub needs to provide clearer advertising of its services on the exterior of the building along with opening times. (13) Consideration be given to the establishment of a standardised corporate brand for Sport Stevenage/Active Stevenage/Healthy Stevenage. (14) ensure that Community Development Officers and Neighbourhood Wardens be regularly briefed on the sporting/leisure activities on offer in their respective areas. (15) Consideration be given, possibly through the Stevenage Sports Partnership or Sporting Futures, to encouraging local schools to display advertising material relating to sports and leisure activities. Infrastructure Improvements (16) At Fairlands Valley Park the high ropes area could be developed by providing a seating area under a canopy to attract children's birthday parties etc. (17) There is a shortage of accessible 3G football pitches in Stevenage. Two potential sites at Chells Pavilion and at Ridlins Playing Fields were being considered as additional sites. (18) Following surveys and input from the Youth Council, young people have asked for more equipment/areas in parks for older children. (19) Basketball was promoted as an activity popular with young people and was accessible to many. To consider further sites in parks to provide these facilities and as well as funding via planning gain. (20) Consideration be given to the tennis courts at King George V Playing Fields which are in a state of disrepair. (21) Clarity be provided regarding the future viability of Ridlins Athletics Track and associated facilities, linked into the forthcoming leisure review. (22) Liaison between SBC and SLL (23) Cleaning and litter picking at Fairlands Valley Park lakes and aqa park needs addressing re "grey" area re whose responsibility. (24) Discuss with the current Café operator at Fairlands Valley Park the	Due to the unusual circumstances of Covid-19 the Exec Portfolio Holders comments were incorporated into the final report, therefore it was not required to be brought back to the Committee two months after completion.	To be scheduled	
Public Health Meeting	01/04/19	N/A	04/03/20		There were no specific recommendations made at the meeting. However, the Director of Public Health agreed to consider the ongoing effect of the Covid-19 pandemic on children's mental health and do whatever he could to help local young people. The Director of Public Health provided an example of a mental health online service for children and invited Stevenage to bid for funding should they wish to put together a similar	N/A	N/A	

Housing Allocations Review		13/07/17	13/07/2107 26/09/2017 01/11/2017 08/01/2018 07/02/2018	Complete 07/02/18	(i) Staff training be arranged and adhered to, to ensure consistency of service with regards to advice when moving between properties, with more support offered to tenants with literacy needs or language problems or limited access to online services; (ii) Consider the provision of shared accommodation for the under 35s who will be impacted by the Housing Benefit Cap; (iii) Priority should be given to under occupiers wishing to downsize their properties, with a review of the Bands to identify customers wishing to downsize and that when a move is possible, a realistic timeframe be established; (iv) A review of the local connection criteria for persons moving into areas close to the Borough whilst on the housing waiting list; (v) That officers make alternative and improved use of hard to let sheltered accommodation; (vi) (i) That officers arrange a communications campaign to help 'myth bust' and liaise with Members and revisit the terminology used in all forms of communication with bidders to be clear and help manage expectations (ii) that officers specifically look at amending the terminology regarding the 'Direct List' to be replaced with another term with different connotations to help with perceptions of 'queue jumping'; (vii) That officers should stop the current practise of automatically informing housing bidders where their bid was within the top 50 bids; and (viii) In all cases of a new tenancy, an up-to-date gas check be completed on the property before the new tenant moves in and the gas to be approved and fully working prior to the tenant moving in.	05/06/18	To be scheduled	
Resident Engagement	Page 20	Scoping agreed - 20/06/2018 - Link		Final report 24 01 2019	Digital agenda recommendations 1. The Council's information technology (IT) system be upgraded and the website be revamped to incorporate user friendly resident engagement methods including a consultation calendar on the website. Place consultations in a prominent position (via consultation portal) and explore methods to capture local resident's views on Council services and local issues such as online consultation platforms such as "Commonplace" or "Engagement HQ" 2. The Council considers providing micro-websites for Wards with details such as outstanding community actions. 3. The Council commissions community-driven applications (apps) and social media tools such as Twitter surveys and increases the use of mobile devices. 4. The Council considers digital engagement via touchscreens and other devices at Council offices and in the town centre. Face to face engagement 5. Members and officers improve face-to-face engagement with residents and manage expectations of residents during community engagement work. Integrate Community Engagement Work into individual Business Units 6. The Council integrates communications planning into community engagement work for each business unit. 7. The Council embeds community engagement across individual business units and sub-units. 8. Customer feedback method used by the Repairs & Voids team be rolled out to other Council services. Consultation demographics 9. The Council widens the base for consultations so as to reflect the demographics of the Borough. 10. That the Random Structure Survey be improved to more accurately reflect the demographics of the town. Promotion of engagement methods and Branding 11. The Council puts in place measures to demonstrate the benefits and effectiveness of community engagement. 12. Provide Corporate Branding with an easily recognisable logo for consultation /engagement mechanisms to build up brand awareness amongst residents. Toolkit and Corporate Reports 13. Formal Council reports include community engagement as part of the criteria for sign off at officer and Member level. 14. The Council creates a community engagement toolkit to enable Members and officers to follow excellent approaches to community engagement. Neighbourhood Wardens 15. The Council increases the number of neighbourhood wardens to at least one per county council electoral division. SBC diversity on Housing tenant and Leaseholder Forums 16. Diversity of People on existing structures such as Housing Management Advisory Board and Customer Scrutiny Panel should be addressed. Publicising the results of and		To be scheduled	

Damp & Mould			Sep-16	Complete January 2017	<p>1. As part of a communications strategy to promote the new damp and condensation strategy, officers should invite tenants to come forward with current and historical cases of damp and mould to help the authority tackle this maintenance issue in its Housing Stock. This data to then be recorded/classified for stock condition data. 2. That the issue of damp and mould be included in housing matters events publicising how tenants can mitigate the effects of damp and mould in their properties, this should be linked to a Communications campaign with appropriate information and reporting on the web site. Tenants who suffer from this problem need to know it's appropriate to highlight concerns (and expect that something will be done about it where possible) and they should also know what to expect with transparent procedures in place. 3. That officers all work to an agreed timeframe for responding to reports of damp and mould from the initial response and for a realistic timeframe for resolving these issues. 4. That through the HRA Budget process appropriate levels of resources are allocated to invest in repairs to alleviate cases of damp and mould and specific housing blocks that officers are aware that suffer from structural defaults and cause these conditions, are systematically worked on to alleviate the problems, with particular emphasis during the void process, which would avoid subsequent complaints issues. 5. That officers record the problems and state the process of repair following the first visit and identify the cause rather than the symptom to be addressed. That officers establish a tangible system of recording data which illustrates the priority/severity of each case. 6. We recommend that a system of allocating serial number/case number/customer/property unique number reference be used to record first time complaints to avoid follow up complaints being logged individually and to avoid customer/tenants having to re-explain case/issue. 6. That the housing department recognises the impact of damp and mould on people with respiratory conditions, particularly those with young children and the elderly, and this be considered as part of the planned forthcoming Housing Allocation Policy review.</p>	Mar-17	02/10/18	Update 30/11/21
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