

Public Document Pack



COMMUNITY SELECT COMMITTEE

Date: Monday, 9 September 2024

Time: 6.00pm,

Location: Council Chamber - Daneshill House, Danestrete

Contact: Chris Liasi

Members: Councillors: S Mead (Chair), J Ashley-Wren (Vice-Chair), S Booth, L Brady, K Choudhury, A Elekolusi, A Gordon, L Guy, M Humberstone and J Woods

AGENDA

PART 1

1. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

2. MINUTES OF THE PREVIOUS MEETING - 13 JUNE 2024

To approve as a correct record the Minutes of the Community Select Committee held on 13 June 2024.

Pages 3 – 6

3. UPDATE ON THE WORK OF THE NEIGHBOURHOOD WARDENS

To receive a presentation on the work of the Neighbourhood Wardens. The Committee last considered this policy area in November 2021 - [CSC 30 November 2021 - Neighbourhood Wardens Presentation](#).

Pages 7 – 26

4. COMMUNITY SELECT COMMITTEE ACTION TRACKER

To consider the Committee's Action Tracker and whether Members wish to receive any further monitoring updates from previous reviews agreed recommendations.

Pages 27 – 32

5. URGENT PART 1 BUSINESS

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

6. 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.

7. 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 Monday, 9 September 2024 – <http://www.stevenage.gov.uk/have-your-say/council-meetings/161153/>

Agenda Published: 29 August 2024

Public Document Pack Agenda Item 2

STEVENAGE BOROUGH COUNCIL

COMMUNITY SELECT COMMITTEE MINUTES

Date: Thursday, 13 June 2024

Time: 6.00pm

Place: Council Chamber

Present: Councillors: Sarah Mead (Chair), Julie Ashley-Wren (Vice-Chair)
Leanne Brady, Kamal Choudhury, Alistair Gordon, Lynda Guy, Mason
Humberstone and Jade Woods

Start / End Start Time: 6.00pm
Time: End Time: 7.05pm

1 APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

There were no apologies received and no declarations of interest.

2 MINUTES OF THE PREVIOUS MEETING - 3 APRIL 2024

It was **RESOLVED** that the Minutes of the meetings of the Community Select Committee held on 3 April 2024 were agreed as a correct record.

3 TERMS OF REFERENCE

The Terms of Reference for the Community Select Committee, as approved at the Annual Council meeting held on 22nd May, were noted. It was noted that unfortunately the wrong Terms of Reference had been attached to the agenda, the Scrutiny Officer agreed to circulate the correct version to the Committee members.

4 HOUSING ALLOCATIONS COMMUNICATIONS PLAN

The Committee received the Presentation from the Officer and Members had raised questions:

- The Chair queried how confident officers were if residents were being evicted from their home and could potentially be made homeless how easy would it be to find information regarding where to get help on the SBC website. The Head of Community Advice and Support, Sarah Pateman explained that the website was currently being updated to add all relevant information that residents may need, such as links to the department that would assist with these types of housing enquiries. The Officer stated the department were

aiming for the work to be completed by the end of July.

- It was noted that tenant and resident engagement were two separate things.
- The Committee queried whether when the new system goes live, would residents have problems logging into their profile or would all the information be transferred over and whether they had all been informed? The Officer explained that all information will transfer over. Residents were informed via letters that they were able to update their details via a QR code in the letter or via a paper response.

It was **RESOLVED** that the Committee noted the Housing Allocations Communications Plan.

5 **RESIDENT ENGAGEMENT STRATEGY**

The Committee received a presentation from the Assistant Director, Housing & Neighbourhoods, Kerry Clifford and Members raised a number of questions:

It was stated by Members that the policy needed to be clear about what the council can do and what to expect, as in some cases residents expect that the council can do more than it can.

- Members queried how SBC would demonstrate that they were complying with the new Housing Regulation Act 2023 standards with no extra funding? The Assistant Director Housing & Neighbourhoods explained that it would be difficult for the Council to do this but officers would be focusing on demonstrating reasonable adjustments and show that the decision making process is fair and transparent.
- It was questioned by Members how far the Council were from the strategy proposed today. It was stated that there is further work to do which is why the strategy is being brought forward.
- Members queried how expectations would be managed. The Assistant Director Housing & Neighbourhoods, explained that the most effective way to manage expectations regarding housing was to make service standards, procedures and policies as accessible as possible and easy to understand. It was stated one of the most important objectives is to train staff to deal with and verbalise the decision making process, therefore those officers who have the most contact with residents, such as the repairs team or the Customer Service Centre, would need to fully understand the new legislative standards as well as service standards.
- Members stated that notice boards could be used to communicate with residents and a new customer scrutiny panel could be created. Recruitment

of people to a customer scrutiny panel with specific skills would be needed. If a panel was created the suggestion was that the chair changes for each meeting of the panel or to recruit a strong chair to keep the panel on topic and it would be important to stop the loudest voices dominating the discussions. Members suggested that a customer scrutiny panel could be recruited to conduct task and finish style meetings with 2 or 3 reviews a year. The Assistant Director Housing & Neighbourhoods stated that officers would look to build a link between the Members Community Select Committee and any resident customer scrutiny panel.

- The Chair asked if the Council could build on its co-operative neighbourhoods approach by using neighbourhood wardens to reach out to those residents who don't use online methods of communication. The Assistant Director Housing & Neighbourhoods agreed that this would happen with various models of regular face to face as well as online engagement.

It was **RESOLVED** that the Committee noted the Resident Engagement Strategy.

6 **WORK PROGRAMME 2024-25**

The Select Committee considered its proposed Work Programme for 2024/25 and noted the following items:

- The Chair stated that with regards to the Equality and Diversity work programme item this will now be handled as two separate topics, one focusing on equalities and diversity in the workforce and the other on what's happening in the community, and they would be engaging with the new Cabinet Portfolio Holder, Cllr Conor McGrath.
- A one-off update on neighbourhood wardens.
- A one-off update on the performance of the new leisure contract.
- A statutory crime and disorder committee which is an annual item.
- A one-off focus on public health
- A series of pre-scrutiny policy development items throughout the year

It was **RESOLVED** that the Select Committee's Work Programme for 2024/25, as set out in the agenda, be noted.

7 **URGENT PART 1 BUSINESS**

There were none.

8 EXCLUSION OF PUBLIC AND PRESS

It was **RESOLVED**:

- That under Section 100A of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds 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.
- That the reasons for the following reports being in Part II were accepted, and that the exemption from disclosure of the information contained therein outweighs the public interest in disclosure.

9 PART II MINUTES OF THE PREVIOUS MEETING - 3 APRIL 2024

It was **RESOLVED** the Part II Minutes of Previous Meeting held on the 3rd April 2024 were noted.

10 URGENT PART II BUSINESS

There were none.

CHAIR

Neighbourhood Wardens

Community Development Team

Housing & Neighbourhoods

Community Development Team

Programme Management



Jane Konopka



Gemma Maret



Daniel Morrallee

Business Support



Rachel Bunyan



Lee Waller

North Team



Sue Amey



Lee Taylor

South Team



Oonagh Sherlock



Gemma O'Donnell

Central Team



Paula Mills



Jack Konopka

Town Centre & BBB



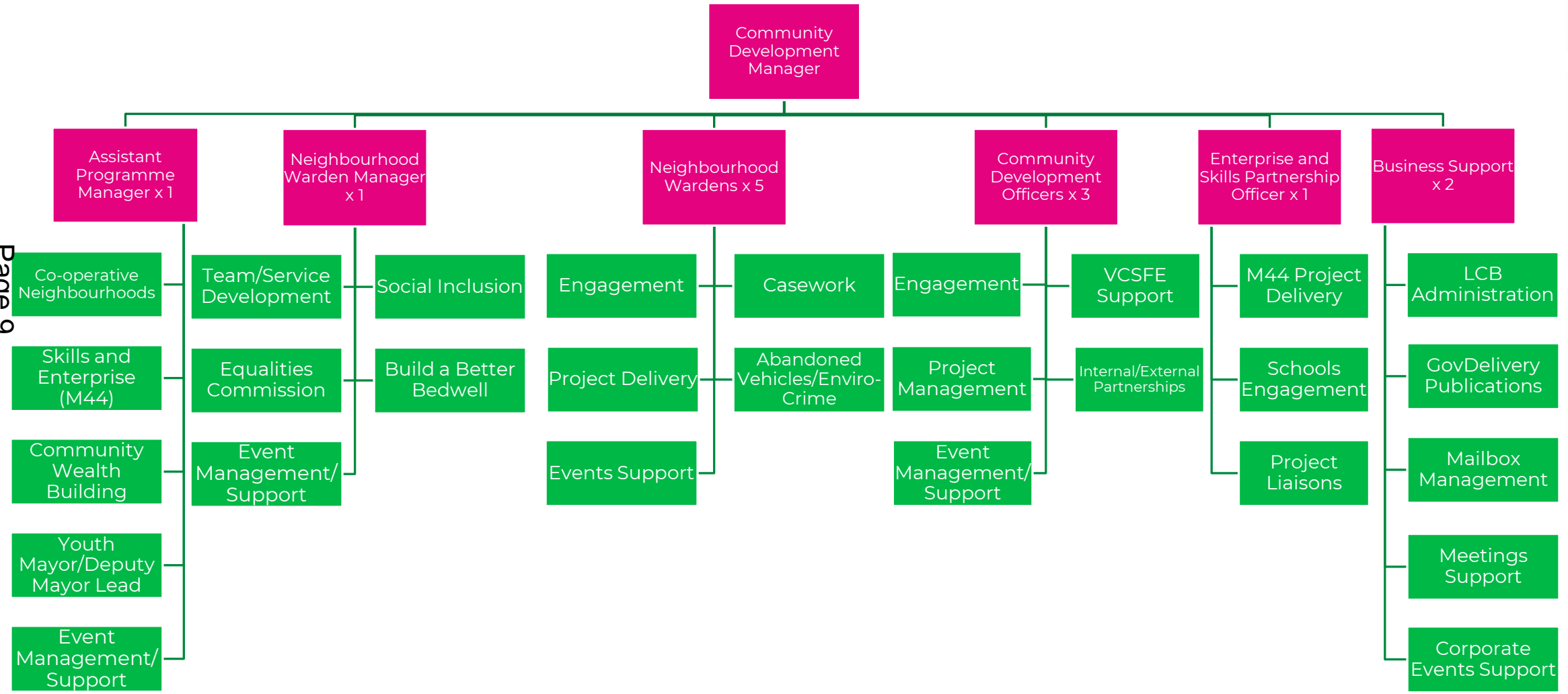
Aldon Patience



Stacey Ellis

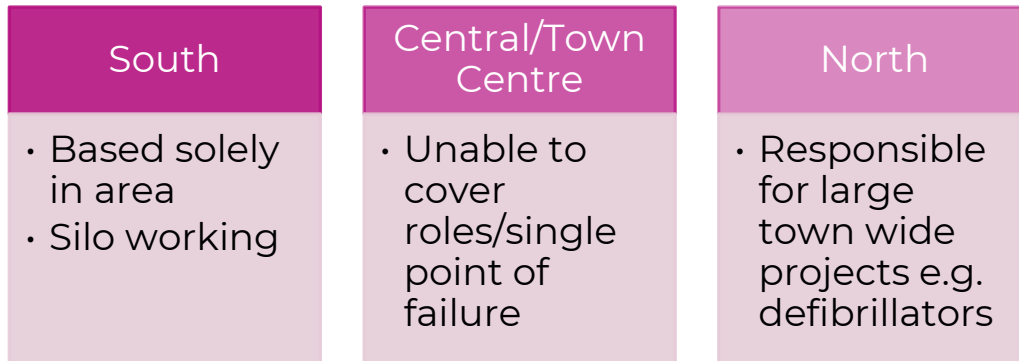
Community Development Team Functions

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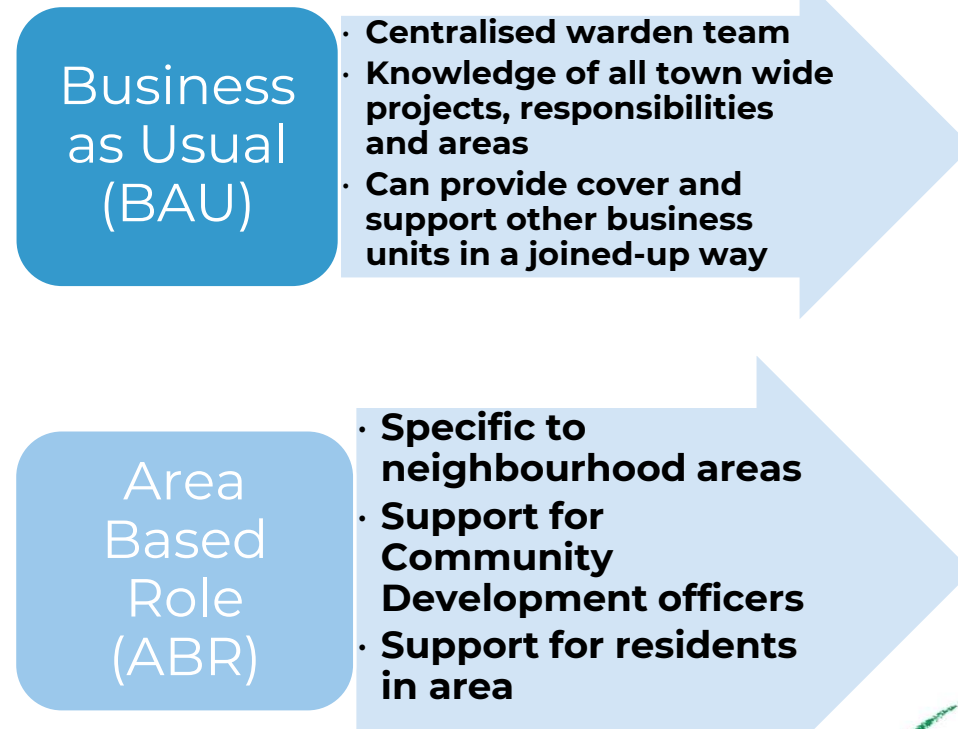


How The Neighbourhood Warden Team Works

Then



Now



Business As Usual Responsibilities

Resident Issues

- Respond to report It, Your Say
- Area patrols

Abandoned Vehicles

- Report, monitor and address
- Liaise with Business support to process

Defibrillator & Bleed Control Kit checks and Upkeep

- Monthly checks added to national register
- Ensure batteries and resources in date
- Attend and restock if used

Update Area Noticeboards

- Remove out of date information and put new posters in

Neighbourhood Centre Audits

- Check for and report issues with infrastructure (benches etc).
- Check for and report Graffiti

Housing Resident Involvement

- Support resident work with housing e.g. repairs surveys, resident surveys

Attendance and support at Corporate Events

- Stevenage Day, Older Peoples day

Support in Town centre and the Building a Better Bedwell Project

- Support for Town Centre warden
- Attendance at BBB sessions

Support Community Payback

- Organise and support community payback projects across the town

Support for Other Departments



Building A Better Bedwell

Parkguard

- Encourage community engagement through evening and weekend patrols.
- Improve community awareness of reporting mechanisms and processes.
- Increase reporting of issues to statutory bodies through engagement with community.

BBB Neighbourhood Warden

- Building Cohesive Communities through;
- Engagement
- Provision of events
- Development of projects to improve wellbeing of Tower Block residents

Support ongoing cohesion through

- Developing a resident's association for the Tower Blocks.
- Supporting an annual programme of community led events.
- Maintaining relationships with communities to sustain and improve communication with statutory bodies.

Building A Better Bedwell – SPARX Charity



SPARX CHARITY

- Train and support volunteers from Stevenage Community in retail.
- Support community projects in Bedwell via the Building a Better Bedwell Steering Group through SPARX Charity retail unit
- Facilitate and attend community events/projects in Stevenage Town Centre and Bedwell in partnership with organisations involved in the Building a Better Bedwell Project

Building A Better Bedwell – Where We Are & Next Steps

Where We Are

- Secure by design doors installed at Brent & Harrow
- Activities in the town centre gardens
- Weekly drop-in sessions at all three blocks – gather info and reporting issues raised by residents
- Sparx Charity opening
- Visiting Community hubs e.g. church/community centres
- Engaging with residents on walkabouts – highlighting issues and reporting to relevant departments
- Liaising with Park guard and security in the flat blocks

Next steps

- Community Gardens – Resident consultation
- Support & encourage the resident to form a resident committee Continue engagement with residents
- Refurbish the community room in Harrow Court
- Partnership working with Housing Tenancy Officer

Town Centre & High Street Role



Town Centre & High Street Event Support



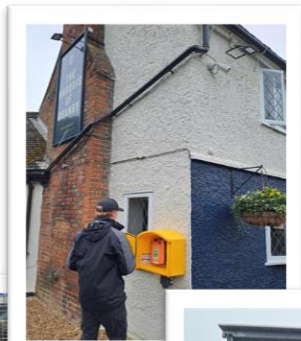
Town Centre & High Street Partnerships



Neighbourhood Wardens – Community Role

- Walking our areas to – Engage with residents and businesses, letter drops to residents, reporting environmental issues e.g. fly tipping, graffiti removal and reporting abandoned vehicles, monthly checks of the defibrillators, updating noticeboards and neighbourhood audits, work alongside the community centres, litter picks.
- Event support – Stevenage day , Remembrance Sunday , Fireworks , Town centre Events , Friends of Hampson Park events.
- Building Relationships with stakeholders - Everyone active , Pin Green Association , Shephall Residents Group , FOHP , Hertfordshire Health Walks, Police

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Neighbourhood Wardens – Project Work

Over the past year we have supported the Community Development Officers with project delivery as well as neighborhood improvements across the town:



Neighbourhood Wardens - Consultations

Consultations:



Co-Operative Neighbourhoods Resident Priorities Survey



Green Spaces Consultation – MS form creation



Repairs poster design and distribution



Stevenage standard consultation poster and distribution

Neighbourhood Wardens – Resident Feedback

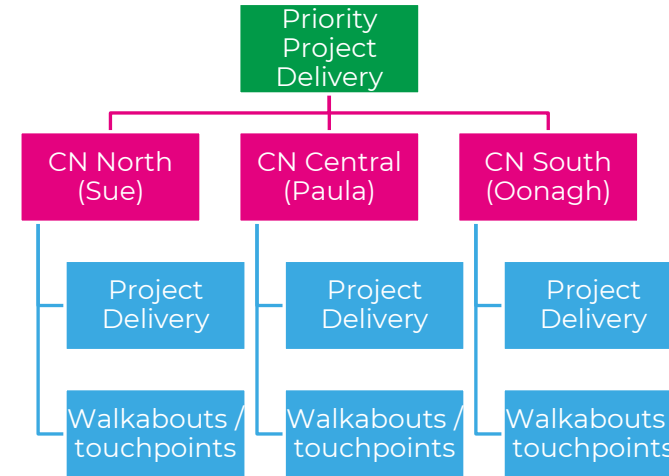
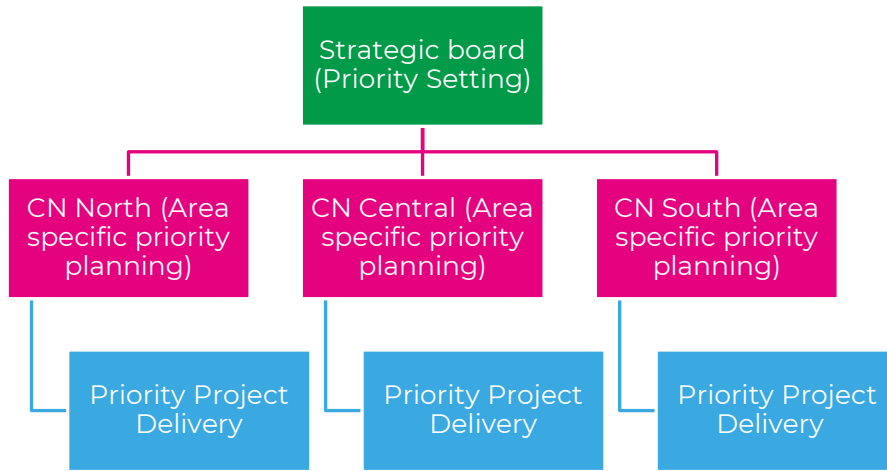
"I really appreciate you coming down and clearing the pathway, it's been an ongoing issue for the past couple of years"

"We love the new dog park; it is ideal for our nervous dog and a great area to use"

"Thank you for organising the litter pick with the school, the children have really enjoyed themselves and learnt a lot"

"We've had some really good feedback from residents about the woodchip walk, they are really pleased! Well done and thank you for all your help."

Co-operative Neighbourhood Meeting Structure



○ Strategic Board Priority Setting

- Coordinated neighbourhood action and reporting across North, Central, and South areas. This structure to police priority meetings to ensure integrated and strategic decision-making.

○ CN Area-Specific Priority Planning

- These meetings will take place after the strategic board meeting, either on the same evening or within 1-2 weeks.
- Teams will be divided into Community Neighbourhood (CN) specific areas: North, Central, and South.

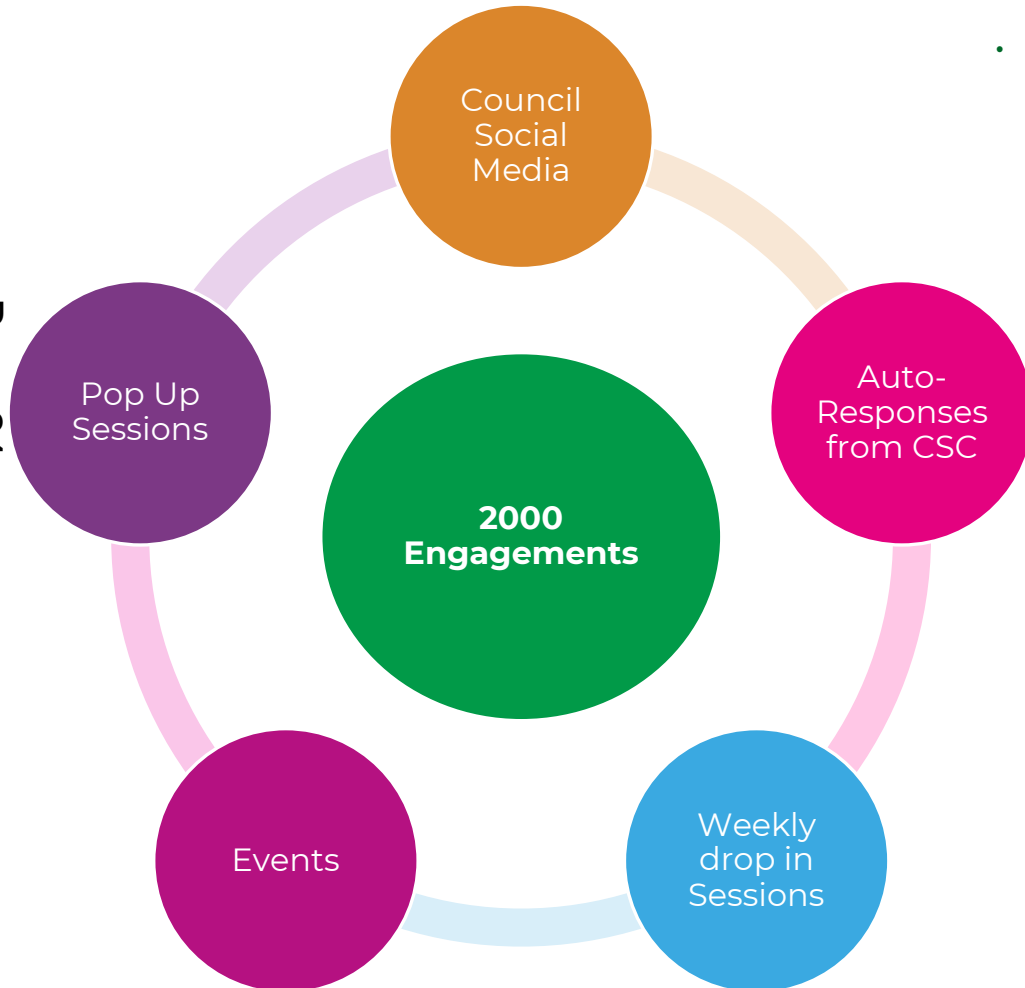
○ Priority Project Delivery

- This operational framework for Community Development Officers (CDOs) follows the strategic board and area-specific planning meetings. CDOs are required to schedule these meetings in with the delivery team.

○ Ward Level Touchpoints/Walkabouts

- Two formal ward walkabouts annually, with additional walkabouts scheduled as and when needed
- Neighbourhood Wardens will lead these walkabouts with front-line delivery teams.

CN 3.0 & UKSPF – Engagement Overview



- This year we will not be commissioning an external engagement platform; we will be using Microsoft Forms from which we can:
 - Create paid promotions through our SBC social media accounts.
 - Carryout weekly drop-In session to resident groups and sheltered accommodations.
 - Actively speak to resident at events such as: The Tedy Bears Picnic, Bedwell Fun Day.
 - Utilising our customer service auto response function by adding the option to complete the survey.
 - Conducting pop up sessions at local neighbourhood centres.



WHAT MATTERS TO YOU IN YOUR LOCAL AREA?

USE THE LINK TO TELL US YOUR THOUGHTS.

We want to hear your views on your neighbourhood, and what priorities you think we should focus on when making improvements.

Stevenage
BOROUGH COUNCIL



CN 3.0 & UKSPF – Spend for neighbourhoods

How are we delivering

- Walkabouts have taken place to identify potential improvements with ward members.
- Feasibility will be investigated by CDO's and Wardens and presented to ward members.
- Consultations with residents and ward members.
- Schedule works

£25k – Common Themes

- Mural on walls
- CCTV
- Pathway levelling
- Lamppost painting
- Bin stores removed
- Shop infrastructure
- Car park lining
- Lighting

£3k – Common Themes

- Notice boards
- Benches
- Planters
- Fencing repairs
- Bulb planting

Rational of fund allocation

- Surrounding level of deprivation
- Size of the site - greater emphasis on those larger areas that are likely to have the most impact
- Visual audit by the Neighbourhood Warden team – based on state of the buildings/assets, cleanliness, state of pathways and thoroughfares

**Thank you
and any
Questions?**

Review Title & Committee	Date added to the work programme	Scoping/ started complete/updated	Review start date (& follow-up dates)	Review Status (date if completed)	Key Recommendations	Executive Portfolio Holder Response	Date brought back to monitor
Housing Repairs	09/03/23 & 27/06/23	27/06/23	27/06/23	Final Report 08/01/2024	<p>Rec 1- Development of a suite of Policies and Procedures for Housing Property Services - Assistant Director Building Safety and Housing Property Services be recommended to develop a suite of policies, procedures and processes so that issues like quantifying the level of a repair into an agreed standard can be established which should help the authority manage repairs in a more planned way.</p> <p>Rec 2 – Improved Communication both internal and external (i) AD Building Safety and Housing Property Services be recommended to improve communication both internal and external, ensuring that all team members communicate effectively with tenants and with colleagues to get repairs resolved quickly and efficiently; and (ii) the repairs service improve communications with tenants via direct engagement, social media and newsletters.</p> <p>Rec 3 – Make better use of technology - this could include (i) encouraging tenants to send in digital photos and videos of the repair; (ii) using data on in year repairs against previous years to see trends and to profile the type of work that would be expected in different age/style housing stock; (iii) consider using remote diagnostic tools that are available in the housing sector or the development of an in-house housing App that tenants could use to report on repairs and general stock condition.</p> <p>Rec 4 – Work with the Customer Service Centre regarding training - AD Building Safety and Housing Property Services (i) be invited to work with the Customer Services Centre to improve training to help them clearly identify if the work is a repair or planned investment and (ii) develop a checklist of questions for use with CSC Officers to ask the tenants to ascertain as much information to accompany the original request.</p> <p>Rec 5 – Review of the booking system - That the scheduling system (DRS) be reviewed by the repairs team after the original booking and prior to sending out repairs operatives to ensure everything is in place to avoid the need for a future visit.</p> <p>Rec 6 – Streamline working between Investment and Repairs - Even though they are now one team, there is still a need for the investment and repairs teams to have closer collaboration between them with a standardised process whereby the repair’s team are not relied upon to attend a job to discover it is investment team work, not a repair. Communication to be provided to the tenant to avoid the case appearing to fall into a ‘black hole’ and to avoid confusion and frustration.</p> <p>Rec 7 – Development of an audit trail via a tracker for each repair /enquiry - That the process and journey of each tenant’s request for a repair (whether it be defined as a repair or housing investment) be able to be traced and the initial request is the start of the timeline for the resident.</p> <p>Rec 8 – Development of Customer Self-serve App - That the booking hub that is currently under development be brought back to Community Select Committee Members to establish the efficacy of the booking system. While there are improvements in use of technology, it will remain the case that there will be residents who cannot access it and officers will need to resume a client facing approach.</p> <p>Rec 9 – Collecting feedback from all stakeholders - To collect feedback on performance from all stakeholders.</p>	03/04/24	The Chair has requested regular updates as matters progress - Quarterly standing item.

Review Title & Committee	Date added to the work programme	Scoping/ started complete/updated	Review start date (& follow-up dates)	Review Status (date if completed)	Key Recommendations	Executive Portfolio Holder Response	Date brought back to monitor
Housing Voids	16/03/22 & 07/07/22	11/10/22	05/09/22 11/10/22 13/10/22 (Site visit) 02/11/22 (site visit) 02/11/22 09/03/23	Final report 09 03 23	<p>Rec 1- Carry out programmed Tenancy Audit of properties - Consideration would need to be given to how such an inspection regime would be instigated and whether there could be agreed triggers that would necessitate a visit, such as complaints from neighbours due to the dumping of rubbish, non-payment of rent as well as any planned maintenance or reactive maintenance visits to the property etc. and on any such visits a checklist in relation to a disrepair/defects survey should be completed.</p> <p>Rec 2 – Carry out parallel processes (i) When a tenant has given the Council notice and hands in the keys early, the voids team will carry out works and administrative processes that are required to minimise the void loss period. (ii) In cases where it is clear that the tenant has abandoned the property, and where the Council is legally able to do so, that the works that are required in the property be carried out in parallel to the legal process of formally regaining the property via the notice to quit period and the repossession order.</p> <p>Rec 3 - Regular sharing of data on voids with Members - (i) Provide data on all void properties for a twelve-month period. To see what the actual performance of Void properties with general needs had a standard target of 26 days, and some properties with major needs had a turnaround of up to 64 days. (ii) That until Members are confident that there are new robust monitoring procedures in place for the voids process then Members will be recommending that there should be regular monitoring of progress with voids which is shared with Members on a quarterly basis.</p> <p>Rec 4 – Recruitment Provide periodic updates to the Executive Portfolio Holder for Housing and Housing Development, and in turn the Community Select Committee on the progress with recruitment and retention of DSO officers and with any temporary outsourcing of voids work to external contractors.</p> <p>Rec 5 - a revised Officer data capture of end-to-end void process That officers provide Members with a detailed proposal of the end-to-end void process so they can make a view as to whether this process is likely to have the desired Impact of raising the current performance levels of the voids service.</p> <p>Rec 6 – investigate potential incentives and penalties to encourage tenants to maintain their rented properties in a reasonable condition The Committee is keen for officers to explore ways to hold tenants to account for keeping SBC's property/their home in good repair. Where there are rechargeable repairs identified in inspection activity or otherwise, throughout the term of the tenancy, that the tenant is charged, at discretion, to avoid leaving multiple repairs and a large bill at the end of the tenancy. This should include unauthorised modifications.</p> <p>Rec 7 - Pursue better benchmarking with similar local authorities Officers saw the benefit of local, meaningful benchmarking discussions and future sharing of data compared with the current national benchmarking group – Housemark. Housing officers will continue to reach out to other similar sized authorities who have a retained housing stock to share experiences and where possible data.</p>	27 06 23	To be scheduled - suggested monitoring item early in the 2024-25 Municipal Year.

Review Title & Committee	Date added to the work programme	Scoping/ started complete/updated	Review start date (& follow-up dates)	Review Status (date if completed)	Key Recommendations	Executive Portfolio Holder Response	Date brought back to monitor
Pre-scrutiny into the New Towns Heritage Centre	16 03 22	Scoping Agreed 11 11 22	21 09 21 03 11 21 30 11 21 16 03 22	16 03 22	<p>Rec 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.(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.</p> <p>Rec 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?</p> <p>Rec 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.</p> <p>Rec 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...(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.</p> <p>Rec 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. (Members recommend 6 specific design features listed in the final report and recommendations) .</p> <p>Rec 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 - (Members recommend 7 specific design features listed in the final report and recommendations).</p>	Not applicable as the report was pre-scrutiny policy developm't	To be scheduled

Review Title & Committee	Date added to the work programme	Scoping/ started complete/updated	Review start date (& follow-up dates)	Review Status (date if completed)	Key Recommendations	Executive Portfolio Holder Response	Date brought back to monitor
					Rec 7 - Developing a hub and spoke approach for arts & historical heritage across the town - That the Executive consider continuing a hub and spoke model which makes best use of our CNM and Play Services infrastructure, i.e. in our neighbourhoods which would support the main hub core offer at the New Towns Heritage Centre.		

Review Title & Committee	Date added to the work programme	Scoping/ started complete/updated	Review start date (& follow-up dates)	Review Status (date if completed)	Key Recommendations	Executive Portfolio Holder Response	Date brought back to monitor
Sports & 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 21/10/2020	Report & Recommendations 21 10 20	<p>There were 24 recommendations in total: (see the final report for all of the recommendations)</p> <ul style="list-style-type: none"> • 6 recommendations specifically around improved accessibility to sports & leisure opportunities linked to health benefits • 9 recommendations around improved marketing opportunities and use of the website • 6 recommendations regarding infrastructure improvements • 3 recommendations suggesting improved liaison between SBC and SLL 	Not applicable as the report included an Exec response due to Covid	To be scheduled
Housing Allocations Review Page 31		13/07/17	13/07/2107 26/09/2017 01/11/2017 08/01/2018 07/02/2018	Complete 07/02/18	<p>Rec 1. Staff training with regards to advice when moving between properties, more support for tenants with literacy or language problems or limited access to online services.</p> <p>Rec 2. Consider the provision of shared accommodation for under 35s who will be impacted by the Housing Benefit Cap.</p> <p>Rec 3. Priority be given to under occupiers wishing to downsize their properties.</p> <p>Rec 4. Review the local connection criteria for persons moving into areas close to the Borough whilst on the housing waiting list.</p> <p>Rec 5. Make alternative and improved use of hard to let sheltered accommodation.</p> <p>Rec 6. Arrange a communications campaign to help 'myth bust' and revisit the terminology used with bidders to be clear and help manage expectations.</p> <p>Rec 7. Stop the current practise of automatically informing housing bidders where their bid was within the top 50 bids.</p> <p>Rec 8. For all new tenancies, an up-to-date gas check be completed on the property and be fully working before the new tenant moves in.</p>	05/06/18	To be scheduled

Review Title & Committee	Date added to the work programme	Scoping/ started complete/updated	Review start date (& follow-up dates)	Review Status (date if completed)	Key Recommendations	Executive Portfolio Holder Response	Date brought back to monitor
Resident Engagem'nt		Revised Scoping Document - 12 July 2018	20/06/18 12/07/18 04/09/18 02/10/18 07/11/18 09/01/19 24/01/19	Final Report - 24 01 19	<ul style="list-style-type: none"> • 4 recommendations on the digital agenda including improved website to capture resident comment and touch screens and digital boards • A recommendation to improve face-to-face engagement with residents and manage expectations of residents during community engagement work • 3 recommendations on integrating community engagement work into individual business units • 2 recommendations on improved consultation demographics • 2 recommendations on promotion of engagement methods and branding • 2 recommendations on engagement toolkits and including in corporate reports • A recommendation on increasing the number of Neighbourhood Wardens to at least one per County Council electoral division • A recommendation on addressing the diversity of people on existing structures such as the Housing Management Advisory Board and Customer Scrutiny Panel • A recommendation on publicising the results of consultation and then responding to it • A recommendation that the consultation toolkit should promote ways to engage the public in local time bound projects that build engagement between residents and the Council • A recommendation that there be an annual revisit to the Resident Engagement Framework to check if the methodology used is still relevant 	22/03/23	To be scheduled
Damp and Mould	Mar-16	Jun-16	Sep-16	Complete January 2017	<p>The review made 10 recommendations about how the Council responds to damp and mould cases including: the way it treats tenants, logging cases, agreed response times, budget provision to address in small flat blocks.</p> <p>On 02 10 18 the Committee brought back the recommendations for monitoring and again on 30 11 19 and again most recently on 09 01 23.</p>	Mar-17	09 01 23