

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	<p>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.</p> <p>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</p>	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	<p>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</p>	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		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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