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
Equalities, Diversity & Inclusion	29/04/24	Scoping Document - 08 01 25	08 01 25	Ongoing - will be completed in 2025	**To be advised when the review is complete**	Not applicable yet	Not applicable yet
Housing Repairs	09/03/23 & 27/06/23	27/06/23	27/06/23	Final Report 08/01/2024	**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. **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. **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. **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. **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. **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. **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. **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. **Rec 9 – Collecting feedback from all stakeholders** - To collect feedback on performance from all stakeholders.	03/04/24	The Chair has requeated regular updates as matters progress

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Housing	16/03/22	11/10/22	05/09/22	Final report	**Rec 1- Carry out programmed Tenancy Audit of properties -** Consideration would need to be given to how such an	27 06 23	To be

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Voids	& 07/07/22		11/10/22 13/10/22 (Site visit) 02/11/22 (site visit) 02/11/22 09/03/23	09 03 23	**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. **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. **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. **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. **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. **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.		scheduled - suggeted monitoring item early in the 2024-25 Municipal Year.
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	**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**.**	Not applicable as the report was pre-scrutiny	To be scheduled

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					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?	policy developm't	
					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.		
					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		
					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) .		
					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).		
					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.		

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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	**There were 24 recommendations in total:** **(see the final report for all of the recommendations)**	Not applicable as the report inlcuded an	To be scheduled

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					• 6 recommendations specifically around improved accessibility to sports & leisure opportunities linked to health benefits	Exec response due to Covid	
					• 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		
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	**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.**	05/06/18	21/10/25
					Rec 2. Consider the provision of shared accommodation for under 35s who will be impacted by the Housing Benefit Cap.		
					Rec 3. Priority be given to under occupiers wishing to downsize their properties.		
					Rec 4. Review the local connection criteria for persons moving into areas close to the Borough whilst on the housing waiting list.		
					Rec 5. Make alternative and improved use of hard to let sheltered accommodation.		
					Rec 6. Arrange a communications campaign to help 'myth bust' and revisit the terminology used with bidders to be clear and help manage expectations.		
					Rec 7. Stop the current practise of automatically informing housing bidders where their bid was within the top 50 bids.		
					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.		
Resident Engagem'nt		Revised Scoping Document - 12 July 2018	20/06/18 12/07/18 04/09/18 02/10/18	Final Report - 24 01 19	• 4 recommendations on the digital agenda including improved website to capture resident comment and touch screens and digital boards	22/03/23	To be scheduled

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		July 2018	02/10/18 07/11/18 09/01/19 24/01/19		• 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		
Damp and Mould	Mar-16	Jun-16	Sep-16	Complete January 2017	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. On 02 10 18 the Committee brought back the recommendations for monitoring and again on 30 11 19	Mar-17	09 01 23