

**Action Tracker – Housing and Public Realm Scrutiny Committee**

Subject (Date of Meeting)	Recommendation/action	Responsible Officer/Area	Status/Notes
Minutes of the meeting held on 30 <sup>th</sup> March, 2022 (9 <sup>th</sup> June, 2022)	Minute No. 5(2) - That the Head of Housing Maintenance be requested to provide Members with a written response providing accurate Key Performance Indicator figures relating to PI 2194, percentage of gas compliance.	Head of Housing Maintenance	To be provided to Members
	That the Interim Head for Neighbourhood and Communities be requested to send information to all Members of the Committee on the engagement event at Baylie and Kennedy Courts in relation to compliance in general.	Interim Head for Neighbourhood and Communities	To be provided to Members

<p>Corporate Quarterly Performance Report – Quarter 4 (1<sup>st</sup> January to 31<sup>st</sup> March, 2022) (9<sup>th</sup> June, 2022)</p>	<p>Minute No. 8(4) - That the Deputy Chief Executive, together with the Director of Housing and Communities, investigate the progress of anti-social behaviour complaints received and particularly, any cases not progressed and respond to Members of the Committee.</p>	<p>Deputy Chief Executive/Director of Housing and Communities</p>	<p><u>Update as at end of June 2022</u></p> <p>During the Scrutiny Committee meeting in March 2022, Committee Members were informed that the ASB Team had been through a classic “perfect storm” with increasing casework and customer expectation coming out of the Covid pandemic compounded by significant absence levels and high levels of stress amongst staff in this team. At that time we were running a service at c50% resource levels and needed immediate intervention.</p> <p>As part of a way of managing this challenging situation for a short period of time whilst additional staff were recruited, the existing casework was assessed for severity and vulnerability in order that the interventions and support that the</p>
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			<p>team could deliver was targeted on a risk based basis. Telephone calls were handled solely by Dudley Council Plus to support triaging of casework on the same basis, and cases deemed less severe triggered a letter explaining the situation and providing advice if things deteriorated.</p> <p>The ASB Team is becoming more stable and is now almost fully staffed, which will enable a more responsive service to be provided from this summer. Satisfaction levels with case handling, measured on a quarterly basis, lags behind as it is measured and reported on the previous quarter`s responses.</p> <p>The triaging of casework and risk based approach was designed to ensure that no cases would slip through the net. However if</p>
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			<p>Members know of any customer who is feeling let down by the response and who feel that we are not responding to their reports of ASB please direct these to the Director of Housing and Communities in the first instance.</p> <p><u>Further update October 2022</u>  There remain pressures on the ASB Team due to an ongoing increase in ASB reports and increasing complexity of cases. Resources are being addressed through the Housing and Communities restructure, which is currently underway. We are also commissioning a number of external independent reviews of some of our most complex cases to inform staff training and policy and procedure reviews.</p>
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	<p>Minute No. 8(5) - That the Director of Housing and Communities be requested to provide a detailed breakdown of figures in relation to strategic investments and the overall percentage of rent loss through voids to all Members of the Committee.</p>	<p>Director of Housing and Communities</p>	<p><u>Update as at end of June 2022</u></p> <p>Rent loss figures are currently broken down as detailed in the corporate quarterly performance management report presented to Scrutiny Committee, namely the number of void properties and total rent loss for the quarter under each of the following headings:</p> <ul style="list-style-type: none"> <li>• General void turnaround</li> <li>• Investment in sheltered housing</li> <li>• Sheltered housing awaiting demolition</li> <li>• Other properties being used for decant</li> <li>• Stock Investment decision</li> </ul> <p>Analysis of performance data is to be undertaken as part of the end to end void review with a view to identifying further performance</p>
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			<p>information which may be used to monitor trends and inform further actions to improve void turnaround times.</p> <p><u>Further update October 2022</u>  The voids working group is now meeting fortnightly to review all void properties and agree individual actions to speed up the letting of each property on the void list, including long term and strategic voids. This has resulted in a number of long term voids being brought back into use – while this is positive progress, in the short term it will impact upon void turnaround performance as the number of days these properties have been void is included in void turnaround times at the point the property is let.</p>
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	Minute No. 8(6) - That the Deputy Chief Executive be requested to provide background information on the ARK Consultant report to Councillor J Cowell.	Deputy Chief Executive	Update on the Ark survey findings and subsequent action plan provided to the Scrutiny Working Group on 10 <sup>th</sup> August 2022.
	Minute No. 8(7) - That the Director of Housing and Communities be requested to circulate information on stock investment decisions, the number of Inspectors employed, and the timescales involved in making decision to all Members of the Committee.	Director of Housing and Communities	<p><u>Update as at end of June 2022</u></p> <p>The hold up in the decision making process is largely down to resources and a need to review our processes, which is underway. There are currently 13 inspectors allocated to voids, but of these there are 3 posts where officers are unavailable. The review of processes includes arrangements to assess properties at the point of becoming empty so proposals can be made much earlier. Of the 46 properties recorded, not all are proposed for disposal - some are used for decants for other major works schemes or some are awaiting refurb as part of a</p>

			<p>major redevelopment to a scheme, and some are awaiting major works to commence.</p> <p><u>Further update October 2022</u> Since the original update, Committee Members have received a report detailing the comprehensive end to end review of voids that is underway within the Directorate. This includes a weekly review of all void properties, including long term and strategic voids and has led to the letting of several long term voids and more robust analysis and planning for the management of other strategic voids.</p>
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	<p>Minute No. 8(8) - That the Head of Housing Options and Support be requested to provide a written response to Members of the Committee outlining details of the challenges faced and delays associated with the refurbishment of Jack Newell Court.</p>	<p>Head of Housing Options and Support</p>	<p><u>Update as at end of June 2022</u></p> <p>The works to Jack Newell Court are progressing and our contractor is on site. We are still expecting completion Mid Feb 2023 which is the date last communicated to members. Woodhouse Court is also on site but expected to complete earlier (since it started earlier). Residents and members will be kept informed of progress.</p> <p>We only have 4 tenants remaining at Joe Jones, with 1 of these currently in a care home and about to be made permanent. 1 other will shortly be moving to a bungalow. 1 tenant is decanted from Jack Newell but going to view a care home on Wednesday of this week. This leaves one remaining tenant who wants to move to Jack Newell when it is ready next year. This tenant has identified a</p>
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			<p>property at Church View and has now got a move date sorted. We have about 6 tenants at Church View who will be moving to Jack Newell so will all be able to move together.</p> <p><u>Further update October 2022</u></p> <p>Works remain on target for completion in Spring 2023.</p>
<p><b>Annual Scrutiny Programme 2022/23 – 9<sup>th</sup> June, 2022</b></p>	<p><b>Minute No. 14(6) - That the Head of Traffic, Transportation and Engineering Services be requested to provide a written response in relation to the programme of maintenance/repair work to the highway infrastructure and the issues associated with the programmed work as referred to above, to include improvement strategies and planning techniques.</b></p>	<p><b>Head of Traffic, Transportation and Engineering Services</b></p>	<p><b>To be provided to Members</b></p>

	Minute No. 14(7) - That two separate Working Groups be established to provide for the informal consideration and formulation of recommendations concerning items associated with Housing and Communities and Public Realm to comprise all Members of this Scrutiny Committee.	Democratic Services Officer	To be arranged when necessary
E-mail from Mr Tim Weller to Chair/Chief Executive/ Deputy Chief Executive and Karen Griffiths – 9 <sup>th</sup> June, 2022	E-mail circulated on 23 <sup>rd</sup> June, 2022 requesting a response in relation to proposals for the Dudley tram at Merry Hill, canal in Leasowes Park and cycle-walkway from Pensnett Local Nature Reserve to Himley.	Balvinder Heran/appropriate officers	Response provide from Nick McGurk, Head of Traffic, Transportation and Engineering Services to Tim Weller – 12/10/2022

<p>Corporate Quarterly Performance Report – Quarter 1 (1<sup>st</sup> April to 30<sup>th</sup> June, 2022) – 21<sup>st</sup> September, 2022</p>	<p>That the Cabinet Member for Highways and Public Realm be requested to review recycling options and facilities in the Borough, together with the possibility of introducing fortnightly recycling and residual waste collections and report back to a future meeting of the Committee.</p>	<p>Cabinet Member for Highways and Public Realm – Councillor S Saleem</p>	<p>Members to be updated at a future meeting of the Committee</p>
	<p><b>That the Interim Director of Public Realm and the Director of Housing and Communities be requested to provide Members with a management and officer structure of Directorates, to include service responsibilities.</b></p>	<p><b>Interim Director of Public Realm and Director of Housing and Communities</b></p>	<p><b>To be provided to Members</b></p>

<p><b>Developing a Neighbourhood Approach – Street Cleanliness and Environmental Quality – 21<sup>st</sup> September, 2022</b></p>	<p><b>That the Head of Street, Green and Amenity Services be requested to circulate statistics for fly tipping, including prosecutions, to all Members of the Committee.</b></p>	<p><b>Head of Street, Green and Amenity Services</b></p>	<p><b>To be provided to Members</b></p>
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## Future Business – Housing and Public Realm Scrutiny Committee

<b>Date of Meeting</b>	<b>Work Programme</b>	<b>Responsible Officer/Area</b>	<b>Notes</b>
26 <sup>th</sup> January, 2023	Corporate Quarterly Performance Report – 2022/23 Quarter 2	Richard Cartwright/Ton Day/Jennie Webb	Report
	Medium Term Financial Strategy	I Newman/R Cooper – Directorate of Finance and Legal	Report
	Review of Housing Finance	Catherine Ludwig	Report
	Annual update on the Strategic Crime and Disorder Reduction Partnership and an overview of the Safe and Sound Partnership priorities and action plan	Director of Housing and Communities	Report

	Update on improvements to managing neighbour disputes and anti-social behaviour	Director of Housing and Communities	Report
	Progress on grounds maintenance, green and open space	Interim Director of Public Realm	Report
29 <sup>th</sup> March, 2023	Corporate Quarterly Performance Report – 2022/23 Quarter 3	Richard Cartwright/Ton Day/Jennie Webb	Report
	Annual Report and draft scrutiny programme	Democratic Services	Report
	Review of proposed changes to measuring tenant satisfaction, consumer regulation changes coming from the Housing White Paper and the work to improve customer satisfaction and experience	Director of Housing and Communities	Report

	Future plans for the Lister Road Depot, people and workforce and progress with the work on partnership and neighbourhoods	Interim Director of Public Realm	Report
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