

Service Summary Sheet

Directorate	Housing and Community Services		
Year	2022-23	Quarter	Quarter 1 (1 April to 30 June 2022)
Benchmarking <i>with local authorities/nearest neighbours</i> Please consider if a Delivering Better Outcomes proforma should be completed also.			
<ul style="list-style-type: none"> • Community Safety Team network with all the WM HOC's and we meet monthly with the OPCC to share best practice and adopt what works. Learning from each area what doesn't work and risks to avoid for future planning. • We are currently sharing best practice with WM LA's reviewing the DHR process together with the PSPO's. • CST attend OPCC Exploitation Board Meetings – DA, MSHT and Sexual Assault and Abuse, also attendance at regional DA leads and MSHT leads meetings to ensure sharing of best practice and a joined up approach regionally where appropriate • Switchee – having been approached by Wolverhampton Homes around their potential to pilot a small number of their homes with digital heating monitors, it was established that we were ahead of neighbouring authorities and had already installed 600+, with a programme for at least 940, and had been nominated for a award for the initiative • Best practice visit conducted to Nottingham to see how they have integrated Extra Care into their high rise living offer for older people, we will review learning and apply to our own services as we update and replace our own sheltered housing • Attending monthly LA resettlement meetings facilitated by the DLUHC, good practice shared on Homes for Ukraine Scheme. Updates provided on the scheme and the funding available to LAs. Discussions between LAs nationally on support provision frameworks and sharing information on free accessible services, ESOL, and employment opportunities for arrivals. National training provided for UK LA staff for the government recording platform 'Foundry'. • Attending monthly regional WMSMP meetings for the ARAP/ACRS schemes. LAs have an opportunity to discuss concerns and problems with Home Office officers. Also an opportunity for LAs to discuss good practice on support provision and issues such as education and employment opportunities for people on the scheme • Community Housing Team managers carried out a best practice visit to Birmingham City Council, learning about their caretaker service and sharing service standards and role descriptions. 			
Overview of service delivery <i>Include any issues / risks</i>			
<ul style="list-style-type: none"> • 23 new build affordable housing starts on 3 schemes; New Swinford Hall conversion (18 homes), Corporation Rd (8 homes), The Vista (2 bungalows). • 10 starts planned for Q2 (St Georges Rd – 7 homes, and Whitegates Rd – 3 homes) • Successful bids to Homes England for £1.8M Affordable Housing Grant 33 new homes at Lower Valley Rd, Brierley Hill, and Corporation Rd, Whitegates and The Vista. • Risk from failure to secure planning approvals on new developments – lack of resources in Planning. Slippage in delivery programme expected. • Work taking place to review sub-groups of the CSP and ensure joined up approach with DSPP – in particular around exploitation • DA Board continues to implement the DA Act, Statutory annual report submitted 			

- DA training programme promoted widely and continues to develop further modules and resources
- Communications continue to be sent out regularly on a range of community safety topics, signposting to reporting and support mechanisms via the website 'helphub' <https://www.dudleysafeandsound.org/help-hub>
- eLearning continues to be available on a range of Community Safety Topics – accessible via the relevant helphub pages above.
- Training planned for newly elected members in August as part of adult safeguarding session – to include Modern Slavery, Hate crime and Domestic Abuse
- DMBC modern slavery statement in process of being updated
- Planning is taking place around hate crime week activity
- Second Community Safety Officer post appointed too – due to commence in Quarter 2 – role will include prevent and ASB (PSPO's, Car Cruising and Community trigger)
- Risk around amount of active DHR's in terms of capacity and funding (currently 4 'active' this is more than we have ever had active at one time)
- Procurement of new Choice Based Lettings system has commenced; we will be looking for a system that offers high quality self service for customers together with efficient workflow and customer contact options for our staff. Our existing systems are not fit for purpose and lead to high levels of failure demand. Customers will be involved in designing the updated and improved service.
- We welcomed our 16th family as part of the Afghan Resettlement Programme during Q1, plus just over 50 arrivals as part of the Homes for Ukraine scheme. We held our first coffee and information session for hosts and arrivals during Q1 at Halesowen Library which was a great success. Local charity and faith groups attended and provided information on the support they have on offer. The Syrian Resettlement Scheme is now into its 6th year and has now seen 4 families gain their leave to remain and leave the scheme during Q1. All 4 families have become independent and have integrated well in Dudley. The remainder of the 16 families are doing well with both education and employment, they all seem to be on a good path to becoming fully independent.
- Work commenced with Dudley Housing Partnership to develop a protocol for meeting disability and adaptation needs for housing association tenants in the borough
- Service teams are reporting increased/pent up service delivery demands following on from Covid restrictions and from other services being unable to deliver on expectations. These are exacerbated by staff shortages and increased levels of failure demand within our overloaded services. We are reviewing the advice that is available for customers and their representatives including elected members, in order to manage demand as effectively as possible while we work through these issues.
- Following the decision to wind down two sheltered schemes that cannot be brought up to modern standards, we have been working with tenants and their families, and have identified housing options and preferred solutions for almost all of our residents.
- The Council's barrister attended a High Court hearing in May to recover possession of a 3 bed-house (Mailley case) occupied by a single person with complex needs. The case has been defended primarily on human rights grounds. We are advised that if we lose the case, it is likely to be because succession legislation is incompatible with Human Rights and the Judge indicated that he needed a few months to consider whether he feels there is enough to declare incompatibility. We await judgement - If we win, CLP will most likely appeal; if we lose, we may wish to consider an appeal too as it would leave us and all other local authorities in limbo!

Workforce metrics

Headcount & FTE as at 30/06/2022

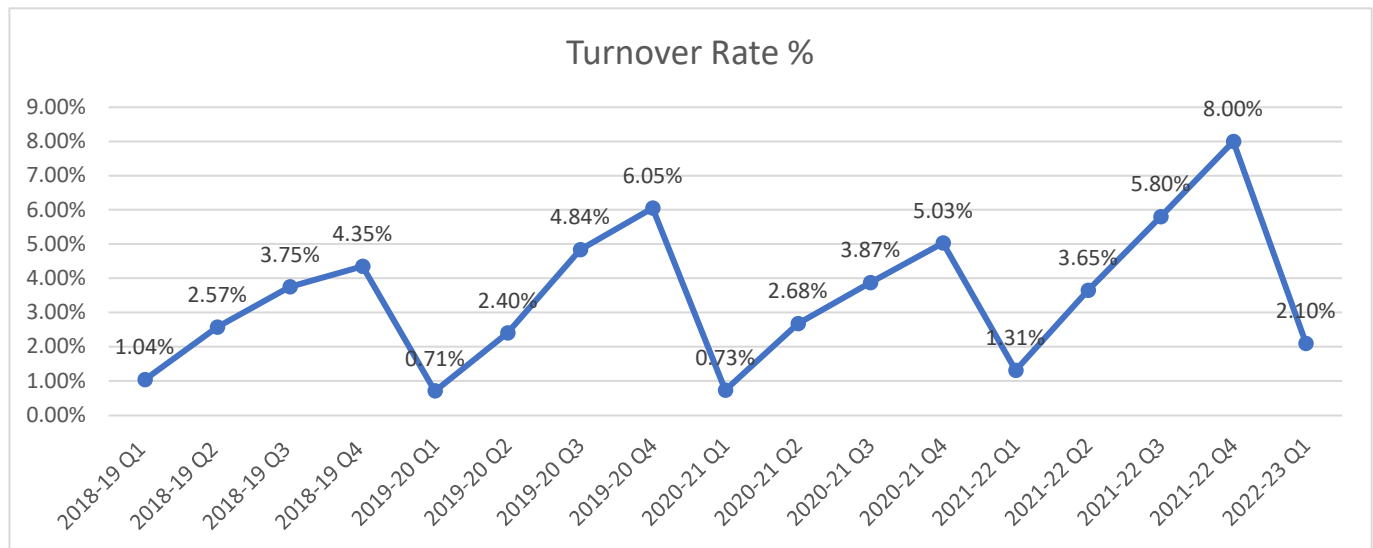
Division	Headcount Non Casual	Casual Headcount	Total Headcount	FTE
Management Team	1	0	1	1.00
Community Safety	2	0	2	1.81
Housing Asset Management & Development	88	2	90	81.65
Housing Estates & Communities	106	2	108	101.30
Housing Finance	70	3	73	58.55
Housing Maintenance	417	4	421	404.30
Housing Options & Support	153	6	159	137.75
Housing Strategy	24	1	25	22.63
PA Team	1	0	1	1.00
Grand Total	861	17	878	809.99

Ethnicity	Headcount	%
Ethnic Minority Group	94	10.9%
Undisclosed	32	3.7%
White	735	85.4%
Grand Total	861	100.0%

Disability	Headcount	%
Disabled	61	7.1%
Not Disabled	564	65.5%
Undisclosed	236	27.4%
Grand Total	861	100.0%

Gender	Headcount	%
Female	388	45%
Male	473	55%
Grand Total	861	100%

Quarter	Turnover rate %
2022-23 Q1	2.10%



Service achievements

Report of any external accreditation, awards, positive publicity, during the past quarter

- Nominated for Inside Housing Development Award for Climate Change Project of the Year – announcement Sept 22.
- Preparations for staffing structure to deliver the vision for community housing neighbourhood model were completed during the quarter, with a view to sharing with staff and starting the consultation process during Q3.

- Successful High Rise Living event held in May at Bailey and Kennedy Court. A programme of similar events is planned.
- We launched a new digital initiative where tenants stay connected & give their views via quick & easy surveys and have successfully enrolled c650 members to date.

Opportunities for improvement

Information relating to service complaints / compliments and learning from these

- The Prevent (Counter Terrorism) Strategy Group Annual Home Office Self-Assessment 2021-2022 identified important gaps and opportunities to develop over the next twelve months. Moving forward, the group has recently established two new Chairs to lead on the 2022-2023 delivery plan - WMP and DMBC Children Services. A review of the group is commencing May 2022, and the aim is to be compliant with our statutory responsibilities and improving delivery overall by October 2022. The acting governing body for DMBC is Safe and Sound CSP Board - meet quarterly. The Home Office continue to support our progress for positive outcomes.
- Government is consulting on the New Burdens funding that will become available from April 2023 to support asylum seekers placed in the borough and ongoing resettlement needs. We are therefore examining options for providing additional services without impacting on services already in place for local communities.

Any additional information relating to performance

- LGA announced the Home Office will be planning a review of all Community Safety Partnerships and LA Community Safety Teams this year - 2022. We are waiting for their announcement.
- Member training “bitesize” presentations on 8 key areas of housing enquiries planned for Q2
- Member training around damp / mould / condensation planned for Q2.
- Positive meetings have been held with DFTRA on finalising the SLA to frame expectations and reporting requirements for the grant funding. During Q1 we paid 50% of the annual grant for the period 1st April – 30th September 2022.