

**Minutes of the Housing and Public Realm
Scrutiny Committee
Wednesday 30th March, 2022 at 6.00 pm
In Committee Room 2, Council House, Dudley**

Present:

Councillor I Bevan (Chair)
Councillor S Henley (Vice-Chair)
Councillors K Ahmed, A Aston, D Borley, R Collins, J Clinton, A Davies, A Finch, P Sahota, S Saleem, D Stanley and W Sullivan

Officers:

B Heran – Deputy Chief Executive, E Bradford, Head of Street, Green Care and Amenity Services and N McGurk, Head of Traffic, Transportation and Engineering Services (Directorate of Public Realm), I Grosvenor, Finance Manager and K Griffiths – Democratic Services Officer (Directorate of Finance and Legal).

Also in attendance

A Greatholder, Principal Policy and Strategy Officer and J Thrush (Transport for West Midlands) for Agenda Item No. 6 – West Midlands Local Transport Plan – Engagement on the Draft West Midlands Local Transport Plan 5 Core Strategy
C Coe, Team Manager, P Griffiths, Head of Housing Assets and Development, M Lowthian, Interim Head of Neighbourhoods and Communities and J Steventon, Head of Housing Maintenance (Directorate of Housing and Community Services) for Agenda Item No. 8 – Corporate Quarterly Performance Report – Quarter 3 (1st October to 31st December, 2021)
A Vaughan, Interim Director of Public Realm - Observing

Together with one member of the public

30 **Chair's Comments**

The Chair expressed his appreciation to all Members, Officers and members of the public for their contribution to the Committee and for the support, courtesy and respect provided to him as Chair and Councillor S Henley as Vice-Chair throughout the 2021/22 municipal year.

Councillor A Finch

The Chair, on behalf of the Committee, thanked Councillor A Finch for his valued contribution to the Committee during his time as a Councillor for Dudley and wished him all the best for the future.

31 **Apology for absence**

An apology for absence was submitted on behalf of Councillor T Westwood.

32 **Appointment of Substitute Member**

It was reported that Councillor R Collins had been appointed as a substitute Member for Councillor T Westwood, for this meeting of the Committee only.

33 **Declarations of Interests**

No member made a declaration of interest in accordance with the Members' Code of Conduct.

34 **Minutes**

Resolved

That the minutes of the meeting held on 27th January, 2022 be confirmed as a correct record and signed.

35 **Public Forum**

In responding to a question from a member of the public it was highlighted that the mode of transport the majority of Committee Members and Officers had used to attend the Scrutiny Committee, was by car. The use of a car was considered the best option and most reliable method of transport and concern was raised in relation to educating the public into using public transport, particularly as the current system was so unreliable. The role Members of the Council had to ensure that the Local Transport Plan was adequate for Dudley residents was referred to, however, it was envisaged that collaborative working with Members, officers and key stakeholders was essential to ensure the objectives of the Plan were delivered.

The Committee heard representations from the same Member of the public in relation to the alleged plans to build a high concrete viaduct on the canal embankment to allow the Dudley tram to travel to and from the Merry Hill Centre. It was suggested that the tram tracks be positioned on the opposite side of the canal or elevated above

the water level which would protect the landscaping and allow boats to sail underneath the tracks.

In referring to the canal at Leasowes Park, although it was acknowledged that the canal had been restored by the Local Authority twenty years ago, it had not been filled with water and it was requested that consideration be given to rectify the issue.

The same member of the public referred to the poor condition of the cycle-walkway from Pensnett Local Nature Reserve to Himley and requested that action be taken to repair the cycle-walkway to allow a safer walkway for the public.

A petition incorporating the points raised above had been submitted to the Chair of the Committee prior to the meeting. Members were urged to sign the petition at the end of the meeting and completed forms be sent back to the member of the public for action.

Councillor D Stanley acknowledged and supported the comments made above. The issues raised had been previously discussed and the lack of consideration and action was considered unacceptable. In referring to the Kingswinford branch railway line, it was noted that it had been established in 1923 and was abandoned as a railway line in the 1960s and converted into a walkway. However, the part of the walkway that was located in the Dudley Borough was in a poor condition compared to the part of the path that was located in Staffordshire. Investment was considered essential to ensure the footpath was brought up to national standard to encourage increased usage of the footpath and avoid fly tipping in the area.

36 **West Midlands Local Transport Plan – Engagement on the Draft West Midlands Local Transport Plan 5 Core Strategy**

A report of the Deputy Chief Executive was submitted on the development of a new West Midlands Local Transport Plan and in particular the engagement on the new Local Transport Plan Core Strategy, which commenced on 7th February, 2022. Representatives from Transport for West Midlands were also in attendance at the meeting.

A Greatholder, Principal Policy and Strategy Officer referred to the statutory duty to produce and review a Local Transport Plan (LTP) for the West Midlands area. The West Midlands Combined Authority (WMCA), as the Local Transport Authority (LTA) had developed an LTP, in partnership with the seven metropolitan districts/authorities and key stakeholders, incorporating and supporting the WMCA's core priorities to ensure that all future funding bids and transport activity was optimised to meet the Corporate Aims and Objectives agreed by the WMCA Board in November, 2021. The LTP included policies for the promotion and encouragement of safe, integrated, efficient and economic transport to, from and within the LTA area, together with proposals for implementation. The LTP was considered a critical document to ensure that the West Midlands public's interests in relation to transport and its impacts were considered in a range of decisions.

Since the adoption of the current LTP, Movement for Growth in 2016, significant changes to the policy had been highlighted, particularly in relation to the impact of the Covid-19 pandemic, consideration to recharging the West Midlands as part of the recovery process, the challenge of climate emergency, and addressing inclusive growth. The mobility sector had been identified as a key sector for the West Midlands and collaborative work with the seven constituent authorities and key stakeholders was essential in planning future work opportunities. The increased cost of living crisis, how it was affecting disposable income, the impact on transport with rising fuel costs and the challenges faced in relation to use of public transport as a result of the Covid-19 pandemic would also be considered as part of the new LTP.

The Green Paper had been published in July 2021. The Green Paper served as a consultation document for the general public, businesses and other key stakeholders in the West Midlands and was based around the five key Motives for Change, creating a fairer society, supporting local communities and places, becoming more active, tackling the climate emergency and sustaining economic success. The Motives for Change had been developed as part of an evidence gathering exercise, where 612 responses had been received. A summary of the results of the engagement process was outlined in the report submitted. It was acknowledged that whilst the use of private vehicles would remain an important mode of transport in the future, it was recognised that car usage needed to reduce, however, in order for this to be achieved, a significant change in travel behaviour was required.

Reflections from the Leaders Summit held on 24th September, 2021 were referred to. Leaders recognised the need for a change in approach. Local Authorities were expected to lead on implementation, and it was emphasised that to progress, the plan must be fair, transparent and delivered public aspirations.

The draft Core Strategy outlined the aims and objectives of the new LTP. The key aim was not to prevent the use of the car but to reduce mileage. Whilst it was acknowledged that cars would continue to play an important role in the future transport system, it was envisaged that there could be a travel system suitable for all. The vision for a 15 minute neighbourhoods within a 45 minute region was referred to where it was intended that services within neighbourhoods could be accessed by “walking or wheeling” in a round trip of 15 minutes and accessing services within the region by “ride” modes within a 45 minute trip. The idea was for all modes to be supported by options to access cars and vans without owning a vehicle and underpinned by mobility hubs that brought transport services together to create transport interchanges with greater amenity.

The objectives of the LTP had been framed around five Motives for Change, Delivering Inclusive Growth would mean that social needs, economic ambitions and responsibilities to the environment were being achieved. The aim was to encourage all citizens to help shape, contribute and benefit from the advancement of the region. However, it was recognised that to achieve the aims and objectives set out in the LTP, a behaviour change was required to support and improve accessibility, reduce traffic and electrify transport.



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The benefits that would be targeted from a better transport system would be achieved by focusing on six “Big Moves”, which related to the avoid, shift and improve framework. The Big Moves approach intended to improve the transport system to encourage a change in travel behaviours and deliver a plan against the Motives for Change. The need to consider accessibility more holistically was essential in achieving the aims and objectives. An overview of each of the six Big Moves were provided in Appendix 2 to the report submitted.

It was noted that a consultation exercise had commenced on 7th February, 2022 on the LTP Core Strategy and would conclude on 4th April, 2022 which focused on the three principles of engagement, being more inclusive, the need to be unbiased and empowering and being deliberative. The timeline for developing the LTP and next steps were outlined at the meeting.

Following the presentation, Members had the opportunity to ask questions, make comments and responses were provided, where necessary, as follows:-

- In referring to the need for people to change current behaviours in terms of travel, Members considered that people preferred the use of private vehicles as public transport was unreliable. The current transport system required significant improvement before people would consider the use of public transport rather than private vehicles. The lack of buses that travelled to Birmingham was considered poor, particularly as there was currently no direct bus route from Dudley to Broad Street, Birmingham, requiring people to either use the Metro or take another bus journey. It was essential that the LTP incorporated transport links to main cities which would attract more custom. In acknowledging the comments made, J Thrush indicated that public transport in the West Midlands was mainly used for Town Centre journeys. Significant improvements were required, and consideration was currently being given to introducing a system similar to that used in European cities. Advanced integrated systems and infrastructure connecting all main centres by bus, rail and tram were all key factors in attracting better usage of public transport and which would be considered as part of the LTP as well as improved permanent cross city bus routes to access the wider area of Birmingham.
- Councillor S Henley raised concern in relation to the lack of bus operatives within Transport for West Midlands, particularly with the introduction of the new hydrogen buses to replace the current fleet. Increased bus operatives were required to manage the key objectives set out in the new LTP, however, it was envisaged that increasing staff levels would be challenging, particularly, with the current system being so unreliable. It was acknowledged that the lack of bus operatives was a national problem and the reason employees were leaving the organisation varied. However, collaborative work was being carried out to address the issue and offer staff more competitive work opportunities and benefits to encourage people to join Transport for West Midlands.
- Reference was made by Councillor S Henley to the 612 public responses to the Market Research Online Community Engagement survey. Whilst it was acknowledged that the responses received did not reflect the true representation



of the demographic profile of the West Midlands, responses had been relatively spread across the region and reflected the proportion of car and non-car owners. It had been clear that specific category groups were more difficult to reach, however, wider communication platforms were being identified to ensure greater engagement opportunities.

- Councillor D Stanley referred to the vision for the 15-minute neighbourhood within a 45-minute region and considered the vision to be unachievable, particularly, if people did not live close to bus or rail stations. Concerns in relation to the service being unreliable and the lack of consultation was raised. Significant changes to the transport network and public services timetable had been made in the Dudley area with no consultation with residents and the lack of communication was considered unacceptable. The Principal Policy and Strategy Officer indicated that the aim of the vision was to achieve the objective of reaching one of the three major strategic centres within 45 minutes from the Black Country. Comments raised in relation to reliability, lack of operators and lack of consultation were accepted, and collaborative work was being carried out to explore what influence local authorities and key stakeholders had in terms of policy and governance matters.
- Reference was made to the programmed work associated with the Burnt Tree area of Dudley, as part of the new infrastructure for travel from Dudley to Birmingham. Programmed maintenance work was causing delays due to the number of maintenance projects currently taking place in that area with temporary traffic signals not being synchronised. Consideration and collaborative work were considered essential to ensure disruption to the highway network was minimal during road maintenance/repairs.
- The lack of heavy rail infrastructure within the Dudley Brough was referred to and consideration to improving the rail service was essential to achieving the aims and objectives outlined in the LTP.
- In referring to the issues with the Metro service and the lack of communication when the service was not in use, Councillor D Stanley indicated that improvements were crucial as the service was currently unprofessional and unreliable.
- Whilst it was acknowledged that the West Midlands current transport system was inadequate, Councillor D Stanley indicated that unless Dudley was provided with a fair proportion of the new vehicles at introduction stage and the infrastructure to manage new systems, improvements and public behaviours would not change. It was considered that the smaller transport operators had alternative systems in place to advertise any disruptions to services which was currently making bigger travel operators look unprofessional.
- Whilst acknowledging the negative impact cars had on the environment, Councillor A Davies indicated that the use of private vehicles would not decrease, especially with how poor the current public transport system was, as cars were considered a more convenient mode of transport and complemented

peoples lifestyles. The popularity of cars was evidenced by the fact that only 10% of journeys in the West Midlands were made by public transport. Referring to the serious issue of climate emergency, Members suggested that a more realistic approach would be to focus on improving car emissions, adopting an approach which placed greater emphasis on using existing transport infrastructure better and offering electric vehicles more widely, together with ensuring that the infrastructure and electric charging points were available to sustain demand.

- Reference was made to the vision that by 2041, a 35% reduction in car mileage locally would be achieved. The vision was considered too ambitious, particularly as the national figure had been set at a 10% reduction in mileage. Councillor A Davies queried how the target would be met, particularly as the use of cars and the distances travelled currently were projected to increase. In acknowledging the ambitious trajectory, the Principal Policy and Strategy Officer indicated that the 2041 objective was based on recommendations on decarbonisation. It was recognised that urban areas were expected to deliver more of the overall national trajectory and reduction than rural areas. Whilst there was an expectation that private vehicles would play an important part in the future travel system, the need for a reduction in car usage had been observed, together with the need to tackle inequalities in public transport access. While the shift to electric vehicles was supported, it was acknowledged that the current challenges with congestion on the roads would not be resolved. Encouraging and promoting lifestyle changes would be challenging, however, the aim of the LTP was to deliver a travel system suitable for everyone. In referring to the results of the Market Research Online Community Engagement survey, Councillor A Davies suggested that often people completed surveys, particularly on subjects that they were passionate about, in a more ambitious way, however, some were unwilling to make appropriate sacrifices. Significant improvements to the current transport system were essential to provide people with decent travel options.
- Councillor A Ahmed emphasised the comments made by Members and considered that the current transport system was not cost effective, unreliable with poor connectivity and security. In referring to the successful infrastructure and system operated in European cities, it was queried why similar systems had not been considered for the West Midlands. Congestion had been increasing due to reducing double carriage ways to single carriageways, which was increasing traffic and pollution. The costs involved in creating infrastructure to deliver travel options such as light rail, metro and trams to improve the public travel system was concerning, particularly as unless significant improvements were made, changing people's perception of public transport and moving from private vehicles to public transport would be challenging. The affordability of using public transport was also an issue of concern and consideration was required to ensure that the costs of using public transport appealed to the customer.
- In referring to the areas covered by the LTP, Councillor P Sahota stated that there were four Boroughs within the Plan, all with individual identities and

neighbourhoods and indicated that all areas needed to be considered as part of the Plan in terms of improved connectivity. In responding, the Principal Policy and Strategy Officer referred to The Black Country Area Strategy, which focused on linking neighbourhoods across the Black Country. Members were assured that collaborative working with local authorities was taking place to address the issue of better connectivity.

The Chair thanked the officers from Transport for West Midlands for the presentation provided.

Resolved

- (1) That the progress on development of the West Midlands Local Transport Plan (LTP) and the publication of the West Midlands Transport LTP Core Strategy, be noted.
- (2) That the views of Members on the proposed vision and approach for the new West Midlands LTP and what it means for Dudley, be noted.
- (3) That the approach for developing the Local Transport Plan Big Moves and Area Strategies through to Summer 2022, be noted.

37 **Annual Scrutiny Report 2021/22**

A report of the Lead for Law and Governance (Monitoring Officer) was submitted on the annual scrutiny report for 2021/22.

Following the presentation of the report, Members were invited to suggest items for consideration for the Annual Scrutiny Programme for 2022/23.

In referring to the work carried out by the Scrutiny Committee during the 2021/22 municipal year, the Chair indicated that increased Working Group meetings would be considered for the 2022/23 municipal year, to consider and scrutinise key matters within the remit of the Housing and Community Services and Public Realm Directorates. Projects such as Housing matters and tenant participation, Corporate Quarterly Performance, potholes, road and pavement maintenance would be rolled over to the 2022/23 Scrutiny Programme.

Members expressed appreciation to the Chair and Vice-Chair of the Scrutiny Committee on the manner meetings had been conducted providing Members a fair opportunity to contribute to the meetings.

The Chair suggested that Members send an e-mail to him direct on suggestions for items to be considered as part of the 2022/23 Scrutiny Programme.

Resolved



- (1) That the annual scrutiny report for 2021/22 be noted.
 - (2) That the following items be rolled forward for inclusion in the draft Annual Scrutiny Programme for 2022/23: -
 - Housing matters and tenant participation
 - Corporate Quarterly Performance,
 - Potholes, road and pavement maintenance
 - (3) That Members be requested to e-mail the Chair of the Scrutiny Committee identifying work areas for inclusion in the 2022/23 Annual Scrutiny Programme.
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37 **Corporate Quarterly Performance Report – Quarter 3 (1st October to 31st December, 2021)**

A report of the Chief Executive was submitted on the Quarter 3 Corporate Quarterly Performance report of the financial year 2021/22 covering the period 1st October to 31st December, 2021, specifically referring to services within the Housing and Community Services and Public Realm Directorates.

In presenting the report, the Deputy Chief Executive indicated that a review was currently being carried out on reporting performance within the Housing Service that reflected tenant priorities. The Public Realm Directorate provided key services to Housing Services in respect of green care, waste and recycling and it was essential that the customer satisfaction within the services significantly improved and had a real focus on quality and making sure that the Local Authority adopted a listening approach to tenants.

Following the presentation, Members had the opportunity to ask questions, make comments and responses were provided, where necessary, as follows:-

- In referring to PI2009, satisfaction with repair service, Councillor S Henley queried the increased number of repairs in Quarter 3 for 2021/22 compared to previous performance figures. The Head of Housing Maintenance indicated that issues associated with Covid-19 had impacted on the number of repairs carried out in previous quarters and repairs outlined in the current Quarter 3 included the backlog of repairs that should have been carried out during the pandemic. The number of repairs during lockdown had reduced from around 80,000 per year to approximately 60,000, however, Members were assured that responsive repairs were now back to the figure expected. Improvements to the repairs services had been made and was now operating on an appointment service mutually agreed by relevant parties. Frequent monitoring was carried out in relation to timescales in completing repair/maintenance work to identify any future improvements to the service. Members noted that the repair/maintenance work was now carried out within the Housing Assets and Development service and was undertaken on a more planned approach to managing assets. The Housing Maintenance Service focused on quick response repairs/maintenance.

- Councillor S Henley queried the low level of customer satisfaction reports in relation to repairs/maintenance carried out. In responding, the Head of Housing Maintenance acknowledged that satisfaction surveys carried out previously had been very low, particularly throughout the pandemic. To be compliant with the Regulator on feedback from tenants, call insight officers had been introduced that were dedicated to collecting feedback from tenants following the completion of repair/maintenance work to understand tenants requirements and priorities. Training had been introduced for officers dealing with repair maintenance on booking calls, how to appoint repairs to an appropriate officer, positive language usage and the process in relation to first time fix. Processes had been reviewed in relation to stock available in work vehicles and the code of conduct for operatives when visiting properties and working to the expectations of the Local Authority as landlord. Behaviour would be monitored and addressed in accordance with the requirements of the code.
- Councillor D Stanley expressed disappointment with the current repair/maintenance service. Personal experiences had highlighted faults in the level of service provided and acknowledged improvements were essential. Void properties continued to be an issue, with properties being left empty for long periods of time, which was considered unacceptable given the number of people waiting for a property in the Borough, the impact caused by neglected gardens and the lack of officer responses to queries made by members of the public and Councillors. In responding, the Deputy Chief Executive acknowledged the issues raised and indicated that significant improvements were required to successfully deliver the service, particularly around void properties. New strategies and processes had been introduced in the Housing Service and improvements would be observed during the 2022/23 performance year. The Housing Service was now taking an “every contact matters” approach to customer queries with a single point of access system now in operation. Residents feedback on requirements and priorities were key to improving the services, together with providing support and advice to residents on becoming more self sufficient in terms of preparing boilers in readiness for the winter months, which would reduce the number of calls relating to boiler problems and enable to the Local Authority to focus on the more vulnerable residents.
- In referring to PI2194, gas compliance, Councillor A Ahmed queried the correct figures as it stated in the report that compliance figures were high. In responding, the Deputy Chief Executive indicated that significant focus had been provided to priority areas within the Housing Services, particularly gas compliance. It was important that key performance indicator targets in relation to compliance in general remained high so that tenants felt safe in their homes. The Head of Housing Maintenance indicated that a written response providing accurate Key Performance Indicator figures relating to the percentage of gas compliance would be circulated to Members of the Committee. The importance of gas compliance was emphasised, and it was indicated that throughout the pandemic, accessing tenants homes had proved difficult. Legal processes had been followed in cases where tenants had refused entry to homes, however, it was noted that performance indicators had been maintained throughout the pandemic which had been reflected in target performance figures.

The Interim Head of Neighbourhoods and Communities referred to events currently being planned on compliance in general. There was a requirement on the Local Authority to demonstrate fire safety compliance and the need to listen to tenants, both were key lessons following the Grenfell tragedy. Strategies on improving tenants understanding of compliance was essential and it was proposed that the event would encourage awareness, officers to better understand tenants requirements and the confidence that tenants voices were being heard and issues actioned. It was proposed that an initial visit to tenants in Baylie and Kennedy Courts, together with key housing officers and the fire service would take place prior to the event scheduled on 26th May, 2022, to check property conditions, property compliance, customer concerns and customer feedback. Fire assessments for high-rise flats would also be revised as part of the improvement plan. Members would be invited to attend the event and details would be provided when plans had been finalised. The idea of the event was to improve tenant engagement and to be more honest and transparent with tenants and it was proposed that similar events would be carried out throughout the Borough on compliance should the initial event on 26th May, 2022 be successful. The approach was considered more personalised and would provide greater certainty on how the Housing Services was progressing.

Whilst acknowledging that a different approach was required, Members raised concern in relation to the costs involved with the event, particularly when key performance figures continued to remain high. In responding, the Deputy Chief Executive indicated that were many aspects to compliance and the event was proposed to raise awareness and support tenants to understand options in the event of a fire. The ambition was to improve gas compliance further and reach 100% target and provide tenants with knowledge on the wider area of compliance whilst improving tenant participation engagement. It was acknowledged that the event would be resource intensive, however, the outcome would be beneficial.

- Councillor D Borley referred to an issue associated with a constituent being presented with a notice of eviction and the lack of support provided by the Housing Service. The Deputy Chief Executive requested that details be provided following the meeting, and she would ensure that the matter was actioned, and that Councillor Borley be updated on progress.
- Councillor P Sahota acknowledged the difficulties associated with the services provided by Housing; however, it was expected that improvements were observed moving forward.
- In referring to PI2027, satisfaction – way anti-social behaviour complaints were handled, Councillor R Collins indicated that increased levels of anti-social behaviour were being reported, particularly in the Brockmoor and Pensnett Ward. Residents were being directed to the Anti-Social Behaviour Team with queries that were considered as low-level annoyance. The key performance indicator figures were disappointing; however, it was acknowledged that should complaints regarding low level nuisance be reported to Housing Managers for action in the first instance, figures for that area would improve. In responding, the Interim

Head of Neighbourhoods and Communities acknowledged that some low-level nuisance should not be referred to the Anti-Social Team and should be dealt with by housing officers at patch level. Strategies on how to configure the service, identify priorities, strengthening the neighbourhood model with greater expectations on Housing Managers and salary grading were being considered to allow Managers to manage tenancies more proactively and increase engagement with tenants and Ward Councillors.

An Anti-Social Behaviour Focus Group had been set up, involving tenants, to review anti-social behaviour performance indicators and processes on better engagement with tenants and providing updates on progress with tackling reported anti-social behaviour issues. Members suggested that consideration be provided to inviting Councillors to participate in Anti-Social Behaviour Focus Group meetings.

Members referred to the increased number of complaints received in relation to anti-social behaviour and raised concern with the high level of staff turnover in that area and the processes in place to recruit additional staff. Councillor A Aston queried the reasons telephone lines had been disconnected and cases having to be prioritised in relation to anti-social behaviour during the data period. In responding, the Interim Head of Neighbourhoods and Communities acknowledged the concerns raised. Challenges included the impact associated with the pandemic, staff leaving resulting in pressures within the service and the service having required short term support from Dudley Council Plus to enable officers to deal with casework. Processes had been reviewed and improvements would be reflected in the next quarter of the performance report.

Further issues raised by Members included tenants being passed around several agencies with no action being carried out to issues raised. Councillor A Davies referred to the proactive work carried out in Brierley Hill area by an officer in the Anti-Social Behaviour Team. Officers needed to feel empowered to manage anti-social behaviour issues and encourage enforcement. Whilst it was the perception of residents and Councillors that there had been a lack of police presence in particular wards of the Borough, it was essential that residents/councillors reported crime issues to the police otherwise resources would not be allocated to “hot spot” areas to tackle the issue. In responding, the Interim Head of Neighbourhoods and Communities referred to plans to improve communication. Collaborative working with the police was key to delivering a more improved anti-social behaviour service. The Anti-Social Behaviour Team was considered one of the most important services within the Housing and Community Services because of the impact anti-social behaviour had on residents within the Borough so the need to get the system right was crucial. Front line staff would be provided with training to encourage decisions being made based on professional skills and instinct rather than waiting for approval from senior managers. The new neighbourhood model was aimed to provide tenancy support and managing vulnerability with a more holistic approach.

- Councillor P Sahota referred to comments raised at a previous Scrutiny Committee in relation to the lack of partnership work with key stakeholders at



township level to tackle issues. There was confusion within wards who was responsible for different areas within the service and improvement in relation to collaborative working and communication was considered crucial. In responding, the Deputy Chief Executive acknowledged the comments raised in relation to improved partnership working and would be addressed as part of the Improvement Plan.

- Councillor P Sahota indicated that Public Realm Directorate covered a wide range of services and expressed his concern that only two services were currently incorporated in the key performance indicators and suggested that for the next financial year, other services be considered and incorporated in the performance report. In responding, the Deputy Chief Executive indicated that service plans were currently being investigated and ensured Members that additional services would be considered for inclusion in the 2022/23 financial year key performance indicators.

The Chair thanked the Deputy Chief Executive and Head of Housing for the responses provided.

Resolved

- (1) That the Head of Housing Maintenance be requested to provide Members with a written response providing accurate Key Performance Indicator figures relating to PI2194, percentage of gas compliance.
- (2) That the Interim Head for Neighbourhoods and Communities be requested to send an invitation to all Members of the Committee to attend an engagement event at Baylie and Kennedy Courts in relation to compliance in general.
- (3) That additional Key Performance Indicators be considered for services within the Public Realm Directorate for the 2022/23 financial year and included in the Corporate Quarterly Performance Reports.

The meeting ended at 8.20pm.

CHAIR