



Borough of Tamworth

Marmion House,  
Lichfield Street, Tamworth,  
Staffordshire B79 7BZ.

Enquiries: 01827 709 709  
Facsimile: 01827 709 271

## CORPORATE SCRUTINY COMMITTEE

1 March 2023

Dear Councillor

A Meeting of the Corporate Scrutiny Committee will be held in **Town Hall, Market Street, Tamworth on Thursday, 9th March, 2023 at 6.00 pm**. Members of the Committee are requested to attend.

Yours faithfully

A handwritten signature in black ink, consisting of a stylized 'A' followed by a long horizontal line that tapers to a point.

Chief Executive

### A G E N D A

### NON CONFIDENTIAL

- 1 Apologies for Absence
- 2 Declarations of Interest

*To receive any declarations of Members' interests (personal and/or personal and prejudicial) in any matters which are to be considered at this meeting.*

*When Members are declaring a personal interest or personal and prejudicial interest in respect of which they have dispensation, they should specify the nature of such interest. Members should leave the room if they have a personal and prejudicial interest in respect of which they do not have a dispensation.*

**3 Chair's Update**

**4 Responses to Reports of the Corporate Scrutiny Committee**

**5 Consideration of Matters referred to the Corporate Scrutiny Committee from Cabinet / Council**

**6 Solway Tamworth Limited Update (Pages 5 - 6)**

*(Report of the Chief Executive)*

**7 Assure Project Update (Pages 7 - 8)**

*(Report of Portfolio Holder for Finance, Risk and Customer Services, the Portfolio Holder for Voluntary Sector, Town Centre, Evening economy & Community Safety and the Assistant Director, Growth and Regeneration)*

**8 The Social Housing Regulation Bill - Draft Improvement Plan (Pages 9 - 22)**

*(For the Committee to consider, discuss and feedback comments on the draft Improvement Plan)*

**9 Draft Annual Report of the Corporate Scrutiny Committee (To Follow)**

*(Report of the Chair of the Committee)*

**10 Working Group Updates**

*To receive any updates.*

**11 Forward Plan**

*Discussion item - Link to the Forward Plan is below:*

[Browse plans - Cabinet, 2023 :: Tamworth Borough Council](#)

**12 Corporate Scrutiny Committee Work Plan & Action Log (Pages 23 - 28)**

*To review and discuss the Workplan and Action Log*

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### **Access arrangements**

*If you have any particular access requirements when attending the meeting, please contact Democratic Services on 01827 709267 or e-mail [democratic-services@tamworth.gov.uk](mailto:democratic-services@tamworth.gov.uk). We can then endeavour to ensure that any particular requirements you may have are catered for.*

### **Filming of Meetings**

*The public part of this meeting may be filmed and broadcast. Please refer to the Council's Protocol on Filming, Videoing, Photography and Audio Recording at Council meetings which can be found [here](#) for further information.*

*If a member of the public is particularly concerned about accidental filming, please contact a member of Democratic Services before selecting a seat.*

### **FAQs**

*For further information about the Council's Committee arrangements please see the FAQ page [here](#)*

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To Councillors: T Jay, D Cook, M Cook, C Cooke, A Cooper, S Goodall, J Harper,  
S People and S Smith

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9 March 2022

**Report of the Chief Executive****Solway (Tamworth) Ltd Update****Exempt Information**

None

**Purpose**

To provide Corporate Scrutiny Committee with an update for any trading activities, as is required under the Councils constitution.

**Recommendations**

1. To note there has been no trading activities within the company that require reporting to Committee.

**Executive Summary**

The Council has set up a wholly owned trading company to utilise as one of the many tools it has to diversify its income generating options.

However, to date the company has not traded, but as part of good governance Corporate Scrutiny receive a report – even a nil return - twice a year, which is also provided for within the Constitution.

For the Committees information the Council started exploring uses for land at Solway Close in 2016 with an initial decision made to develop the site for private rental sector housing through its newly established trading company Solway (Tamworth) Ltd.

The initial premise was to explore the opportunity for using council capital reserves to generate long term revenue streams. However in March 2022, this committee received a report that based on structural changes to the economy, it was felt important to test the original approach for the site, rigorously testing and challenging a number of options to identify the most advantageous approach for the Council.

The outcome of the recommendations of the March 2022 report was a further report to Cabinet in June 2022 agreeing the sale of the site originally earmarked for Solway (Tamworth) Ltd to develop.

Committee is asked to note that Solway (Tamworth) Ltd continues to exist as a trading entity with a focus on commercially led, revenue generating opportunities when they arise, and it is more advantageous that a Local Authority Trading Company takes the lead.

**Options Considered**

None

**Resource Implications**

Nil.

**Legal/Risk Implications Background**

None

**Equalities Implications**

None directly arising from this report

**Environment and Sustainability Implications (including climate change)**

Climate change and sustainability are noted as a key priority for the Council.

**Background Information**

None

**Report Author**

Andrew Barratt – Chief Executive

**List of Background Papers**

Nil

**Appendices**

None

Thursday, 9 March 2023

**Report of the Portfolio Holder for Finance, Risk and Customer Services, Portfolio Holder for Voluntary sector, Town Centre, Evening economy & Community Safety / Assistant Director - Growth & Regeneration**

**Assure Project Update**

**Exempt Information**

None

**Purpose**

To give a progress update to Corporate Scrutiny on the Assure project for Environmental Health

**Recommendations**

N/A

**Executive Summary**

Environmental Health currently use the M3 IT system provided by NEC to manage back-office processes. NEC will be issuing a 12-month de-support notice in April whereby they will no longer provide updates, fixes, and support for the M3 Environmental Health product. The successor to M3 is Assure, a web browser-based product reengineered for a modern, feature richer and flexible application more suited to our service area and customer needs.

**Options Considered**

N/A

**Resource Implications**

The upgrade to Assure will require significant resource from the Environmental Health team. All modules/processes used by the team are now available for transition to Assure and the project will require resource for the duration of the transition. The project can be approached in stages with Licensing and Document Production being mandatory for an initial go live to Assure. The Head of Environmental Health has prepared a business case for additional staff to cover for officers supporting the transition work to Assure, which is going through the sign off process. The budget is in place to support the additional capacity required.

NEC have also put together a costed package to support our upgrade, reducing impact on our own resources and delivering the project in a reduced time frame. Subject to the level of support required from NEC, several budget options to fund this work are available.

**Legal/Risk Implications Background**

The main risk associated with this project is full delivery of the upgrade ahead of the de-support notice deadline for M3 of March 2024. There will be significant resource demands on the Environmental Health team to deliver the upgrade within the timescales, the mitigation for which is twofold: establishing a budget to fund an assisted support package from NEC and creating additional capacity within the Environmental Health team for the duration of the project.

### **Equalities Implications**

N/A

### **Environment and Sustainability Implications (including climate change)**

N/A

### **Background Information – Progress Update**

The project now has formal project management in place to ensure appropriate governance, stakeholder involvement and timely delivery. The project board have completed a project initiation document (PID) setting out at a high level the scope, stakeholders, workstreams and governance structure of the project.

In terms of practical progress, members of the Environmental Health team have attended training on the Assure document production system in preparation for the transition of letter templates and associated documents to Assure. Wider project stakeholders also attended a demonstration from NEC of their public facing Assure module which will be considered as part of the project's scope, for providing self-service to the public for Environmental Health specific processes such as Taxi Licensing. The Assure test system has also been upgraded and is in a position where testing can start when resources are allocated, and the level of any support package has been agreed with NEC.

Additionally, the team have started to look at the existing M3 system to ensure work that needs to migrate to Assure is necessary. To facilitate this the team are looking at all letter templates within the system to assess if 1) they are still required and 2) if templates are used on a frequent basis. Given timescales there is little point spending time on preparing new letter templates for Assure if they are only likely to be used once every five years. This data cleanse therefore will prioritise those most frequently used templates within M3 for migration to Assure.

Next steps are to define in more detail the project workstreams in conjunction with NEC and develop an associated project plan for delivery by the March 2024 deadline. The project board will also agree resources and the level of involvement/support required from NEC. Decisions will also be made on the preferred option for a public facing self-serve function for Environmental Health specific processes.

### **Report Author**

Gareth Youlden – Head of Technology and Information Services

Wendy Smith – Head of Environmental Health

### **List of Background Papers**

N/A

### **Appendices**

N/A



Standard: Home Standard			
Element	Action	Target date	Owner
1.1 (a)			
Corrective actions on compliance	<p>Develop a plan and a target date for completion of insulation/roof works to comply with current DHS standards.</p> <p>Agree reporting on DHS compliance, to enable assurance checks by the Council of legal and regulatory compliance.</p> <p>Agree reporting on Health and Safety compliance to an appropriate Council Committee and to the Council Executive Team.</p> <p>Ensure the reporting on safety compliance includes not just the assessments completed but also the completion of all works. Ensure all four types of fire risk assessments are reported separately, to ensure more urgent works and investment or delays can be teased out quickly and easily by the senior team and the Council.</p> <p>Most improvement works are completed within seven to eight months, within a 12-month allowable window. Whilst this appears disruptive to residents, residents did not raise any concerns on this matter. We do feel that the timescales might be cut down as this represents major disruption to the household, though some lead-in works do include a full 2D image of component replacement – e.g., a kitchen and a plan for the works, which is very positive.</p> <p>Quantify the costs of likely compliance on likely carbon zero targets in housing, from what is currently expected, to enable the Council to make future funding provision to enable legal and regulatory compliance.</p> <p>Refresh the Asset Management Strategy and agree reporting on delivery to an appropriate Council Committee and to the Council Executive Team.</p> <p>Engage residents in Asset Management Plans and Investment works.</p>		
Social Housing White Paper	<p>Share with an appropriate Council Committee and residents, the Council’s current and future expectations on DHS/Asset Management/Housing Investment/Net Zero planning, to increase their capacity to understand and engage on these matters.</p> <p>TBC should prepare for the introduction of the Tenant Satisfaction Measures (TSMs) which the RSH has consulted on. Draft TSMs relevant to the Home Standard (to be confirmed by RSH in the Autumn 2022) are:</p> <ul style="list-style-type: none"> <li>• Homes that do not meet the Decent Homes Standard</li> <li>• Repairs completed within target timescale</li> <li>• Satisfaction with repairs</li> <li>• Satisfaction with time taken to complete most recent repair</li> <li>• Gas safety checks</li> <li>• Fire safety checks</li> <li>• Asbestos safety checks</li> </ul>		

	<ul style="list-style-type: none"> <li>Water safety checks</li> <li>Lift safety checks</li> <li>Satisfaction that the home is well maintained and safe to live in</li> </ul> <p>Prepare to share with Members and residents, the final KPI data when agreed by RSH in Autumn 2022.</p>		
1.1 (b)			
Social Housing White Paper	HRA investment Plan, Business Plans and AMS to be refreshed once stock condition survey completed and shared with residents		
1.1 (c)			
Corrective actions on compliance	Current standards are to be found within in the repairs policy. Write up a standard for repairs and voids in a standard which can be measured by residents and Members		
Social Housing White Paper	Specific and enhanced standards for residents are currently not included as based on HRA expenditure envelope, so a higher investment is likely to be required		
1.2 (a)			
Corrective actions on compliance	<p>Right first-time (RFT) indicators for repairs completion are monitored in contractor performance – a requirement for compliance under the Home Standard. Develop RFT reporting and compliance to enable sharing with residents, (website/newsletters) to enhance resident information and satisfaction (duplication, reduced waste and value for money for TBC and its residents).</p> <p>Develop a gardening standard of service for communal areas (to meet the Neighbourhood and Community Standard).</p> <p>Develop a repairs standard, which includes resident responsibilities and enable residents to monitor measurable delivery.</p> <p>Capture the changes suggested and made as a result of TCG and website engagement from residents in the Repairs Policy, to gather the evidence of listening and acting on changes proposed from residents (when possible).</p> <p>Agree how involved residents will be involved in monitoring the new service standards.</p>		
Social Housing White Paper	<p>Share the contractor performance repairs satisfaction levels, already monitored by TBC with residents.</p> <p>Agree responsibilities and the name of a H&amp;S lead officer and share this with residents.</p> <p>Engage the TCG and other residents in their information needs on safety and on quality of forward repairs and improvement programmes. Develop a forward plan for delivery of resident recommendations.</p>		

	Develop a plan to collect the 22 draft KPIs currently proposed by the Regulator of Social Housing, across all departments of the Council, sharing these with the Council, the Executive Leadership Team and residents.		
Other suggestions for improvement	<p>The TCG feel they are waiting for information to come back to them to agree the final Repairs Policy, having discussed ideas towards the end of 2021. Minutes of the meeting do not reflect the changes suggested by residents. Additional feedback was sought through Rent Statement and on the Council’s website, with few comments received by the 25 March 2022 deadline. Some clarity is required to synergise the view of residents into the final Repairs Policy, and to decide next steps to achieve this.</p> <p>Gardening services are available to elderly and vulnerable people living in TBC homes, with their own private garden. We heard comments from officers and tenants that this list may require renewal in terms of criteria and the support given to those where relatives may be able to complete this work.</p> <p>Review the leases used for future Right to Buy or shared ownership homes, to ensure leaseholders pay a share of safety works. Officers tell us this needs intervention by a legal department.</p>		
1.2 (b)			
Corrective actions on compliance	<p>Complete insulation programme to ensure all homes meet DHS. IF TBC is unable to be achieved within a reasonable short time period, consider informing the RSH and asking for an extension</p> <p>Consider reporting on damp and mould, in line with recent reports from the Housing Ombudsman</p>		
Social Housing White Paper	Agree a process for the new “Access to information” intentions of the social housing white paper and agree what will be shared on the TBC website		
2.2.1			
Corrective actions on compliance	<p>Develop a target for SAP ratings for all property types/ages. Measure and report on these to a Council Committee and residents</p> <p>As previously mentioned:</p> <ul style="list-style-type: none"> <li>the AMS requires a refresh. The revised AMS should be accompanied by a plan to embed the strategy, including systems, policies and procedures to follow</li> <li>Develop a plan for current DHS compliance</li> <li>Set a repair service standard which can monitored by engaged residents. Include both landlord expectations of residents as well as how residents’ views will be taken into account into the creation of the service standard when the new policy is agreed. Publish this and enable involved and other residents to monitor if the standard is met as required by the Tenant Involvement and Empowerment standard. There are no major disposals of council homes planned or completed.</li> </ul>		

	<p>Within the tenant involvement and AMS procedures, attention should be drawn to residents in decant policies or regeneration policies/procedures on the requirement of the Tenant Involvement and Empowerment Standard for consultation and sharing the consultation with the landlord committee, prior to final decisions being taken to dispose of homes</p>		
Other suggestions for improvement	<p>5-year forecasting may not be enough to forward think the investment for government targets on compliance for Net Zero.</p> <p>Some TCG residents would like to spot check completed void standards occasionally, to ensure the standards of voids are completed. Whilst TBC have confirmed that safety arrangements are not possible for the original void home to be visited by the TCG, they would like to see a selection of completed voids and to see pictures of the empty homes when vacated to get an idea of the extent of works completed. There is no requirement for this sort of engagement with residents, but a discussion might be worth having to bottom out this request from the TCG</p> <p>Tenants would like to see a better standard of decoration to empty homes let as they do not feel £25 pays for much per room through the decoration allowance</p> <p>Consider the wish list on repairs engagement in section 2.2.1 above which the TCG would be interested in engaging on, in repairs and investment in their homes</p>		
2.2.2			
Corrective actions on compliance	<p>Procure an OT for disabled adaption assessments.</p> <p>Agree a budget to catch up on major disabled adaptations, when the temporary OT service has been procured</p> <p>Report on adaptations completed and outstanding, within repairs KPI reporting</p>		

Standard: Neighbourhood and Community Standard			
Element	Action	Target date	Owner
1.1			
Corrective actions on compliance	<p>Develop standards of Environmental Services with involved residents on grass and shrub cutting/garden/tree/play area/street scene/cleansing/graffiti/bin collections within council housing estates maintenance, to enhance the basic specification known to the team, but not to residents</p> <p>Develop standards of service with involved residents in caretaking/the waste management function, to evidence regularity of services and VFM. Share Waste KPIs with residents. This is accepted by Officers who will prioritise this work in 2022/23.</p>		

	<p>Collate evidence of improvements completed by the Housing Maintenance Officers to share with residents on a “you said, we did” platform</p> <p>Understand and evidence how Council residents benefit from the Community Grant Fund</p>		
Other suggestions for improvement	<p>Consider how residents with shared bin chutes could recycle, to meet resident demands</p> <p>Share the list of activities planned by the former caretaking services, to enable residents to know when the work is planned to enhance their communal area, or that their communal area is on the list for action</p> <p>Consider whether the review of the list/criteria for resident own gardens is due for a refresh.</p> <p>Maintain evidence of social value from the Housing Maintenance Officers to the evidence base to demonstrate resident driven outcomes</p> <p>Maintain of council housing Hate Crime records, separately from the Councils total information, to enable other related tenancy and housing management solutions</p> <p>Consider if the two stages of the sifting of applications for the Neighbourhood investment budget of £250 pa could be streamlined to achieve VFM</p> <p>Ensure good record keeping from TCG and other consultation with residents, to evidence changes made as a result of resident requests/TCG recommendations</p>		
Social Housing White Paper	<p>TBC should prepare for the introduction of the Tenant Satisfaction Measures (TSMs) which the RSH has consulted on. TSMs relevant to the Neighbourhood and Community Standard are:</p> <ul style="list-style-type: none"> <li>• Anti-social behaviour cases relative to the size of the landlord</li> <li>• Satisfaction that the landlord keeps communal areas clean, safe and well maintained</li> <li>• Satisfaction that the landlord makes a positive contribution to neighbourhoods</li> <li>• Satisfaction with the landlord’s approach to handling of anti-social behaviour, specifically for housing residents</li> </ul> <p>TBC will need to decide (as with repairs and other housing services), how “access to information” for residents on documents of interest to residents (for assurance or otherwise) can be made available, under new requirements yet to be introduced. Residents may be able to help TBC to define their interest in documents</p>		
1.2			
	<p>Consider the benefits of more strategic working with housing associations within the Neighbourhoods team and or within the Homelessness and Social Housing Sub-Committee of the Council.</p>		

Corrective actions on compliance	<p>Consider how social value works from contracts can be evidenced to demonstrate the requirements from this Standard</p> <p>Data from TAC is currently gathered based on referrals from: general public, tenancy sustainability team and homeless team. Consider the benefits of evidencing compliance by collecting data on services and outcomes delivered to Council housing residents. Residents may not be clear how this work supports rent and debt advice for council residents.</p> <p>The TCG are not fully aware of the role of the community safety team and the ASB teams within neighbourhoods, this might help to raise their capacity to engage. Officers suggested that this can be included in Community Cohesion priorities.</p> <p>TBC might consider an Impact Assessment for their work on social value</p>		
Social Housing White Paper	Respect indicators are underdeveloped at TBC. TBC should consider KPI reporting based on residents view on how KPIs might reflect respect.		
1.3			
Corrective actions on compliance	<p>Clarify boundaries through the development of a service standard on ASB and nuisance which is managed by more than one team in the council</p> <p>Include all teams' work relevant to ASB in the ASB standard for social housing residents</p> <p>Obtain assurance on the delivery of the local offer on ASB</p> <p>There is a ASB tenure neutral panel and tenants have been interviewed as part of the accreditation. Consider the merit of the actions suggested to gather council residents' input into the ASB accreditation, to evidence resident influence on the service</p> <p>Deliver the Accreditation Action Plan and update Policies with CSP</p>		
Other suggestions for improvement	Involve residents in the planned review of the role of community wardens		
Social Housing White Paper	Consider how transparency in safety matters for residents and easy access to information can reduce risks of the new naming and shaming planned by government (also applies to repairs and all other Housing Services)		
2.1			
Corrective actions on compliance	TBC to consider how it will meet the requirement for a standard and a policy to ensure compliance in this section.		
2.2 (a)			
Corrective actions on compliance	Gather data as evidence of acting on the council resident voices/outcomes from the tenant inspections (recently recommenced with residents after Covid)		
Social Housing White Paper	Publish roles of names officers (applies to all standards)		
2.3.2			
	Collate outcomes from tenant voices and involvement in ASB, to evidence the work being completed which may show gaps in services as well as compliance		

Corrective actions on compliance	Collate Council tenant legal actions which have been successful through direct prosecution and three evictions  Residents are aware of the new Service Improvement Groups planned on ASB and keen to engage on this. They are keen to engage on the information they will be able to hear as this was previously restricted due to Data Protection and led to some frustration		
Other suggestions for improvement	Reflect on the wish list from the TCG above to see if their ideas can be considered for improvement		
Social Housing White Paper	Triage at the first point of contact could be improved as tenants reported getting inconsistent advice from customer service. Access to information and roles of officers, including transparent and openness are key foundations for SHWP.		

Standard: Tenancy Standard			
Element	Action	Target date	Owner
1.1.1			
Corrective actions on compliance	For compliance with the Tenant Involvement and Empowerment Standard for policy review, consult TCG or residents at the start of policy review, enabling them to share their views on services and improvement required, prior to policies being written and returned to them Record the changes made to policies as a result of resident involvement.		
Social Housing White Paper	Capture TCG comments for the Council's approach to transfers within Council homes in the next edition of the policy.		
1.1.1 (a)			
Corrective actions on compliance	Consider the layout of Corporate Service Plans across the housing portfolio to ensure they are SMART, outcome focussed, have milestones and evidence periodic measurement for assurance of delivery		
Other suggestions for improvement	Assets team to Involve recent tenants of new build homes into the design of other TBC new build schemes		
1.1.1 (b)			
Other suggestions for improvement	Play back survey results to the team engaged in doing the work which is surveyed, as part of existing review systems Clarify with TCG whether and how homes can be occupied prior to completion of all void works		
1.1.1 (c)			
Other suggestions for improvement	Ensure the Allocations Operational Procedure guide is always reviewed at the same time as the Allocations Policy. The current procedure is due for review on 2023/24		
1.1.2			
Other suggestions for improvement	Be proactive in promoting mutual exchanges as a route to move home		

1.2.1			
Corrective actions on compliance	Ensure resident engagement in new Tenancy Management policy and any future changes as a result required to the tenancy agreement (fixed to lifetime homes)		
2.1.1			
Other suggestions for improvement	Consider opportunities to work more strategically with other social housing providers operating in Tamworth		
2.1.2			
Other suggestions for improvement	Work with TCG to gather their ideas and evidence on how to review and promote the incentive scheme for downsizing		
2.1.3			
Other suggestions for improvement	<p>Address the underlying causes of property dampness in Sunset Close, Lichfield Street</p> <p>Consider the energy bills/costs to residents by fitting fixed dehumidifiers</p> <p>Whilst the above resident experiences are one off and very different, in a small group of TCG members, it might be helpful for the TCG to engage in more detail in the survey results from new lettings and to add their own ideas to improve the process</p> <p>Engage involved residents in improvement of transfer and allocations procedures</p>		
2.1.4			
Other suggestions for improvement	<p>Consider enabling technology for translation on the website for those whose first language is not English. If this is not possible, ensure key local institutions have been briefed on how to support residents who wish to apply for housing, or tenants who wish to find out about the services they can access.</p> <p>Refresh mutual exchange procedures 2015, even if they are simply renewed, with input from residents</p>		
2.1.5			
Other suggestions for improvement	<p>Agree a lettings standard beyond the offer of property condition with residents</p> <p>Investigate delays in void performance</p>		
2.1.6			
Other suggestions for improvement	Copies should be retained if inspected as this would be a document request.		
2.1.10			
Corrective actions on compliance	There has been no tenant involvement in the design or promotion of the mutual exchange process, which is overdue for refreshment		
2.1.11			
Corrective actions on compliance	Clarify the mixed message on access to Marmion House (Tenant Involvement and Empowerment standard)		



Other suggestions for improvement	The Council's digital strategy and customer service offer will offer review opportunities to tailor services.		
2.2.1			
Corrective actions on compliance	Update policies so they are in date – for example the Tenancy Management Policy which is currently being updated (at EMT stage) to add a forfeiture clause, following the 2021/22 update		
Other suggestions for improvement	Share the full schedule of policies and review dates with the appropriate council committee		
2.2.9			
Corrective actions on compliance	Update Decant Policy 2013		

Standard: Tenant Involvement and Empowerment Standard			
Element	Action	Target date	Owner
1.1 (a)			
Corrective actions on compliance	Consider potential to isolate tenant satisfaction data on tuts, grumbles, comments and suggestions to enhance landlord services and service planning		
Social Housing White Paper	Information on policies, service standards and performance will need to be more explicit for residents to access once the proposals in the SHWP are translated into legislation and revised Regulatory Standards Find and focus on residents who are not on line in Council homes and ensure they can access service information on safety and service standards		
1.1 (b)			
Corrective actions on compliance	Change policy and procedures to comply with the latest advice from the HOS by October 2022, as required by the HOS service Change reporting on line to capture annual reports on complaints handling and lessons learnt, in addition to the newsletter Share lessons learnt from housing complaints with an appropriate committee of Elected Members.		
Other suggestions for improvement	TBC to publish actions to be taken in the next 12 months to improve complaints handling and outcomes as a result of the self-assessment which will now be required annually from 2022 Use data and reports into research findings from the Housing Ombudsman website to pick up lessons learnt from other landlords		
Social Housing White Paper	Consider the Councils strategic response to any negative findings by the Housing Ombudsman against TBC, in response to the new naming and shaming which the government has started to develop from the SHWP		
1.2.(a)			
	Collate evidence of outcomes from resident influence on all policies (and all customer involvement activities) where residents have made a positive change to services, satisfaction and performance		

Corrective actions on compliance	<p>Consider how residents who are not part of TIG/TCG can influence policy</p> <p>Share improvements made as a result of feedback on the 10% survey of calls</p> <p>Improve/recruit more diversity of engaged residents</p> <p>Reach out for new diverse residents to join up and engage, both digitally and in meetings/surveys etc.</p> <p>Ensure minutes of all residents' meetings capture the evidence and outcomes of resident consultation</p> <p>Consider how residents can be involved in shaping strategic priorities with councillors</p>		
Other suggestions for improvement	<p>Involve residents at the outset and at the end of policy review, to explain changes made</p> <p>Share wider service user comments, including transactional survey and other survey data, with TCG to enable them to understand and consider the wider voice of residents when they agree final draft policies</p> <p>Record influence and outcomes as a result of young person scheme meetings, Seniors United and the bi-monthly sheltered meetings</p>		
Social Housing White Paper	<p>Clarify access to service offer to engage on policy</p> <p>Consider use of on-line websites used by many landlords to engage digitally with residents</p>		
1.2 (b)			
Corrective actions on compliance	<p>TBC to develop service standards with residents, including enabling monitoring/measurement of these standards, by residents</p> <p>Capture how service standards will be defined, developed and monitored in the Involvement Strategy</p>		
Social Housing White Paper	TBC to develop service standards for the new standards which can be anticipated from the SHWP		
1.2 (c)			
Corrective actions on compliance	<p>Enable wider resident influence and suggestions for improvement on landlord performance and all engagement activities</p> <p>Collate and publish resident influence from TCG and other resident involvement on satisfaction and performance. Action plans can be helpful to motivate residents to continue to volunteer</p> <p>Consider how residents who are not part of TCG can influence performance</p>		
Other suggestions for improvement	<p>Consider the advantages and offer for new people to engage in a non-daytime meeting manner through digital engagement platforms</p> <p>Consider how "clean and green" involved residents from other landlords focus on local communal area standards</p>		
	TBC should prepare for the introduction of the Draft Tenant Satisfaction Measures (TSMs) which the RSH has consulted on and will be firmed up in Autumn 2022.		

Social Housing White Paper	TSMs relevant to the Tenant Involvement and Empowerment Standard are: <ul style="list-style-type: none"> <li>• Overall satisfaction</li> <li>• Complaints relative to the size of the landlord</li> <li>• Complaints responded to within Complaint Handling Code</li> <li>• Satisfaction with the landlord's approach to handling of complaints</li> <li>• Tenant knowledge of how to make a complaint</li> <li>• Satisfaction that the landlord listens to tenant views and acts upon them</li> <li>• Satisfaction that the landlord keeps tenants informed about things that matter to them</li> <li>• Agreement that the landlord treats tenants fairly and with respect</li> </ul>		
1.2 (d)			
Corrective actions on compliance	TBC to include reference to the Right to Manage in the new involvement strategy		
1.2 (e)			
Corrective actions on compliance	Ensure the new repairs policy or the involvement policy includes this regulatory requirement when refreshed  Consider how task and finish scrutiny with recent service users might add value to performance and satisfaction scrutiny of repairs and contractor performance		
1.2 (f)			
Corrective actions on compliance	Consider how to develop local offers within new service standards – see below.  The Local Offer information 2010 and prior to the most recent in 2015-18 does not demonstrate current compliance. As with all evidence, consider its relevance due to the date of the documents, when you submit information for assessment		
1.3 (a)			
Corrective actions on compliance	Collate the impact assessments completed on equalities across all landlord services		
Social Housing White Paper	Consider how TBC can demonstrate it sets and meets a standard of fairness and respect for council tenants		
1.3 (b)			
Corrective actions on compliance	Develop an annual action plan to improve diversity and address any inequalities found for council tenants		
Social Housing White Paper	Develop a fair access to services and respect standard for landlord services		
2.1.1 (b)			
Corrective actions on compliance	Develop service standards, including local offers for all services to Council tenants  Publish performance reports and make it possible for residents to reviewing performance and satisfaction data to suggest ideas for service improvement		

Social Housing White Paper	Enable measurement of the delivery of service standards by Members at an appropriate committee and residents		
2.1.1 (e)			
Other suggestions for improvement	When the new repair policy is agreed, update the “keeping tenants informed” document and incorporate this part of the regulatory standard into the new policy. Consider how new performance indicators from the RSH can be incorporated into the Repairs Policy and the “keeping tenants informed document”		
2.1.1 (f)			
Social Housing White Paper	With the new Right to Access information coming in with SHWP, it may be appropriate to review information on the website to ensure it is all current and clearly meeting diverse resident priorities		
2.1.1 (g)			
Corrective actions on compliance	Refresh tenant handbook for general needs tenants or replace with service standards		
2.1.1 (h)			
Corrective actions on compliance	Review the overall approach to engagement to hear from the wider customer base, without losing the skills and commitment of the existing involved residents, which are valued by everyone involved Review digital and survey based resident engagement and resident assurance Measure and publish success and outcomes from involvement activities		
2.1.2 (a)			
Corrective actions on compliance	Amend definition of a complaint to reflect the Housing Ombudsman’s definition – we understand from officers that this has been completed		
2.1.2 (b)			
Corrective actions on compliance	Ensure an update to the complaints policy in line with new HOS Complaint Handling Code Within the update, include how the council will accept complaints from advocates		
2.2.1 (a)			
Corrective actions on compliance	Include the RTM in the new involvement strategy		
2.2.1 (c)			
Corrective actions on compliance	TBC should conduct a new STAR survey and reconsider the intervals between surveys TBC should publish performance data at least quarterly on their website, with commentary on actions being taken to address underperformance. This publication should also suggest where residents can send their ideas for improved services or service satisfaction TBC should publish their benchmarking partners and compare results openly with the performance of partners		

Corrective actions on compliance	TBC may wish to look to other providers and good practice for their annual report content TBC may wish to consult TCG and more widely on the preferred content of this year's annual report  The annual report should be a look back at service delivery promises in the previous year, including details on what went well and any corrective action on performance that might be being taken, it should also include service promises for the next year		
Social Housing White Paper	TBC should agree their approach to publish satisfaction and performance data annually in line with SHWP expectations		
2.2.1 (d)			
Corrective actions on compliance	Resurrect the training programme for involved residents and consider how it can be widely offered on-line to all residents, as well as the TCG.		
Other suggestions for improvement	Consider documenting the approach and support which will be provided, and any boundaries for support by TBC, for new TARAs		
2.2.2			
Corrective actions on compliance	Review the service standards across all services to enable measurement/testing of assurance of delivery		
Social Housing White Paper	When service standards are reviewed, include those within our assessment which are not specifically mentioned in the current service standards and those which we can anticipate from the SHWP		
2.2.3			
Corrective actions on compliance	Review the involvement strategy and ensure it includes all elements of TBC's approach to regulatory compliance on tenant involvement and empowerment, as well as the SHWP expectations now made a little clearer by the recent publication of the clauses of the Social Housing Regulation Bill		
2.2.4			
Corrective actions on compliance	Review the strategy for involvement (including resident scrutiny and their involvement in governance) three yearly		
2.3.1			
Corrective actions on compliance	TBC to consider how they can demonstrate compliance with this regulatory requirement		

Standard: Rent Standard			
Element	Action	Target date	Owner
N/A			
Other suggestions for improvement	Update Rent Setting Policy document		

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### Corporate Scrutiny Work Plan

Work Plan		
TARGET MEETING DATE	SUBJECT	MEETING WHEN ITEM ADDED TO WORK PLAN
<b>Dates to be agreed</b>		
9 March 2023	Update on Assure Project (Environmental Health)	September/ November 2022
9 March 2023	Regulation Social housing for the Council's own stock – Improvement Plan	October 2022
9 March 2023	Solway Trading Company Update	February 2023
9 March 2023	Committee's draft Annual Report	February 2023
June 2023	Working group feedback - Review of Quarterly Performance Report	
June / July 2023	QPR Q4 2022/23	
<b>Dates to be agreed</b>		
TBC	Update on corporate prioritisation	August 2020
Bi-annual updates (March & September)	Solway Trading Company Update	December 2019
TBC (September 2023)	Joint Waste contract update	June 2021
TBC	Gungate Masterplan	January 2020
TBC	Reset & Recovery Workstreams	November 2021

TBC	Staffordshire Leaders Board	February 2022
TBC	Corporation Street (Gateway project) – review	September 2022

**Working Groups**

<b>Aiming for June 2023</b> – which meeting Working Group to report back to	<b>Review of Quarterly Performance Report</b> to align with new Corporate Plan 2022-2025  Members: Cllrs T Jay, D Cook, C Cooke, A Cooper	<b>June 2022</b>
<b>February 2023 meeting – feedback received.</b>	<b>Review of Leaseholder Charges Communications</b> following referral from full council meeting on 27.09.2022 meeting  Members: Cllrs D Cook, M Cook, C Cooke, S Goodall, J Harper, S People	<b>October 2022</b>

**Upcoming Corporate Scrutiny Committee Meetings**

Meeting dates:




**ACTION LOG – CORPORATE SCRUTINY COMMITTEE - RESPONSE DOCUMENT**

MEETING MINUTE NO.	ACTION	RESPONSE	COMPLETED?	
1	61 – Asset Management Strategy	Cabinet to respond to the Committee’s recommendations (made to Cabinet on 19.01.2023) on the Asset Management Strategy		Target date: June 2023
2	71 – QPR 2022/23 Q3 Report	The reasons why the number of universal credit / housing benefit claimants was lower, given the difficult economic conditions	<p>The Executive Director Finance has provided the following response:</p> <p>Staffordshire County Council publish monthly data on claimant counts – and all Councils in Staffordshire have seen a fall in claimant numbers since March – explained by:</p> <ul style="list-style-type: none"> <li>The strong decline in claimants seen during April is a return to the long-term labour market recovery we were witnessing going into the festive period with declining work related benefit claimants and is reflective of the record number of job vacancies currently available across the full economy with clear</li> </ul>	Completed.

**ACTION LOG – CORPORATE SCRUTINY COMMITTEE - RESPONSE DOCUMENT**

MEETING MINUTE NO.	ACTION	RESPONSE	COMPLETED?
		<p>job opportunities for residents in a number of our priority and locally important sectors such as manufacturing, construction, logistics, health &amp; social care and hospitality.</p> <p>In terms of Discretionary Housing payments, a similar question regarding the drop in levels was asked in the September 2022 meeting and the following response was provided:</p> <p><b>Discretionary Housing Payments (DHPs) – explanation for the drop in approvals of these payments and requested that future reports show percentage figures (as well as absolute figures). Witten update to be circulated.</b></p> <p>The Discretionary Housing Payments grant funding we receive from the Government has reduced from £130k to £96k.</p> <p>This has meant that we have had to refine and review the criteria in which we award these payments to reflect this reduction. (An example of this is requests for proof of maintenance and bank accounts and many have not provided details back to us. Therefore, the claim has been closed).</p> <p>We are constantly looking at the situation as it stands with our residents to ensure that the pot of money is maximised which ensures that the</p>	

**ACTION LOG – CORPORATE SCRUTINY COMMITTEE - RESPONSE DOCUMENT**

MEETING MINUTE NO.	ACTION	RESPONSE	COMPLETED?
		<p>residents most in need receive this valuable support.</p> <p>Yes, acknowledged reports will include percentage figures as well as absolute figures.</p>	
3	72 – Leaseholder Charges Communication working group	Recommendations to be presented to Cabinet – 23.02.2023 meeting	

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