

Please ask for: J. Hunt
Extension No.: 4623
Email: joannahunt@cannockchasedc.gov.uk

6 March, 2023

Dear Councillor,

Health, Wellbeing and The Community Scrutiny Committee

6:00pm, Tuesday 14 March 2023

Council Chamber, Civic Centre, Cannock

You are invited to attend this meeting for consideration of the matters itemised in the following Agenda.

Yours sincerely,



T. Clegg
Chief Executive

To: Councillors:

Haden, P.K. (Chair)
Newbury, J.A.A. (Vice-Chair)
Bancroft, J.T. Kenny, B.
Beach, A. Kruskonjic, P.
Buttery, M.S. Preece, J.P.T.L.
Elson, J. Prestwood, J.
Frew, C.L. Thompson, S.L.
Jones, P.T.

Independent Co-opted Representative:

- Healthwatch Staffordshire (TBC)

Staffordshire County Council Appointee for the purposes of the Committee's Statutory Functions under the Health and Social Care Act 2001:

- County Councillor P. Hewitt

Agenda

Part 1

1. Apologies

2. Declarations of Interests of Members in Contracts and Other Matters and Restriction on Voting by Members

(i) To declare any personal, pecuniary or disclosable pecuniary interests in accordance with the Code of Conduct and any possible contraventions under Section 106 of the Local Government Finance Act 1992.

(ii) To receive any Party Whip declarations.

3. Minutes

To approve the Minutes of the meetings of the Health, Wellbeing and The Community Scrutiny Committee held on 5 and 19 December 2022 (enclosed).

4. Statutory Health Scrutiny Items

Update – Staffordshire County Council’s Health and Care Overview & Scrutiny Committee

Please refer to Staffordshire County Council’s website for details of all Health and Care Overview & Scrutiny Committee meetings recently held. Alternatively, the Chair may provide verbal updates on any recent meetings attended.

5. Health Wellbeing and The Community PDP Q3 2022/23 Performance Update

To receive the latest performance information for the Health, Wellbeing and The Community Priority Delivery Plan 2022/23 (item 5.1 - 5.22).

Relevant documents included as presented to Cabinet on 2 March 2023.

6. Recommendations from the Housing Scrutiny Review Working Group

Report of the Head of Housing and Partnerships (Item 6.1 - 6.24) (Including Working Group Notes).

Cannock Chase Council
Minutes of the Meeting of the
Health, Wellbeing and The Community Scrutiny Committee
Held on Monday 5 December 2022 at 6:00 p.m.
In the Council Chamber, Civic Centre, Cannock

Part 1

Present: Councillors:

Haden, P.K. (Chair)
Newbury, J.A.A. (Vice-Chair)

Beach, A.	Kruskonjic, P.
Elson, J.S.	Preece, J.P.T.L.
Frew, C.L.	Prestwood, J.
Jones, P.T.	Thompson, S.L.
Kenny, B.	

17. Apologies

An apology for absence was received from Councillor M.S. Buttery.

18. Declarations of Interests of Members in Contracts and Other Matters and Restrictions on Voting by Members and Party Whip Declarations

No declarations of interests in additions to those already confirmed by Members in the Register of Members Interests were made.

19. Minutes

Resolved:

That the Minutes of the meeting held on 26 September 2022 be approved.

At this point the Chair reported that the order of the agenda would change.

20. Presentation on the Environmental Health & Public Protection Service

A presentation was given by Officers of the Environmental Health and Public Protection Service.

Food and Safety Team

Members were provided with an overview of the service that included the Food and Safety Team, snapshot of food safety 2020-2022, case studies that included premises visited and outcomes of meat manufacturers visited, health and safety/public health and an overview of the priorities, and the challenges ahead.

Members had no questions on this part of the presentation.

Environmental Protection

Members were provided with information that covered environmental protection. This included fly tipping, littering, dog fouling, air quality, animal welfare etc. Slides were shown that covered who was in the Team, key achievements and challenges, environmental awareness, future actions, stats and figures for environmental crime and also prosecution figures. Case studies were also discussed concerning fly tipping and animal welfare, and the outcomes of these.

Members were asked if they wished to ask questions.

Members discussed the current issues with the Poplars Land fill site, Norton Canes. Advertising of prices/services and what the site would accept was discussed along with licence limits for pollution. The Officer discussed the levels of pollution and advised that many businesses fell under the threshold. He advised that the permits the Council issues would provide the threshold of what would be considered the acceptable limits for polluting emissions.

Members further discussed the issue around fly tipping, and the issue previously with the charges for certain items to be removed and disposed of. The Council was asked if there was something that could be provided for the public to refer to on what items costs would be made for.

The Staffordshire County Council Member advised Members that the County was now in control of the site and any costings for disposal of items should be made clear. He advised that he would speak with the appropriate Cabinet Member at the County.

The Head of Environment and Healthy Lifestyles confirmed that the Poplars Landfill site was run by the County Council along with other HWRC sites, rather than the District Council.

A Member discussed the revocation of the Air Quality Management Areas (AQMAs) and the plan to move forward. He expressed some concern that this needed to be more open. The Member also discussed the number of developments planned around the Heath Hayes area and the impact of traffic around the five-ways island. He questioned whether the (AQMAs) should be removed particularly when stats would not be known on the impact for several years.

The Officer reported that monitors would remain in place should the AQMA's be revoked. DEFRA had also been consulted with regard to the proposed revocation. The Council would not remove the AQMAs too early with one AQMA proposed to remain in effect. A public consultation is being undertaken; however, it was likely that if there were no concerns, the AQMAs would be revoked. This is supported by the evidence, DEFRA and an independent air quality review.

Private Sector Housing Standards Team

Members were provided with information that covered housing standards, information about the team, key achievements and challenges, key action and priorities, case studies relating to an unlicensed House in Multiple Occupation (HMO) and information around the Minimum Energy Efficiency Standards (MEES) Project.

Members were asked if they wished to ask questions.

In response to Members questions concerning landlords' duty of care to declare the type of residency to the Council, and properties not deemed suitable for a resident, the Officer advised that in terms of landlords and their duty of care, the Council would deal with the licensing of more than 5 people in a property, however there was no requirement for assisted living providers to inform the Council. The Officer also advised that those people residing in unsuitable properties would continue to be engaged and re-assured, and it was hoped that access could be gained to the property for Officers to make an assessment.

The Officer also advised that the Council would check the land registry to identify property owners, and the Council would work in conjunction with letting agents if needed and owners. However, it was ultimately down to owners to engage and communicate with the Council.

Adaptations and Assistance Service (“The DFG Team”)

Members were provided with information about the team, the adaptation of homes and reasons for adaptations, key challenges, key actions, key achievements, case studies and visual images of an accessible bathroom and wheelchair accessible ramp.

Members were asked if they wished to ask questions.

Members asked questions about security for visually impaired people and referrals to the service be it by family members or self-referral. The Officer provided information and advised that safety was a consideration. He gave an example of a person living alone who had a door entry system installed which allowed family members access to his home, given that family members were unsure about who was entering his property given certain illness/conditions he was suffering from. The Officer also explained the assessment route regarding referrals, and it was highly unlikely with a low take up of referrals being made by other people as the assessment would identify any need first.

Environmental Health Admin and Licensing Unit

Members were provided with slides that gave information on the team, the work of the team, partnership working, compliance and enforcement, achievements and challenges, the impact of the service on public safety and examples of helping to ensure public safety.

Members had no questions on this part of the presentation and thanked Officers.

21. Statutory Health Scrutiny Items

Update – Staffordshire County Council’s Health & Care Overview and Scrutiny Committee

The Chair reported on the recent meeting she had attended last week that covered numerous items including the public health dashboard and primary care access updates. She reported that comments were made on well the Committee at Cannock worked, and other Districts and Boroughs were encouraged to do the same.

The Chair reported that recent meetings of the County’s Health and Care and Overview Scrutiny Committee could be accessed through their website.

22. Work Programme Update - Housing Scrutiny Review Working Group

The Chair of the Housing Scrutiny Review Working Group reported on the last meeting he had attended held on 21 November.

He reported that Councillor Elson had undertaken a visit to the contact centre to see the types of calls received, Councillor Frew and he had visited the Hawks Green depot to see how calls were allocated and discussed systems and efficiency. He also advised that Councillor Jones had undertaken a home visit with an operative from the depot on 30 November. This would further be reported on at the next Housing Scrutiny Review Working Group.

Councillor Kruskonjic discussed the mystery shopper role which involved contacting residents. This would be complete sometime this week and reported to the next Working Group meeting.

He also reported that he and Councillor Haden were still to undertake a visit to Acton Gate which would be scheduled at some point.

23. Health Wellbeing and The Community PDP Q1 and Q2 2022/23 Performance Update

Consideration was given to the latest performance information for the Health Wellbeing and The Community Scrutiny Priority Delivery Plan 2022/23 (Item 6.1 - 6.15 of the Official Minutes of the Council).

Item 6.6 - Project - Work on Fuel Poverty...

A Member referred to this and suggested that more detailed information may be useful to refer constituents to. He discussed the current issues with energy suppliers and talked about grants that may be available. He referred to the "Beat the Cold" scheme and asked if this was something that the Council's Housing department could engage in.

The Head of Housing and Partnerships reported that all housing staff had undertaken training from "Beat the Cold" and she had liaised with the Senior Housing Officer on providing the same training to all Members to be delivered via a MS Teams session.

Item 6.6 - Project - Work with partners to safeguard...

A Member referred to safety issues on a particular stretch of road near Chasewater which had no lighting and was unsafe. He had raised his concerns around 6 months ago with the Police and asked who should be contacted about this.

The Chair reported that as this was a highways issue, this would fall under the jurisdiction of the County Council.

Item 6.9 - Project - Work with partners and the local community to support appropriate tree planting schemes

A Member commented that this project was positive, however he referred to a motion passed by Council in 2020 to look at wider tree planting. He asked if any suitable sites (land banks) had been pursued for planting.

The Head of Environment and Healthy Lifestyles reported that when any upgrades to certain areas were being undertaken, planting was being carried out to increase biodiversity. He explained that planting had been carried out in woodland at Brindley

Crescent last year and advised that the Council currently had 45 large trees and Japanese Sequoia trees that had been supplied to them. Planting of these trees would be carried out in the Joseph Dix area. He explained that wherever possible, planting would be carried out, however it was very difficult to establish land banks.

The meeting closed at 7:35 p.m.

Chair

Cannock Chase Council
Minutes of the Call-In Meeting of the
Health, Wellbeing and The Community Scrutiny Committee

Held on Monday 19 December at 6:00pm

Council Chamber, Civic Centre, Cannock

Part 1

Present:
Councillors

Haden, P.K. (Chair)
Newbury, J.A.A. (Vice-Chair)

Beach, A.	Kenny, B.
Buttery, M.S.	Kruskonjic, P.
Elson, J.	Preece, J.P.T.L.
Frew, C.L.	Prestwood, J.
Jones, P.T.	Thompson, S.L.

Proposer of Call-in:

- Councillor J.A.A. Newbury

Councillors Supporting the Call-in Request:

- Councillor J.S. Elson (Committee Member)
- Councillor J.P.T.L. Preece (Committee Member)
- Councillor A.M. Muckley (Non-Committee Member)
- Councillor T.B. Johnson (Non-Committee Member)

Invitees (from Cannock Chase District Council):

- J. Presland, Head of Environment and Healthy Lifestyles
- T. Walsh, Parks and Open Spaces Manager
- Councillor A.A. Fitzgerald, Housing, Heritage, and Leisure Portfolio Leader

Invitees (Lawn Tennis Association)

- S. Maidment, Lawn Tennis Association Parks Investment Delivery Team
- A. Hart, Lawn Tennis Association Parks Investment Delivery Team

Invitee (Cheslyn Hay and Cannock Chase Community Tennis Club)

- C. Perrin, Head Coach and Secretary, Cheslyn Hay and Cannock Chase Community Tennis Club

24. Apologies

An apology for absence was received from Councillor J.T. Bancroft.

25. Declarations of Interests of Members in Contracts and Other Matters and Restrictions on Voting by Members and Party Whip Declarations

No declarations of interests or party whip declarations were received.

26. Call-In Request: Review of Tennis Provision - Cannock Chase Council

Consideration was given to the report of the Head of Environment and Healthy Lifestyles (Item 3.1 – 3.4 of the Official Minutes of the Council).

Councillor J.A.A. Newbury (Proposer) read out and proposed the Motion as set out in paragraph 3.7 of the report, which was duly seconded by Councillor J. Elson.

The supporters of the call-in then spoke in turn, outlining their reasons as to why the motion should be supported, which covered the following matters:

- The reduction in “free” activities and charging a fee could disadvantage certain people and families within the local community. There could also be an impact on the health and wellbeing of some residents who use sport to help them. Maximisation of free spaces for those in lower socio-economic groups should be considered.
- Inspiring Healthy Lifestyles (IHL) currently offered a concession scheme at the Chase Leisure Centre, however there was no offer for a concessionary scheme included in the Cabinet’s proposal for tennis provision.
- An assumption had been made that 85% of residents could afford £7 per hour booking fee and only 15% of spaces would be free, and residents were already being impacted by the cost-of-living crisis.
- There was concern that there was a lack of data available to show statistics such as the numbers using the tennis courts and the periods where they were busy.
- Concern expressed with the venue information and revenue forecasts as provided within the report. The forecast for venue 1 assumed that 21,000 court hours would be made available each week. This number seemed high, and it was unlikely that it would be hired every week for these hours.

The Chair then opened the matter up for debate by the Committee and asked that any questions for the Lawn Tennis Association (LTA) and Cheslyn Hay and Cannock Chase Community Tennis Club be directed through the Parks and Open Spaces Manager. The following points/questions/comments to all those invited/Members were then raised by Members:

Q. Fees were scrapped previously as there was no booking system and no one allocated to collect the fees. Would the fees now be paid through an allocated booking system.

The Housing, Heritage and Leisure Portfolio Leader responded and advised that charging fees had previously been stopped. There were many challenges including staff not always

being around on the sites and no booking system being available which led to some users not always paying. Therefore, it was intended to introduce the charge of £7 which was the same as 15 years ago. This system of booking was called the Clubspark system.

Q. Which tennis courts would charges be made for?

The Housing, Heritage and Leisure Portfolio Leader responded and advised that this would apply to the tennis courts located in Heath Hayes Park, Hednesford Park, Ravenhill Park and Cannock Park.

Q. Reference was made to the comparison figures from other local authorities contained within Appendix 5 of the document. Could you advise if any other local authorities have been checked for comparisons?

The Housing, Heritage and Leisure Portfolio Leader responded and advised that Stafford Borough Council currently charged £6 per hour, however the fee would be increasing to £6.50 in the next financial year.

Following on, the Parks and Open Spaces Manager advised that fees could vary and could range between £5 to as much as £10 per hour so £7 was the midpoint and what was previously approved by the Council.

Point/comments raised during debate:

- The funding would provide for refurbishment of the current tennis courts which were in a poor state. All tennis courts would be significantly improved which would enable residents to access them for both their mental and physical wellbeing.

Q. Could the funding be in jeopardy?

The Housing, Heritage and Leisure Portfolio Leader responded and advised that the Council did not have sinking funds for the refurbishment of the tennis courts, and the Council had a financial responsibility to maintain them. She detailed the costs for refurbishment of each park with the total amounting to well over £148,000. She also commented on the use of £21,000 S106 monies which would be used to undertake works at Ravenhill Park.

Q. Can you explain how the figure of £7 per hour was calculated, and is there any data to support the statistics?

The Parks and Open Spaces Manager responded and advised that this was the same figure that was charged 15 years ago and used as a starting point. He commented that there was no data available, however information was available on potential court usage by using the LTAs Feasibility Toolkit.

The representative from the LTA added that a feasibility tool in terms of data was used and provided further in-depth detail based on post code/indices of multiple deprivation. This then calculates the potential court hours and penetration rate for each area. He indicated that fees were checked elsewhere and that the figures could be made financially sustainable, he also commented that there needed to be a long-term sustainability plan in place. The Council's £7 per hour figure in question, happened to be at a midpoint across the country and all other local authorities.

Point/comment raised during the debate:

- Various figures were being quoted for charging, however £5 per hour with more free sessions for residents could be an option.

Q. Stafford Borough Council would be charging £6.50 per hour from the next financial year but would be operating a concession scheme for some residents. Could the Council offer a similar concession scheme?

The Housing, Heritage and Leisure Portfolio Leader responded and advised that Stafford Borough Council would still charge a standard rate of £6.50 per hour. The representative from Cheslyn Hay and Cannock Chase Community Tennis Club added that for a household the cost would be £1 per week for 1 hour with an annual household pass.

The Housing, Heritage and Leisure Portfolio Leader added that for 4 people playing tennis, the cost would amount to £1.75 per person at a cost of £7 per hour. She commented that anti-social behaviour was an issue around the tennis courts, however with the current offer, residents could book in advance, courts would be well maintained, available to use and good value for money.

Points/comments raised during the debate:

- The cost of £1 per week sounded good, however the annual pass would be expensive for some households if paying upfront. Concern with comments around anti-social behaviour by youths, and an issue raised around the number of free spaces and what people would do when the nights were darker. The tennis courts should be there for everyone to enjoy.

Q. Is the 15% free usage visible when online booking is used, and who is eligible?

The parks and Open Spaces Manager responded and commented that checks were not made, and booking was on a first come first served basis with a passcode text to mobile phones.

Points/comments raised during the debate:

- Discussion around hidden membership, discounted membership, or free access to tennis courts. Proposal of mixed charging model.
- Clarification was given that booking a tennis court was for 1 hour, and not 45 minutes.

Q. Was there any prior discussion around concessionary schemes. A concession was given to armed forces ex members this year, why should this differ?

The Housing, Heritage and Leisure Portfolio Leader responded and advised that this had not been discussed to date as tennis has never been included in any concessionary schemes at Cannock Chase Council.

The Parks and Open spaces Manager added that Cheslyn Hay and Cannock Chase Community Tennis Club offered free coaching sessions at Hednesford Park, and this had already been included in the scheme.

The Head of Environment and Healthy Lifestyles commented and explained that the concessionary scheme mentioned was run through IHL and the tennis courts were managed through the Council. This would not be easy to apply and there was no data available. The 15% free access was a minimum and seen as a concession. Once the Council has more data from the operation of the scheme it could look at introducing a more formal concession, if considered necessary. The whole point of the scheme was to increase participation nationally and locally, improve our tennis court provision for residents and make our courts sustainable, as it was considered there was a real need to improve grassroots tennis.

Q. Free tennis provision could be booked by anyone including those that can pay the fee for a session; therefore, this should be targeted. This could also discourage residents from accessing the courts.

The Parks and Open Spaces Manager through the LTA responded and commented that the free use could be restricted, and limits imposed on the session, however he was unsure how this would work with a family ticket given that it is not clear who was booking.

He advised that IHL used a system that could apply concessions, however the scheme for tennis provision would be administered by the Parks and Open Spaces team who were not experienced with booking systems as Leisure Services had never applied concessions to tennis before.

Q. Could conversations be held with IHL and Stafford Borough Council regarding concession schemes.

The Housing, Heritage and Leisure Portfolio Leader responded and indicated that discussions could be had with IHL, however consideration should be given as other local authorities were also pursuing the type of offer available to the Council, and there could be a risk that the opportunity could be lost if the Council did not apply straightaway. She suggested that the application be made and then some thought given to concession schemes later.

Q. Is there a deadline for the grant application?

The representative from the LTA responded and advised that whilst there was no firm deadline, funding was available on a first come first served basis and this was a once in a generation offer and was unlikely to be repeated.

(At this point there was a lengthy discussion around the basis of the Call-In. Members did not want to halt the bid application for funding. They discussed various proposed amendments around charging and concessions and whether the original motion put forward should be considered by Council or Cabinet).

Councillor Newbury proposed the following minor amendment to the original motion which was seconded by Councillor Buttery:

“That there is an agreement in principle for the need for a charging model with the provision of some form of possible concession scheme, and that this be referred back to Cabinet”.

The Housing, Heritage, and Leisure Portfolio Leader, gave her right of reply to the debate, raising the following points:

- Indicated that there was a tight timescale and felt that the subject had been well debated.
- Advised that contact details of those who accessed the scheme could not be requested by Council officers and would have to be facilitated through IHL due to data protection.

Councillor Newbury (Proposer) gave his right of reply to the debate, raising the following points:

- Indicated that the debate had been well discussed, he felt that none of the Members there wanted to jeopardise the funding and hoped all those present were agreeable with the outcome.

The original motion with the proposed amendment which was moved by Councillor Newbury and seconded by Councillor Elson was then put to a vote.

Resolved:

That the Cabinet's original decision of 10 November 2002 (minutes no. 57) in respect of Review of Tennis Provision - Cannock Chase be referred back to Cabinet for reconsideration with the proposed amendment that, there was an agreement in principle for the need for a charging model with the provision of some form of possible concession scheme, and that this be referred back to Cabinet

The meeting closed at 8:00 p.m.

Chair

Report of:	Head of Governance & Corporate Services
Contact Officer:	Adrian Marklew
Contact Number:	01543 464598
Portfolio Leader:	Innovation & Resources
Key Decision:	No
Report Track:	Cabinet: 02/03/23

Cabinet
2 March 2023
Quarter 3 Performance Report 2022/23

1 Purpose of Report

- 1.1 To advise Members on the progress of the Priority Delivery Plans (PDPs) and Council's performance at the end of the third quarter of 2022-23.

2 Recommendation(s)

- 2.1 To note the progress at the end of the third quarter relating to the delivery of the Council's priorities as detailed at Appendices 1a-1c and the performance information set out at Appendix 2.

3 Key Issues and Reasons for Recommendations

Key Issues

- 3.1 The Priority Delivery Plans set out the key projects and actions for delivery in 2022/23. These are based on the Corporate Plan 2022-26 and the supporting four-year delivery plans.
- 3.2 Overall, 89% of the projects have been delivered or are on schedule to be completed. Progress in delivering the PDPs is summarised in section 5 of the report and set out in detail in Appendices 1a to 1d.
- 3.3 With regard to the operational performance of the key services of the Council, 68% of targets have been met or exceeded. Further details can be found at 5.7 and in Appendix 2.

Reasons for Recommendations

- 3.4 The performance information allows Cabinet to monitor progress in delivery of the Council's corporate priorities and operational services.

4 Relationship to Corporate Priorities





- 4.1 The indicators and actions contribute individually to the Council's priorities and objectives as set out in the Corporate Plan 2022-26.

5 Report Detail

- 5.1 The Council's Corporate Plan 2022-26 was approved by Council on 27 April 2022, setting out the priorities and strategic objectives. The supporting four-year delivery plans were approved on 16 November 2022.
- 5.2 The Priority Delivery Plans (PDPs) set out in Appendices 1a to 1d to this report are the annual documents that set out how the Council will achieve progress against its strategic objectives; these plans establish the actions and timetable for delivery that are the basis of the Council's performance reporting framework.
- 5.3 In addition to the PDPs, performance is also reported against the delivery of key operational services; Key Performance Indicators (KPIs) for these services are set out in Appendix 2.
- 5.4 Where applicable, we will also report on new or additional duties undertaken by the Council during the quarter, as part of this report.

Priority Delivery Plans

- 5.5 A commentary on performance and a rating for each of the projects/actions set out in the PDPs is given in Appendices 1a-1d. A summary of progress, by rating, is given in the table below.

Delivery of Projects as at end of Quarter 3							
Corporate Plan Priority					Total Projects due as at Q3	N/A	Total Number of Projects
	Action completed	Work on Target	Work < 3 months behind schedule	Work > 3 months behind schedule		Work not yet due to be started	
Economic Prosperity	4	10	2	0	16	0	16
Health and Wellbeing	6	14	1	0	21	1	22
Community	3	10	2	0	15	2	17
Responsible Council	4	3	2	0	9	3	12
Total	17	37	7	0	61	6	67

5.6 At the end of quarter 3, of the 61 actions due for delivery:

- 28% of have been completed,
- 61% are on target to be completed,
- 11% have slipped slightly.

Key Performance Indicators (KPIs)

5.7 A dashboard of key performance indicators for the Council's operational services is set out in Appendix 2. In summary:

- 9 indicators show performance above target (47%),
- 4 indicators show performance on target (21%), and
- 6 indicators show performance below target (32%).

The reasons for underperformance and the corrective action to be taken is set out in Appendix 2.

New / Additional Duties

5.8 There were no new or additional duties required of the Council during quarter 3 of 2022/23 though the Council has continued to deliver the new duties reported in quarter 2 i.e.:

- Supporting Ukrainian families
- Payment of Energy Rebates

6 Implications

6.1 Financial

There are no direct financial implications arising from the report.

The financial management of the PDPs is standard in accordance with Financial Regulations and any measure to address a performance shortfall as reflected in a PDP report will require compensatory savings to be identified in the current year and be referred to the budget process for additional resources in future years.

6.2 Legal

None

6.3 Human Resources

None

6.4 Risk Management

The Council's Strategic Risk Register sets out the risks the Council faces in delivering its priorities.

6.5 Equality & Diversity

Equality and diversity matters are addressed in individual services areas and by undertaking equality impact assessments for projects and programmes of work where this is necessary and appropriate.

6.6 Climate Change

There are specific objectives within all of the priority areas which address the challenge of climate change.

7 Appendices to the Report

Appendix 1b: Health and Wellbeing PDP

Appendix 1c: Community PDP

Appendix 2: Key Performance Indicators

Previous Consideration

None

Background Papers





Corporate Plan 2022-26 - Council 27 April 2022


4-Year Delivery Plans 2022-26 - Cabinet 15 September 2022

Priority Delivery Plan for 2022-23



PRIORITY 2 - HEALTH and WELLBEING “To encourage and support residents to lead healthy and independent lives”






Summary of Progress as at end of Quarter 3

				N/A	Total Number of Projects
Action completed	Work on Target	Work < 3 months behind schedule	Work > 3 months behind schedule	Action not yet due	
6	14	1	0	1	22





Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Progress update	Symbol
Provide opportunities for residents to lead healthy and active lifestyles and recognise the importance of mental health and wellbeing							
Work with Inspiring Health Lifestyles (IHL) leisure trust and other stakeholders to deliver campaigns/ programmes to promote the benefits of being active and living healthily	<ul style="list-style-type: none"> Work with IHL, partners, stakeholders and schools on increasing participation in sports and wellbeing activities and bid for funding where appropriate 	X	X	X	X	Museum Half term workshops/Mission Christmas/Guided walks on Hednesford Hills/Young Careers sessions Wellbeing School and community creative workshops - Environment and Sense	

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Progress update	Symbol
						<p>of Place/Nature workshop with primary school/Eco arts workshop/Walks leader training/Walking football programme/Inclusive cycling/ Winter Warm Cosy Club/</p> <p>Developing outdoor women only cycling programme/ Started community mental health programme</p> <p>Leisure Centres</p> <p>Couch to 5k/Pumpkin fitness challenge/Launched Les Millis exercise programme/World Snooker qualifying/ Trampoline and dance competitions/Swimming teacher training/UEFA Coaching Course</p> <p>Theatre</p> <p>Engaged with 3 dance schools /Binworld rehearsals and performances / Engaged with community groups to host performances</p>	



Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Progress update	Symbol
Promote use of the `Cannock Chase Can` online app to support people in leading healthy lifestyles	<ul style="list-style-type: none"> • Develop evaluation tool - Cannock Chase Can portal • Develop new app features and functionality • Deliver aactivities within the community - bespoke projects • Organise Cannock Chase Can showcase event • Establish a Cannock Chase Can zone at Hednesford's annual festival • Embed Cannock Chase Can into the infrastructure of IHL (wellbeing offer) • Create a Cannock Chase Can Wellbeing Hub, using existing leisure and cultural venues 	X	X	X	X	<p>Plan and develop showcase event</p> <p>Cabinet report on Cannock Chase Can, as a partnership between IHL and CCDC</p> <p>Investigate with partners how IHL facilities can be utilised to provide wider health and wellbeing offer through CCC</p> <p>Continue service delivery of community projects</p> <p>Develop virtual challenges to promote biking on Cannock Chase with Staffordshire Libraries as part of Legacy programme fro Commonwealth Games</p>	
Encourage residents to walk or cycle to and from work and school	<ul style="list-style-type: none"> • Create and support green travel strategy 		X	X	X	Draft green travel strategy has been created and is being aligned with the County Council's	

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Progress update	Symbol
	<ul style="list-style-type: none"> Work with partners to create attractive and safe walking and cycling routes 			X	X	County Council working on the cycle way connections around the District	
	<ul style="list-style-type: none"> Work with schools to promote walking and cycling to school 			X	X	Working on the Council's Pedal Power programme with local schools	
	<ul style="list-style-type: none"> Opportunities to be identified as part of the planning application process 			X	X	Planning officers looking to actively encourage developers to incorporate improved cycling and walking considerations and routes in their development designs, prior to publication of the local plan	
Embed health and wellbeing into all of our policies and everything that we do							
Develop a Health and Wellbeing Strategy (HWB)	<ul style="list-style-type: none"> Research current best practice in HWB strategies 	X	X			Research undertaken by Council's Health Improvement Officer, that has been fed into the development of the HWB strategy.	
	<ul style="list-style-type: none"> Engage with service managers on nature of strategy (incorporating 			X	X	Sessions with LGA have been arranged for January 2023 for both elected members and	

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Progress update	Symbol
	Health in all Policies (HiAP) principles)					officers, to assist in clarifying a corporate approach and framing the HWB Strategy	
	<ul style="list-style-type: none"> Deliver Member workshop to inform structure and delivery of strategy 		X			Member workshop delivered last September	★
	<ul style="list-style-type: none"> Present strategy to Cabinet for adoption 				X		
Work with partners to address health inequalities across the District							
Work with Staffordshire County Council to deliver the `Better Health Staffordshire` (BHS) Pilot Project	<ul style="list-style-type: none"> Ongoing member and officer participation in BHS workshops: <ul style="list-style-type: none"> engagement session presentation of strategy 	X	X	X	X	Elected members and CCDC & IHL officers have continued to attend the BHS workshops	✓
	<ul style="list-style-type: none"> Provide input and assistance with this pilot project as requested by partners 	X	X	X	X	Officers and members are actively contributing to the pilot programme. Feedback on BHS Causal mapping	✓

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Progress update	Symbol
	<ul style="list-style-type: none"> Ensure opportunities for the Cannock Chase Can Initiative and app to contribute to BHS are maximized 	X	X	X	X	Development of the Cannock Chase Can programme and opportunities to contribute to BHS continue. Profile of Cannock Chase Can raised at workshops. Commitment by BHS team to consider how Cannock Chase Can might contribute to its outcome goals.	
Support residents that need our help							
Work with partners to encourage the take up of benefits by residents with low incomes	<ul style="list-style-type: none"> Bid for Funding (UKSPF) to appoint a Welfare Benefits Advisor 	X	X	X	X	Bid Successful	
	<ul style="list-style-type: none"> Review service level agreement with voluntary sector partners to increase the focus on encouraging the take up of benefits 			X	X	SLA has been reviewed and Q3 performance information received from Citizens Advice	
	<ul style="list-style-type: none"> New webpage to be created dedicated to encouraging benefits take up and signposting to relevant organisations 			X		Complete - Cost of Living signposting webpage created	





Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Progress update	Symbol
	<ul style="list-style-type: none"> Project team to initiate cross service working to promote take up of benefits 			X	X	Countywide Cost of Living Officer Group set up to share best practice	✓
Work with Support Staffordshire and Staffordshire County Council to build on community spirit and volunteering / befriending advocacy	<ul style="list-style-type: none"> Establishment of `Anchor` arrangements with the voluntary sector to support volunteering across the District 	X	X	X	X	Report prepared for LT (7 February) outlining work undertaken by Support Staffordshire. SLA ends 31 March.	✓
Work on fuel poverty with partners, such as Staffordshire Warmer Homes	<ul style="list-style-type: none"> Bid for Funding (UKSPF) to procure / commission energy advice 			X	X	Bid successful	★
	<ul style="list-style-type: none"> Review of existing budgets to be undertaken to identify funding to support working with Staffordshire Warmer Homes and Beat the Cold, across the District 			X	X	Budget secured to commission Beat the Cold	★



Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Progress update	Symbol
Work with partners to safeguard the most vulnerable people within our District	<ul style="list-style-type: none"> • Deliver Partnership campaigns to raise awareness of key issues and support pathways for key issues affecting the District: • Yr 1 - Safety of Women at Night, Hate Crime, Domestic Abuse and Fraud 	X	X	X	X	<p>Hate Crime/Community Cohesion campaign has been completed</p> <p>Safety of Women at Night campaign is ongoing throughout year as planned</p> <p>Fraud Campaign is drawing to a close</p> <p>Domestic abuse campaigns were operational during the World Cup and also scheduled around Valentine's Day</p>	
Provide funding to voluntary organisations to provide free independent, impartial, and confidential advice to our residents	<ul style="list-style-type: none"> • Review the current service level agreements with voluntary sector agencies 	X	X	X	X	SLA and funding arrangements with Citizens Advice reviewed as part of the budget savings review	

Priority Delivery Plan for 2022-23




PRIORITY 3 - THE COMMUNITY “To ensure Cannock Chase is a place that residents are proud to call home”


Summary of Progress as at end of Quarter 3




				N/A	Total Number of Projects
Action completed	Work on Target	Work < 3 months behind schedule	Work > 3 months behind schedule	Action not yet due	
3	10	2		2	17





Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Ensure our neighbourhoods are safe, clean, and tidy							
Develop a co-ordinated response to anti-social behaviour (ASB) across partner agencies	<ul style="list-style-type: none"> Refresh corporate ASB policy 			X	X	Pan-Staffordshire review of Community Safety Partnerships' ASB policies due to begin in late January. This is being commissioned by the Office of the Police, Fire and Crime Commissioner.	
Engage with young people at risk of engaging in ASB through targeted diversionary activities across the District	<ul style="list-style-type: none"> Deliver annual programme of diversionary activities across the District 	X	X	X	X	Achieving Goalz and Dreams has been commissioned through Locality Deal Funding to deliver this initiative. Areas for engagement are determined based upon known	

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
						peaks/hotspots, with additional flexibility to respond to emerging themes and trends as required.	
Maintain our local parks and green spaces							
Undertake a review of all our play areas	<ul style="list-style-type: none"> Complete Part 2 of the Open Spaces Strategy review 				X		
	<ul style="list-style-type: none"> Develop a sustainable 4-year capital play area refurbishment programme 		X	X	X	Report going to Cabinet 30 March on the 4-year capital programme for play area improvements	✓
Encourage residents to live a sustainable lifestyle							
Work with partners and the local community to support appropriate tree planting schemes	<ul style="list-style-type: none"> Work with schools, internal and external partners etc to identify suitable sites for community planting schemes 		X	X	X	<p>Planting schemes have/are being undertaken as follows during Q3 and into Q4 (tree planting season):</p> <p>Byron Place - 38Lm hedgerow (190 native plants) plus 5 trees.</p> <p>Ravenhill Park - 150Lm hedge (1359 native plants).</p> <p>Hobby Way - 440 tree and 221 native shrub planting over 955m2 area.</p> <p>Hawks Green South - 77 trees via Forest of Mercia following a bequest.</p>	✓

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
						Joseph Dix Drive - 16 cherry trees. Ravenhill Park - 150Lm hedge (550 native plants)	
	<ul style="list-style-type: none"> Carry out community planting at suitable identified sites 			X	X	Joseph Dix Drive and Byron Place involve community planting. Ravenhill Park hedge was a corporate event involving Amey (Highways)	
Undertake campaigns to raise awareness of the ways in which residents can reduce their impact on the environment	<ul style="list-style-type: none"> Carry out annual waste reduction/recycling/climate change campaigns 	X	X	X	X	The Council has a new Waste & Engineering Services Manager and has appointed a new Waste, Recycling & Climate Change Officer who will start in March 2023. Ongoing campaigns will be reviewed, and new campaigns delivered in partnership with Staffordshire LA's, during 23/24	
	<ul style="list-style-type: none"> Work with schools, other educational establishments and partners, to promote the environment and climate change 		X	X	X	Binworld successfully delivered to multiple schools across the District. Plan to revisit this project biennially. The Small Change Big Difference project is also being delivered across multiple schools as a joint project, which started late 2022	

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
						Appointment of new Waste, Recycling & Climate Change Officer will provide additional opportunities to support projects such as these	
Develop an Environmental Strategy and action plan to reduce our impact on the climate	<ul style="list-style-type: none"> Create an environmental/climate change strategy 				X		
Work with partners to support the delivery of the zero-carbon pilot scheme in Rugeley	<ul style="list-style-type: none"> Continue to work with and support EQUANS, partners and other stakeholders on the delivery of the Zero Carbon Rugeley project throughout its lifecycle and various stages 	X	X	X	X	<p>The Council's partnership with EQUANS has continued working on Zero Carbon Rugeley and a number of meetings and workshops have been attended by officers and Members. The project is planned to end in March 2023.</p> <p>The Council is currently working with partners and stakeholders on maximising the impact, learning and the community that has developed around it and attempting to evolve it into a stakeholder group or some form of Cannock Chase mini commission.</p>	

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Improve the housing offer across the District							
Increase housing choice	<ul style="list-style-type: none"> • Deliver sufficient supply of homes to provide for housing choice and ensure all people are able to live in a decent home 		X			Policies on housing choice and a proposed uplift in the delivery of affordable housing have been included in the Regulation 19 Local Plan. Consultation will commence in the near future with a submission for examination anticipated later this year.	
	<ul style="list-style-type: none"> • Help meet local need for a wide variety of housing, including: <ul style="list-style-type: none"> ○ affordable dwellings; ○ and aspirational housing 		X			Affordable Housing Policies are set out within Reg19 Local Plan. Consultation has been delayed (see below).	
Work with other housing providers and landlords to ensure that their properties are safe and healthy	<ul style="list-style-type: none"> • Review and update policies and procedures, as legislation is updated, changes and/or is created in relation to health and safety around public and private sector housing 	X	X	X	X	Work is progressing on the revised Housing Assistance Policy	

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Ensure our communities are well designed, accessible, and inclusive environments							
Adopt a new Local Plan for the District	<ul style="list-style-type: none"> Pre-submission version of the Local Plan (Regulation 19 Report) for Cabinet/ Council approval 		X			Approval to finalise documents and commence Reg 19 consultation obtained August/September 2022.	
	<ul style="list-style-type: none"> Consultation on the report 			X		<p>Consultation delayed as key evidence documents still in preparation.</p> <p>Consultation on Levelling Up Bill and proposed changes to NPPF will require consideration.</p>	
Support and build strong connections within our local communities							
Work with partners to support community events.	<ul style="list-style-type: none"> Regular meetings with town and parish councils 		X		X	Meetings will be set up during Q4 with Town and Parish Councils to identify opportunities for them to access UKSPF funding via the new Thriving Communities initiative.	
	<ul style="list-style-type: none"> Identify options for supporting community events 	X	X	X	X	CCDC and IHL were actively involved in the Queen's Platinum Jubilee, Queen's Batton Relay and Commonwealth Games community events. In addition, the District held its first Chase	

Item No. 5.19



Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
						<p>Pride event in September 2022, supported by Council staff.</p> <p>Split Mask community drama group (based at Kingsmead school) took part in 5 'Binworld' environmental theatre performances at the Prince of Wales and Red Rose Theatres in December 2022.</p>	

Key Performance Indicators (KPIs) for 2022/23 - as at end of Quarter 3

KPIs for Priority 2 - Health and Wellbeing “To encourage and support residents to lead healthy and independent lives”

Indicator	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Symbol	Comments
Leisure							
Number of leisure and wellbeing service users	Out-turn (2021/22) 779,191	197,282	185,297	200,331		✓	This figure includes visits to Chase and Rugeley Leisure Centres, Cannock Park Golf Course, Fives Pavilion, Museum of Cannock Chase, Prince of Wales Theatre and Wellbeing activities.
Number of individuals engaged through Cannock Chase Can activities and initiatives, including the app	N/A	1,678	1,206	1,088			Q3 figure includes 727 registered app users and 361 attendees at live events

KPIs for Priority 3 - The Community “To ensure Cannock Chase is a place that residents are proud to call home”

Indicator	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Symbol	Comments
Waste Collection							
% Household waste sent for re-use, recycling and composting <i>Breakdown:</i> <i>Recycling (dry)</i> <i>Composting (garden)</i>	50%	49%	47%	40%			The reduction in Q3's % is due to the very dry year that we had and has resulted in less composting. Q3 saw a good increase in dry recycling as the blue bag scheme became more embedded and wider used.
		21%	23% (est)	26%			
		28%	24% (est)	14%			
Missed bin collections (including assisted)	2021-22 out-turn 732	686	468 (est)	349			Additional blue bag numbers have increased the overall total during 2022/23 but this is now being reduced as residents have got used to the bags as is demonstrated in the comparison of Q1, Q2 and Q3 figures.
Environmental Health							
% of food businesses inspected which are broadly compliant (rating of 3 or better)	N/A	98%	96%	97%		N/A	
Homelessness							
% of homeless cases resolved through prevention assessed under prevention duty	N/A	90%	83%	71%			Dependant on cases coming forward.

Indicator	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Symbol	Comments
% of homeless cases assessed under relief duty	N/A	10%	17%	29%			Dependant on cases coming forward
Housing							
Rent collected as proportion of rent due	100%	98.27%	99.15%	99.00%		✘	Cost of living crisis affecting some tenants' ability to pay rent, collection rate only dropped slightly, pro-active work of Money Management team will try to improve and meet target in Q4
Rent arrears - former tenants (FTA)	£500,000	£517,958	£531,94	£546,153		✘	As above, for former tenants, less inclined to pay former debts. Team will look to reduce in Q4.
Average re-let time for Voids	52	81.04	84.72	77.85		✘	Performance has improved in Q3, but is still below the target level. Whilst the Voids team are working to clear the backlog, sickness and vacancies are impacting on performance
% emergency repairs completed in time	100%	100%	100%	100%		✔	

Report of:	Head of Housing and Partnerships
Contact Officer:	Nirmal Samrai
Telephone No:	01543 456817
Portfolio Leader:	Housing, Heritage and Leisure
Key Decision:	Yes
Report Track:	Health, Wellbeing & The Community Scrutiny Committee: 14/03/23

Health, Wellbeing and The Community Scrutiny Committee

14 March 2023

Housing Scrutiny Review - Repairs Reporting

1 Purpose of Report

- 1.1 To seek Cabinet/Committee approval of the proposed recommendations following a review of Housing's repairs reporting process which has involved several Councillors and Housing employees.
- 1.2 To delegate the authority to the Head of Housing and Partnerships to take the required action to have each agreed recommendation enabled.

2 Recommendation(s)

- 2.1 That the Scrutiny Committee notes the content of this report, and:-
- (i) Is reassured that the recommendations from this report will improve the repairs reporting procedure.
 - (ii) Is satisfied the recommendations can be implemented into the Housing Service with minimal disruption.
 - (iii) Agrees that any financial outlay to improve the repairs reporting aspect of the Housing Service will serve to create efficiencies, improve the customer experience and improve morale amongst the Housing Maintenance Service.
 - (iv) Acknowledges the additional strain that has been placed on the Housing Maintenance Service due to circumstances beyond its control and contributed to repairs reporting issues which has instigated this scrutiny,

i.e. the pandemic duration, the huge increase of disrepair claims, the outcome of the Grenfell tragedy and the recent Rochdale Boroughwide tragedy linked to condensation mould (damp and mould).

- (v) Agrees to support the modernisation of working practises in the Housing Maintenance department.

3 Key Issues and Reasons for Recommendations

Key Issues

- 3.1 On the 26th September 2022 it was agreed by the Health, Wellbeing and The Community Scrutiny Committee to review the repairs reporting procedure on the recommendation of the Head of Housing and Partnerships.
- 3.2 The recommendation was made by the Head of Housing and Partnerships based on:
 - i. The procedure can be inefficient.
 - ii. A rise in complaints where CCDC tenants implied they weren't kept informed throughout the repairs process.
- 3.3 The former Housing Maintenance Manager had consistently raised the issue of the Housing maintenance Services computerised systems as not being fit for purpose.
- 3.4 The former Housing Maintenance Manager had attempted to procure a new all-purpose computerised system during the pandemic period that was regrettably too expensive to implement.
- 3.5 The former Housing Maintenance Manager began the procurement of another computerised system circa November 2021 which is due to be implemented in July 2023. The new system will reduce duplication and triplication that currently occurs due to the current system setup.
- 3.6 Significant time is lost by the back office teams due to the poor performance of the supporting computer systems.
- 3.7 The former Housing Maintenance Manager was compelled to restructure a back office team to improve performance which has proved successful but this will be further improved by the new computer system.
- 3.8 Duplication and triplication of report writing and submission has a huge impact on the repairs supervisors / inspectors from carrying out their full role. This further affects their teams who feel isolated, unsupported and reduces morale levels.
- 3.9 Additional strain placed upon back office employees due to supervisors / inspectors not having the time to answer telephone calls from tenants which contributes to the back office team feeling overworked and underappreciated. This culminates in poor information being shared with tenants who are left feeling ill informed.

- 3.10 The restructure created by the former Housing Maintenance Manager included providing additional support to the supervisors/inspectors by them each having two dedicated back office members for their area of work, responsive repairs, planned works and voids. This has assisted the supervisors/inspectors but not reduced their fundamental role workload.
- 3.11 Back office employees have left the Housing Maintenance Service due to the strain placed on them for reasons including; tenant expectation and demand, telephone call attitudes, lack of support from colleagues, other opportunities with higher salary levels.

Reasons for Recommendations

- 3.12 Cannock Chase District Council has a statutory obligation to repair and maintain its housing stock of circa 5,100 properties. Aligned with this obligation are a number of regulatory requirements which includes the Homes Standard. This standard ensures the quality of provided accommodation and the repair and maintenance of the properties.
- 3.13 Housing Maintenance is going through a transitional period with a new team structure being implemented, a new computerised system being procured and a new Service Manager due to start employment at CCDC in April 2023. This scrutiny and its recommendations are pertinent to those ongoing changes.
- 3.14 Housing Maintenance needs to improve its customer service, its service interactions and its complaints levels aligned to corporate KPI's particularly following the Social Housing White Paper introduced during 2020.
- 3.15 Included in the key measures of the Social Housing White paper 2020 there are three measures that relate to repairs directly, with a common theme of the tenants voice being heard.
- i. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money.
 - ii. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.
 - iii. To have your voice heard by your landlord.

It is the responsibility of the Head of Housing and Partnerships to ensure that the Housing Maintenance Service adheres to these measures and is accountable for its service delivery.

4 Relationship to Corporate Priorities

- 4.1 This report supports the Council's Corporate Priorities as follows:
- (i) Priority 2, Health and Wellbeing - "To encourage and support residents to lead healthy and independent lives".

- a. By providing an efficient and effective repairs and maintenance service we can ensure that our tenants have the opportunity to live in a healthy environment.
 - b. By attending properties to carry out repairs when we say we will we will have face to face interaction with our tenants so that we are able to provide support to them at the earliest opportunity.
 - c. Carrying out repairs and maintenance proactively can help to improve the mental health of our tenants in the district.
- (ii) Priority 3, The Community - “To ensure that Cannock Chase is a place that residents are proud to call home”.
- a. Working as a team efficiently to have repairs reported and completed quickly will help our tenants to live in a community that they are proud of.
 - b. Communicating well with our tenants will encourage them to live in our properties and engage in sustainable lifestyles.
 - c. Strong communication will ensure strong links are built in our communities between CCDC and our tenants and residents.
- (iii) Priority 4, Responsible Council - “To be a modern, forward thinking and responsible Council”.
- a. Invest in and provide new technologies that will improve our tenants access to reporting repairs.
 - b. Provide training and education to our workforce so that repairs can be completed “right first time”.
 - c. Ensure all Housing staff understand the sector and its priorities of what affects the tenants and provide relevant training for them so that they are able to provide an effective service that satisfies tenant expectation.

5 Report Detail

5.1 On 26th September 2022 it was agreed that the Health, Wellbeing and Community Scrutiny Committee would review the repairs reporting procedure based upon the Head of Housing and Partnerships suggestion. Other suggestions were recommended but this was felt the most important and relevant area to review.

5.2 The Housing Scrutiny Group was set up and included the following Councillors who all wished to contribute to this scrutiny review.

Cllr Peter Kruskonjic

Cllr Martyn Buttery

Cllr Philippa Haden

Cllr Paul Jones

Cllr Jo Elson

Cllr Josh Newbury

Cllr Charlie Frew

Cllr Andrea Beach

Cllr John Preece

5.3 It was agreed that all of the Councillors who had requested involvement in the scrutiny would each participate in a series of tasks designed to review the various areas of repairs reporting. These tasks included -

- i. Monitoring the contact centre at the Civic offices during the repairs reporting process.
- ii. Monitoring the back office repairs team during the repairs reporting process.
- iii. Undertaking mystery shopping of a number of tenants who had recently had repairs undertaken.
- iv. Attending repairs alongside a trade operative
- v. Attending inspections with a repairs supervisor.
- vi. Visiting a neighbouring Housing Association to monitor their repairs reporting processes.

5.4 Cllr Buttery attended the Civic offices on the 23rd September 2022 to monitor the repairs reporting process in the contact centre and advised that he found the visit helpful. He reported that no repairs calls were received during his visit but the process staff use for handling calls was good.

5.5 Cllr Kruskonjic made contact with a tenant as part of the mystery shopping task and while the tenant was satisfied with the repair they raised a concern that the scaffolding that had been erected remained in place for a while after. Cllr Kruskonjic was to meet with the Housing Maintenance Manager to discuss.

5.6 It was reported at the Scrutiny Meeting dated 21 November 2022 that Cllr Elson had attended Hawks Green Depot and the Contact Centre and raised several points including:

- i. Customers receiving appointment letters from repairs team - no valid contact number on form. However, this was not the case. Details had been checked
- ii. Some customers not receiving appointments and customers not aware operatives were going to property. Sometimes job cards not left.
- iii. Incidents where operatives try to access property and work not completed.

- iv. Call backs not being carried out within the 48 hours response time.
 - v. Further issues with jobs showing on Northgate and therefore appointment times would not show up on system.
 - vi. Individual operatives not very approachable. However, these were possibly contracted individuals.
 - vii. Problem with communication and repairs dates not being relayed to customers.
 - viii. Length of time for completed jobs an issue. Emergency jobs take priority and push back normal jobs which raises concern.
 - ix. Supervisors/inspectors not being given enough time on a job
- 5.7 Cllr's Kruskonjic and Frew reported that they had also attended Hawks Green Depot to review the back office process of repairs reporting. Both Cllr's advised that they had watched the process of seeing a job being allocated and questioned the limited appointment slots. The Housing Maintenance Manager advised that this has to be balanced between the Contact Centre and the Housing Maintenance back office so that appointments can be made during the first point of contact ideally. Where this isn't possible the call is transferred to the back office to make the appointment but still at the first available appointment slot within priority timescale.
- 5.8 Cllr Kruskonjic met with the Head of Housing and Partnerships and James Morgan (Housing Strategy Officer) to review the last six complaints received in relation to the repairs survey which is sent out to a percentage of tenants once repairs have been completed. Cllr Kruskonjic advised he would be scrutinising the complaints to see what learning can be gained.
- 5.9 Cllr Haden and the former Housing Maintenance Manager attended Housing Plus Group, Acton Gate, Stafford to monitor their repairs reporting processes. Main related points raised by Cllr Haden included:
- i. Different reporting mechanisms including text message reporting
 - ii. New technologies for communicating with tenants including an Amazon telephony chatbot system
 - iii. The messaging service for the benefit of tenants and operatives was very good and was beneficial in the efficient ordering and completion of works if return visits were required.
 - iv. Operatives given more responsibility if it assists in completing the work (financial responsibility)
 - v. Average job completion times dependent on categories in comparison to CCDC.
 - vi. Increase in disrepair and damp and mould calls.

- 5.10 The former Housing Maintenance Manager suggested that during this scrutiny we should consider reducing the number of priority categories currently in place in the Housing Maintenance Service as it can be counter productive in having works completed more timely. This was agreed by the working group.
- 5.11 Cllr Jones attended a shop floor day working alongside a trade operative which wasn't as productive as hoped. It was agreed that another day would be planned for Cllr Jones to attend.
- 5.12 Cllr Haden attended a shop floor day working alongside a trade operative and provided very positive feedback overall. One area of concern that was highlighted was the relationship between the operative and the back office team as the operative advised that he didn't know the team very well despite working for CCDC for a number of years.
- 5.13 Cllr Jones attended a shop floor day with one of the Supervisors. A number of points were raised by Cllr Jones in relation to the day that didn't relate to this scrutiny work and they are being addressed by the Head of Housing and Partnerships.
- 5.14 Cllr Kruskonjic advised that he had completed the mystery shopping task. The results were a mix of satisfaction and dissatisfaction and for various reasons. The benefit of this exercise was apparent as it allowed Cllr Kruskonjic to make some relevant recommendations.
- 5.15 Prior to making the recommendations Cllr Kruskonjic had a number of additional questions to ask the Head of Housing and Partnerships and the former Housing Maintenance Manager. These questions and answers are included in the minutes from the meeting dated 13 February 2023.
- 5.16 Cllr Kruskonjic made the following recommendations to support and improve the repairs reporting process:
- i. To incorporate the text messaging system as part of the NEC upgrade - team also to phone ahead with job repairs only until the text messaging system is available. After then phone calls will only be made to those who don't have text messaging facilities.
 - ii. Repairs satisfaction survey to be completed via text messaging system (if this is possible)
 - iii. Automatically issue job reference number to tenants during the appointment booking
 - iv. Latest telephone and email contact details of residents to be obtained when booking a repair job
 - v. Streamline repair categories from the current 8 down to 5. CR to provide categories.
 - vi. Review of schedule of rates codes - custom-made versus National Housing Federation (industry standard)
 - vii. Workforce development review - Succession Planning & Upskilling

- 5.17 The recommendations have been forwarded to the Members of the Working Group with no additional comments received. The Head of Housing and Partnerships is in agreement that the recommendations are achievable if the Members of the Working Group are in agreement of this resolution at the meeting dated 14 March 2023.

6 Implications

6.1 Financial

There will be an additional cost to the HRA budget in implementing the recommendations but most of this has already been signed off when procuring the NEC module which will improve the system and provide additional benefits as outlined above in the reasons for recommendations and report detail.

There will be a further cost to the HRA budget in providing the hardware for the supervisors and trade operatives in processing the system but the time saving benefits will offset that cost.

An additional training cost will also need to be factored in and set against the training budget as all system users will need to be trained to ensure the full benefits of the system are utilised to improve the customer/tenant experience.

6.2 Legal

None

6.3 Human Resources

None

6.4 Risk Management

The Council has a statutory obligation to abide by the consumer standards of the Housing Regulator and a failure to do so will present financial and reputational damage.

An increase in the number of complaints in relation to repairs reporting will see KPI's not being met and can cause reputational damage if the repairs service is not being delivered in line with Regulatory requirements.

A risk remains that the procured system will take time to embed and short term failings might occur until the system is being fully utilised and understood by all Housing Maintenance users. This will be offset by daily monitoring and robust training plan being implemented by HMIT and the Head of Housing and Partnerships.

6.5 Equality & Diversity

None

6.6 Climate Change

None

7 Appendices to the Report

None

Previous Consideration

None

Background Papers

Notes - Housing Scrutiny Review Working Group meetings dated:

- 22 August 2022
- 20 September 2022
- 21 November 2022
- 23 January 2023
- 13 February 2023

CANNOCK CHASE COUNCIL
NOTES OF THE
HOUSING SCRUTINY REVIEW WORKING GROUP
MONDAY 22 AUGUST 2022 AT 4.00 P.M.
REMOTE MEETING VIA MS TEAMS

Present: Councillors:

P. Kruskonjic (Chair of Housing Scrutiny Review Working Group)
P. Haden (Chair of Health, Wellbeing and the Community
Scrutiny Committee)
C. Frew
D. Smith
J. Preece
P.T. Jones
J. Elson

Officers:

J. Presland	Head of Environment and Healthy Lifestyles
N. Samrai	Head of Housing and Partnerships
C. Royall	Housing Maintenance Manager
J. Hunt	Senior Committee Officer

Prior the presentation, Members agreed that Councillor P. Kruskonjic would be Chair for the Working Group meetings.

1. Apologies

An apology was received for Councillor A. Beach.

2. Declarations of Interests from Members

None declared.

3. Housing Scrutiny Review - Presentation

Nirmal Samrai, Head of Housing and Partnerships and Craig Royall, Housing Maintenance Manager gave a presentation on the Housing repairs Service.

The presentation covered those who made up the Housing Maintenance Team such as electricians, plumbers and carpenters and the repair types that they would undertake.

Several slides were shown providing photographs of the internal stores which was operated by Housing Maintenance, the joiners shop with operatives using a wall saw and operatives delivering the internal drain service which operated 24/7, 365 days of the year.

Slides were also shown of apprentices which included an operative who had decided on a career change and a plumbing apprentice.

Several slides were shown that provided information on repairs performance, how repairs reporting worked, and the types of emergency repairs carried out. A slide showed that repairs fell into three categories, urgent which was 3 days, essential 5 days, and routine 38 days. Out of hours repairs (3 hours) included blocked toilets, loss of power and trip hazards.

Information was provided around planned repairs (6 months) and this type of work covered plastering, safes as houses work and bathroom upgrades, all of which would require inspection to ensure each element was completed at the appropriate stage.

It was reported that there were many challenges some of which included communication, ICT systems, costs of materials and routine/urgent and essential - timescales.

The Housing Maintenance Manager would be happy to discuss the repairs performance and emergency repairs separately if any Member required further information.

Members were invited to ask questions.

In response to a Member question, the Housing Maintenance Manager advised that all circumstances were considered in terms of repairs being reported, and call handlers would use a script to try and ascertain further information from the caller.

A Member asked a question about the voids team, however the Head of Housing and partnerships explained that a voids review had previously been undertaken. A plan was in place and an Officer group had been set up.

A Member was keen to know if the Council used contractors to undertake heating and electrical work and carry out inspections.

The Housing Maintenance Manager reported that there was an in-house team and funding had recently been secured for a supervisor post. He explained that Property Services also carried out some works and a contract was in place with PH Jones to carry out gas works and they would attend properties in an agreed timescale.

In response to a question from the Member around private works and response times, the Head of Housing and partnerships explained that private works would be referred through the Community Safety Hub and was grant funded through Safer Houses.

The Head of Environment and Healthy Lifestyles in response to a Member question around charging points for electrical vehicles advised that on and off-street charging was different. The Hawks Green Depot current had 85 vehicles in the fleet, however there was not enough charging capacity at the Council sites. He suggested that a proposal would need to be submitted asking that the workforce charge vehicles at home and the Council would reimburse them for charging the vehicles. He indicated that hub charging would be part of the Green Travel Strategy.

In response to a question around repair times, the Housing Maintenance Manager advised that tenants were told times for repairs. He would circulate a copy of the repairs

Handbook and the script to Members.

The Head of Housing and Partnerships in response to a question about full property inspections, reported that there was a lettable standard as part of the voids review. The Housing Maintenance Manager added that there was an emergency period during the pandemic where emergency works were carried out due to the high number of void properties. However, this would have now settled.

The following was agreed by Members of the Working Group:

- Repairs handbook and script to be emailed to Members. Members should give some consideration to what elements they would want to consider and discuss
- Next meeting of the Working Group to be arranged in advance of the Health, Wellbeing and the Community Scrutiny Committee which is scheduled for 26 September.

The meeting closed at 4.45 pm

CANNOCK CHASE COUNCIL
NOTES OF THE
HOUSING SCRUTINY REVIEW WORKING GROUP
TUESDAY 20 SEPTEMBER 2022 AT 4.00 P.M.
REMOTE MEETING VIA MS TEAMS

Present: Councillors:

P. Kruskonjic (Chair of Housing Scrutiny Review Working Group)
C. Frew
P.T. Jones
J. Elson
M. BATTERY

Officers:

N. Samrai	Head of Housing and Partnerships
C. Royall	Housing Maintenance Manager
J. Hunt	Senior Committee Officer

1. Apologies

Apology received from Councillor P. Haden.

2. Declarations of Interests from Members

None declared.

3. Notes of the meeting held on 22 August, 2022

The notes of the meeting held on 22 August, 2022 were agreed.

4. Housing Scrutiny Review

The Chair of the Working Group reported that he and the Chair of the Health, Wellbeing and The Community Scrutiny Committee had met with the Head of Housing Partnerships and the Housing Maintenance Manager last week to try and decide a way forward and look at the challenges that existed within the housing section.

They discussed the challenges within the repairs and housing system and the repair finder process. They talked about the Working Group undertaking some tasks which ranged from how jobs were classified, carrying out mystery shopper style calls to residents and understanding the process within the call centre. They also discussed the idea that a member could undertake a visit to the depot to see how jobs were allocated and a field visit to join some of the team when attending properties.

The chair of the Working Group was mindful that not all Members were present but was keen to see if Members were interested in carrying out any of the tasks/roles outlined above.

He also advised that he would contact those Members separately that were unable to attend to see if they were interested in being involved in the external housing group.

The following was agreed by Members of the Working Group:

- Mystery shopper role with residents (repairs carried out over the past 15 months) - Councillor P. Kruskonjic (Chair)
- The process at the Call Centre at the Civic Centre - Councillor J. Elson (and Councillor M. Buttery) - alternative days
- Visit to the depot to include how calls are handled - Councillor M. Buttery (and Councillor J. Elson) - alternative days
- Carry out visits and shadow a team member - Councillor P.T. Jones

Members of the Working Group discussed timings and dates and would email the Housing Maintenance Manager separately. It was envisaged that the tasks/roles would be completed before the Health, Wellbeing and The Community Scrutiny Committee scheduled for 5 December, 2022.

The meeting closed at 4.35pm.

CANNOCK CHASE COUNCIL
NOTES OF THE
HOUSING SCRUTINY REVIEW WORKING GROUP
MONDAY 21 NOVEMBER 2022 AT 4.00 P.M.
REMOTE MEETING VIA MS TEAMS

Present: Councillors:

P. Kruskonjic (Chair of Housing Scrutiny Review Working Group)
P. Haden (Chair of Health, Wellbeing and the Community Scrutiny Committee)
C. Frew
J. Preece
P.T. Jones
J. Elson
J. Newbury (joined the meeting later)

Officers:

N. Samrai	Head of Housing and Partnerships
C. Royall	Waste and Engineering Services Manager
J. Hunt	Senior Committee Officer

1. Apologies

Apologies received from Councillor A. Beach and Councillor M. Buttery.

2. Declarations of Interests from Members

None declared.

3. Notes of the meeting held on 20 September, 2022

The notes of the meeting held on 20 September, 2022 were agreed.

4. Housing Scrutiny Review

The Chair of the Working Group reported that visits had been undertaken to the contact centre and depot to see how calls were handled and to see the process for dealing with repairs. The mystery shopper role would be concluded in the next month and a visit with team members was still to take place.

Councillor J. Elson reported on her findings to the contact centre and Hawks Green depot and several points were raised:

Contact Centre visit (not many calls received on this visit) -

- Customers receiving appointment letters from repairs team - no valid contact number on form. However, this was not the case. Details had been checked.
- Some customers not receiving appointments and customers not aware operatives were going to property. Sometimes job cards not left.
- Incidents where operatives try to access property and work not completed.
- Call backs not being carried out within the 48 hours response time.
- Further issues with jobs showing on Northgate and therefore appointment times would not show up on system.
- Individual operatives not very approachable. However, these were possibly contracted individuals.
- Problem with communication and repairs dates not being relayed to customers.
- Length of time for completed jobs an issue. Emergency jobs take priority and push back normal jobs which raises concern.

Hawks Green depot visit -

Councillor J. Elson reported that she attended the Hawks Green depot but was uncertain if the staff knew she was attending. She advised that she spend some time with a member of staff who was allocating repair jobs. She found by doing this that she had a better understanding about the repair's allocation process.

The Waste and Engineering Services Manager advised that the depot was fully aware that a visit was taking place, however he would speak with the staff member concerning this.

Some findings from Councillor J. Elson's visit included concern around leaving cards on some jobs, re-arranging times etc and jobs not being booked until operatives were on site.

The Waste and Engineering Services Manager responded and advised that this may have been the situation a while ago. He reported that during the pandemic there was a staff shortage and there were issues of concern. He hoped these had been addressed, however further clarity was required at the depot to see what the current situation was.

Councillor J. Elson reported on an issue around inspectors not being given enough time on jobs.

The Waste and Engineering Services Manager reported on the role of Inspectors. He advised that Inspectors were given a certain amount of time to complete a job, however there could be several issues as to why the job was not completed. He advised that if there was not enough time to undertake the job, contact should be made with the relevant person at the office. He also advised that operatives would be advised not to access certain parts of properties such as gardens where some clearing of rubbish may be needed first. He explained that this would be managed daily.

The Chair referred to and asked about the Northgate system issue and the overallocation of jobs. He also mentioned the upgrade of the system.

The Waste and Engineering Services Manager referred to a recent meeting and he explained that the system would be under NEC next year. He advised that the system would have its own scheduling system. He reported that staff do not currently see the schedule who work in the contact centre and only those based in the depot. He explained that that he was currently in the process of providing read only access to those in the contact centre, this would enable checks to be made when trying to locate appointment times and dates, and to indicated if an operative would be attending.

The Chair reported that he and Councillor C. Frew visited the depot. He explained that they watched whilst a member of staff tried to allocate a call. He then discussed the allocation of slots provided through the contact centre.

The Waste and Engineering Services Manager advised that the contact centre was provided with around 30 per cent of appointment slots and would provide the next slot available for a repair. He reported that the system operated at least 3 to 4 months in advance. He explained that there were a range of skills that would have to be input into the system, however hoped that the right operative for the job attended the property.

The Chair and Councillor C. Frew thanked the depot for their time following the visit.

(Councillor Newbury joined the meeting).

The Chair reported that he would undertake the mystery shopper calls over the next month.

The Head of Housing and Partnerships would provide information from the past 3 months for the calls to be undertaken. She suggested that the Chair may wish to change the questionnaire based on some of the feedback received today.

In response to a question raised, the Waste and Engineering Services Manager reported that on average up to around 20 jobs per week were not carried out and a card would be left requesting the tenant contact the council so that the repair would go back in the system.

(Councillor Newbury left the meeting).

The Chair reported that he and Councillor P. Haden (Chair - Health Wellbeing and The Community Scrutiny Committee) were still to undertake a visit with operatives on repairs jobs. Dates were yet to be confirmed; however, it was hoped it would be sometime next week.

The Waste and Engineering Services Manager would provide dates/times for a visit by email to Councillor P.T. Jones regarding shadowing an operative

The Waste and Engineering Services Manager reported that he had been receiving a report from the contact centre over the past few months when changes were made to the depot team to see the number of calls being received. There was now a

significant increase in calls and there was an increase in the number of team members. He would however share the reports with the Working Group Members.

The following was agreed by Members of the Working Group:

- Arrange a further meeting of the Working Group for January 2023
- Report from Contact Centre to be emailed to Members of the Working Group - Waste and Engineering Services Manager
- Mystery shopper role still to be carried out (Chair of Working Group)
- Visits to be undertaken with operatives (Chair of Working Group and Chair of Health Wellbeing and The Community Scrutiny Committee)
- Visit to be carried out to shadow an operative (Councillor P.T. Jones).

The meeting closed at 4.30pm.

CANNOCK CHASE COUNCIL
NOTES OF THE
HOUSING SCRUTINY REVIEW WORKING GROUP
MONDAY 23 JANUARY 2023 AT 4.00 P.M.
REMOTE MEETING VIA MS TEAMS

Present: Councillors:

P. Kruskonjic (Chair of Housing Scrutiny Review Working Group)
P. Haden (Chair of Health, Wellbeing and the Community Scrutiny Committee)
C. Frew
P.T. Jones
J. Elson
J. Newbury

Officers:

N. Samrai	Head of Housing and Partnerships
C. Royall	Waste and Engineering Services Manager
J. Hunt	Senior Committee Officer

1. Apologies

Apologies for absence were received from Councillors A. Beach, J. Preece and M. Buttery.

2. Declarations of Interests from Members

None declared.

3. Notes of the meeting held on 21 November 2022

The notes of the meeting held on 21 November 2022 were agreed.

4. Housing Scrutiny Review

The Chair of the Working Group reported that he had spoken with the Head of Housing and Partnerships and James Morgan regarding the last 6 complaints in respect of the repairs survey. He would be working through them to see if there was anything that could be improved.

He briefly touched on the Acton Gate visit on 11 January that was attended by Councillor P. Haden and Councillor P. Jones, and briefly mentioned the work programmes for gas and voids and how inspections could be incorporated.

The Chair reported that repairs at Acton Gate could be reported via text message. However, the Council's repairs were only reported via email, telephone, or written confirmation. He suggested that the software used by Acton Gate was probably more up to date.

The Head of Housing and Partnerships referred to this and advised that the Council previously used a text message system for repairs, however, following an upgrade the system could not be used.

The Waste and Engineering Services Manager explained that following the NEC upgrade the text messaging had not been in operation since. He advised that during the visit to Acton Gate, he was of the understanding that the systems they used were older and they operated multiple systems which were all different.

Councillor P. Haden referred to the text messaging service and general overall communication with residents and advised that she and the Waste and engineering Services Manager were aware that Housing Plus were now using an Amazon telephony chat bot system. This showed that the use of technology was something the Council could head towards in the future.

She also commented that the messaging service was very good and would help with calls and missed jobs. The Head of Housing and Partnerships in response commented that operatives would prefer to follow up on their own work if they were called back to a property for a repair they had previously undertaken, therefore this service would be beneficial in order that the office could send back the same operative/team to carry out the work.

The Chair discussed and suggested a future idea of a barcode on operative's smartphones that could be scanned and the information from the barcode could be accessed on the repairs system. The waste and Engineering Services Manager commented that this was advanced and firstly a barcoding system would be required in the stores for materials, however the NEC system would need to be fully operational first. He explained that changes would also need to be made with codes, vehicle stock takes etc.

Tasks to be completed:

- The Chair and Councillor P. Jones to visit the Contact Centre on Wednesday morning.
- Councillor P. Haden to undertake repair visit with an operative (The Waste and Engineering Services Manager had liaised with Danielle (depot) this morning who would be in contact with Councillor Haden directly).
- The Chair would have the Mystery shopper task completed Wednesday.

It was agreed that the Chair of the Working Group together with Councillor P. Haden would meet with Officers at the Hawks Green Depot on 13 February to formulate some recommendations for the group. Following this, the recommendations would be circulated to the group.

The meeting closed at 4.25 pm.

MCANNOCK CHASE COUNCIL
NOTES OF THE
HOUSING SCRUTINY REVIEW WORKING GROUP
MONDAY 13 FEBRUARY 2023 AT 11.15 A.M.
HAWKS GREEN DEPOT, CANNOCK

Present: Councillors:

P. Kruskonjic (Chair of Housing Scrutiny Review Working Group)

Officers:

N. Samrai	Head of Housing and Partnerships
C. Royall	Waste and Engineering Services Manager
J. Hunt	Senior Committee Officer

1. Apologies

Apology for absence received from Councillor P. Haden (Chair of Health, Wellbeing and The Community Scrutiny Committee).

2. Declarations of Interests from Members

None declared.

3. Housing Scrutiny Review - Recommendations

The Chair of the Working Group reported that he had now undertaken the survey of residents, and this was now complete. He advised that the responses were mixed with some residents very happy with the service and some unhappy. This was however due to various reasons.

The Chair suggested that a text messaging system would be very beneficial together with job reference numbers being allocated for jobs. He also suggested that calls in advance of visiting a resident would possibly cut down on travelling time and scheduling work better for the day.

The Waste and Engineering Services Manager commented that some of the issues particularly those around contact numbers should be alleviated once the new CRM system is integrated with Northgate. It was accepted that calls could be made to check that residents were available prior to visiting the property.

A range of questions were asked by the Chair of the Working Group about the service detailed below:

- Question around duty supervisors?

Supervisors exist for each team, although there was currently no 'official' electrical supervisor. There were 3 Senior Electrical (SMTO) who operated at a Senior level. There was also a dedicated rota in place after 4pm and someone always available out of hours.

It was also noted that a new maintenance manager had been appointed who was very experienced and had worked in both the private and public sectors.

- Question around contractors?

Some external works had been undertaken through a contractor. However, PH Jones (the Council's contractor) would liaise with residents directly, and all information would be recorded on the Council's Northgate system.

- Question around the regularity of team meetings

Toolbox talks would be held monthly across the three operative teams (responsive, planned and voids). The supervisor of each team would lead the meeting and would often be supported by the Maintenance manager or Assistant Maintenance Manager. Each meeting always contained a Health and Safety theme, any other important business and an opportunity for the operatives to raise any concerns. The wider quarterly briefings had not been delivered to the whole Housing team as regularly post-covid.

- Question around staff development and roles

It was noted that opportunities for staff away days, development, team awards etc were limited.

- Question around performance reviews

It was noted that a dashboard would be available on the new system and therefore each person's staff performance would be available to view. This would be dependent on the whole module being purchased as instructed by the previous Maintenance Manager. Any reduction in the package level of the module would result in changes to what would be available to review.

- Question about Succession planning

Succession planning was taking place and apprentices were being recruited. However, once trained, there was no guarantee that people would stay due to limited opportunities but now a succession plan was in the place the Council's investment into apprentices should result in permanent positions being available due a significant amount of retirement across the maintenance team.

The Chair of the Working Group and Officers also discussed the category in which urgent calls would fall and the type of work that would need to be undertaken to make safe.

Further discussion was also had around voids, the current situation with the maintenance department, schedule of rates codes, repair schedulers and how complaints were followed up.

The Head of Housing and Partnerships also discussed some feedback she had recently received regarding the state of the maintenance vans and how operatives could look smarter.

The Waste and Engineering Services Manager responded and advised that this was something that needed to be considered as a good image of the Council was needed.

The Chair of the Working Group provided some comments that he had received from Councillor P. Jones who had attended a visit to a resident with an operative. Those comments included issues around the Northgate system, residents waiting times, extractor fans in properties, damp, and mould. The Head of Housing and Partnerships and the Waste and Engineering Services Manager would require further details around the comments in order to provide information.

The Chair of the Working Group and Officers then discussed and agreed the following recommendations:

Recommendations:

- To incorporate the text messaging system as part of the NEC upgrade - team also to phone ahead with job repairs only until the text messaging system is available. After then phone calls will only be made to those who don't have text messaging facilities.
- Repairs satisfaction survey to be completed via text messaging system (if this is possible)
- Automatically issue job reference number to tenants during the appointment booking
- Latest telephone and email contact details of residents to be obtained when booking a repair job
- Streamline repair categories from the current 8 down to 5. CR to provide categories.
- Review of schedule of rates codes - custom-made versus National Housing Federation (industry standard)
- Workforce development review - Succession Planning & Upskilling

The recommendations would be emailed to all Members on the Working Group for both comments and agreement. Following this, they would then go forward to the Health, Wellbeing, and the Community Scrutiny Committee on 14 March, 2023

4. Health, Wellbeing and The Community Scrutiny Committee

Noted that the next meeting will be held on Tuesday 14 March 2023.

The meeting closed at 13.50 pm.