

Report to: Cabinet 13 June 2022

Lead Cabinet Members: Councillor Bridget Smith, Leader of the Council
Councillor John Batchelor, Lead Cabinet Member for
Housing

From: Councillor Stephen Drew, Chair of the Scrutiny and
Overview Committee
Councillor Graham Cone, Vice-Chair of the Scrutiny
and Overview Committee

Update from Scrutiny and Overview Committee

Purpose

1. This report is to inform Cabinet about relevant discussion among members of the Scrutiny and Overview Committee at their meeting on 6 June 2022 and to make recommendations at paragraphs 2 and 9.

Quarter 4 Performance Report

Recommendation from the Scrutiny and Overview Committee

2. The Scrutiny and Overview Committee supports the recommendations contained in the report to the Cabinet meeting on 13 June 2022.

Comments

3. Cabinet should monitor the effectiveness of Key Performance Indicators (KPIs) and, where necessary, modify them so they provide more information and greater explanation, and identify in a more transparent way those issues that need to be addressed.
4. In respect of AH212 (Bed and Breakfast costs), the Committee was pleased to hear that a substantial part of the increased expenditure necessary during the past two years had been met by benefits received and by Covid grants made by Central Government.
5. In respect of AH204 (percentage of tenants satisfied with responsive repairs), the Committee urged Cabinet to make sure that the KPI was not just a

quantitative data set, but gathered information so that the Council could identify *why* tenants were either satisfied or unsatisfied.

6. Referring to SF786a (staff sickness), the Committee hoped that the concept of health care 'MOTs' would become firmly embedded and that more staff would be encouraged to take advantage of them.
7. The Committee was delighted by the improved record in resolving complaints across the Authority.
8. Referring to the Business Plan and D2 (Review recruitment processes to attract and retain the best talent and ensure that we are an employer of choice), the Committee emphasised the importance of measures aimed at retaining staff once they had been recruited and trained.

Award of Contract for Responsive & Void Repairs, Heating Servicing & Maintenance, Cyclical and Planned Works

Recommendation from the Scrutiny and Overview Committee

9. The Scrutiny and Overview Committee supports the recommendations contained in the report to the Cabinet meeting on 13 June 2022.

Comments

10. The Committee was pleased to note that there was a commitment in the proposed contract to transition towards the installation of environmentally friendly energy facilities into new-build properties.
11. Members explored in detail the nature of the scoring process and were satisfied that it had been fair and thorough.
12. The Committee noted that the aspiration was to conduct a comprehensive stock condition survey in due course, and that Members would be involved as appropriate. It noted that improvements would not usually affect the rent charged but Members were reminded that a higher rent would be charged for properties with an EPC of band A or B (i.e. energy efficient) but only when the property is relet and not for existing tenants.

Report Author:

Ian Senior – Scrutiny and Governance Adviser
Telephone – 01954 713028