

No.

## HOMES AND SAFE COMMUNITIES SCRUTINY COMMITTEE

Minutes of a Remote meeting held on 15<sup>th</sup> March, 2021.

The Committee agenda is available [here](#).

Present: Councillor Miss. A.M. Collins (Chairman); Councillor Ms. J. Aviet (Vice-Chairman); Councillors J.C. Bird, Ms. B.E. Brooks, Mrs. S.M. Hanks and Mrs. S.D. Perkes.

Also present: Councillors Dr. I.J. Johnson, N. Moore (Leader and Cabinet Member for Performance and Resources) and E. Williams (Cabinet Member for Legal, Regulatory and Planning Services); Mrs. G. Doyle, Ms. H. Smith (Representatives from Tenant Working Group / Panel) and Ms. B. Hunt (Citizens Advice Cardiff and Vale Representative).

### 500 ANNOUNCEMENT –

Prior to the commencement of the business of the Committee, the Chairman read the following statement:

“May I remind everyone present that the meeting will be recorded via the internet and this recording archived for future viewing.”

### 501 APOLOGIES FOR ABSENCE –

These were received from Councillors Mrs. C.A. Cave, Mrs. R. Nugent-Finn, A.C. Parker and L.O. Rowlands; and Mrs. W. Davies and Mr. A. Raybould (Tenant Working Group Representatives).

### 502 MINUTES –

**RECOMMENDED – T H A T** the minutes of the meeting held on 10<sup>th</sup> February, 2021 be approved as a correct record.

With reference to the agenda item on 10<sup>th</sup> February 2021 about Housing and Homelessness Provision within the Vale of Glamorgan - Task and Finish Group – Scope, the Democratic and Scrutiny Services Officer notified the Committee of the final details regarding membership of the Task and Finish Group, which were as follows:

- Councillor Ms. J. Aviet;
- Councillor Mrs. C.A. Cave;
- Councillor Miss. A.M. Collins;
- Councillor Mrs. S.M. Hanks;
- Councillor Mrs. S.D. Perkes; and

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- Ms. B. Hunt (Citizens Advice Cardiff and Vale Representative);
- Ms. H. Smith (Tenant Working Group Representative).

### 503 DECLARATIONS OF INTEREST –

Councillor Ms. J. Aviet declared an interest in Agenda Items 5 – Revenue and Capital Monitoring for the Period 1<sup>st</sup> April 2020 to 31<sup>st</sup> January 2021 and 6 – Interim Report on the Development of the New Tenant and Leaseholder Engagement Strategy. The nature of her interest was that she was a Vale of Glamorgan Council tenant. This was a personal interest only and not prejudicial as per paragraph 18.3.3(b)(ii)(A) of the Constitution.

### 504 YOUTH OFFENDING SERVICE: 6 MONTH PERFORMANCE REPORT FOR THE PERIOD APRIL – SEPTEMBER 2020 (DSS) –

The Youth Offending Services (YOS) Manager presented the report, which detailed the six months performance for the YOS for the period April – September 2020 and was designed to enable elected Members to have effective oversight of the performance for the YOS, as well as fulfilling the requirements of the Youth Justice Board (YJB).

A summary of the key points raised by the YOS Manager from the report, were:

- Performance data for First Time Entrants to the Youth Justice System for the 12 months from January 2019 to December 2019 overall was positive showing a 14.3% decrease (figures for 2019 show there were 25 children in the cohort compared to 28 in 2018);
- There was also positive data in terms of re-offenders and re-offending rates among young people; for example, the number of re-offences committed by re-offenders has decreased from 159 to 61, a - 50% reduction when comparing January to December 2017 against January to December 2018;
- The frequency rate of re-offending (the number of re-offences committed by young people who re-offend) for the same period also saw a decrease from 5.89 to 2.90;
- The information provided by the YJB demonstrated that YOS were now working with smaller cohorts of children with complex needs;
- In terms of local performance information, based on the period 1<sup>st</sup> January, 2020 – 31<sup>st</sup> March, 2020 and a 12-month tracking period, compared favourably with YJB statistics in terms of reoffending rates and offences committed per re-offender;
- There had been a reduction in the use of custodial disposals with YOS reporting no custodial disposals during the first 6 months from April to September 2020, whereas in April – September 2019 there were 3 such disposals;
- In terms of education, training and employment provision, the latest data indicated the average hours offered and attended were below the recommended 25 hours for children/young persons. The YOS Manager explained this had been escalated to the Strategic Leadership Team and to

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the Director of Learning and Skills and that performance had been impacted by COVID-19, with such learning moving online which had proved difficult to monitor and measure;

- Regarding accommodation, performance remained positive with all 5 young persons under a closed community-based penalty being in suitable accommodation at both the start and the end of their interventions, over a 6-month period;
- For substance misuse, the performance data indicated the majority of children referred continued to engage in assessment and treatment;
- 5 children/young people were identified by screening as requiring a mental health assessment. All 5 were already in receipt of mental health services. The YOS Manager added that her team were finding a significant number of children and young people referred were requiring the support of mental health services;
- The data on the number of victims participating in restorative justice was less positive in that of the 39 victims offered a direct or indirect reparation, only 1 victim took up the offer and received direct reparation and 4 victims received indirect reparation. Again, COVID-19 had impacted this, as victims were less inclined to participate in direct, face to face reparation due to the pandemic;
- Finally, YOS had been involved in an 'Enhanced Case Management' pilot, which aimed to deal with the impact of the adverse experiences and deprivation encountered by children/young people (including re-offenders), but the funding for this project had ended in March 2020 and no further referrals had been accepted since October 2019.

Following the report, a number of Members raised the following comments and questions:

- Councillor Ms. Aviet asked about what age range of children and young people were covered by YOS. The YOS Manager explained that the YOS operated a preventative service, which included children that had not yet committed offences but who displayed traits that could lead to offending. As a result, YOS supported such children between the ages of 8-18 years old. For those children that had already offended, the age range supported by YOS started from the age of criminal responsibility, meaning from 10 – 18 years old. Although certain types of criminal justice orders meant that some young offenders could remain with YOS up to their 19<sup>th</sup> birthday.
- The Chairman referred to the funding for the enhanced case management project and asked what the way forward was now for YOS in terms of this. The YOS manager replied that this model had been funded via Welsh Government (WG) and other agencies (such as Public Health Wales). Although this funding had ended, WG were now looking to implement and promote the enhanced case management model through their Youth Justice Blueprint and were looking at how to fund this in future.
- The Chairman also asked about mental health and the impact of COVID-19 on this in terms of those children/young persons referred via YOS. Were such persons asking for increased support due to mental health issues arising from COVID-19. The YOS Manager replied that YOS now had a Mental Health Nurse attached to them who the team could refer any children they had assessed as suffering from mental health issues to. As this was a recent

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post, YOS were in still in the process of considering how best to measure the performance of the Mental Health Nurse and the criteria suggested by the Chairman could be a useful measure. The Chairman suggested if such a measure was adopted, then it would be useful for an update to be forwarded to the Committee on this.

Having considered the report, the Scrutiny Committee subsequently

**RECOMMENDED – T H A T** the content of the performance report based on Youth Justice Board performance and local performance information be noted.

Reason for recommendation

Having regard to the contents of the report and discussions at the meeting.

**505 REVENUE AND CAPITAL MONITORING FOR THE PERIOD 1<sup>ST</sup> APRIL 2020 TO 31<sup>ST</sup> JANUARY 2021 (DEH) –**

The report was presented by the Finance Support Manager, stating that this year had been challenging for services both operationally and financially as a result of the COVID 19 pandemic. However, financial assistance to the Council had been provided by Welsh Government (WG) via hardship funding and claims for lost income meaning that most of the services within the Committee's remit should now outturn within budget at year end. However, two services would not achieve a balanced budget, these being:

- The Youth Offending Service was expected to be £150k below budget due to staff vacancies; and
- The Private Housing budget would need to draw down around £250k from the Welfare Reform reserve in order to cover an adverse variance resulting from the migration of Housing Benefit claims over to Universal Credit and the consequent reduction to the subsidy the Council received on its overpayments.

Furthermore, the proposed savings for the CCTV service would not be achieved this year and therefore would need to be drawn down from reserves if it could not be drawn down from elsewhere within the Council Fund Housing budget.

In terms of the capital budget, the Finance Support Manager highlighted two new projects now included within the Committee's remit, these being:

- A £20k grant from Natural Resources Wales to create an education centre as part of the 'Everyone's Garden' project in Barry; and
- A £573k grant to continue the work on the Penarth Older Persons Housing with Care Complex provided by WG and recently accepted by the Council, with WG terms stipulating that the funding must be spent by 31<sup>st</sup> March, 2021.

Having considered the report, the Scrutiny Committee subsequently

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RECOMMENDED – T H A T the position with regard to the 2020/21 revenue and capital budgets be noted

Reason for recommendation

Having regard to discussions at the meeting and the contents of the report.

506 INTERIM REPORT ON THE DEVELOPMENT OF THE NEW TENANT AND LEASEHOLDER ENGAGEMENT STRATEGY (DEH) –

The Senior Neighbourhood Manager outlined the report, which examined the progress to date and emerging themes from the review of the Tenant and Leaseholder Engagement as well highlighting the developments of this new strategy, the research done to date internally and externally, the best practice that the Housing Team would be drawing on in developing the strategy and the consultation timetable for delivering this strategy.

A summary of the key points raised by the Senior Neighbourhood Manager were as follows:

- There had been significant progress made under the previous Tenant Engagement Strategy (from 2018 onwards based on 4 key 'themes', such as integrating the tenants voice into the Housing's decision-making process; creating a more inclusive approach to engagement and so on), which the new strategy would be building on. Notable achievements had been in areas such as the work undertaken by the Quality Design Forum (QDF) and Working Group, bolstering the formal tenants' associations (described as the 'bedrock' of the tenant involvement structure), the expansion of outreach work and working with wider community groups, increasing tenant volunteering, the use of employability programmes (such as the 'Opportunity Knocks' scheme) and two successful tenant satisfaction surveys;
- Over the last nine months, work had been undertaken on the new Tenant and Leaseholder Engagement Strategy including SWOT (Strengths, Weaknesses, Opportunities and Threats) analyses with Housing staff and tenants. For example, a key threat identified had been difficulties in maintaining contact between tenants and their groups and the Council due to COVID-19, which therefore required a greater emphasis on digital inclusion and engagement;
- The STAR satisfaction data had also provided valuable insight into what tenants thought; the results of which had given Housing two key drivers for the new strategy, namely keeping tenants informed and to listen and act on residents' views;
- The analysis from the survey of 'active' tenants had identified key aspects of such persons, as well as opportunities and challenges around these, such as the high retention rate of tenant group members but with this came a need to look at recruiting a younger cohort as well through increased digital use and flexibility;
- The Vale had 13 active tenant groups at this time;
- A tenant scrutiny panel or assessor group had been piloted (comprising of three members) and as part of the new strategy, they would help to assess

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services provided by the Council. They had already reviewed the Tenants' Handbook offering their thoughts on what should be included within it;

- The new strategy would possibly include additional structures for engagement, such as a specialist Leaseholder Forum;
- Finally, the new draft Tenant and Leaseholder Engagement Strategy, once completed, would be submitted to the Committee for consideration later on this year and then on for further consultation with tenants and leaseholders prior to its finalisation.

Following the report, a number of Members raised the following comments and questions:

- Ms. H. Smith (Tenant Working Group Representative) asked about the current position on timebanking and whether the group she was involved in would be able to 'spend' their time credits in light of COVID-19 and how such groups could participate digitally in future due to the ongoing Pandemic. The Senior Neighbourhood Manager replied that due to COVID-19 timebanking had been 'paused' which had impacted engagement and the use of the time credits but she would look into this query further and get back to Ms. Smith. The Head of Housing and Building Services wished to add that due to COVID-19 a lot of Council activity had been online and as a result a number of people had been identified as needing help and support which had been achieved through Help for Heroes via digital means (such as Facebook) or by telephone. Digital timebanking would be utilised in conjunction with more traditional face to face methods of volunteering work (such as environmental work around the housing estates) as conditions started to return gradually back to normal post-lockdown.
- Councillor Mrs. Perkes asked if a breakdown could be provided as to which wards the tenants volunteering with timebanking came from and if there were tenant engagement targets set by Housing. The Head of Housing and Building Services stated that various outputs were measured by the Council in terms of timebanking (such as improvements in self-esteem) and although a breakdown of tenants volunteers by ward was not normally collated, this should be something that could be provided and the Senior Neighbourhood Manager would look into this. In terms of targeting, this would be addressed in a report later on in the agenda around the Digital Engagement and Volunteering Officer.
- Mrs. G. Doyle (Tenant Working Group Representative) asked when the Residents Meeting Hub in Penarth would be reopening in order for residents to meet face to face again. The Head of Housing and Building Services replied that currently the building layout meant it would not be suitable for face to face meetings at this time as it was difficult to social distance within the confines of the building. However, as the weather improved it may well be possible to put up a gazebo or similar structure next to the Hub for residents to meet face to face but be socially distanced.
- The Chairman asked that apart from the use of digital inclusion, what other methods were the Housing Team looking to encourage participation by younger tenants and leaseholders. The Senior Neighbourhood Manager replied that a number of projects had been reviewed and although a wide range of age groups were involved within these it was important to increase

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the connections between the disparate groups such as for those volunteers training for a qualification to utilise this training in order to help in engaging with other tenants and leaseholders and to do so flexibly, as certain groups would only be able to 'dip in and out' due to work and family commitments or time constraints. The Housing and Strategic Projects Team Leader wished to add there were a number of examples already where young people were engaging such as through football training and events, as well as litter picking and befriending or peer support. He explained that by engaging with children the Council could build links with their parents and he reiterated the importance of tenant and leaseholder engagement being informal and flexible as well as using the more traditional formal networks in place already.

- The Chairman also stated that ideally she would like to see the drafted strategy come to the Committee either in July or September if possible.

Having considered the report, the Scrutiny Committee subsequently

**RECOMMENDED – T H A T** the emerging themes from the review of Tenant and Leaseholder engagement and the consultation timetable for delivery of the new Tenant and Leaseholder Strategy be noted.

#### Reason for recommendation

Having regard to the contents of the report and discussions at the meeting.

#### 507 DIGITAL ENGAGEMENT AND VOLUNTEERING OFFICER (DEH) –

The Senior Neighbourhood Manager outlined the report setting out the rationale for the expansion of support and assistance for volunteering within the Vale of Glamorgan, through a new digital approach which could assist vulnerable people who may be left isolated or experiencing poor mental health or loneliness as a consequence of the COVID-19 pandemic . This would be done via Welsh Government (WG) funding from the Early Years Prevention Fund to support the employment of a dedicated individual in order to develop a bespoke project on behalf of the Public Service Board (PSB).

A summary of the key points raised by the Senior Neighbourhood Manager were as follows:

- Due to the successes achieved through the original Vale Timebanking volunteering project, PSB Partners could see the benefits and further opportunities of Timebanking in dealing with community wide issues such as inequality, health and loneliness or isolation which would tie in with the PSB's goals around tackling health and related inequalities;
- As a result of initial discussions with PSB, funding was provided via the Early Years Prevention Funding in order to recruit a dedicated Officer to support the Council in expanding Timebanking in areas where it had not or could not be applied previously, such as to non-Council tenants;
- As part of this expansion of Timebanking, it was recognised that the impact of COVID-19 and lockdown meant that face to face volunteering was not

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feasible at this time and so alternative ways of support through digital services or by telephoning people would need to be used in conjunction with recruiting volunteers who could remotely support people via befriending, providing telephone advice and providing online wellbeing lessons;

- Cabinet had subsequently approved the appointment of the post of the Digital and Engagement Officer, with the Housing Team having already started the process of recruitment for this post;
- In terms of future priorities for this project, the intention was to refocus on addressing inequalities on health and wellbeing, with Public Health Wales looking to track the related outcomes as well as linking in with Social Services to see if the expanded timebanking and volunteering could help to alleviate the pressures on it due to poor health and wellbeing;
- Over the next 12 months (the set duration of this project) the Council would be working closely with the 'Well-being coaches' in Primary Care settings in order to build on the work already undertaken in Barry around social prescribing and expanding wellbeing services from a digital perspective;
- As time went by and if conditions permitted, the current digital focus on this project could potentially shift to a mix of both digital and face to face in terms of support and services provided;
- This project was likely to start within the next two months.

Following the report, a number of Members raised the following comments and questions:

- Councillor Ms. Aviet asked around the funding of the 12-month Timebanking expansion project and if this would be coming from purely the PSB or would there be funding from the Housing budget also for specific areas. The Senior Neighbourhood Manager replied that PSB were funding the project specifically so it could reach out to those areas where there were non-Council tenants and high health needs. This was distinct to the traditional, internal Timebanking project which remained funded by the Council.
- The Chairman commented about Newydd Housing Association tenants within her ward, who had previously approached her asking when Timebanking would be extended to them. The Senior Neighbourhood Manager replied that the Committee would be kept up to date on when the project would be rolled out as well as this information being shared via the Vale of Glamorgan Council website.

The Chairman and the Committee also wished to thank the Operational Manager, Public Housing Services, for their hard work and input to the Committee and wished them well for their retirement.

Having considered the report, the Scrutiny Committee subsequently

**RECOMMENDED – T H A T** the way in which the new post could improve levels of digital engagement and volunteering in the Vale of Glamorgan be noted.

#### Reason for recommendation

Having regard to the contents of the report and discussions at the meeting.



508 ANNUAL DELIVERY PLAN MONITORING REPORT: QUARTER 3  
PERFORMANCE 2020/21 (DEH) –

The performance report was presented by the Director of Environment and Housing regarding the Council's progress at Quarter 3 (1<sup>st</sup> April to 31<sup>st</sup> December, 2020) towards achieving its Annual Delivery Plan (2020/21) commitments as aligned to its Corporate Plan Well-being Objectives.

A summary of the key points raised by the Director of Environment and Housing were as follows:

- The governance arrangements around the Annual Delivery Plan (ADP) were outlined, the Plan fitting within a hierarchy of various plans with the 5 year Corporate Plan at the very top and the ADP Plan directly beneath this, its aim being to achieve the objectives and aims of the Corporate Plan. Beneath these, the relevant Service Plans fed into the ADP in turn in order to achieve the relevant measures; such as Housing and Building Services and Shared Regulatory Services which fell into the Committee's remit;
- Achievements were measured by using performance indicators and actions.
- The Council had made positive progress in delivering its in-year commitments in relation to its Annual Delivery Plan (2020/21). This performance had contributed to an overall Amber status (on target to deliver the Well-being Objectives) for the Plan at Quarter 3 (Q3) in spite of the ongoing COVID-19 pandemic;
- 70% (161 out of 231) of planned activities in the Council's ADP were under the 'Green' status (on track to deliver the key outcomes), with 24% (55) of planned activities under the 'Red' status (not on target to deliver key Outcomes). Of the 55 actions that were showing as Red, 91% (50) were under this status directly as a result of the issues around the ongoing COVID-19 pandemic;.
- Of the 64 quarterly performance measures/indicators, the outlook was again positive with data reported for 38 measures where a performance status was applicable, showing 26 measures as being under the Green performance Status, 3 under an Amber status and 9 under a Red status;
- In terms of this Committee, out of the 36 of the planned actions attributable to it, 69% (25 out of 36) were given a Green performance status and 31% (11) a Red status, the majority of these being red again due to the impact of COVID-19;
- Of the 7 quarterly measures reported which were relating to the Committee, 5 were under Green performance status and the remaining 2 being Red. The first Red measure, Percentage of households successfully prevented from becoming homeless, the target had just been missed in spite of the additional pressures and extra numbers of homeless being dealt with due to COVID-19. Similarly, the other measure showing as red, concerning the Average number of calendar days taken to deliver a Disabled Facilities Grant, was due to contractors not being able to access residents' homes because of the pandemic;

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- The various actions and other measures that were assessed as falling under Red were already being looked at in order to mitigate these outcomes.

In terms of the key achievements and challenges from the ADP and specifically for this Committee, the Director of Environment and Housing highlighted the following:

- Two successful bids were made for funding to develop 11 units of modular housing on the Court Road amenity site as self-contained temporary accommodation for homeless clients in conjunction with the completion of the Brecon Court and the near completion of Holm View developments;
- The Development of the Tenant and Leaseholder Engagement Strategy was now making progress despite previous obstacles;
- The Housing team had continued to work tirelessly around the provision of bed and breakfast accommodation for homeless persons in accordance with the Welsh Government COVID-19 Homelessness Plan, with 116 hotel rooms now block booked until 31<sup>st</sup> March, 2021 and 385 people had been provided with bed and breakfast accommodation since March 2020;
- The ongoing work with partners to address issues around social cohesion including the target hardening of 63 properties to date in 2020/21 as part of dealing with domestic violence and the ongoing work around domestic abuse referrals and interventions which had received positive comments from partner agencies;
- The Safer Vale Team had been working extensively to deal with increased anti-social behaviour within the Vale, particularly in the resort areas.

The Head of Housing and Building Services wished to add that the Red status to do with homelessness prevention was due to the unprecedented numbers of applications of homeless persons resulting from COVID-19 and related legislation but this would be improved upon in conjunction with the work that the Task and Finish Group from this Committee would be undertaking around homelessness provision going forward.

Following the report, a number of Members raised the following comments and questions:

- Councillor Ms. Brooks asked about the Disabled Facilities Grant (DFG) post-COVID-19 and if there was a plan in place to deal with the anticipated deluge in work that had been put on hold due to the pandemic. The Head of Regeneration and Planning replied that yes there were plans in place, but these faced several challenges. Firstly, the DFG framework agreement with contractors was in place but, despite the contractors returning to work after furlough, many of them could not undertake the works needed as residents were still reluctant to let contractors into their house due to COVID-19 and shielding issues. Secondly, DFG referrals from the Occupational Health Team had been delayed due to other priorities they had to deal with during the pandemic. Finally, a high number of applications for DFGs were deemed unsuitable as they failed the means test in place. Going forward, the Welsh Government were looking to remove the means testing on small and medium DFG grants which could double the workload of the Council's small DFG team

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and this had been raised at the Senior Leadership Team and the matter was likely to be considered as part of the Council's reshaping process.

- Councillor Mrs. Perkes asked for an update on the Court Road development, whether the modular units would be completed by the deadline of 31<sup>st</sup> March and if Committee Members could go there to view the completed units. The Head of Housing and Building Services replied that the units would be near completion by 31<sup>st</sup> March (due to delays from utility providers) and would be finalised as soon after that date as possible. Members would be invited to view the site as soon as the work was completed.
- The Chairman asked about the ADP targets and if it was fair to set them during the pandemic. The Director of Environment and Housing replied that it was important to have these targets in place in order for the Council to remain aspirational in achieving its measures on services to the public and stated that the Committee had always been even handed in its assessment of the ADP and the Committee also appreciated that sometimes performance did fall short due to external factors and despite the best efforts of Council staff, for example, due to the ongoing COVID-19 pandemic.

Having considered the report, the Scrutiny Committee subsequently

#### RECOMMENDED –

(1) T H A T the performance results and progress towards achieving the Annual Delivery Plan 2020/21 commitments as aligned to the Council's Corporate Plan Well-being Objectives within the remit of the Committee be noted.

(2) T H A T the remedial actions to be taken to address areas of under-performance and to tackle the key challenges identified within the remit of the Committee be noted.

(3) T H A T the progress being made through the Council's Recovery Strategy and Directorate Recovery plans in response to the ongoing Coronavirus pandemic be noted.

#### Reason for recommendations

(1-3) Having regard to the contents of the report and discussions at the meeting.

#### 509 SERVICE PLANS AND TARGET SETTING TO DELIVER THE VALE OF GLAMORGAN ANNUAL DELIVERY PLAN (IMPROVEMENT PLAN PART 1) 2021/2022 (DEH) –

The report was presented by the Director of Environment and Housing, the focus of which being on the two Service Plans within the Committee's remit, namely Housing and Building Services and Shared Regulatory Services (SRS) and how they cross referenced with and fed into the Annual Delivery Plan (ADP) and the Strategic Recovery Plan. Each service line had a number of actions and commitments in order to achieve the ADP and to identify any relevant Corporate and Service risks.

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Also outlined was the proposed service improvement targets for each service line as well as all planned activities as they related to the remit of this Committee.

Following the report, the following comments and questions were raised:

- Councillor Ms. Aviet asked about whether the One Stop Shop would in future be dealing with neighbourhood disputes and nuisance and were there any Officers within the Council who could deal with private tenant disputes. The Head of Housing and Building Services replied that currently the One Stop Shop was only providing digital services via Pobl due to the pandemic. Going forward, the Council would be looking for the One Stop Shop to be multi-faceted and multi-agency (such as the inclusion of the Citizens' Advice Bureau) in order to deal with all areas of housing as a first point of contact, including face to face services eventually. This would also include more 'outreach' services from Safer Vale as well. Third sector providers and Safer Vale already provided help with neighbour disputes and nuisance for Council and private tenants, as well as other relevant areas such as domestic abuse.
- Councillor Ms. Aviet finally asked about service level risks within the report and the client budgetary pressures impacting on the viability of the DSO trading account. The Head of Housing and Building Services confirmed this was relating to the Housing Maintenance Department and there was no direct budgetary pressure as such on it but rather a potential risk to its income due to a drastic reduction in works undertaken, ongoing payments to staff who could not be furloughed and future restrictions to capital and budgets as a result of COVID-19. Tied in with this, there were ongoing discussions on the future of the Trading Account with the Finance Team which would lead to a report to this Committee in future.

Having considered the report, the Scrutiny Committee subsequently

#### RECOMMENDED –

(1) T H A T the Service Plans (attached at Appendix A to the report) and all planned activities as they related to the remit of this Committee (attached at Appendix C to the report) be endorsed.

(2) T H A T the proposed service improvement targets for 2021/2022 (attached at Appendix B to the report) relating to the remit of this Committee be endorsed.

#### Reasons for recommendations

(1) To ensure that the Service Plans aligned to this Committee's remit are accurate, up to date and relevant and become the main document through which performance against the Corporate Plan's Annual Delivery Plan is monitored and measured during 2021/2022.

(2) To ensure the Council's Corporate Plan Performance Measurement Framework identifies a relevant set of performance measures and targets against which the Annual Delivery Plan can be monitored and measured during 2021/2022 in

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line with requirements of the Local Government (Wales) Measure 2009 and the Well-being of Future Generations (Wales) Act.