

No.

## HOMES AND SAFE COMMUNITIES SCRUTINY COMMITTEE

Minutes of a remote meeting held on 11<sup>th</sup> October, 2023.

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

The recording of the meeting is available [here](#).

Present: Councillor A.M. Collins (Chair); Councillor B. Loveluck-Edwards (Vice-Chair); Councillors J. Aviet, G. Ball, S. Campbell, S.J. Haines, S.M. Hanks, W.A. Hennessy, S. Lloyd-Selby, M.J.G. Morgan and H.M. Payne.

Also present: C. Ireland (Citizens Advice Cardiff and Vale Representative), G. Doyle and V. John (Representatives from Tenant Working Group / Panel); Councillors R.M. Birch (Cabinet Member for Education, Arts and the Welsh Language), L. Burnett (Executive Leader and Cabinet Member for Performance and Resources), C.P. Franks G. John (Cabinet Member for Leisure, Sport and Wellbeing) and S. Perkes (Cabinet Member for Public Sector Housing and Tenant Engagement).

### 422 ANNOUNCEMENT –

Prior to the commencement of the business of the Committee, the Chair read the following statement: “May I remind everyone present that the meeting will be live streamed as well as recorded via the internet and this recording archived for future viewing.”

### 423 APOLOGIES FOR ABSENCE –

These were received from D. Dutch and H. Smith (Representatives from Tenant Working Group / Panel).

### 424 MINUTES –

RECOMMENDED – T H A T the minutes of the meeting held on 13<sup>th</sup> September, 2023 be approved as a correct record.

### 425 DECLARATIONS OF INTEREST –

Councillor J. Aviet declared a personal interest in Agenda Item No. 4 – Tenant Satisfaction Survey (STAR) Results, the nature of the interest being the Councillor was a Council tenant. As this was a personal and not a prejudicial interest, she did not withdraw from the meeting.

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Councillor W.A. Hennessy declared a personal interest in Agenda Item No. 4 – Tenant Satisfaction Survey (STAR) Results, the nature of the interest being the Councillor was a Council tenant. As this was a personal and not a prejudicial interest, he did not withdraw from the meeting.

Councillor H.M. Payne declared an interest in that she had dispensation to speak only at Vale of Glamorgan Council meetings when matters regarding housing and homelessness were discussed relating to finance and property given the Councillor's role for Llamau (paragraphs (c), (d), (f) and (h) of the relevant regulations). This declaration was to inform Committee, as a new Member, of her dispensation / interest, and in case these matters were raised at the meeting concerned.

#### 426 TENANT SATISFACTION SURVEY (STAR) RESULTS (DEH) –

The Committee welcomed Kirsty Marshall of M·E·L Research, which had undertaken the STAR tenant survey on behalf of the Council, and she presented this report in conjunction with the Head of Housing and Building Services and the Operational Manager, Public Housing Services.

The purpose of the report was to share feedback from Council housing tenants regarding Housing and Building Services, for the Committee's consideration. The report set out the headline results from the latest large-scale Tenant Satisfaction Survey. This was a survey sent out to all Council tenants asking them about their satisfaction with the services provided by Housing and Building Services. The survey results highlighted what tenants thought about Housing and Building Services and also gave an indication of what tenants thought were priority areas for the Council to address. The survey methodology used meant that it was possible to compare changes in satisfaction since 2016 (when the first STAR survey was completed) but also allowed comparisons to be made with peer organisations. The survey results were being used to drive future improvements in key services, which was being done via an action plan and several task and finish groups focussing on issues identified in the results. A copy of the full report was attached at Appendix A to the report.

A presentation was also shared with the Committee, which accompanied the report, which included the following key points:

- The background / context of the survey, including the impact of COVID-19 and the cost-of-living crisis on satisfaction rates of surveyed tenants throughout the UK social housing sector, as well as specifically the Vale of Glamorgan.
- Methodology: this was primarily postal based, but with an online option if required and utilising core questions from the latest Housemark STAR framework. The survey was undertaken between May to June 2022, hearing from 925 tenants, which equated to a response rate of 24% and which fell within the expected return rate for postal housing surveys.

No.

- The relevant benchmarks, analysis and trends were also outlined, as well as service priorities and differences by subgroups and trends.
- Key messages from the survey included the importance of repairs and maintenance as a priority for tenants, which the Council scored highly on, as well as high satisfaction rates for tenants concerning their neighbourhoods as a suitable place to live. Also mentioned was the 'being listened to, being easy to deal with and service charges providing value for money' metrics which were the furthest behind the Housemark benchmark for the Council, highlighting the need to improve communications with tenants, as well including evidencing on how service charges were being spent.

Following the presentation of the report the following comments and questions were raised by the Committee:

- The Chair referred to the drop in statistics concerning communications with tenants and asked for the reasons behind this, as it was important for the Council to know why there had been a drop in satisfaction with communications in order to help resolve these problems. It was explained that due to the nature of the questions provided in the survey which were largely 'closed' there were no detailed reasons provided for this drop, although efforts would be made in order to try and drill down in to see if any factors or reasons behind this could be established. In addition, the Head of Housing and Building Services stated that this drop was not necessarily a fundamental issue but rather the impact of Covid-19 and subsequently the cost of living although it needed to be noted that similar drops had been seen previously in the surveys undertaken in 2016 and 2019 respectively. Due to Covid-19, tenants had not accessed services as much as they had previously, and repairs might be delayed due to access to tenant's homes, etc. However, Housing Services had not stood still and were actively addressing these issues such as through the publication of the Tenants Newsletter which had been positively received by tenants. As part of the newsletter, tenants were asked to engage and advise on what content they wanted for the newsletter. He also added that the survey helped to highlight key areas of focus which the Council could address in an effective manner i.e. the £300k investment in the new Housing ICT system which would give tenants the opportunity to make contact in real time for repair request, etc instead of having to go through C1V or attempt face to face contact with Housing staff. However, more traditional methods of contact would be maintained. Various measures to address the issues raised in the survey were incorporated into an Action Plan which Housing Services were currently working on. Other measures referred to were the need to do more work informing tenants how their rent / service charges were spent i.e. by breaking this down for their review. In addition, a further report would be brought to Scrutiny Committee in due course in order to update them on the areas of improvement identified by the survey.
- Councillor Campbell also referred to the decline in the satisfaction rates in certain areas of the tenant survey and asked apart from the Action Plan how were these issues being addressed and tracked i.e. were there any further surveys being undertaken with target groups within the tenant

No.

population. It was explained that the Council were engaging with the Vale Tenant Panels as well as setting up Tenant Scrutiny Panels to help address a number of these issues. It was also noted that the decline in satisfaction rates had also been seen elsewhere amongst social landlords but this was not to detract from the fact that more needed to be done by the Council in order to address these issues. In terms of tracking, a number of 'transaction' surveys were being undertaken i.e. following tenants having received repairs in order to get their response. It was, however, important not to blend such transaction surveys with more perception-based ones such as the STAR survey. The key role of transactional surveys was that these acted as an early warning to the Council on any issues or trends that may be impacting tenant satisfaction rates.

- Councillor Lloyd-Selby raised a number of queries concerning the figures accrued from the survey and whether the Council now understood what their tenants expectations were, whilst ensuring that the Council could manage such expectations realistically in terms of the financial and other constraints it was facing and the reasons behind the delay in providing this update on the survey to the Committee. It was explained that the delay in providing a report to the Committee was due to essential follow up work that was required with the external consultants following the completion of the report. However, improvements and other measures to address the issues raised in the survey had started as soon as possible once this data was finalised and available i.e. meetings with tenant representatives in terms of establishing testing services such as 'mystery shopper' type activities. In terms of engagement and expectations with tenants and the testing of the assumptions that the Council had made through the survey process, it was explained that the STAR survey was just one part of the benchmarking that the Council undertook in order to look at value for money and managing expectations based on the current budget available to the service.
- Councillor Aviet referred to the benefits of the tenant newsletter which enabled tenants to have a direct input into the articles and contents of the newsletter. She stated it was important that copies of future newsletters be shared with Members of the Committee for their reference.
- Councillor Payne pointed to the general lower satisfaction levels amongst under 35s in the tenant population, stating that it was important for the Council to get their message across to such younger tenants about what the Council actually undertook in terms of housing services etc which they benefitted from. It was explained that the Engagement Strategy with tenants picked up this point, with it generally being a challenge to communicate and engage fully with the younger age groups due to their wish not to engage using more traditional methods that many social landlords and others used to engage with. Currently, work was being undertaken by the Community Development Team in order to look at how best to engage with this age group including the use of more digital means of communication such as the use of Snap surveys, which were quicker and more accessible for this demographic who may be juggling work and other issues. Such surveys could act as 'can openers' in order to highlight issues and trends. Generally speaking, older persons were more likely to fill in surveys and often were more satisfied overall in terms of their

No.

responses which appeared counter-intuitive to the perception that traditionally it was only more disgruntled persons who wished to fill in such surveys.

- Councillor Haines referred to the relatively low response rate for the survey and asked what efforts were being made to encourage a greater response rate for future surveys in order that there was no skewing of the data concerned. It was explained that primarily the surveys were postal led first which meant between 20% and 30% response rate which was within the Housemark range for the proportion of responses generally expected. Other methodologies that could also be used were the use of email correspondence if email addresses were available, but it was important to be careful around the comparability of data when using various types of methodology in order to elicit responses. Other ways of encouraging responses to such surveys were the use of items such as the tenant newsletter in conjunction with the emphasis on the benefits of providing feedback in order to help improve services that tenants used. It was noted that a number of incentives had been used previously for this type of survey such as the provision of vouchers for people who returned them which had helped boost the response rate. It was also important to note that statistically a certain point would be reached where once a decent pool of people had provided results any additional persons added would not make any significant changes to the results of that survey.
- The Vice-Chair emphasised the need for the Council and others to reach out to where people gathered and also to engage with older groups as well as younger persons in order to help encourage further feedback and responses as part of future surveys. This would ensure that these groups' voices were heard in connection to the Council and the services that were provided to tenants. It appeared that the Council was very good in making the initial engagement and in terms of the exit strategy for such surveys but perhaps less so in terms of the journey in between. As part of this it was vital to keep people informed. The Councillor further asked in terms of the Tenant Task and Finish Groups if such considerations were being reviewed by these Groups. It was explained that in terms of further engagement with Council tenants, the Council was increasing its visibility within housing estates through Housing officers talking to tenants on their doorsteps and getting communications and feedback through the provision of various services to tenants. It was crucial for officers to be seen and be accessible to Council tenants and as part of this regular communal block checks were being undertaken on a monthly basis or more frequently as part of further engagement with residents and tenants. Direct telephone and email details for staff were also accessible for tenants. This helped to build a positive relationship between Council Housing officers and tenants as well as helping information gathering from tenants concerning issues within their estates such as fly tipping.
- Councillor Hennessy and the rest of the Committee wished to praise the work undertaken by tenant representatives and working groups who did a lot of work in terms of engagement and scrutiny and helped support the Council in delivering the services that Council tenants required.

Scrutiny Committee having considered the report subsequently

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RECOMMENDED – T H A T the report highlighting the feedback provided by Council housing tenants be noted.

Reason for recommendation

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

427 YOUTH OFFENDING SERVICE: END OF YEAR PERFORMANCE REPORT (DSS) –

The report was presented by the Youth Offending Service (YOS) Manager (in conjunction with the Head of Children and Young People Services and the Operational Manager - Early Help and Prevention), the purpose of which was to inform Committee of the End of Year Performance of the Youth Offending Service during the period April 2022 – March 2023. The report was designed to enable Elected Members to have effective oversight of the performance of the Youth Offending Service through a number of performance indicators: National (England and Wales), Devolved Welsh Indicators and Local Performance Indicators (agreed by the Vale YOS Management Board). Key points raised included:

- The Youth Offending Service was recently renamed the Youth Justice and Early Support Service (YJESS), following consultations with various stakeholders and members of the Service and to better reflect the diversionary and preventative ethos of the Service.
- A 31% decrease in first time entrants compared to the same period last year based on the rate per 100,000 for the Vale. This was a positive outcome compared to the figures seen in other Youth Justice Services (YJS) in Wales and other members of the YJS 'family'. This reflected the Vale's flexible but robust preventative and intervention policies.
- In terms of reoffending data, the Vale's figures were on a similar trend to that of other areas with a slight decrease in the number of reoffences per offender. The YOS / YJESS would continue to complete file reoffending audits to support the analysis of reoffending. Analysis was undertaken from a multi-agency perspective to identify any potential barriers or opportunities for learning and to evidence best practice in ensuring positive outcomes for the children supported.
- In terms of Restorative Justice, there were 73 interventions that closed in the period April – March 2023 and 70 identified victims. 65 victims were offered direct and indirect restorative justice, there was an attempt to contact the other 8 victims by phone and letter although there was no response, or they declined contact. 7 victims received direct restorative justice and 11 received indirect. 7 victims responded to the victim questionnaire and confirmed they were satisfied with the process. It was important to stress this was a voluntary process for all parties, and that a key focus of the Service, as reflected in the performance measures, was to increase victim feedback and face to face victim engagement.
- Following His Majesty's Inspection of Probation, who inspected the YOS in April 2022 and evaluated the Service as 'good' based on their findings, the

No.

Service had made progress in the delivery of the inspectorate's recommendations contained within the Vale of Glamorgan Youth Offending Plan 2022-23.

- If Members had requests for additional data in relation to this area, then these would be looked into.

Following the presentation of the report the following questions and comments were raised by the Committee:

- Councillor Payne raised a number of questions concerning the counting of young people who committed offences in each quarter, the possibility of visiting the Service in order to gain a greater understanding of their work, and the decrease in first time entrants coming through the system and what impact that had had on the Service. In response, it was explained that in terms of counting young persons who had committed offences the related data was aggregated, and they would not be counted as an additional person, however, the period where re-offences occurred would be incorporated and counted as part of aggregating the data. In terms of a visit to the Service, it was suggested that Members be invited to an open day that was planned in 2024. Finally, with regards to the decrease in young offender figures this related to children who had been recorded as first-time entrants and it was important to stress that the Service was still working with these children but at an earlier stage in order to prevent them entering into the system in the first place. It was also important to note that the workload for the Service had not decreased as a result but rather that work had shifted in terms of a more proactive, diversionary and preventative approach in order to prevent children coming through the system which had proved successful. Furthermore, a successful application for funding had meant recruitment of an additional post for the Service to help in this preventative programme.
- On Councillor Lloyd-Selby's query about what measures were being taken to prevent children, who gathered in large groups in public areas, 'crossing the line' and entering into more anti-social behaviour and potential offending behaviour and the need for the Council to take up a 'joined up' approach with local communities in order to offer support and reassurance, it was explained that such behaviour included both adults and younger persons and therefore it was very hard to identify specific children or young persons who may be involved in such activity in areas within Barry and elsewhere in the Vale. However, the YJESS worked closely with Community Safety colleagues and other partners in order to attempt interventions in these circumstances which on the whole had already resulted in quite positive results. It was important to note that some of these children were extremely vulnerable and may have additional vulnerabilities and challenges which also required a much wider engagement with them in terms of education and other forms of assistance. As part of YJESS' work with partners it was vitally important to identify 'hot spot' areas in order to put measures in place to engage with children and a further bid for money had been put in from the Shared Prosperity Fund to enable greater community safety work. As part of a wider approach to dealing with anti-social behaviour or offending amongst children and young

No.

people, YJESS, with partners, would be looking at youth engagement events which could be used to educate young people concerning substance misuse, knife crime, etc. The Committee were also told about the multi-agency approach that was being undertaken to deal with issues in areas such as the Waterfront, King Square and around Holton Road, Barry. It was also stressed that the local communities impacted needed to be brought on board in order to provide reassurance to them and also for them to help contribute to deal with these issues and offer support. The Councillor also asked that case studies be added as part of future reporting offering examples concerning the intervention, diversionary and pre-emptive work that the Service were doing. It was explained that this could be provided for future meetings.

- On Councillor Aviet's query about support for families of children or young people who had committed offences, it was explained that the Service took a holistic approach to this whereby support was offered to the family as well as the young person concerned. The family would be involved with the work that was being undertaken to support the young person and if necessary the Service would make appropriate referrals to any support services which could provide the family with further help and advice as well as any help for the child or young person via Children's Services through a joined up multi-agency approach. There had been challenges in recruiting a Parenting Officer who could further assist with this process and the post had gone out for a third time to seek interest. This role would help to bolster the work already in place in terms of providing additional forms of support for families and young people as well as identification of risks such as child exploitation.
- The Committee were also informed of the anti-social behaviour intervention work that was done in conjunction with the community; in particular, the YJESS were always keen to include a restorative justice element with reference to related offences undertaken by young persons as well as monitoring and looking to identify victims who were willing to engage in the process.
- Councillor Birch (Cabinet Member for Education, Arts and the Welsh Language) with permission to speak, endorsed the report and asked if this report could be shared with the Learning and Culture Scrutiny Committee in future as well as inviting them to visit YJESS at their office, as part of a more joined up approach and thinking in terms of work between Committees as well as with the YJESS and other agencies. It was explained that effective partnership was already being undertaken through the Vale YOS / YJESS Management Board which involved a number of agencies as well as strong relationships with education services within the Vale.

Scrutiny Committee, having considered the report subsequently

**RECOMMENDED –**

(1) T H A T the contents of the end of year performance report for the Youth Justice and Early Support Service (formerly the Youth Offending Service) be noted.



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(2) T H A T Members of the Homes and Safe Communities Scrutiny Committee be invited to the proposed open day for the Youth Justice and Early Support Service.

(3) T H A T for future reporting, case studies be included concerning the interventions and work undertaken by the Youth Justice and Early Support Service.

#### Reasons for recommendations

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

(2) In order that the Committee gain a greater insight and understanding into the work undertaken by the Youth Justice and Early Support Service.

(3) To provide the Committee with a better understanding of the preventative, intervention and other types of work undertaken by the Youth Justice and Early Support Service.

#### 428 INDEPENDENT LIVING POLICY (DP) –

The Operational Manager, Regeneration outlined the report to the Committee, the purpose of which was to set out the proposed implementation of an Independent Living Policy in the Vale of Glamorgan for the consideration of the Committee prior to Cabinet oversight.

The draft Independent Living Policy (attached at Appendix A to the report and described in the accompanying presentation / slideshow) outlined the Vale of Glamorgan Council's strategy to facilitate home adaptations that preserved individuals' independence in their homes, particularly those in need of assistance. It established guidelines, informed enquirers about available provisions, and addressed individual needs effectively. The relevant Grants funded the adaptation of privately owned / rented homes to allow residents to live as independently as possible in their own home for as long as possible. Key points from the report and presentation included:

- The multifaceted background to the proposed changes, ranging from changes in Welsh Government (WG) legislation through to the Disability Facilities Grant (DFG) / Adaptations Future Recommendations Report.
- The incorporation of relevant advice and guidance from WG into the Policy by introducing a new Discretionary Adaptations Grant (DAG), a more consistent approach around adaptations and grants for independent living and the removal of means testing, which could exclude those persons who had a real need and required assistance to get adaptations to their home, but just missed out due to their circumstances.
- Details concerning the key components of the new policy, including the statutory DFG, the new DAG and Relocation grant for medium and large adaptations, in conjunction with the use of case conferences and a multi

No.

departmental, interdisciplinary approach by the Council and partners in order to adequately and fairly assess these applications with a longer-term view in mind.

- Tied into this, would be a new means of funding these adaptations:
  - DFG: with a Means Test, and a 10-year charge on their property.
  - DAG: without a Means Test, and a lifetime charge on their property.
  - Relocation grant if the proposed adaptation was not feasible or practical.
  - For DFG and DAG, the funding would ultimately be recouped and recycled for further, future funding.
- For smaller scale adaptations, the focus would now be to make better use of the Care and Repair trusted assessors to help facilitate these, thereby freeing up Occupational Therapy services.
- The creation of a single adaptations and Occupational Therapy team.
- The range and scale of adaptations undertaken was also addressed, as well as the financial scale and limits on these and the legal and policy implications.

The Independent Living Policy meant that individuals could continue to thrive at their homes by ensuring transparency, collaboration, and support by providing additional options, thereby enabling them to maintain their autonomy and quality of life for longer, as well as helping the Local Authority to more effectively manage and mitigate its social care costs.

Following the presentation of the report, the following comments and questions were raised by the Committee and others:

- Councillor Morgan welcomed the new Policy, particularly in light of a rising aging population in the Vale and the concerns of older residents around care costs. The Policy would help to prevent older persons from becoming stuck in hospital because their homes could now be adequately adapted / safeguarded. It was important to share this information with residents in order that they were aware of the funding and support available for adapting their or their family members' homes.
- On Councillor Campbell's query on the impact of high and rising material and labour costs on the various forms of grant funding for adaptations, in particular with regard to the maximum, statutory, grant limits, it was explained that the Council did allow for discretionary increases for the grant(s) above the set limits (i.e. for DFG, there was a statutory limit of £36,000 with a discretionary maximum grant of £60,000). This was particularly the case for those applications where there was a clear indication that the adaptations would help to provide significant benefits to the applicant(s) in question and savings in their social care in the longer term. Another challenge was the backlog in supplies of specialist equipment for adaptations as well as the need to re-tender due to a shortfall in suitable contractors to undertake adaptation work, which the Council was also trying to address.
- Councillor Lloyd-Selby referred to the Council's house building programme and the efforts to future proof these homes in light of an increasingly aging population within the Vale i.e. power points near to stairways for the

No.

potential installation of stair lifts, etc. The new Policy was most welcome, but it was important that it also made reference to advocacy support for those people that required it as part of any appeals process or for those persons that were applying for grant funding / adaptations who may have vulnerabilities due to age, disability or mental health issues. The Operational Manager, Regeneration stated that this was a valid point concerning advocacy support and this suggestion would be taken forward when finalising the Policy, and that the case conference framework was designed to enable decision-makers to take into account advocacy support as well. The Committee also asked that the Councillor's suggestion on advocacy be forwarded as a comment / recommendation to Cabinet.

- The Executive Leader and Cabinet Member for Performance and Resources, with permission to speak, stated that this Policy would be vital in ensuring that the most vulnerable residents living within the Vale could continue to live in their homes, with dignity and with the necessary adaptations in place so that adequate support could be provided to the residents and in the longer term provide the most efficient and cost-effective care.
- G. Doyle, a Tenant Representative, asked how Vale residents could apply for such grant funding. It was explained that most applications came through referrals via Occupational Therapists and Social Services (i.e. as part of the discharge process from hospital or persons requiring additional care and support due to disability, age, etc.), although people could also apply directly to the relevant team via telephone and email.

Scrutiny Committee, having considered the report, subsequently

RECOMMENDED –

- (1) T H A T the draft Independent Living Policy be referred to Cabinet for their consideration.
- (2) T H A T the following comment(s) from the Homes and Safe Communities Scrutiny Committee be passed to Cabinet:

The draft Independent Living Policy should include details concerning the availability of advocacy support for people applying for funding under this policy and who may require additional assistance or help due to their age, disability or other vulnerability.

Reasons for recommendations

- (1) To enable Cabinet to consider and approve the Independent Living Policy.
- (2) In order for Cabinet to consider the comment(s) from the Homes and Safe Communities Scrutiny Committee prior to approving the Independent Living Policy.

No.

429 1<sup>ST</sup> AND 2<sup>ND</sup> QUARTER SCRUTINY RECOMMENDATION TRACKING  
2023/24 AND UPDATED COMMITTEE FORWARD WORK PROGRAMME  
SCHEDULE 2023/24 (DCR) –

The report was presented by the Democratic and Scrutiny Services Officer, the purpose of which was to report progress on Scrutiny recommendations and to consider the updated Forward Work Programme together with any slippage for 2023/24.

The report advised Members of progress in relation to the Scrutiny Committee's historical recommendations and the updated Forward Work Programme Schedule for 2023/24:

- 2019-20 Uncompleted (attached at Appendix A to the report);
- 2021-22 Uncompleted (attached at Appendix B to the report);
- 1st Quarter Recommendation Tracking April to June 2023 (attached at Appendix C to the report);
- 2nd Quarter Recommendation Tracking July to September 2023 (attached at Appendix D to the report);
- Updated Forward Work Programme Schedule for 2023/24 (attached at Appendix E to the report).

Also outlined was how Members could be further involved in the Forward Work Programme and scrutiny process. Furthermore, at the meeting of the Committee on 17th May 2023 regarding the 4th Quarter Scrutiny Recommendation Tracking 2022/23 and Proposed Annual Forward Work Programme Schedule 2023/24 (minute no. 34 refers), the Vice-Chair queried if the background paper concerning the Scrutiny and Cabinet Roles and Responsibilities document from 2017 was still fit for purpose. It was subsequently established that this was an upload error, with this document having been updated in 2021. The Officer explained that the relevant updated document / link had now been added to the report.

Following the report, the Vice-Chair queried the slippage of the Annual Update - Tenant & Leaseholder Participation Strategy, which had been due to go to this Committee meeting and would have tied in with the agenda item concerning the Tenant Satisfaction Survey (STAR) results. The Head of Housing and Building Services explained that this slippage had been as a result of capacity issues within Housing, and this was currently being addressed through recruitment, with the aim of getting the Strategy to Committee in early 2024.

Scrutiny Committee, having considered the report, subsequently

RECOMMENDED –

- (1) T H A T the status of the actions listed in Appendices A to D to the report be agreed.
- (2) T H A T the updated Forward Work Programme Schedule for 2023/24 attached at Appendix E be approved and uploaded to the Council's website.

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Reasons for recommendations

- (1) To maintain effective tracking of the Committee's recommendations.
- (2) For public information.