

Agenda

Safer Neighbourhoods and Active Communities Scrutiny Board

Tuesday, 2 August 2022 at 5.45 pm
in Committee Room One - Sandwell Council House, Oldbury

1 Apologies for Absence

2 Declarations of Interest

Members to declare any interests in matters to be discussed at the meeting.

3 Minutes 5 - 10

To confirm the minutes of the meeting held on 31st March 2022.

4 Additional Items of Business

To determine whether there are any additional items of business to be considered as a matter of urgency.

5 Annual Report for Housing Tenants 2021-22 11 - 26

To receive and comment on the Annual Report for Tenants, including any recommendations for future reports.

6 Tenant Engagement and Participation Update 27 - 34



To consider and comment upon the update on the development of Tenant Engagement and Participation.

7 **Cabinet Forward Plan** 35 - 64

Standing item to consider the scrutiny of items on the Cabinet Forward Plan.

8 **Work Programme** 65 - 68

Standing item to consider the work programme of the Board.

Kim Bromley-Derry CBE DL
Managing Director Commissioner
Sandwell Council House
Freeth Street
Oldbury
West Midlands

Distribution

Councillor Fenton (Chair)
Councillors Akhtar (Vice-Chair), Akhtar, Ashman, Fisher, H Bhullar, Jalil,
Kaur, Lewis, Mayo, Shaeen and J Webb

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Minutes of Safer Neighbourhoods and Active Communities Scrutiny Board

**Thursday, 31 March 2022 at 5.45 pm
at Council Chamber - Sandwell Council House, Oldbury**

Present: Councillors Mabena (Chair), Ashman, Fisher, K Singh and V Smith

Also present: Nigel Collumbell (Service Manager – Housing Management), Tessa Mitchell (Business Manager – Community Safety and Resilience), Andrew Clarke – (Community Safety and Resilience) and Matt Powis (Senior Democratic Services Officer).

47/21 Apologies for Absence

Apologies were received from Councillors Gavan (Vice-Chair), Gill and Randhawa.

48/21 Minutes

Resolved that the minutes of the meeting held on 27 January 2022 be confirmed as a correct record.



49/21 **Declarations of Interest**

There were no declarations of interest made at the meeting.

50/21 **Additional Items of Business**

There were no additional items of business to consider.

51/21 **Garage Rents**

The Service Manager for Housing Management advised the Board that in December 2021, the Cabinet had approved an increase in rental charges for garages sites for both non-tenant and Council tenants.

Council owned garages were held within the Council's General Fund property portfolio, therefore any rental charge increases would impact the Council's general fund budget. It was noted that the proposed increase would generate income of approximately £398k.

Charges for Council tenants would increase to £11.00 per week while non-tenants would be charged £13.20 per week. Whilst both charges represented an increase of over £4.00 per week, rentals in Sandwell were significantly cheaper than other neighbouring Local Authorities.

Current garage tenants had been formally notified in February 2022 regarding the changes in rent. Since the notification, 26 tenants had submitted notices of intention to terminate their garage tenancies. However, over the same period, the Council allocated 14 new garage tenancies.

Prior to the rental increase, a review was carried out on the Council's garage stock which identified the following:

Status of Garage	Number of Garages
Demolition or Disposal	154
Lock Change Required	129
Minor Repair Work Required	267
Significant Repair Work Required	95
Ready to Let – No Demand	75
Ready to Let – Demand	144

From the comments and questions raised by members of the Scrutiny Board, the following responses were made, and issues highlighted:-

- repair costs for restoring garages were calculated on an individual basis. Some garage properties were identified as beyond repair and would be too uneconomical to restore to let.
- there were concerns that a large proportion of the garages stock required repair or demolition. Whilst over 2218 residents were on the waiting list for garages in the Borough.
- the Board highlighted concerns from local residents regarding the lack of repairs to garages historically. The Council had committed to carrying out inspections and had pledged to complete necessary repair work on the appropriate garages.
- over 56% of the stock was let by private residents or Council tenants renting more than one garage. Allocations were on a first come first served basis with additional garage renters required to pay a higher fee resulting from VAT charges on second and subsequent garages.
- increases in garage rents were required as part of the savings to the Council's General Fund for 2022/23. If rental increases did not go ahead, then alternative savings would need to be identified from other services.
- there was a consensus that any future saving proposals in respect of garage rents be considered at the Board prior to Cabinet approval.

Members thanked officers for their attendance.

The Board received an overview of the Council's Anti-Social Behaviour (ASB) Policy, which incorporated all ASB policy management from across the Council into a single document.

The draft refresh of the policy had been co-produced with partner organisations such as West Midlands Police. Public consultation had yet to commence on the policy, which would be required prior to consideration by the Cabinet.

The Council was obligated to establish an ASB policy which worked for all residents and communities in the Borough. Members heard that different aspects of ASB were dealt with by different services across the Council. As part of the Council's 'One Council, One Team' approach, the policy streamlined and matched up service responsibilities to ensure ASB issues were appropriately handled by the correct team. The adoption of a hub based approach allowed communities to be empowered to understand and find the right approach for dealing with various types of ASB faced by communities in the Borough.

The policy worked in tandem with the ASB Portal which was introduced in 2018, which directly engages with complaints and directly triages queries to the correct service areas.

From the comments and questions raised by members of the Scrutiny Board, the following responses were made, and issues highlighted:-

- the revised policy did not incorporate procedural changes in anti-social behaviour management.
- the refresh of the policy had been co-produced with partner organisations such as West Midlands Police, various council departments who handled ASB and service users.
- reporting issues such as nuisance bikes and noise would be easier and clearer for residents. Data collocated from the ASB Portal would enable mapping work to be carried out in each area in the Borough which would assist in targeting specific support in areas which required extra assistance in tackling ASB.
- the Council maintained good partnership working with housing associations to try and reduce the level of ASB faced by tenants and local communities.

- the Council achieved it's first successful prosecutions in relation to Community Protection Notices (CPNs) as a direct result of the work by the ASB service.

Members thanked officers for their attendance.

45/21 Cabinet Forward Plan

The Board noted the Cabinet Forward Plan.

46/21 Work Programme 2021-22

The Board noted the work programme for the remainder of the current municipal year.

Meeting ended at 6.51 pm

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Safer Neighbourhoods and Active Communities Scrutiny Board

20 July 2022

Subject:	Annual Report for Housing Tenants
Director:	Director of Housing Director Gillian Douglas
Contact Officer:	Housing Services Manager, Nigel Collumbell Nigel_collumbell@sandwell.gov.uk

1 Recommendations

To receive and comment on the Annual Report for Tenants, including any recommendations for future reports.

2 Background

- 2.1 The Regulator of Social Housing will be given new powers when the proposals set out in the Charter for Social Housing Residents is enacted by Parliament.
- 2.3 The Regulatory Standards they will be enforcing include a set of consumer standards. The Housing Regulator has been clear in its advice to Landlords that it should not wait for the legislation but should be actively making improvements to its service and specifically its engagement with tenants.
- 2.4 A key principle of this engagement is ensuring tenants have access to information to hold their landlords to account. The publication of an Annual Report is considered a key action in achieving this outcome.



3 How does this deliver objectives of the Corporate Plan?

	Best start in life for children and young people
	People live well and age well
	Strong resilient communities Through strengthening tenant engagement and participation, it will enable: <ul style="list-style-type: none"> ○ Stronger relationship between the council and tenants ○ Enhanced information and communication ○ An opportunity for tenants to develop skills ○ Develop a greater sense of place within the community
	Quality homes in thriving neighbourhoods Through involving tenants in housing services through a more coproduced approach will enable: <ul style="list-style-type: none"> ○ Improvement to services for tenants ○ Better value for money ○ Improved customer experience and satisfaction ○ Better customer loyalty
	A strong and inclusive economy
	A connected and accessible Sandwell

4 Annual Report 2021/22

4.1 A small editorial panel of officers and one tenant have overseen the production of this year’s annual report. Draft reports were shared with the Tenant & Leaseholder Scrutiny Group and SCIPs for additional customer involvement before publication of the final report.

4.2 We have chosen to publish our annual report as soon as practical following the end of the reporting cycle. The compromise in getting the report out early has been the financial accounts for 2021/22 were not available to report on, so we have published the previous years accounts



with the intention of making the current year accounts available on-line at the earliest opportunity.

4.3 The report sets out details of our investment in our Council Housing Stock and how we have performed as a landlord in the year. Priorities for the year ahead are also set out so tenants know what they can hold us to account on over the next 12 months.

4.4 The report is published on our website and will be promoted through normal communication channels, including an article in the Sandwell Herald. Hard copies of the report are available on request and at libraries. A short video providing an alternative way to access the information is in production.

5 Next Steps:

5.1 The report encourages tenants to feedback on the content of the report and an evaluation of this will help shape future years reports.

6. Implications

Resources:	Financial, staffing, land/building implications <ul style="list-style-type: none"> There are no specific resource implications arising from this report, all costs of production have been achieved from existing resources in the Housing Revenue Account
Legal and Governance:	Legal implications including regulations/law under which proposals are required/permitted and constitutional provisions <ul style="list-style-type: none"> These are set out in The Charter for Social Housing Residents Social Housing White Paper (https://www.tpas.org.uk/the-white-paper) These are set out in the Regulatory Standards (https://www.gov.uk/guidance/regulatory-standards).
Risk:	Risk implications, including any mitigating measures planned/taken, health and safety, insurance implications <ul style="list-style-type: none"> There are no specific resource implications arising from this report.



Equality:	<p>Implications for equality (all aspects and characteristics) including how meeting Equality Duty, equality impact assessments</p> <ul style="list-style-type: none"> The report has been produced in a way that is easy to read and accessible. The different formats should ensure it is accessible to everyone, but further assessment will be undertaken following evaluation and feedback to improve the accessibility for future years.
Health and Wellbeing:	<p>Implications of the proposals on health and wellbeing of our communities</p> <ul style="list-style-type: none"> There are no specific health and wellbeing implications arising from this report
Social Value	<p>Implications for social value and how the proposals are meeting this (for e.g. employment of local traders, young people)</p> <ul style="list-style-type: none"> There are no specific social value implications arising from this report

7. Appendices

Appendix 1. The Annual Report for Tenants

8. Background Papers

- The Charter for Social Housing Residents White Paper – November 2020 <https://www.tpas.org.uk/the-white-paper>
- Regulatory Standards - <https://www.gov.uk/guidance/regulatory-standards>



ANNUAL REPORT

FOR TENANTS

2021-2022



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Introduction



Dear Tenant,

I am very happy to be introducing this annual report which presents a range of information about how your homes are managed and maintained.

The report includes information about how we invest in homes, repair and improve them and respond to the issues and complaints that you raise. It will tell you how the rent that we collect is used to maintain and raise the quality of council homes in the borough.

You have a right to this information and we want to make sure that the report is interesting and relevant.

I am particularly pleased that we have had tenant input in shaping the report and this will continue as we publish this information annually in the future.

Finally, we want you to feel safe and happy in your home and to live in a neighbourhood that you can be proud of. We know that we do not always get it right first time but our commitment is to listen and to continuously improve. Your feedback on the content of this report and on our services is very welcome.



Gillian Douglas
Director of Housing

Welcome



Dear Tenant,

As Cabinet Member for Housing, I am strongly committed to making sure that you receive a responsive and excellent service from the council.

The council is very proud to have 28,000 homes in its stock across the borough, this includes the private finance initiative area of Harvills Hawthorn managed by Riverside Housing. But with that comes huge responsibilities to you as tenants. This report is about feeding back to you on our performance and being transparent about how we are managing and improving council homes, including where we need to do better.

We know that there is a huge demand for affordable rented housing and are working hard to deliver more new build housing in the borough. At the same time we will continue to invest in the existing stock to raise quality, improve the energy efficiency of homes and ensure homes are safe.

We welcome your involvement and feedback and look forward to working with you to make sure that Sandwell tenants receive the best possible services.

Councillor Charn Singh Padda
Cabinet Member for Housing

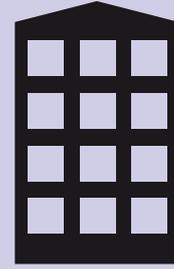


At the end of the 2021/22 financial year we managed a total of 27,307* properties across the borough offering a range of houses, flats, bungalows and maisonettes for our tenants to call home.

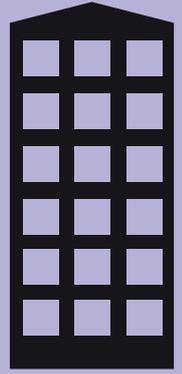
*This excludes the private finance initiative area of Harvills Hawthorn managed by Riverside Housing.



14,498
HOUSES



6,425
LOW-RISE
FLATS



4,258
HIGH-RISE
FLATS



1,474
BUNGALOWS



652
MAISONETTES

By 2030, we aim to have 8,000 more new homes in the borough. This will be a mix of council house building, homes built by registered housing providers and the private sector.

Energy efficiency of homes

As of the end of the 2021/22 financial year, around 50% of our homes had an energy efficiency certificate of C or above.

As part of the council's improvement programme, our energy efficiency programme aims to ensure that all council homes benefit from affordable and efficient heating systems and projects to deliver energy efficiency measures.

Projects to improve energy efficiency include installing roof and external wall insulation and replacing windows and doors.

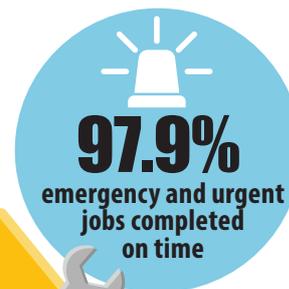
We're proposing to install energy efficiency measures to 402 properties in 2022/23.



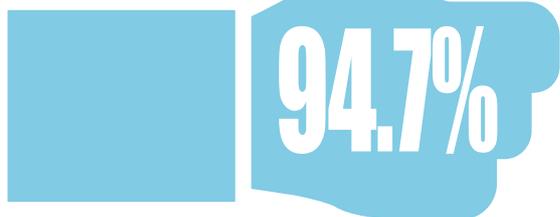
£1.36 million
was invested in installing
energy efficiency measures to...

129  in
PROPERTIES 2021/22

Despite the unprecedented challenges of the pandemic, front-line repairs teams continued to deliver core services including completing more than 3,000 emergency/urgent repairs per month and repairing over 140 empty properties per month for new tenants.



94.7% of tenants were satisfied with the completed repair

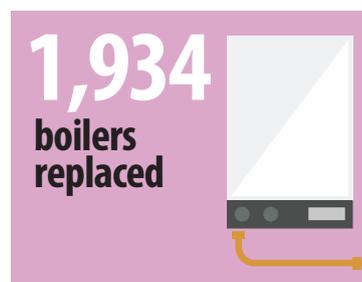
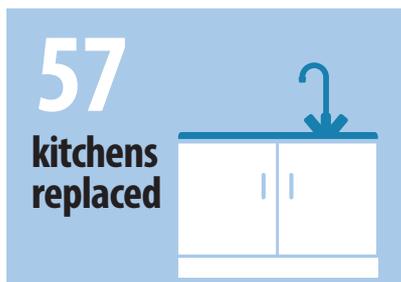


At present we have 19% of tenants who regularly use the MySandwell portal to report repairs. We encourage tenants who can do so to report repairs using the MySandwell portal <https://my.sandwell.gov.uk>

For more information around the maintenance of your home, the repairs process and advice around maintaining your own home follow this link to watch the council's repairs videos: <https://www.sandwell.gov.uk/RepairsVideos>

Investing in your home

We are committed to investing in homes, communities and neighbourhoods across Sandwell. In 2021/22 our improvement programmes carried out work on 3,766 properties. This included:



Our improvement programme assesses each home individually to determine what improvements can be carried out and to offer the best solution for that property. Carrying out improvement works reduces the demand for day-to-day repairs and is one of the most cost-effective ways of keeping properties in a good state of repair.

In 2022/23 we will carry out external improvement works to 859 properties, boilers will be replaced in 1,800 properties and composite front/rear doors will be installed to approximately 10,000 properties. So far, internal improvement works are planned to be carried out to 182 properties. This includes heating installations, rewiring and kitchen and bathroom replacements.

The safety of our tenants is important to us and is one of our top priorities. Sandwell adopts a robust approach to managing safety for residents particularly in relation to risks associated with the 'big six' compliance areas which are gas safety, electrical safety, fire safety, asbestos safety, water hygiene and lift safety.

GAS SAFETY 	<p>We have a legal duty to ensure each of our domestic properties with a gas appliance is inspected annually to provide a valid Landlord Gas Safety Record (LGSR).</p> <p>99.7% of properties have a valid LGSR, this rises to 100% with the inclusion of properties where legal proceedings to gain access have started.</p>
ELECTRICAL SAFETY 	<p>It is good practice to provide a Domestic Electrical Installation Condition Report (DEICR) within each of our domestic properties every five years. We are concentrating resources on completing missing and older DEICRs this year, with a target to achieve 100% compliance by December 2022.</p> <p>76.8% of properties have a valid five-year safety inspection report for electrical installation.</p>
FIRE SAFETY 	<p>We have a legal duty to have an up-to-date fire risk assessment for each of our purpose-built blocks of flats.</p> <p>100% of purpose-built flats have an up-to-date fire safety risk assessment.</p>
ASBESTOS SAFETY 	<p>Under the Control of Asbestos Regulations, we have a legal duty to manage asbestos and carry out cyclical inspections in communal areas of blocks of flats, such as foyers, lifts, stairs and lobbies.</p> <p>100% of blocks of flats have an up-to-date re-inspection for asbestos-containing materials.</p>
WATER HYGIENE 	<p>Cyclical water hygiene tests are carried out to premises with communal tanks and sheltered accommodation to prevent legionella and scalding risks.</p> <p>100% of qualifying sites have up-to-date water hygiene and legionella prevention risk assessments.</p>
LIFT SAFETY 	<p>We are responsible for maintaining passenger lifts in blocks of flats and for carrying out periodic thorough examinations and inspections to ensure those lifts operate safely.</p> <p>99.4% of passenger lifts have a valid safety inspection report. Safety inspections are undertaken on a rolling programme. Since the March 2022 snapshot, we are now 100% compliant.</p>

Help us to help keep you safe – by giving us access to your home when we need it

As part of your tenancy agreement there are times when we need to access your home to carry out inspections, repairs or servicing to your gas and electrical appliances.

This ensures the safety of our properties and the safety of you and your family as our tenants.

We always try to give you as much notice as possible. Please try and keep the appointment made for you and if you have to cancel, please contact us as soon as possible so we can rearrange it.



BUILDING SAFETY



We aim to maintain our buildings to the highest standards by carrying out regular checks and audits and following best practice in the social housing sector.

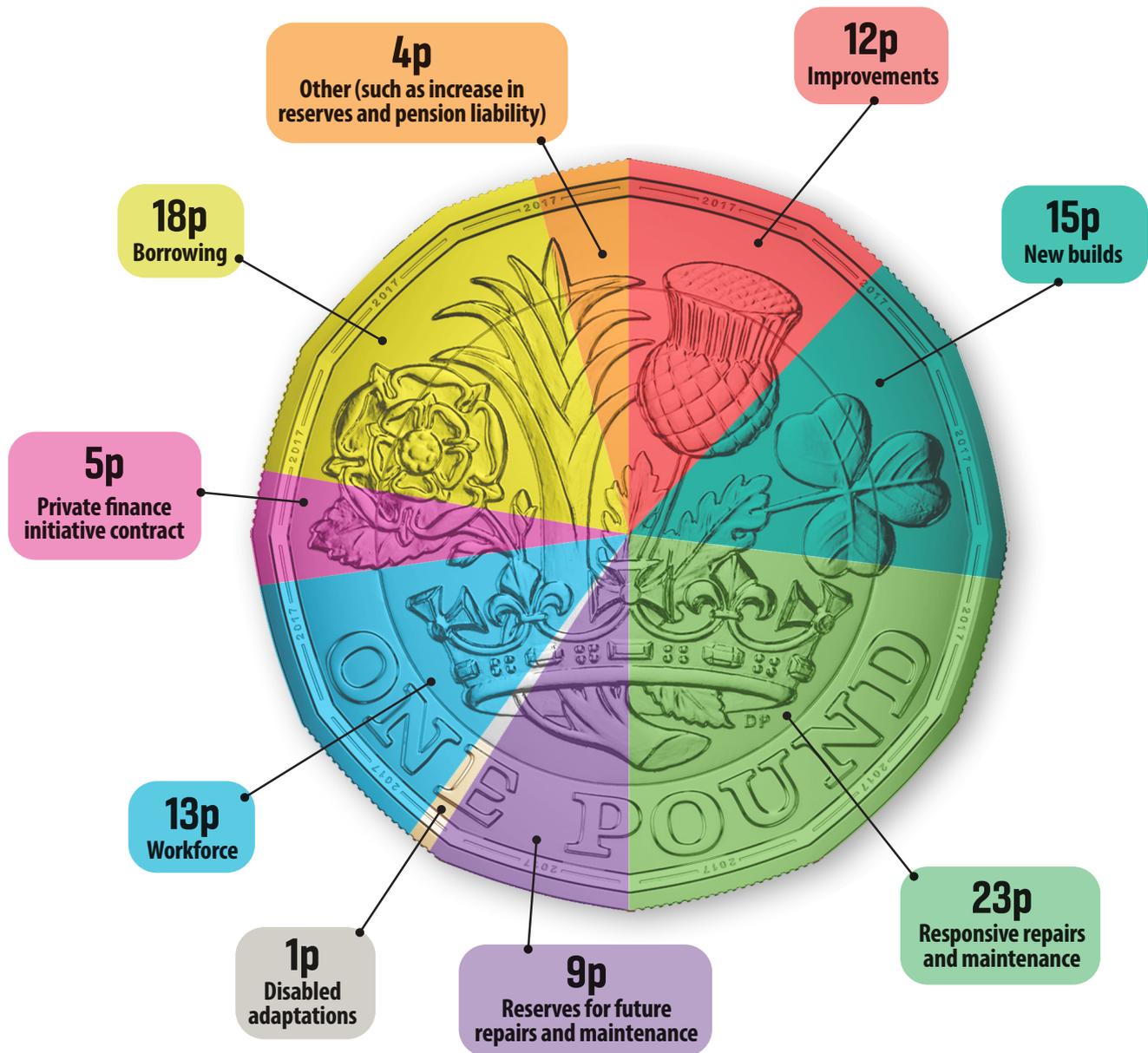
Tenants living in our high-rise blocks will benefit from our investment in new sprinkler systems.

This will take some time to roll out, we will be starting in 2023.

At the time of publication of this annual report our 2021/22 financial accounts were not finalised, and we will publish information on the 2021/22 financial year when available. The information below provides an overview of our income and expenditure in the 2020/21 financial year.

In 2020/21 we collected approximately £120 million of income from rent and service charges, which is our main source of income. We also received capital finances from the sale of properties via the Right to Buy scheme, government grants and some borrowing.

For every £1 collected we spent...



Right to Buy

In 2021/22, 288 houses and flats were sold under Right to Buy, generating £19.3 million of income.

Right to Buy helps tenants to buy their homes at a discounted rate, dependent on the length of time they have been tenants at the property.

For more information about Right to Buy visit:
<https://www.sandwell.gov.uk/RighttoBuy>



We value all your feedback on the services we deliver to tenants. We want to hear from you if something has gone wrong.

77.5% of complaints are resolved within timescales

Your comments, complaints and compliments help us to learn and improve our services.



Learning from your complaints we have:



provided 'how to' videos to help tenants with issues such as condensation in their properties;



reviewed our customer feedback process to improve communication with customers;



allocated more resources to areas such as homelessness;



addressed any underperformance with staff training;

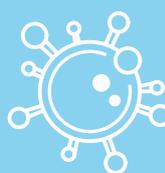


started quarterly meetings with managers to discuss feedback and share best practice.

Complaints received increased by 32% in 2021/22



Our repairs and maintenance service received the highest number of complaints (370). This number represents 0.25% of all the works carried out at our properties.



In common with the social housing sector nationally, the impact of the Covid-19 pandemic means we have a backlog of non-urgent repairs, and it's taking longer for these repairs to be done.

94.7%

94.7% of tenants were satisfied with their completed repair in 2021/22.



Our repairs and maintenance teams are working with contractors to tackle the backlog.

The Social Housing Regulator is asking social landlords to carry out annual tenant satisfaction surveys.



The survey gives you the opportunity to tell us how you rate us as your landlord.

We'll be launching our survey in autumn 2022.

If you're asked to take part, please give us your views and opinions. Your feedback helps us to improve our services to you.

Because all social landlords will be asking their tenants the same questions, you'll be able to see how we are performing compared to others.

We'll publish the results in future editions of our annual report and on our website.

We recognise that the best way of providing services that meet your needs and expectations is to involve tenants in their creation and development. During 2021/22:

45 

community involvement forms were returned by email

250 

community involvement forms were returned by post

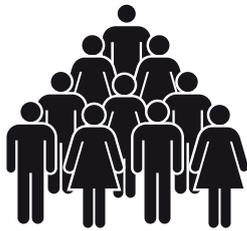
53 

scrutiny panel applications were received

40 

tenants were invited to attend Tenant Audit training to carry out inspections to services

Housing Scrutiny Group launched making sure tenants' and leaseholders' voices are heard


10 group members


looking for services that are value for money, high quality and meeting residents' needs


meeting regularly with housing managers and contractors to improve services

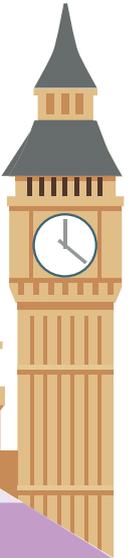


Phillippe Brown, Chair of the Housing Scrutiny Group, said:

"We will endeavour to work closely with the diverse communities of Sandwell, the council and government in helping to provide a more effective service for both council tenants and leaseholders in Sandwell.

"It is our duty to ensure we maintain a clear channel of communication to all communities whilst holding those in authority accountable, and allowing the collective voice of Sandwell to be heard.


reviewing and scrutinising services

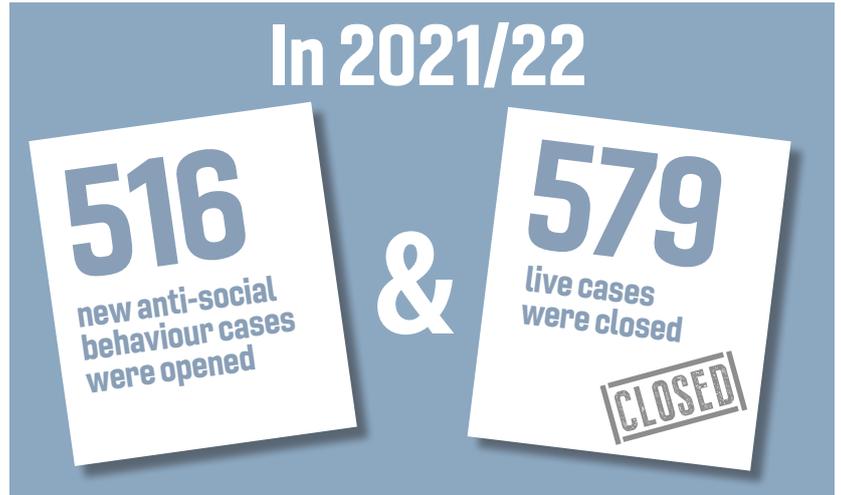
making sure the council is committed to the Government's new Charter for Social Housing Residents following the Grenfell Tower tragedy 

“ We believe that your voice matters. ”

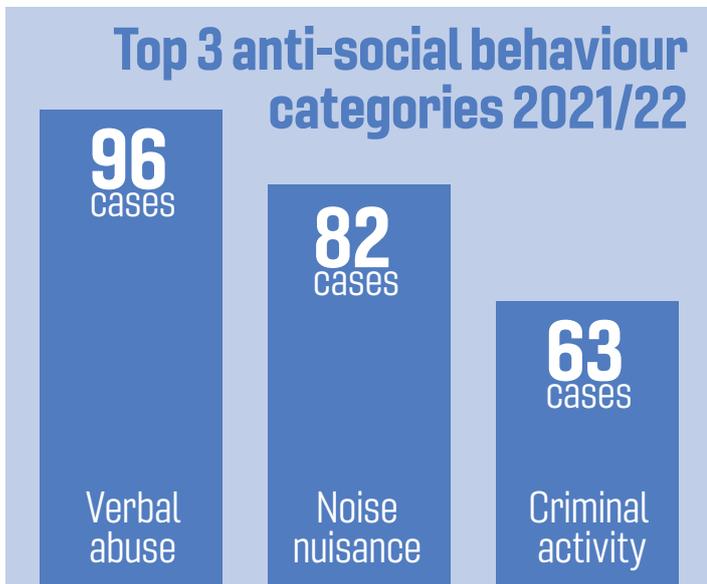
We want our tenants to enjoy living in their neighbourhoods and feel safe in their homes.

Our anti-social behaviour (ASB) team uses a prevention and early intervention approach to resolve ASB cases as quickly as possible using the most appropriate solutions for individual cases.

Early interventions can include: verbal and written warnings, mediation, referrals to partnership agencies and good neighbour agreements.



The top three categories for ASB in 2021/22 were: verbal abuse, noise nuisance and criminal activity.



Community Trigger

Community Trigger gives communities and victims of anti-social behaviour the right to request a review of their case, where they believe they have received an unsatisfactory response.

Community Trigger enables us to investigate cases and put things right where they have gone wrong, putting victims first and ensuring they receive the right level of support and outcome for their case.

Community Trigger outcomes

7	Withdrawn/cancelled
2	Pending decision
37	No action required
1	Action required



Delivering services and looking forward

During the next 12 months we expect the Government to introduce their new Consumer Standards for Housing.

These will set out the minimum standards you should expect from us as your landlord.

We are already working hard to transform our services so they will be recognised by you as excellent.

Here are some things to look out for in 2022/2023.

Home Checks



We are:

- rolling out a programme of proactive home visits, aiming to visit all our customers at least once in the next three years;
- visiting more often than this if you need more advice, support or assistance;
- making sure everything is as it should be with your home;
- updating you on things you need to know about your tenancy and our services;
- getting positive feedback from the more than 1,000 Home Checks we've already carried out.

Your Voice Matters

We promise to listen and act on your feedback.



We are:

- developing more opportunities for you to tell us what you think about the services we offer, such as joining our new Task and Finish Groups to deliver our service improvement plans;
- inviting you to help us co-design solutions for things we can improve;
- involving you in our new Tenant and Leaseholder Scrutiny Group, Tenant Auditors team and in resolving complaints;
- celebrating those of you who work tirelessly at grass roots level supporting your neighbours and communities;
- launching our new annual tenant satisfaction survey in the autumn, as well as asking for more feedback (if you want to give it) after more routine transactions.

We transformed the way we deliver many of our services to you during the pandemic.



We know:

- lots of you are already using these services;
- that some of you prefer to phone and speak to us in person;
- a small number of you also value the opportunity to drop into one of our receptions to carry out your transaction.

We'll be making further improvements to our on-line services, making it the easiest way to transact with us, so you're not in a queue or on hold. But we'll also make sure you can still contact us by phone or in person if you prefer it that way.

Your safety matters

Making sure your homes and communities are safe places to live is a priority for us.

We are confident but not complacent that the work we do each and every day from regular estate inspections to responding to incidents of anti-social behaviour will continue to keep you safe from any risk of harm.

We will continue to work proactively in spotting risks and hazards at the earliest opportunity and apply effective interventions.

Here are some areas we are working on to further improve your safety:



Anti-social behaviour (ASB)

We are reviewing our ASB policy, rolling out CCTV/ concierge services to all high-rise blocks and investing in training for officers who respond to ASB incidents and reports.



Safeguarding

We are developing the use of data and systems to trigger earlier interventions for households where vulnerable adults or children may be at risk of harm.

We are determined to do everything we can at a local level to support tenants as the cost of living rises.



Support to make the most of your money and find help if you need it

You can find contact details/links to useful information, advice and support at <https://www.sandwell.gov.uk/costoflivinghelp>



Energy saving tips

We know energy bills are going up. For tips on how to reduce your bills and be more energy efficient go to <https://www.sandwell.gov.uk/energysavingtips>

**CONTACT
WELFARE RIGHTS**

Benefits advice

You can contact the Welfare Rights advice line on **0121 569 3158** or go to <https://www.sandwell.gov.uk/welfarerights>



Universal Credit

For advice and support if you are applying for or receive Universal Credit go to <https://www.sandwell.gov.uk/universalcredit>



SANDWELL HOUSING SERVICES



You can now report a repair using your MySandwell account.

Log in or register for a MySandwell account if you don't already have one, and use our new system to report your repair at <https://www.sandwell.gov.uk/repairs>

We have updated our Tenant Handbook which has lots of useful information about your home and information about the services on offer to you. You can access the handbook by scanning the QR code or go to <https://www.sandwell.gov.uk/tenanthandbook>



If you would like to get involved with our tenant involvement projects please email Comm_Partnerships@sandwell.gov.uk or telephone **0121 569 2537**



If you need to speak to someone, we've now got more housing specialists at our customer contact centre so we can answer your call more quickly and answer any questions straightaway instead of you having to wait for a call back.

For housing repairs – call **0121 569 6000**
For all other enquiries – call **0121 368 1166**



Safer Neighbourhoods and Active Communities Scrutiny Board

20 July 2022

Subject:	Tenant Engagement and Participation Update
Director:	Director of Housing Gillian Douglas
Contact Officer:	Housing Services Manager, Nigel Collumbell Nigel_collumbell@sandwell.gov.uk Business Manager – Community Partnerships, Manny Sehmbi Manny_sehmbi@sandwell.gov.uk Neighbourhood Partnership Officer – Marianne Monro Marianne_Monro@sandwell.gov.uk

1 Recommendations

That the Board considers and comments on the update on the development of Tenant Engagement and Participation.

2 Reasons for Recommendations

- 2.1 The update of Tenant Engagement and Participation will reflect changes in Legislation and Regulatory Standards.
- 2.2 A approach to Tenant Engagement and Participation reflects good practice, but in addition there is an increase in expectations due to changes in the following:-

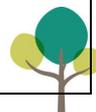


- Regulator of Social Housing
- Housing Ombudsman
- National Housing Federation’s Code of Governance
- Build & Fire Safety Bill
- Regulatory Standards (<https://www.gov.uk/guidance/regulatory-standards>)

2.3 The Regulatory Standards outline specific expectations and outcomes that providers are expected to achieve. Providers’ boards and local authorities are responsible for meeting the relevant standards and determining how this is done. The Regulatory Framework encompasses a tenant involvement standard

3. How does this deliver objectives of the Corporate Plan?

	Best start in life for children and young people
	People live well and age well
	Strong resilient communities Through strengthening tenant engagement and participation, it will enable: <ul style="list-style-type: none"> ○ Stronger relationship between the council and tenants ○ Enhanced information and communication ○ An opportunity for tenants to develop ○ Develop a greater sense of place within the community
	Quality homes in thriving neighbourhoods Through involving tenants in housing services through a more coproduced approach will enable: <ul style="list-style-type: none"> ○ Improvement to services for tenants ○ Better value for money ○ Improved customer experience and satisfaction ○ Better customer loyalty
	A strong and inclusive economy
	A connected and accessible Sandwell



4. Background

- 4.1 The Charter for Social Housing Residents Social Housing White Paper 2020, where 'Government is re-booting consumer regulation to ensure landlords adopt the right behaviours and can be held to account for their actions by tenants. 'This is the Heart of the White Paper' –*Jane Everton, MHCLG*
- 4.2 The White Paper highlights the need for transparency, openness and accountability, and outlines 7 key promises to tenants in social housing, these are:
- To be safe in your home
 - To know how your landlord is performing and hold it to account
 - To have your complaints dealt with promptly and fairly
 - To be treated with respect
 - To have your voice heard by your landlord
 - To have a good quality home and neighbourhood to live in
 - To be supported to take a first step to ownership
- 4.3 The Council have developed the Vision 2030 and the Sandwell Plan which impacts on communities and residents of Sandwell and supports the need to engage and empower tenants and residents within their community.
- 4.4 All the above reinforces the need to continue to support and develop tenant involvement and participation and strengthen the tenants voice within the Council and wider neighbourhoods. As well as legal and statutory reasons for the review, as well as the fact that the Regulatory Standards recommend a review is undertaken every 3 years.

5 Update on Tenant & Leaseholder Scrutiny Group:

- 5.1 Following a review of the Councils Tenant Review Panel, this has been dissolved since September 2021, and a new group has been established.
- 5.2 A robust recruitment process took place in October 2021 to appointment representatives from across Sandwell, 8 council tenants and 2 council Leaseholders were appointed. The following links provide further information on the group membership:



<https://www.sandwell.gov.uk/tenantsgroup>

https://www.sandwell.gov.uk/info/200223/housing/4747/tenants_and_leaseholders_scrutiny_group/2

- 5.3 Following the above recruitment process the Tenant & Leaseholder Group (TLS) was formed in December 2021. The group have a strategic role in influencing Housing Services that affect the lives of 28,000 plus residents living in Sandwell. The group consists of 8 tenants and 2 leaseholders.
- 5.4 In addition the TLS Group have a direct link into the Safer Neighbourhood and Active Communities Scrutiny Group (SNAC) as the Chair of SNAC sits on TLS and the Chair of TLS attends SNAC.
- 5.5 Since appointment, the group have received induction training, agreed their governance structures, terms of reference, standing orders, code of conduct and the appointment of the Chair and Vice Chairs.
- 5.6 The Chair and Vice Chairs have been receiving training and development and continue to receive ongoing support through one to one personal development, shadowing and on the job training. Members of the group are also receiving support in developing confidence and links to Business Managers across Housing Services. They are learning to ask pertinent questions, as well as questioning information received and requesting statistical data in a format that is understandable to the group.
- 5.7 During March 2022, presentations from Housing Managers on housing functions were given to the group to aid understanding of all areas. A prioritisation exercise took place by the group to decide 4 key areas to focus their Work Programme for the municipal year May 22 – July 2023, to coincide with other Scrutiny Groups.
- 5.8 After some discussion, the group came to a consensus to focus on:
- Housing Hub/contact Centre (21 May – 6 August 2022)
 - Home Checks (13 August – 29 October 2022)
 - Building Safety (5 November 2022 – 21 January 2023)
 - Responsive Repairs & Customer Satisfaction (28 January – 15 April 2023)



5.9 The group are working on the current work area and are continuing to grow and learn, probe and build relationships with key managers. Some Services Managers have requested their involvement in service changes and to also assist in recruitment of managers. For example, 2 members were involved in reviewing the Leaseholder handbook, 2 members are supporting the interview process of the new appointment of Assistant Director for Asset Management.

6 Additional Activity to Date

6.1 Following the development and agreement of the Tenant Engagement Framework, see Appendix 1. Other activity is being developed. Which is discussed in the following points.

6.2 Tenant Audit Programme – tenants have been engaged in developing a group of auditors that will audit a range of housing services, providing recommendations and ideas for improvement to relevant managers and teams. The group will work in partnership with TLS to avoid duplication of areas of work, but also will be an opportunity to further upskill tenants to be part of Scrutiny in the future.

6.3 Currently 11 tenants have committed to being part of the Tenant Audit Group and initially will be undertaking a series of training due to start on the 14th July for 6 weeks. Following the training they will identify the areas to be audited and the approach and method will be agreed.

6.4 Following the recruitment discussed above in 5.2, we had received interest from a number of tenants advising they would be interested in being involved in other opportunities to get involved with Housing Services. Therefore, we are maintaining engagement through telephone calls as well as inviting to activities as opportunities arise. For example, we had resident involvement within the development of the Housing Annual report, through involvement with an officer editorial group.

6.5 In addition, 4 tenants took part in the tenant stakeholder session as part of the recruitment for the Assistant Director for Asset Management and Improvement.

6.6 Through the Care Leavers Forum a project has been developed with a voluntary sector partner Krunch, to work with care leavers regarding the stigma and attitude that is experienced due to being a young person in care, and for us to further understand barriers as well as what needs to be improved. A relationship with the Care Leavers Forum and TLS is being developed to enable appropriate services to be influenced.



6.7 Tenants are being engaged in developing a celebration event, this is to acknowledge and celebrate the work of tenants within local communities, such as the work of Tenants & Resident Associations, but also an opportunity to promote the Housing Annual Report.

6.8 There is still a lot of work that needs to be done to implement the Tenant Engagement Framework and to do this a Tenant Engagement Officer is being recruited to enable the wider framework to be embedded and coordinated across the borough.

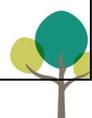
7 Next Steps

7.1 Continue to implement the Tenant Engagement Framework.

7.2 Continue to support and develop the Tenant & Leaseholder Scrutiny Group

8 Implications

Resources:	Financial, staffing, land/building implications <ul style="list-style-type: none"> There are no specific resource implications arising from this report.
Legal and Governance:	Legal implications including regulations/law under which proposals are required/permitted and constitutional provisions <ul style="list-style-type: none"> These are set out in The Charter for Social Housing Residents Social Housing White Paper (https://www.tpas.org.uk/the-white-paper) These are set out in the Regulatory Standards (https://www.gov.uk/guidance/regulatory-standards).
Risk:	Risk implications, including any mitigating measures planned/taken, health and safety, insurance implications <ul style="list-style-type: none"> There are no specific resource implications arising from this report.
Equality:	Implications for equality (all aspects and characteristics) including how meeting Equality Duty, equality impact assessments <ul style="list-style-type: none"> The tenant engagement will develop and strengthen methods of tenant involvement, engagement and participation which will help to address inequalities and challenge the stigmatisation of tenants.



Health and Wellbeing:	Implications of the proposals on health and wellbeing of our communities <ul style="list-style-type: none"> • There are no specific health and wellbeing implications arising from this report
Social Value	Implications for social value and how the proposals are meeting this (for e.g. employment of local traders, young people) <ul style="list-style-type: none"> • There are no specific social value implications arising from this report

9. Appendices

Appendix 1. Tenant Engagement Framework



Tenant Engagement Framework

10. Background Papers

- The Charter for Social Housing Residents White Paper – November 2020 <https://www.tpas.org.uk/the-white-paper>
- Regulatory Standards - <https://www.gov.uk/guidance/regulatory-standards>



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Sandwell Metropolitan Borough Council
July 2022
Forward Plan list of decisions to be taken by the Executive and
Notice of Decisions to be taken in private session

Representations to a decision being taken in Private Session, where indicated must be e-mailed to Democratic_services@sandwell.gov.uk or in writing to Democratic Services, Sandwell Council House, Oldbury, B69 3DP.

The Council defines a Key Decision as:

- (a) an executive decision which is likely to result in the Council incurring expenditure which exceeds that included in any approved revenue or capital budget or the limits set out within an approved borrowing or investment strategy and was not the subject of specific grant; or
- (b) an executive decision which is likely to result in the Council incurring expenditure, the making of savings or the generation of income amounting to:
 - £250,000 or more where the service area budget exceeds £10m;
 - £100,000 or more where the service area budget is less than £10m; or
- (c) an executive decision which is likely to be significant in terms of its effect on communities living or working in an area comprising two or more wards of the Borough

All items listed in the Executive Notice will be listed as a key decision using the above criteria. Business items which are not defined as a Key Decision may be referred to the Cabinet for information and/or decision but will not be listed in the Executive Notice.

Items listed in the notice of Executive Decisions to be taken in Private Session will list the relevant exemption information as related to the Local Government Act 1972 12A as amended by the Local Government (Access to Information) (Variation) Order 2006 set out as follows:-

1. Information relating to any individual.
2. Information that is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes:-
 - to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - to make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

The Cabinet/Members of the Executive are as follows:- Councillors Ahmed, Carmichael, Hackett, Hartwell, Hughes, Millard, Padma, Piper and Rollins.

The following items set out key decisions to be taken by the Executive in public session:-

	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
1	<p>Award of Minor Adaptation/ Handyperson Service 2022-2026</p> <p>Contact Officer: Charlotte Leadbeater-Chase</p> <p>Director of Adult Social Care: Rashpal Bishop</p>	<p>Adult Social Care and Health (Cllr Hartwell)</p>	<p>20 July 2022</p>		<p>Report to Cabinet</p>



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
2	<p>Special Educational Needs and Disabilities Information and Advice and Support Services Contract</p> <p>Contact Officer: Peter Forth</p> <p>Director of Finance - Simone Hines</p>	<p>Children & Education (Cllr Hackett)</p>	<p>20 July 2022</p>		<p>Report</p>
3	<p>Exemption from Procurement and Contract Procedure Rules for Post-16 High Needs Education Provision</p> <p>Contact Officer: Erroll Blackwood</p> <p>Director of Children and Education: Michael Jarrett</p>	<p>Children & Education (Cllr Hackett)</p>	<p>20 July 2022</p>		



Title/Subject		Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
4	<p>Schools Condition Report 2022</p> <p>Contact Officer: Martyn Roberts</p> <p>Director of Children and Education: Michael Jarrett</p>	Children and Education (Cllr Hackett)	20 July 2022		
5	<p>Award of Contract for Local Welfare Provision</p> <p>Contact Officer: Ian Dunn</p> <p>Director: Simone Hines – Director of Finance</p>	Finance and Resources (Cllr Piper)	20 July 2022		



Title/Subject		Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
6	<p>Harmful Gambling Workplace Charter, Policy and Guidance</p> <p>Contact Officers: Victoria Lee/Ian Markham</p> <p>Director of Business Strategy & Change: Neil Cox</p>	Finance and Resources (Cllr Piper)	20 July 2022		<p>Harmful Gambling Workplace Charter</p> <p>Harmful Gambling Policy – HR88</p> <p>Harmful Gambling Guidance – HR88.1</p>
7	<p>Sandwell Museums Accreditation Submission</p> <p>Contact Officer: Jane Lillystone</p> <p>Director: Alice Davey, Borough Economy</p>	Leisure and Tourism (Cllr Rollins)	20 July 2022	N/A	<ul style="list-style-type: none"> - Forward Plan - Collections Documentation Policy - Collections Review & Rationalisation Policy - Documentation Plan - Collection Management Policy - Access, Learning and Engagement Policy



Title/Subject		Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
8	<p>Draft Statement of Community Involvement 2022</p> <p>Contact Officer: Zoe Wilson</p> <p>Director of Regeneration & Growth Tony McGovern</p>	Regeneration & Growth (Cllr Hughes)	20 July 2022		
9	<p>Land at Cranford Street, Smethwick – Compulsory Purchase Order</p> <p>Contact Officer: Hayley Insley</p> <p>Director of Regeneration & Growth Tony McGovern</p>	Regeneration & Growth (Cllr Hughes)	20 July 2022		



Title/Subject		Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
10	<p>Brandhall – Options</p> <p>Contact Officer: Tammy Stokes</p> <p>Director: Tony McGovern – Director of Regeneration and Growth</p>	Regeneration & Growth (Cllr Hughes)	20 July 2022		
11	<p>Smethwick Enterprise Centre – declaration surplus to requirements</p> <p>Contact Officer: Hayley Insley</p> <p>Director of Regeneration & Growth Tony McGovern</p>	Regeneration & Growth (Cllr Hughes)	20 July 2022		



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
12	<p>Designation of Nature Conservation Sites</p> <p>Contact Officer: Zoe Wilson</p> <p>Director of Regeneration & Growth Tony McGovern</p>	Regeneration & Growth (Cllr Hughes)	20 July 2022		
13	<p>Flare Civica Upgrade to CX system</p> <p>Contact Officer: Alasdair Morrison/Nicola Plant</p> <p>Director: Alice Davey – Director of Borough Economy</p>	Communities (Cllr Millard)	20 July 2022		



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
14	<p>Supported Housing for Adults at Risk of Homelessness</p> <p>Contact Officer: Craig Stevens/Justin Haywood</p> <p>Director: Rashpal Bishop - Director of Adult Social Care</p>	<p>Adults, Social Care and Health (Cllr Hartwell)</p>	<p>20 July 2022</p>		



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
15	<p>Suicide Prevention Strategy and Action Plan</p> <p>Contact Officer: Lina Martino</p> <p>Director: Lisa McNally – Director of Public Health</p>	<p>Adults Social Care and Health (Cllr Hartwell)</p>	<p>20 July 2022</p>		
16	<p>Adult Weight Management Service</p> <p>Contact Officer: Ricky Byrnes/Anna Blennerhasset</p> <p>Director: Lisa McNally – Public Health</p>	<p>Adults Social Care and Health (Cllr Hartwell)</p>	<p>20 July 2022</p>		



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
17	<p>The Review of the Generic Advocacy Service in Sandwell</p> <p>Contact Officer: Beverley Stevens/Justin Haywood</p> <p>Director: Rashpal Bishop - Director of Adult Social Care</p>	<p>Adults Social Care and Health (Cllr Hartwell)</p>	<p>20 July 2022</p>		



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
18	<p>Authority to procure Accommodation based support services for victims of domestic abuse</p> <p>Contact Officer: Craig Stevens/Justin Haywood</p> <p>Director: Rashpal Bishop, Adult Social Care</p>	Adults, Social Care and Health (Cllr Hartwell)	20 July 2022		



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
19	<p>Health Checks Service</p> <p>Contact Officer: Liann Brookes-Smith</p> <p>Director: Lisa McNally – Director of Public Health</p>	Adults, Social Care and Health (Cllr Hartwell)	20 July 2022		
20	<p>Procurement Exemption – Sandwell Urban Bike Park</p> <p>Contact Officer: Matthew Huggins</p> <p>Director: Alice Davey – Director of Borough Economy</p>	Leisure and Tourism (Cllr Rollins)	20 July 2022		



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
21	<p>Review of Parking Charges Policy</p> <p>Contact Officer: Robin Weare</p> <p>Director: Alice Davey, Director of Borough Economy</p>	Environment Services (Cllr Ahmed)	20 July 2022		
22	<p>Improvement Plan Progress</p> <p>Contact Officer: Rebecca Jenkins</p> <p>Director: Neil Cox, Director of Business Strategy and Change</p>	Finance & Resources (Cllr Piper)	20 July 2022		



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
23	<p>Queens Square Shopping Centre – Lease Assignment</p> <p>Contact Officer: Chris Hilton</p> <p>Director: Tony McGovern</p>	Regeneration & Growth (Cllr Hughes)	20 July 2022 (private item)		Report (private)
24	<p>Fair Cost of Care and other Adult Social Care Market Pressures</p> <p>Contact Officer: Christine Guest</p> <p>Director: Rashpal Bishop Director of Adult Social Care</p>	Adults, Social Care and Health (Cllr Hartwell)	20 July 2022 (private item)		Report (private)



Title/Subject		Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
25	<p>2021/22 Financial Outturn Report</p> <p>Contact Officer: Rebecca Maher</p> <p>Director of Finance – Simone Hines</p>	Finance and Resources (Cllr Piper)	20 July 2022		
26	<p>City Region Sustainable Transport Settlement and Local Transport Capital Programme Update</p> <p>Contact Officer: Andy Miller</p> <p>Director: Tony McGovern - Director of Regeneration & Growth</p>	Regeneration and Growth (Cllr Hughes)	28 September 2022		



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
27	<p>The Appropriation of Various Disused Former Garages in the Borough</p> <p>Contact Officer: Paul Evans</p> <p>Director: Tony McGovern - Director for Regeneration and Growth / Gillian Douglas - Director of Housing</p>	<p>Regeneration & Growth (Cllr Hughes)</p> <p>Housing (Cllr Padda)</p>	<p>28 September 2022 (private item)</p>		<p>Cabinet Report And Site Plans</p>



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
28	<p>Friar Park Residential Development</p> <p>Contact Officer – Chris Hilton</p> <p>Director: Tony McGovern – Director of Regeneration and Growth</p>	Regeneration and Growth (Cllr Hughes)	28 September 2022		<p>Site Appraisals and MasterPlan</p> <p>Funding approval for support</p> <p>Approval for informal public consultation</p>



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
29	<p>Sandwell Children’s Trust – Contract Review</p> <p>Contact Officer: Mandip S. Chahal</p> <p>Director: Michael Jarrett, Director of Children’s Services and Education</p>	Children & Education (Cllr Hackett)	28 September 2022		<p>Report by:</p> <p>Director of Children and Education</p> <p>Contract Review Report</p>
30	<p>Residential Education Service Tutorial Staffing</p> <p>Contact Officer: Richard Oakes</p> <p>Director of Children’s Services and Education, Michael Jarrett</p>	Children & Education (Cllr Hackett)	28 September 2022		Report



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
31	<p>Application to Secretary of State for Education for change of use/appropriation of Denbigh Drive</p> <p>Contact Officer: Rachel Hill</p> <p>Director of Children and Education, Michael Jarrett</p>	Children & Education (Cllr Hackett)	28 September 2022		Report
32	<p>Sandwell Residential Education Centres Fees & Charges 2023-2024</p> <p>Contact Officer: Richard Oakes</p> <p>Director of Children’s Services and Education, Michael Jarrett</p>	Children & Education (Cllr Hackett)	28 September 2022		Report



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
33	<p>School Organisation Plan 2021-26: outcome of consultation and approval to publish</p> <p>Contact Officer: Rachel Hill</p> <p>Director of Children and Education, Michael Jarret</p>	<p>Children & Education (Cllr Hackett)</p>	<p>28 September 2022</p>		<p>Report</p>
34	<p>Land off Danks Way, West Bromwich</p> <p>Contact Officer: Stefan Hemming</p> <p>Director of Regeneration and Growth – Tony McGovern</p>	<p>Regeneration & Growth (Cllr Hughes)</p>	<p>28 September 2022</p>		



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
35	<p>Flat 28 Parsonage Street, West Bromwich</p> <p>Contact Officer: Stefan Hemming</p> <p>Director of Regeneration and Growth = Tony McGovern</p>	Regeneration & Growth (Cllr Hughes)	28 September 2022		
36	<p>Land at Lower High Street, Cradley Heath</p> <p>Contact Officers: Stefan Hemming/ Jenna Langford</p> <p>Director of Regeneration and Growth - Tony McGovern</p>	Regeneration & Growth (Cllr Hughes)	28 September 2022		



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
37	<p>Council new build homes on land at Garratts Lane, Cradley Heath</p> <p>Contact Officer: Alan Martin</p> <p>Director: Tony McGovern, Director – Regeneration and Growth/ Gillian Douglas – Director of Housing</p>	Housing (Cllr Padda)	28 September 2022		



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
38	<p>Provision of 15 new council homes at Hawes Lane, Rowley Regis</p> <p>Contact: Alan Martin</p> <p>Director: Tony McGovern – Director of Regeneration and Growth/Gillian Douglas – Director of Housing</p>	Housing (Cllr Padda)	28 September 2022		
39	<p>Serco Annual Report</p> <p>Contact Officer: Gary Charlton</p> <p>Director – Borough Economy, Alice Davey</p>	Environment Services (Cllr Ahmed)	28 September 2022		



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
40	<p>Memorandum of Understanding between SMBC and Chance Heritage Trust re Heritage related regeneration in the Borough</p> <p>Contact Officer: Tony McGovern</p> <p>Director: Tony McGovern – Director of Regeneration and Growth</p>	Regeneration and Growth (Cllr Hughes)	28 September 2022		



	Title/Subject	Cabinet Portfolio Area	Decision Date	Pre-decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
41	<p>Review of the Council’s Surplus Property Assets</p> <p>Contact Officer: Chris Hilton</p> <p>Director: Tony McGovern, Director of Regeneration and Growth</p>	Regeneration & Growth (Cllr Hughes)	28 September 2022 (private item)	tbc	<p>Report</p> <p>Surplus Assets List (to be annexed to Cabinet paper)</p>



The following items set out key decisions to be taken by the Executive in private session:-

Title/Subject	Cabinet Portfolio Area	Decision Date	Reason for Exemption	List of documents to be considered
<p>The Appropriation of Various Disused Former Garages in the Borough</p> <p>Contact Officer: Paul Evans</p> <p>Director: Tony McGovern - Director for Regeneration and Growth / Gillian Douglas - Director of Housing</p>	<p>Regeneration & Growth (Cllr Hughes)</p> <p>Housing (Cllr Padda)</p>	<p>28 September 2022 (private item)</p>	<p>Commercial sensitivity</p>	
<p>Review of the Council's Surplus Property Assets</p> <p>Contact Officer: Chris Hilton</p>	<p>Regeneration & Growth (Cllr Hughes)</p>	<p>28 September 2022 (private item)</p>	<p>tbc</p>	<p>Report Surplus Assets List (to be</p>



Title/Subject	Cabinet Portfolio Area	Decision Date	Reason for Exemption	List of documents to be considered
Director: Tony McGovern, Director of Regeneration and Growth				annexed to Cabinet paper)
<p>Queens Square Shopping Centre – Lease Assignment</p> <p>Contact Officer: Chris Hilton</p> <p>Director: Tony McGovern</p>	Regeneration & Growth (Cllr Hughes)	20 July 2022 (private item)	Commercial sensitivity	Report
<p>Fair Cost of Care and other Adult Social Care Market Pressures</p> <p>Contact Officer: Christine Guest</p> <p>Director: Rashpal Bishop</p>	Adults, Social Care and Health (Cllr Hartwell)	20 July 2022 (private item)	Commercial sensitivity	



Title/Subject	Cabinet Portfolio Area	Decision Date	Reason for Exemption	List of documents to be considered
Director of Adult Social Care				



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Scrutiny Board Work Programme 2022/23



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Safer Neighbourhoods and Active Communities

Standing Items:-

- Tracking and Monitoring of Recommendations to the Executive
- Work Programme (including Cabinet Forward Plan)

Meeting Date	Item	Presented by
20 July 2022	Tenant and Leaseholder Scrutiny Group Work Programme 2022/23	Manny Sehmbi (Business Manager Community Partnerships and Support Services)
	Housing Tenants' Annual Report 2021/22	Nigel Collumbell (Service Manager Housing Management)
13 September 2022	Housing Needs Assessment	Nigel Collumbell (Service Manager Housing Management)
	Voluntary and Community Sector Grants Review	Gillian Douglas (Director of Housing)
	Rents and Service Charges	Gillian Douglas (Director of Housing)
	Report of the Tenant and Leaseholder Scrutiny Group - Housing Hub & Contact Centre Review	Manny Sehmbi (Business Manager Community Partnerships and Support Services)



Agenda Item 8

	Nature Reserves Funding	Matthew Huggins ((Interim) Service Manager Parks, Grounds, Sandwell Valley & Events)
24 November 2022	Housing Strategy	Nigel Collumbell (Service Manager Housing Management)
	Empty Homes Strategy	Nigel Collumbell (Service Manager Housing Management)
	Review of Voids Process	Nigel Collumbell (Service Manager Housing Management)
	Housing Revenue Account 30 Year Plan	Gillian Douglas (Director of Housing)
26 January 2023	Sandwell Community Safety Strategy 2022-26 One Year On	Chief Supt Ian Green (Chair of Safer Sandwell Partnership)
	Green Spaces Strategy	Alice Davey (Director of Borough Economy)
	Heritage and Cultural Strategy	Alice Davey (Director of Borough Economy)
23 March 2023	Homelessness Strategy (Implementation)	Nigel Collumbell (Service Manager Housing Management)
	Neighbourhood Management Model	Manny Sehmbi (Business Manager Community Partnerships and Support Services)



To be Scheduled

Reports of the Tenant and Leaseholder Scrutiny Group on:-

- Home Checks Review
- Building Safety Review
- Responsive Repairs & Customer Satisfaction Review

Future Provision of Leisure Services
Sandwell Valley Masterplan



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