

Agenda

Safer Neighbourhoods and Active Communities Scrutiny Board

Monday, 29 January 2024 at 6.00pm
In the Council Chamber - Sandwell Council House, Oldbury

1 Apologies for Absence

To receive any apologies for absence.

2 Declarations of Interest and Party Whip

Members to declare any interests and party whips in relation to matters to be discussed at the meeting.

3 Additional Items of Business

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

4 Tenant Satisfaction Survey Outcomes

7 - 40

To consider and comment upon the outcomes of the Tenant Satisfaction Measures Survey.



5 **Safer Neighbourhoods and Active Communities Scrutiny Action Tracker** 41 - 46

To consider and note progress on the implementation of actions and recommendations.

6 **Cabinet Forward Plan and Work Programme** 47 - 66

To note and review the Cabinet Forward Plan and the Board's Work Programme 2023/ 24.

Shokat Lal
Chief Executive
Sandwell Council House
Freeth Street
Oldbury
West Midlands

Distribution

Councillor Fenton (Chair)
Councillors Lewis (Vice- Chair), K Allcock, Davies, Dhatt, Fisher, Khan,
Maycock, Shaeen, Webb, Younis and Ms Brown (Co- Opted Member).

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Report to Safer Neighbourhoods and Active Communities Scrutiny Board

29 January 2024

Subject:	Tenant Satisfaction Survey Outcomes
Director:	Interim Director of Housing Dean Epton
Contact Officer:	Assistant Director – Housing Management Nigel Collumbell Nigel_collumbell@sandwell.gov.uk Head of Customer Experience – Housing Tom Hogan tom_hogan@sandwell.gov.uk

1 Recommendations



- 1.1 To consider and comment upon the outcomes of the Tenant Satisfaction Measures Survey

2 Reasons for Recommendations

- 2.1 Undertaking the Tenant Satisfaction Measures Survey is now a regulatory requirement. Results from the survey need to be submitted to the Regulator of Social Housing annually.
- 2.2 The Regulator of Social Housing will publish these results for the public to view, which will draw comparisons with other providers, as well as tracking the changes to our performance over time.
- 2.3 The survey results show us where we need to focus our attention in order to drive service improvement.



3 How does this deliver objectives of the Corporate Plan?

	Strong resilient communities Engaging with a diverse set of tenants and listening and acting on their feedback will build communities that know the power of their voice. This will hold us to account and allow us to deliver improvements that tenants are passionate about.
	Quality homes in thriving neighbourhoods The outcomes of the Tenant Satisfaction Measures Survey will demonstrate what our tenants think about the services we provide and indicate which areas require improvement. This will enable us to deliver a service which meets the needs of our tenants and ensures they are receiving value for money.

4 Context and Key Issues

- 4.1 In 2020, the government published ‘The charter for social housing residents: social housing white paper’, which sets out ways to improve things for people living in social housing.
- 4.2 As part of this the Regulator of Social Housing brought in a set of Tenant Satisfaction Measures.
- These measures should:
- Let tenants see how well their landlord is doing.
 - Identify which landlords might need to improve things.
- 4.3 The Tenant Satisfaction Measures are comprised of 14 questions that must be worded as set out by the Regulator of Social Housing. The questions will help us understand the perceptions tenants have about the services we provided.
- 4.4 In August 2023 Acuity Research and Practice Ltd carried out the Tenant Satisfaction Measures survey on our behalf. Acuity ensured the sample was sufficiently representative of Sandwell factoring geographic location, age, ethnicity and property type. 2352 tenants took part in the survey.



4.5 Although reporting of these results only becomes mandatory from April 2024, in 2022 we undertook an identical survey in order to understand what scores we could expect and would enable us to start to track changes over time.

Results

4.6 Acuity have produced a presentation which details the results of the survey (Appendix 1)

4.7 The summary table below shows the 12 Tenant Satisfaction Measures and the percentage of tenants who said they were 'satisfied' or 'very satisfied'

Tenant Satisfaction Measure	Score
Overall satisfaction	74%
Satisfaction with repairs	76%
Satisfaction with time taken to complete most recent repair	70%
Satisfaction that the home is well maintained	71%
Satisfaction that the home is safe	77%
Satisfaction that the landlord listens to tenant views and acts upon them	57%
Satisfaction that the landlord keeps tenants informed about things that matter to them	68%
Agreement that the landlord treats tenants fairly and with respect	76%
Satisfaction with the landlord's approach to handling complaints	28%
Satisfaction that the landlord keeps communal areas clean and well maintained	66%
Satisfaction that the landlord makes a positive contribution to neighbourhoods	63%
Satisfaction with the landlord's approach to handling anti-social behaviour	55%

4.8 Overall, 74% of tenants were 'satisfied' or 'very satisfied' with the services we provided. This increased from 68% in the previous year.

4.9 The majority of the results did not alter significantly in comparison to the results from the previous year. The biggest areas of change were satisfaction with time taken to complete the most recent repair and



satisfaction with complaint handling, which fell by 4% and 3% respectively.

- 4.10 One of the biggest areas of concern is the level of satisfaction with our approach to complaint handling. We have recently appointed a new team of complaint investigators who will be responsible for investigating customer complaints. Having this team sit separately to those who deliver the service will enable them to take an independent view of the case and hold services to account where appropriate.
- 4.11 Satisfaction with our approach to handling ASB was also one of the lower scores we received. To address this, we are in the process of identifying a consultant to undertake some case audits and a health check of the service, in partnership with Borough Economy.
- 4.12 In addition to the mandatory questions, we took the opportunity to ask additional questions, including open-ended questions to get further insight into the reasons behind the responses tenants gave.
- 4.13 Day to day repairs, customer service and communication were the areas that were most frequently identified as areas requiring improvement.

Benchmarking

- 4.14 Acuity have undertaken the Tenant Satisfaction Measures Survey for several housing providers and so have been able to benchmark our results ahead of them being published by the Regulator of Social Housing.
- 4.15 Compared to landlords of a similar size we compare very favourably – our results are in the top quartile for 9 of the 12 questions.

Next Steps

- 4.16 Although the survey is anonymous, 79% of tenants were happy to give their names and 94% of those were happy to be contacted about the survey. There were 1998 comments recorded and we need to work through this data to understand how tenants think we can improve the service we deliver.



5 Implications

Resources:	There are no specific resource implications arising from this report.
Legal and Governance:	The Social Housing Regulation Act 2023 strengthened the role of the Regulator of Social Housing
Risk:	There are no specific risk implications arising from this report.
Equality:	The survey needs to be sufficiently representative so that we can understand if any particular group of tenants has a different perception of the service to that of other groups.
Health and Wellbeing:	There are no specific health and wellbeing implications arising from this report.
Social Value:	There are no specific social value implications arising from this report.
Climate Change:	There are no specific climate change implications arising from this report.
Corporate Parenting:	There are no specific Corporate Parenting implications arising from this report.

6 Appendices

Appendix One - Sandwell MBC TSM Survey Presentation of Results

7 Background Papers

None.



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Sandwell MBC TSM Survey

Presentation of results – 12th December 2023
Denise Raine, Director - Acuity





Session outline

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- 2023 Survey & National Context
- Key Metrics
- Improvement Suggestions
- Benchmarking
- Understanding satisfaction / Further insight
- Recommendations & next steps



Our History

- Acuity have run resident satisfaction surveys for over 25 years!
- Involved in the development of STATUS, Housemark's STAR framework
- Consulted by the RSH on the TSMs ahead of sector consultation
- Carried out over 3,500 resident surveys for housing providers
- We carry out postal, telephone, SMS/text, online and face-to-face interviews

Each year we carry out...

Perception Surveys (TSM/STAR)

- ✓ 90 one-off STAR/TSM surveys
- ✓ 90 tracking STAR/TSM surveys (serving landlords with from 40 to over 60,000 properties)

Transactional Surveys

- ✓ 200 live surveys (including ASB, complaints, responsive repairs surveys, new lettings, planned maintenance, out-of-hours, and gas servicing)
- ✓ Telephone, online and text

Ad-hoc Surveys

- ✓ Over 30 ad-hoc, deep-dive and specialist small surveys



2023 TSM Survey

Annual survey - aims:

- Capture 12 Tenant Satisfaction Measures in 2023-24 to report to the Regulator of Social Housing by 30th June 2024 alongside 10 other TSMs and background information
- Provide up-to-date information on their tenants' perceptions of current services
- Compare the results with other landlords
- Commissioned two / four years

What we did:

- Telephoned a sample of 2,352 LCRA tenants
- Approximately - 20% online and 80% telephone
- Fieldwork in August and September 2023
- 12 TSMs (& 3 pre-qualifiers), 4 additional questions, 2 probes (home and communications) & 1 open-text question (improving services)
- Quotas set on town and age to ensure representativeness

Presentation focuses on tenants excluding PFI and leaseholders which are touched upon at end

- Tenants (and Leaseholders)
- 79% happy to give names against responses and 94% of these happy to be contacted
- Margin of error $\pm 1.93\%$ @ 95% confidence interval (RSH = $\pm 2\%$ > 25k properties)

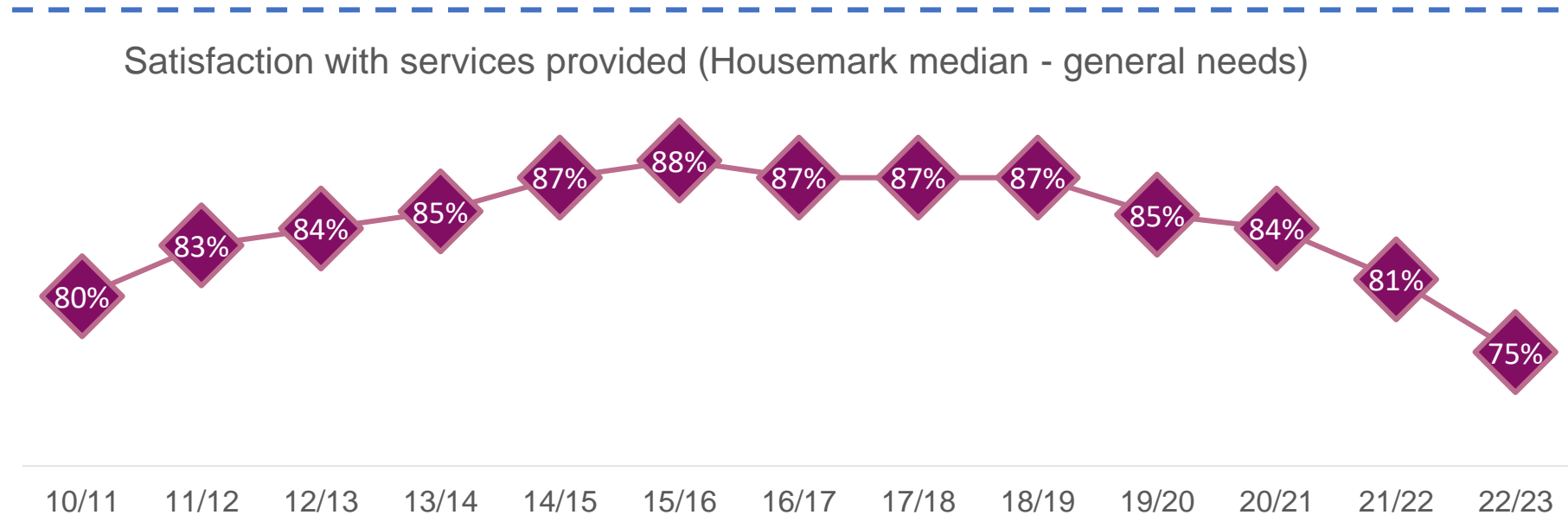
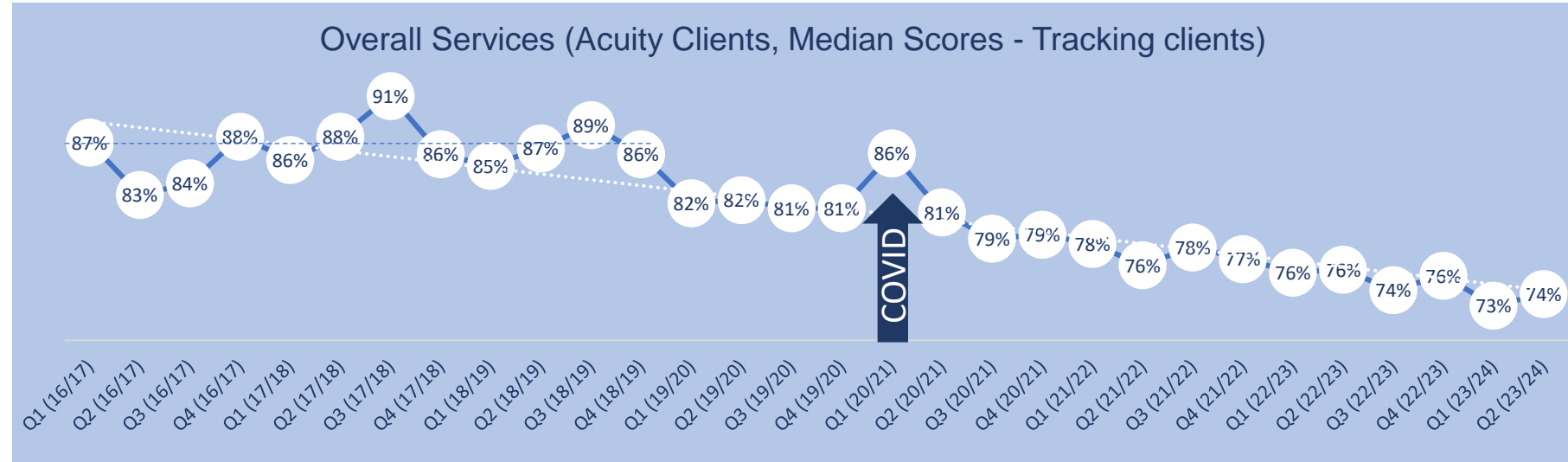
When considering the results, it is important that the national context and external factors are taken into account.

For example:

- Cost of Living Crisis
- High-profile press articles & Ombudsman
- Covid, Government & Political Changes, Strikes
- Austerity
- Uncertainty about the Future
- Climate changes
- Brexit and the economy

Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives.

National Context





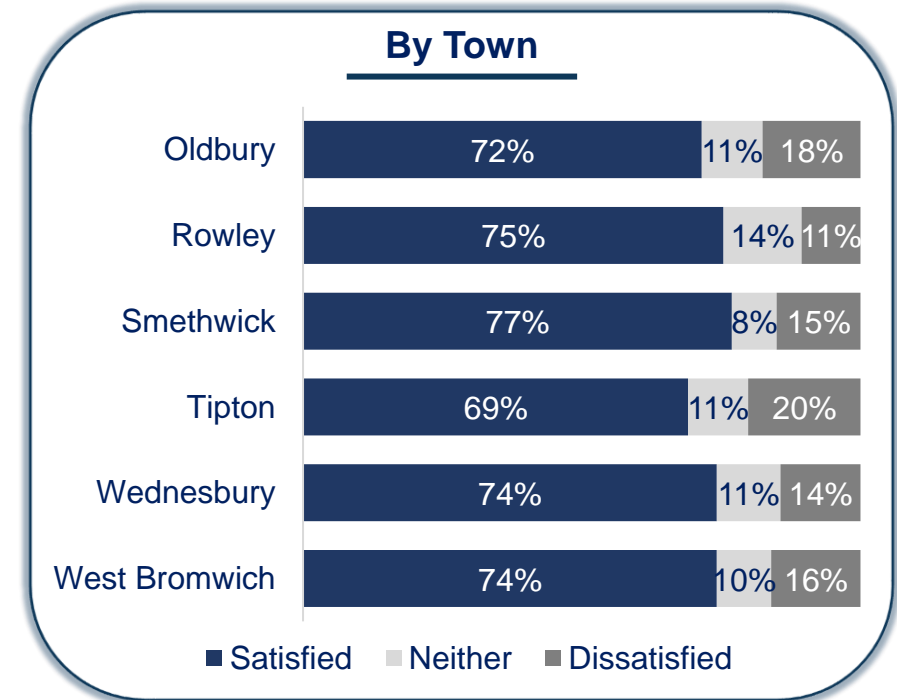
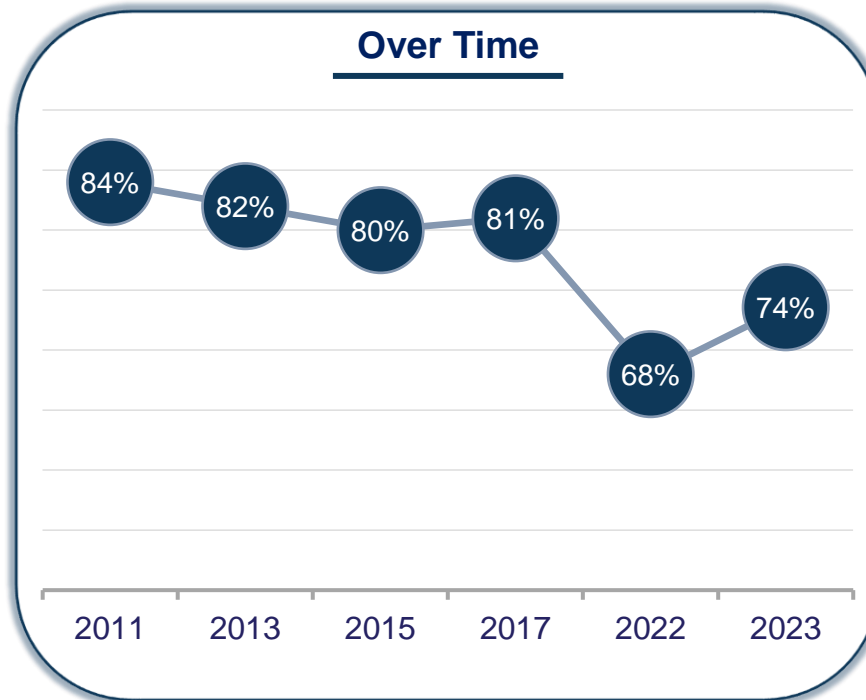
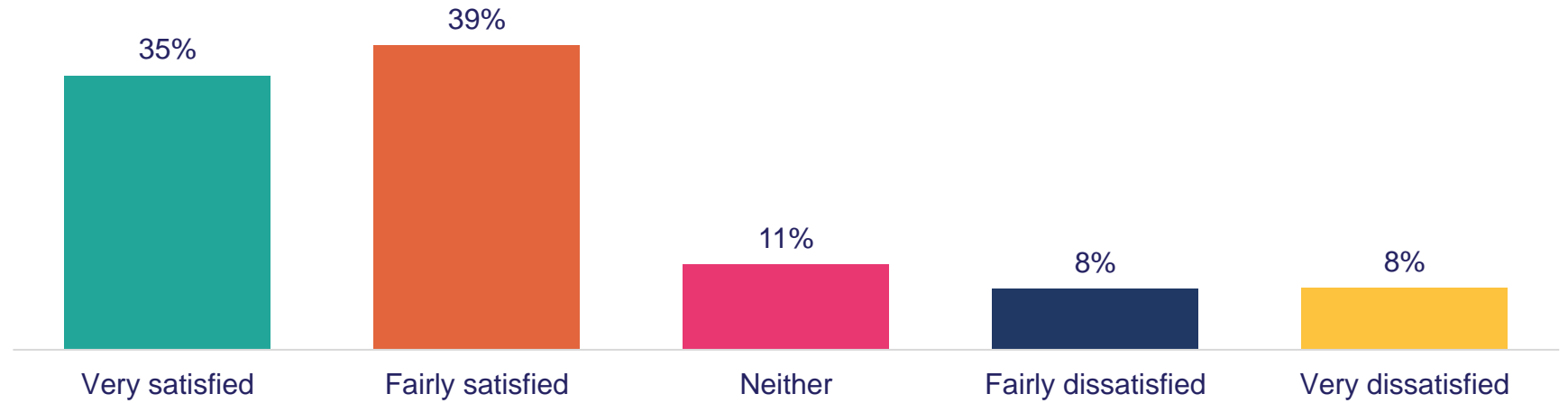
Overall Satisfaction



Overall Satisfaction

Tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Sandwell Council’s Housing Services?” This is the key metric in any perception survey.

- **74% satisfied**
- **16% dissatisfied – Why? Who are they? Where do they live?**
- **11% neither satisfied nor dissatisfied – what would make them satisfied?**
- **Satisfaction up from 68% in 2022**





Keeping Properties in Good Repair



Keeping Properties in Good Repair

The home

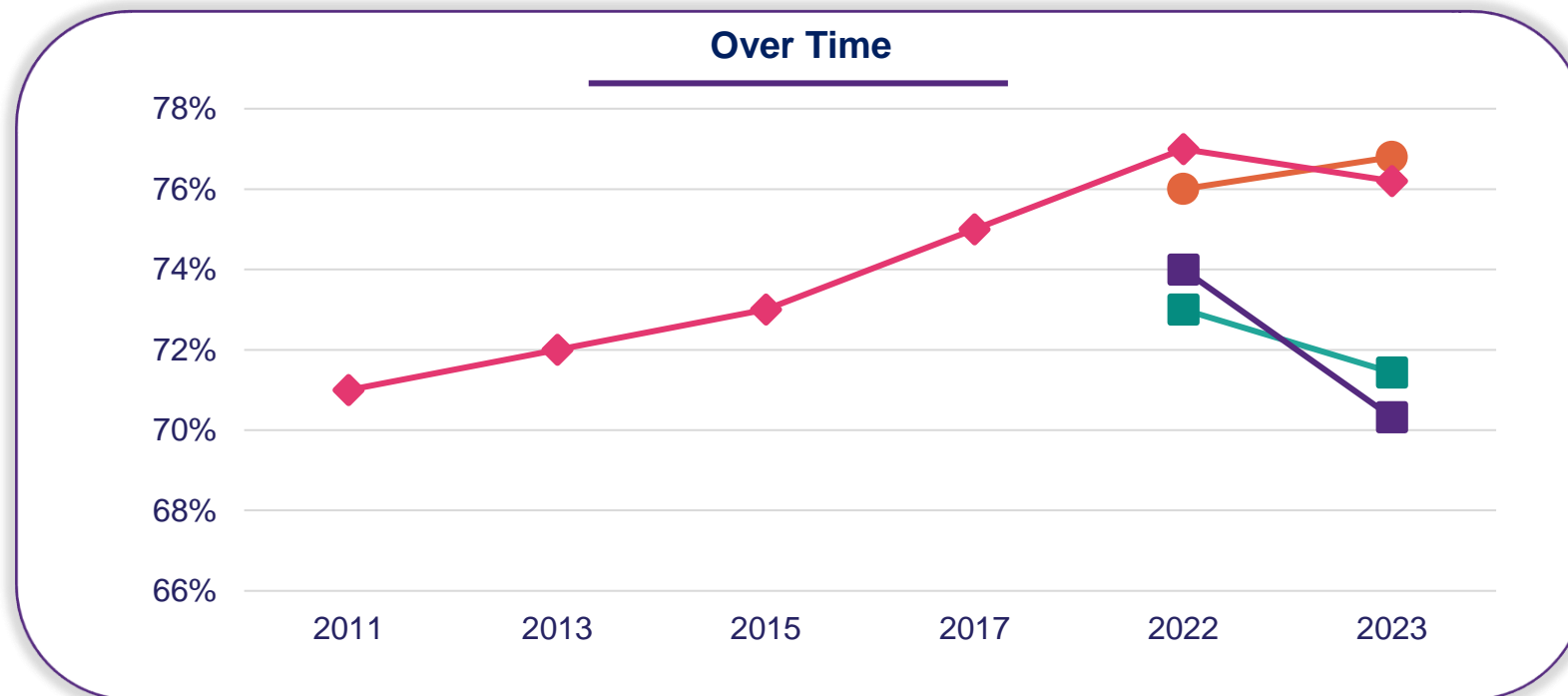
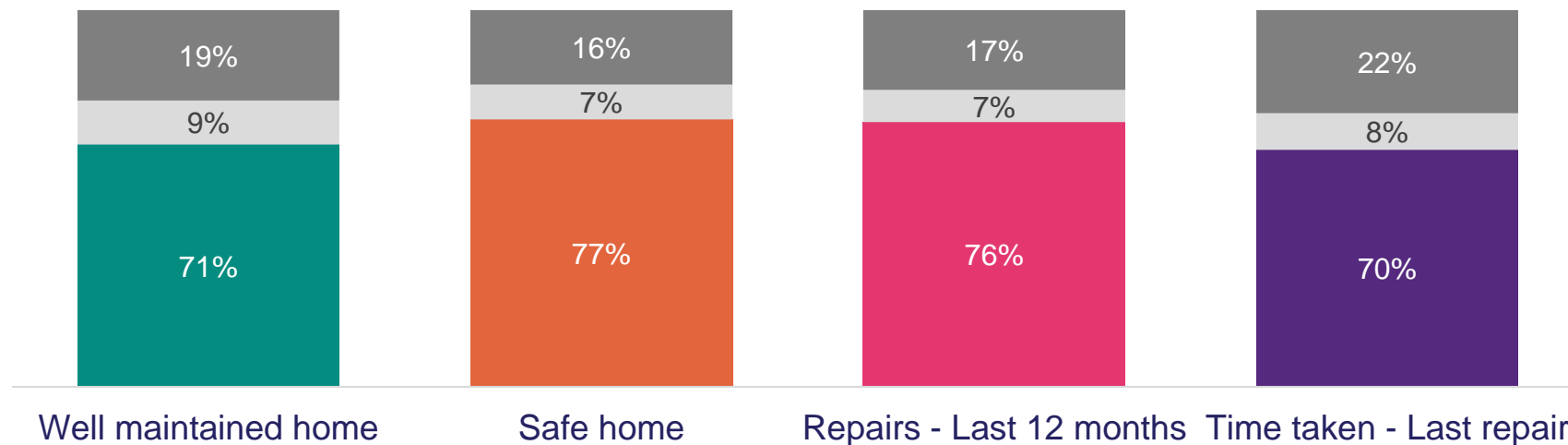
- 71% well maintained
- 77% safe

Repairs

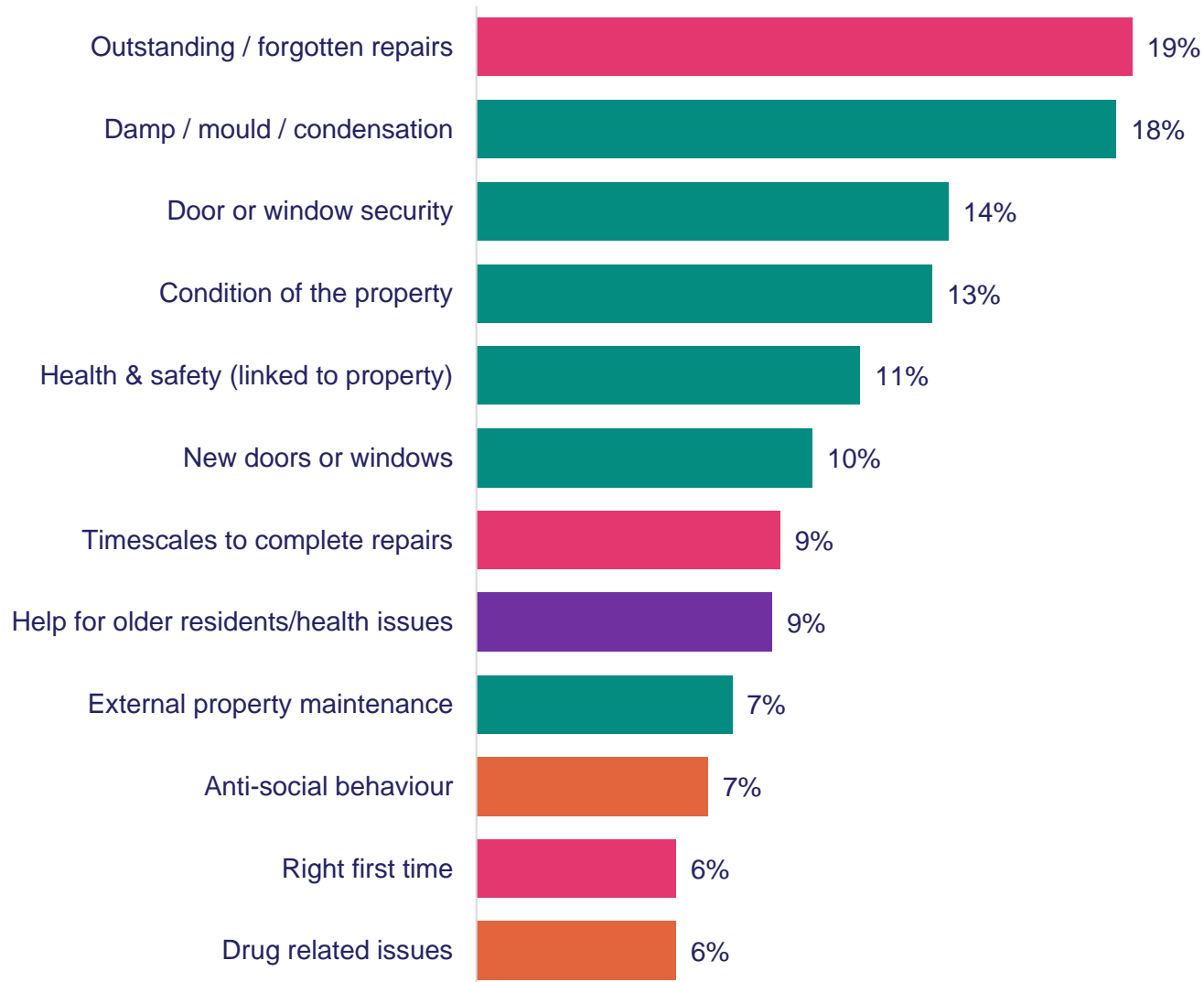
72% of tenants said they had a repair carried out in last 12 months:

- 76% satisfied with the repairs service in the last 12 months
- 70% time to complete last repair

Small changes since 2022



Why tenants do not feel their home is safe



“I have numerous urgent repairs that have been outstanding for too long and are causing the property to be unsafe.”

“Home is very damp and mould recurring, and wife and child is asthmatic as a result of this.”

“The external doors are not safe. One bang on the back door and someone could get in.”



Respectful & Helpful Engagement



Respectful & Helpful Engagement

Customer effort

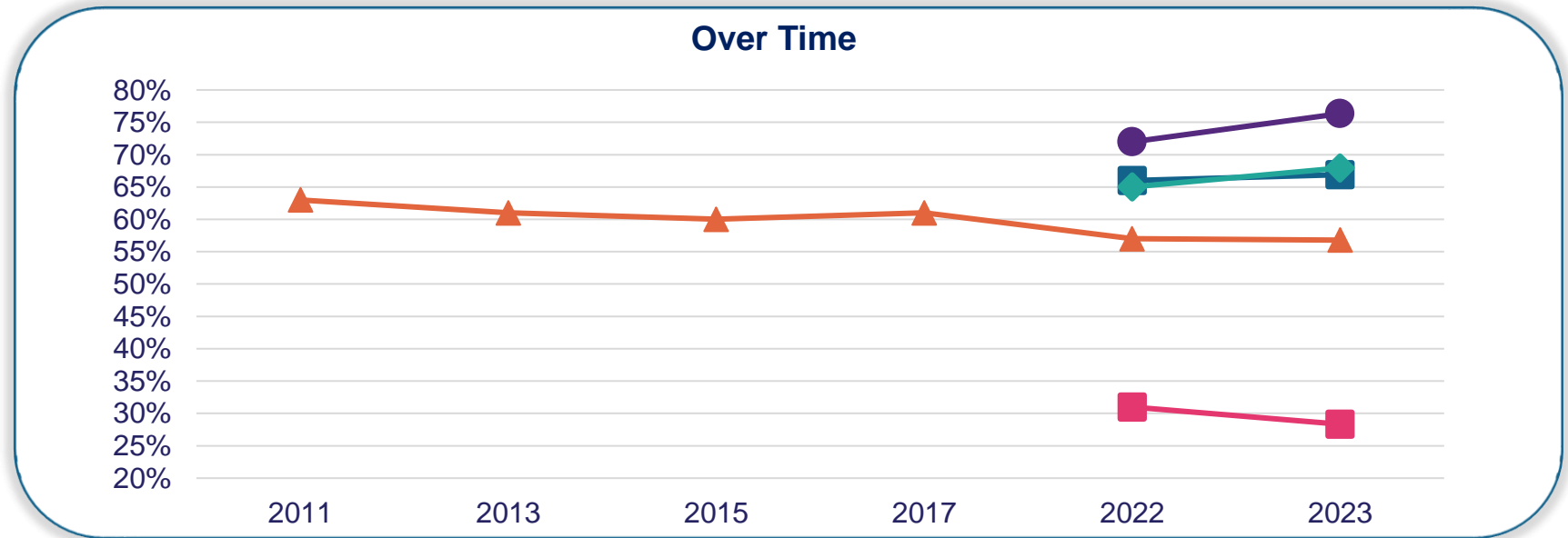
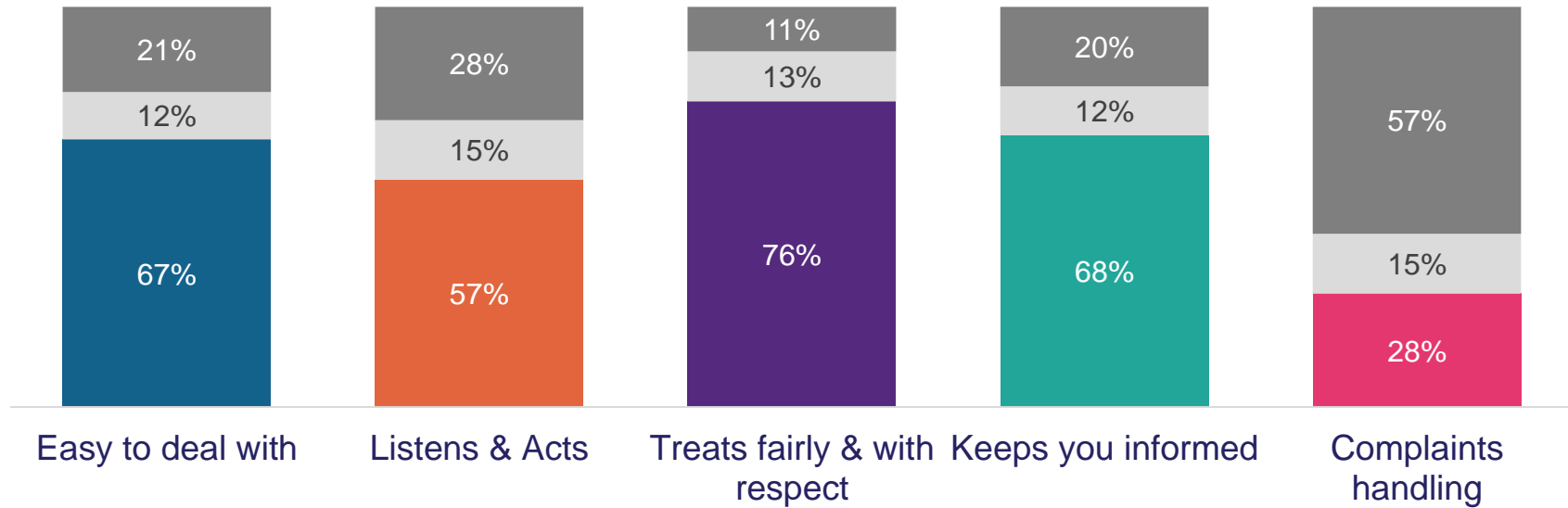
67% find Sandwell easy to deal with (up 1%)

TSMs

- 76% feel they are treated fairly and with respect (up 4%)
- 68% feel informed (up 3%)
- 57% feel their views are listened to (=)

Complaints handling

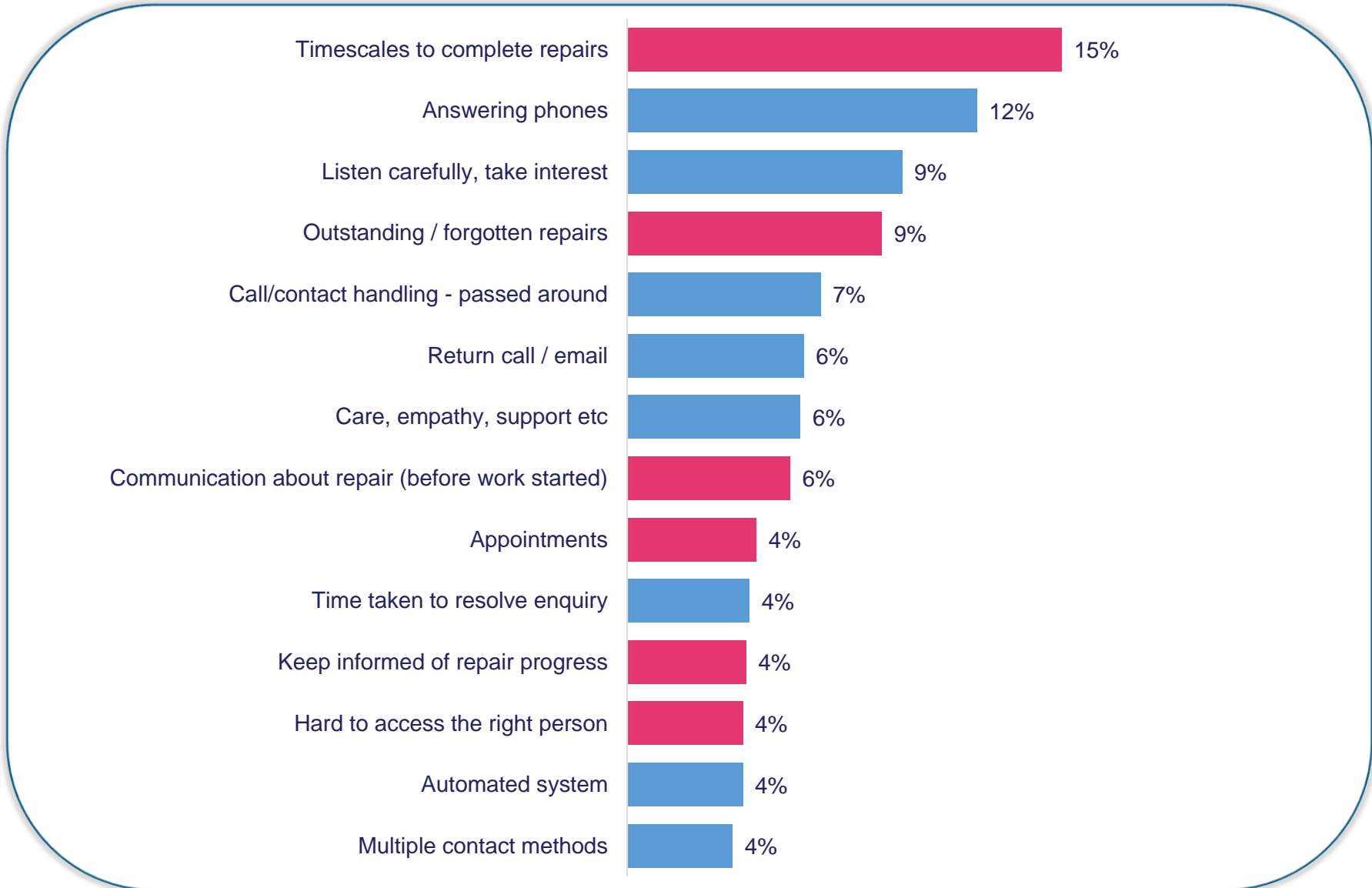
- 25% said they made a complaint (really?)
- 28% satisfied with its handling (down 3%) and twice as many are dissatisfied (57%).



Customer Service & Communications

Tenants who stated that they are not satisfied with customers service or communications were asked why and what could be improved; 859 residents commented.

- 44% linked to customer service
- 28% mentioned the repairs service



859 tenants provided 1,660 comments/codes



Responsible Neighbourhood Management



Communal areas

- 43% of residents live in a building with communal areas that Sandwell is responsible for maintaining.
- 66% satisfied with communal upkeep (up 1%)

Neighbourhood

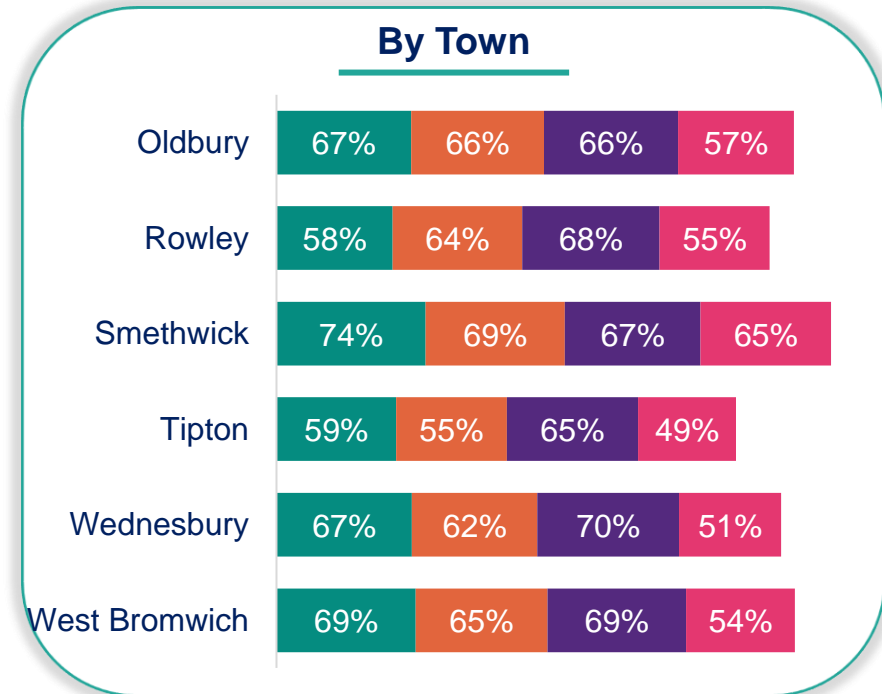
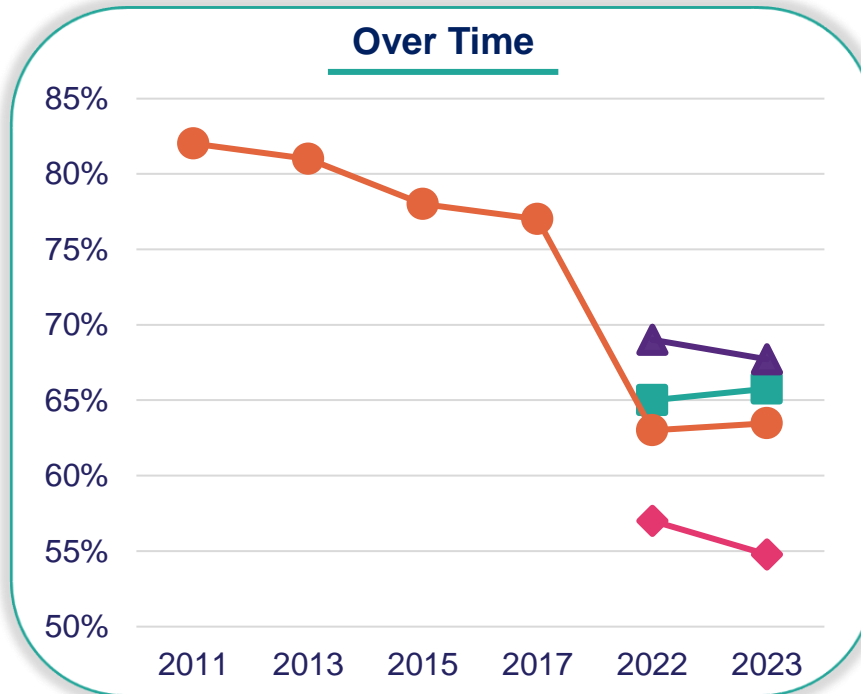
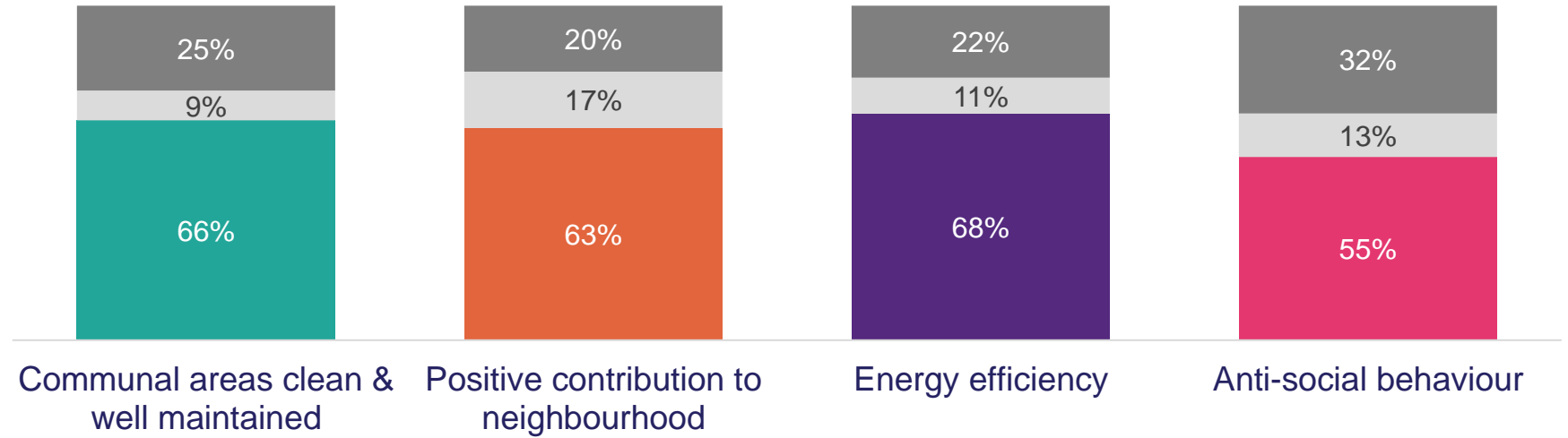
- 63% satisfied with contribution to neighbourhood (=)
- 55% with ASB handling (down 2%)

Energy efficiency

- 68% satisfied with energy efficiency of their home (down 1%)



Responsible Neighbourhood Management





Recommending Sandwell and improvements



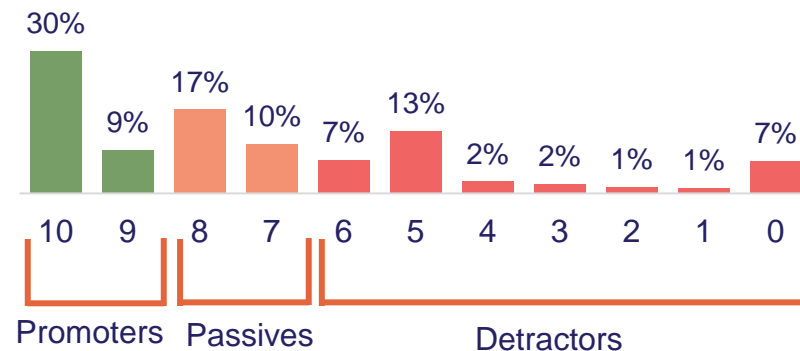
Recommending Sandwell MBC

39%
Promoters

28%
Passives

33%
Detractors

How likely would you be to recommend Sandwell MBC to other people?



- Who are the 10s? (95% satisfied with services provided)
- Who are the 8s? (87% satisfied)
- Who are the 0s? (14% satisfied)
 - More likely to be living in Tipton/Great Bridge, under 25 or 45-54, tenancy of 4 to 10 years.
 - 152 in total, can recontact 107 of them & 105 provided at least one comment

5
NPS

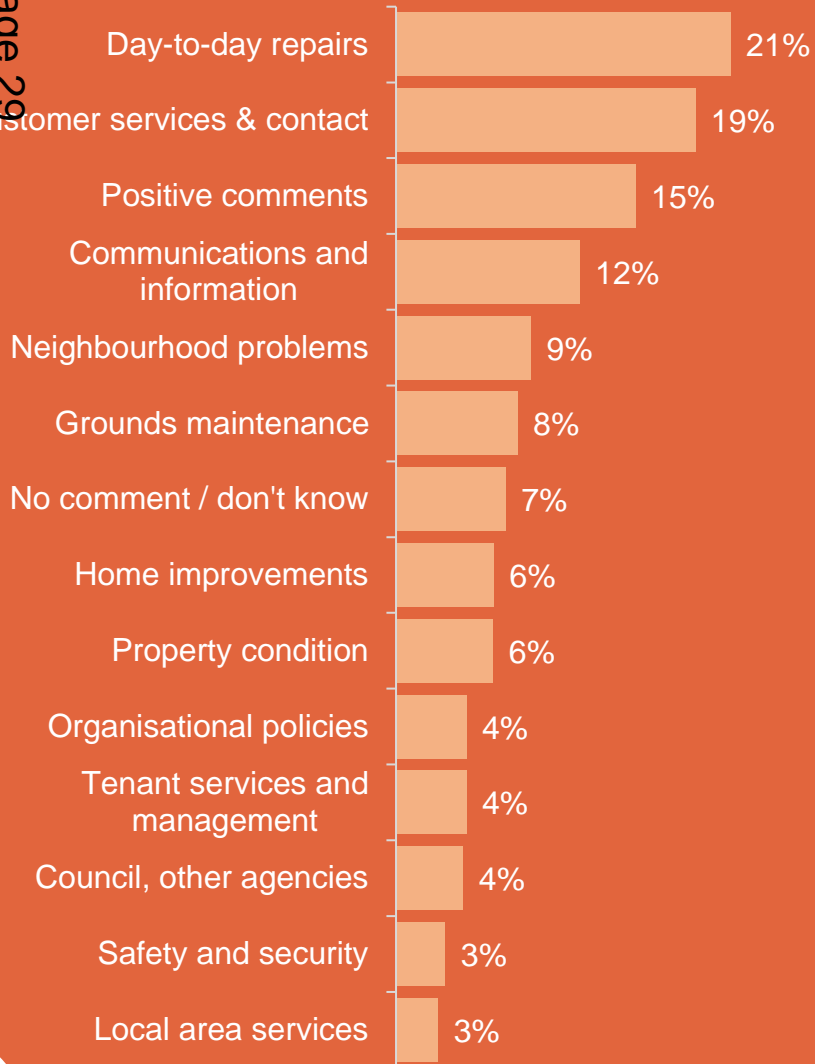
Customer loyalty

- 39% would recommend Sandwell MBC to other people (scoring 9 or 10)
- 28% passive (7 or 8)
- 33% detractors (6 or lower)
- NPS = 5 (rounding)

1,998 comments:

- 15% positive
- 7% no suggestion

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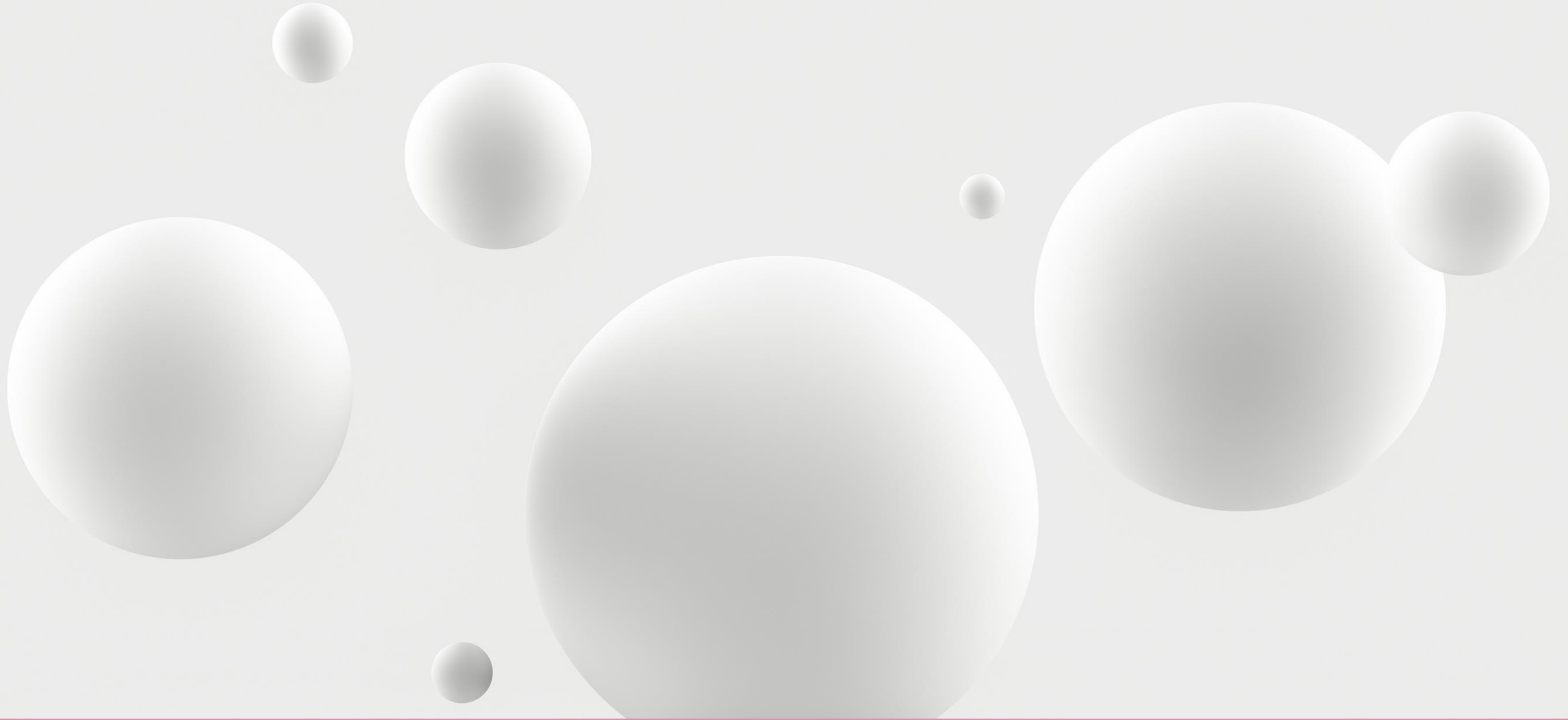
If Sandwell could improve its services, what would you like it to be?

Customer service / communications = hard to contact / answer phones (153), listen carefully (111), care / empathy (96), time to resolve enquiry (31)

Day to day repairs = timescales (219), outstanding work (132), ease of reporting repair + communication before start (61), appointments (39), quality of work (36)

Property condition / Home improvements = poor condition of property (45), damp & mould (27), new doors & windows (41), new bathroom or kitchen (26)

Neighbourhood / Communal areas = ASB (83), car parking (41), grass cutting (38), grounds maintenance (32), tree maintenance (30)



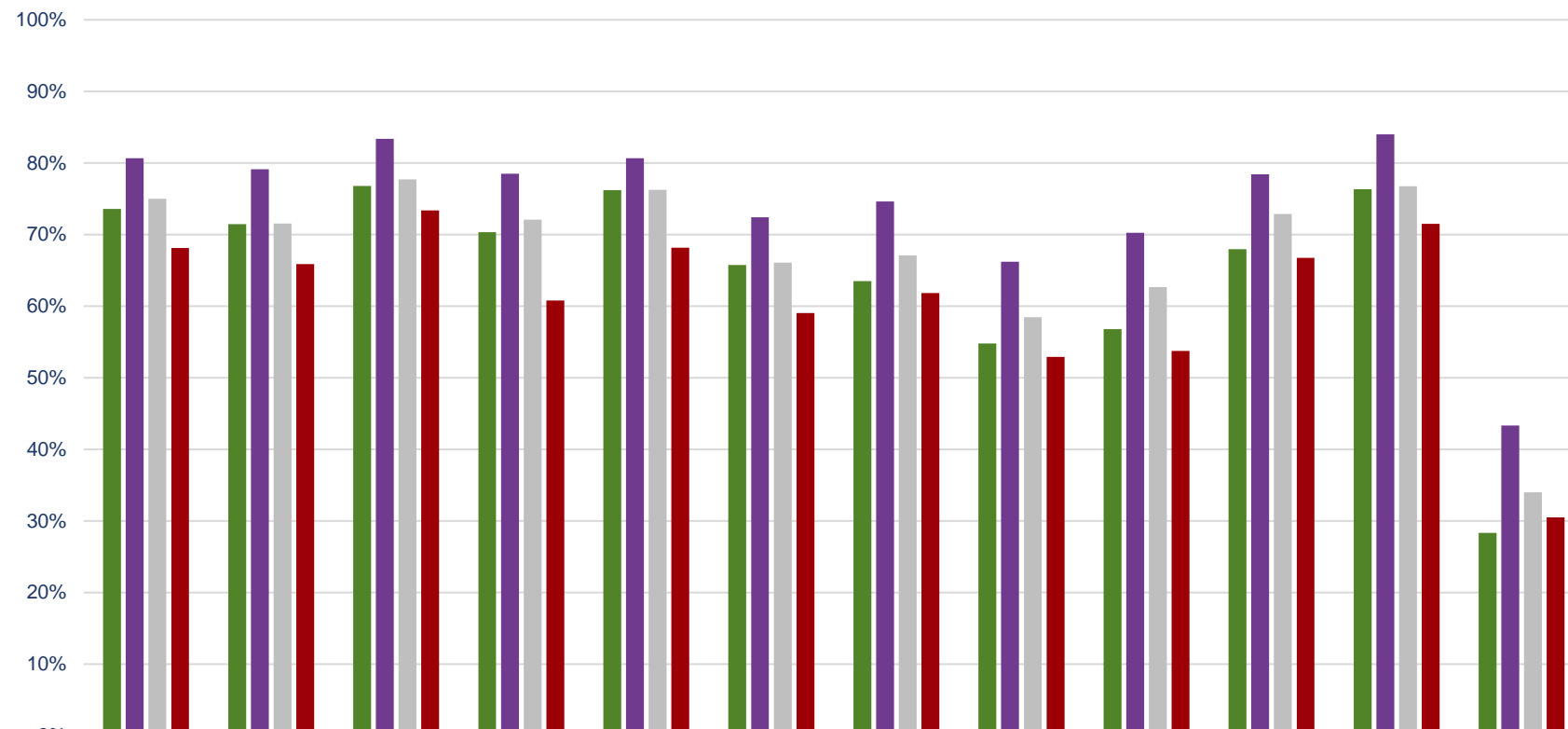
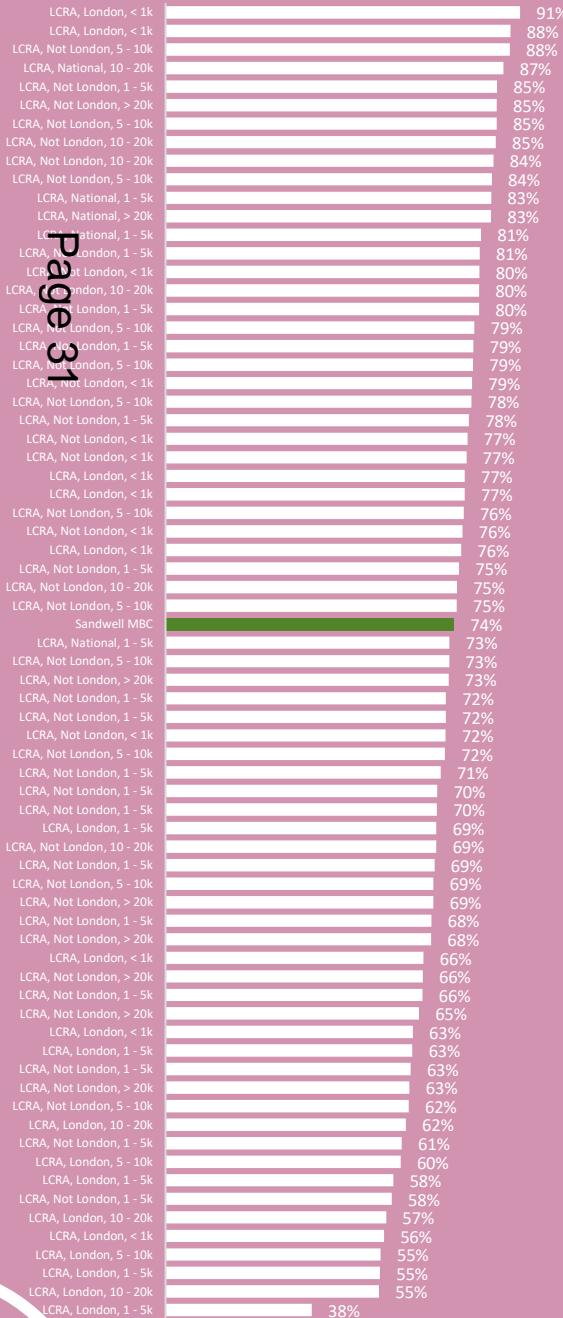
Benchmarking



Benchmarking – Acuity

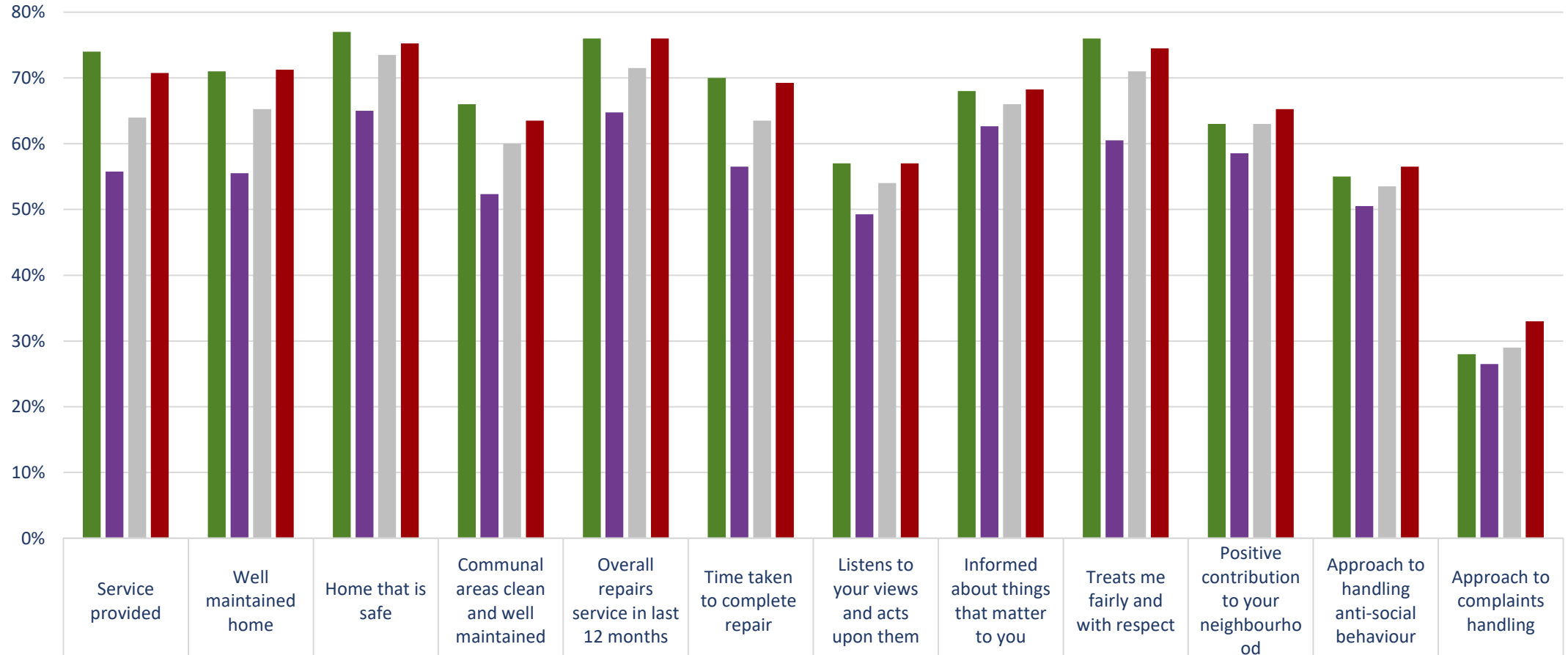
Satisfaction Levels Acuity Median Q1 & Q2 23/24

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	Overall satisfaction	Well maintained home	Safe home	Time taken - Last repair	Repairs - Last 12 months	Communal areas clean & well maintained	Positive contribution to neighbourhood	Anti-social behaviour	Listens & Acts	Keeps you informed	Treats fairly & with respect	Complaints handling
■ Sandwell	74%	71%	77%	70%	76%	66%	63%	55%	57%	68%	76%	28%
■ Upper Quartile	81%	79%	83%	78%	81%	72%	75%	66%	70%	78%	84%	43%
■ Acuity Median	75%	72%	78%	72%	76%	66%	67%	58%	63%	73%	77%	34%
■ Lower Quartile	68%	66%	73%	61%	68%	59%	62%	53%	54%	67%	71%	30%
Quartile Position	3	3	3	3	3	3	3	3	3	3	3	4
Number of Landlords	74	64	65	65	65	64	64	72	73	65	64	65

Benchmarking – Acuity (11 Large City Councils – including 5 London Boroughs)



■ SANDWELL MBC	74%	71%	77%	66%	76%	70%	57%	68%	76%	63%	55%	28%
■ LOWER QUARTILE	56%	56%	65%	52%	65%	57%	49%	63%	61%	59%	51%	27%
■ MEDIAN	64%	65%	74%	60%	72%	64%	54%	66%	71%	63%	54%	29%
■ TOP QUARTILE	71%	71%	75%	64%	76%	69%	57%	68%	75%	65%	57%	33%
Quartile position	1	1	1	1	1	1	1	1	1	2	2	3



Understanding Satisfaction

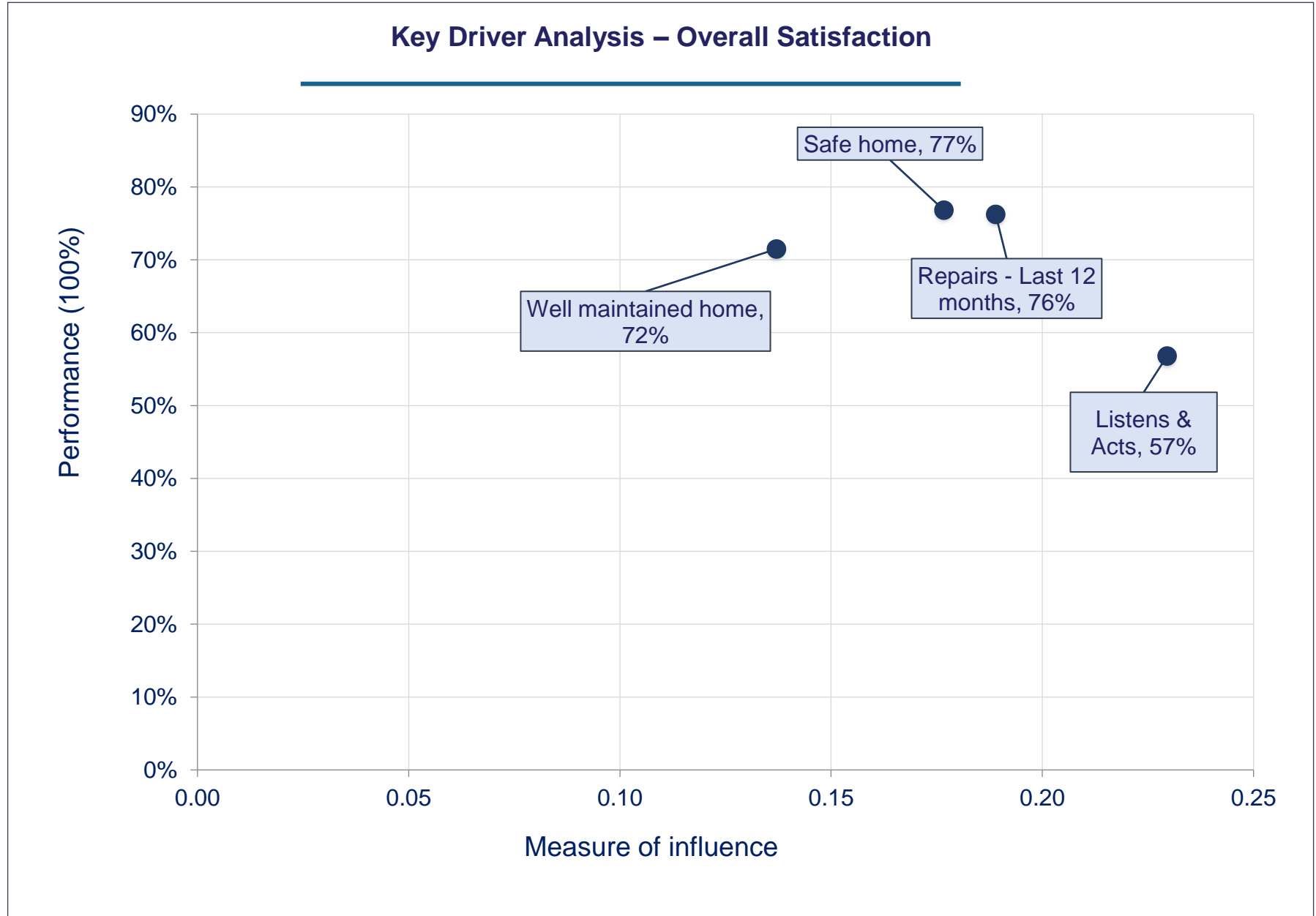


Key Driver Analysis

Key driver analysis examines relationship between the different variables and determine which elements of the service are the key drivers for tenants' overall satisfaction.

Each landlord has their own unique pattern - a roadmap which sets out what really matters to their residents and where improvements should be focused.

The most important driver for residents' satisfaction with the overall services is that Sandwell listens and acts when tenants contact them, followed by the repairs service – linked to a safe and well-maintained home.



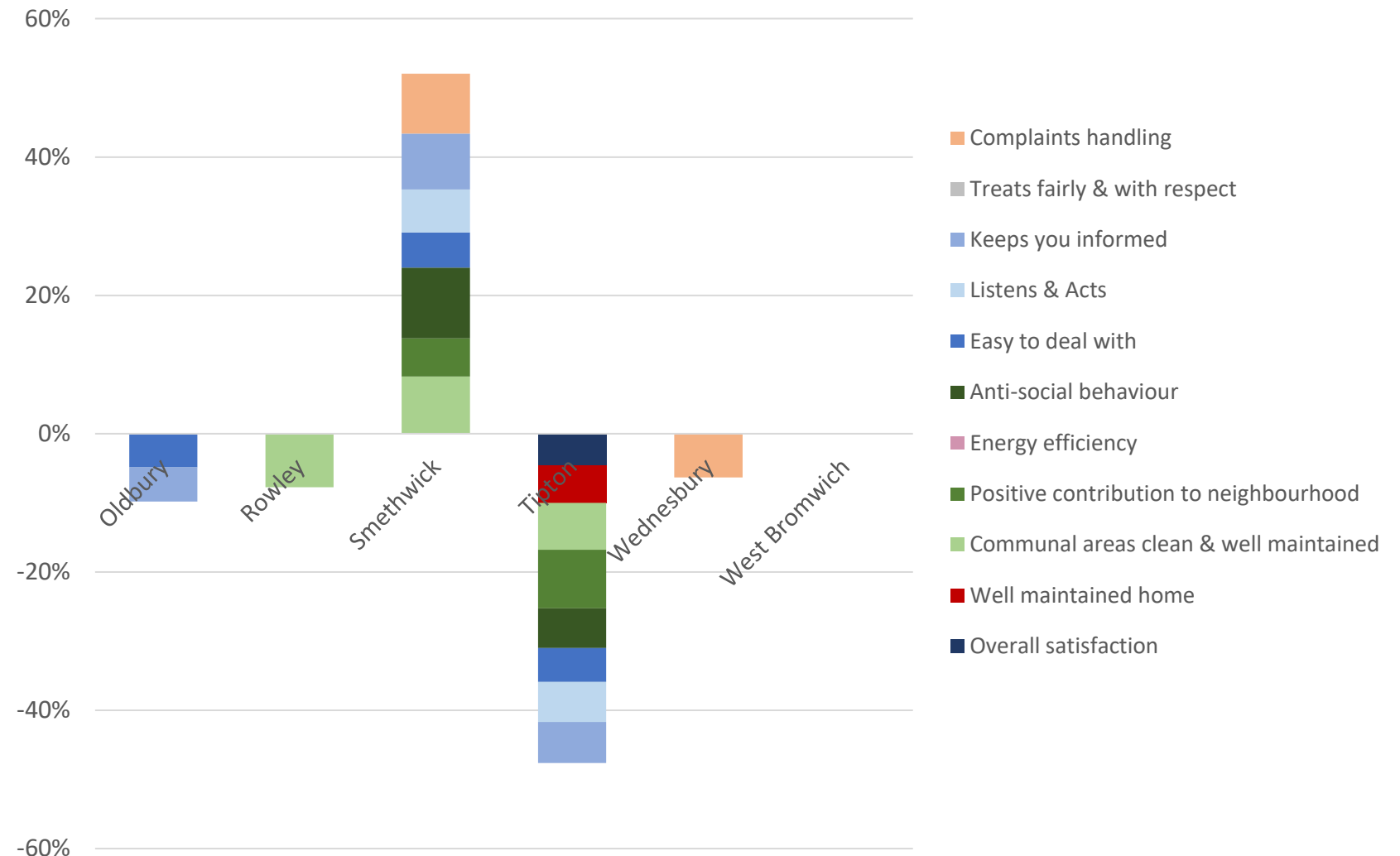
Year on Year Change

	2022	2023	Difference
Overall satisfaction	68%	74%	6% ↑
Well maintained home	73%	71%	-2%
Safe home	76%	77%	1%
Repairs - Last 12 months	77%	76%	-1%
Time taken - Last repair	74%	70%	- 4% ↓
Communal areas clean & well maintained	65%	66%	1%
Positive contribution to neighbourhood	63%	63%	0%
Energy efficiency	69%	68%	-1%
Anti-social behaviour	57%	55%	-2%
Easy to deal with	66%	67%	1%
Listens & Acts	57%	57%	0%
Treats fairly & with respect	72%	76%	4% ↑
Keeps you informed	65%	68%	3%
Complaints handling	31%	28%	-3%

- Given the margins of error between the two surveys a change of around 4% would be needed to be statistically significant.
- What has changed?

Town differences

How much each measure differs from average rating (where >±4%)



Smethwick – many higher ratings

Oldbury – do not feel as informed or find the Council as easy to deal with

Rowley – communal areas

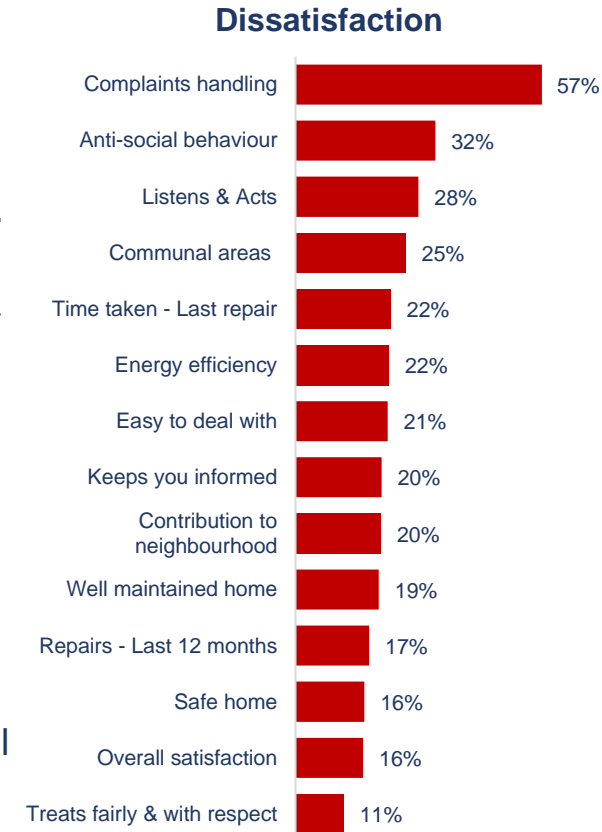
Wednesbury – Complaints handling

Tipton – much lower ratings (overall, home, communal areas, neighbourhood, ASB, easy to deal with & listens and acts)

Summary

- **Overall satisfaction - 74%** of tenants satisfied with the overall services provided. Satisfaction has increased since last year and is a strong performance when compared with similar landlords and close to sector median.
- **Strong ratings** - across many areas, which compares well against other social landlords.
- **Some lower scores / high dissatisfaction** – contribution to neighbourhood (63%), listens to tenants' views and acts upon them (57%), ASB (55%) and just 28% are satisfied with the way complaints are handled
- **Large number of dissatisfied tenants** →
- **Key driver for overall satisfaction** – listening to tenants' views and acting upon them (last contact) is the key driver ahead of providing a safe and well-maintained home backed up by a good repairs service.
- **Subgroup / Diversity analysis** - tended to follow expected patterns (age, length of tenancy, gender, disability). Satisfaction varies slightly by ethnicity, town – which could be due to tenure, property and demographic differences. Sheltered tenants are less satisfied in some areas.
- **Open text comments** - When asked about the services and what could be improved, repairs (timescale for completing repairs and dealing with outstanding repairs) and customer service (getting through and listen & care) top the list of suggestions
- **Response method** – much lower ratings from online surveys (overall 60% online vs 78% telephone, average drop = 15%, range = 6% to 21%)

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Recommendations

Customer service & communications & complaints

Listen to tenants' views and acting upon them is the key driver for overall services. This is one of the lowest ratings, other engagement ratings are also low. 28% of tenants do not think the Council listens to them – linked to last contact. Identified as a key area for improvement

What are the barriers? Review comments with staff

Comms try "thanks for calling I have listened to what you have told me and we will act"

Repairs & maintenance service

Having a well-maintained and safe home that is backed up by a good repairs service drives satisfaction. Time taken rating is lower than other measures, topped the improvement list and has fallen since last year (4%)

Quick wins - catching up on outstanding work, customer recovery.

Perceptions – what are transactional ratings like? Be more proactive in promoting good service.

Complaints handling

Complaints – twice as many dissatisfied (57%) as satisfied (28%) and performance possibly weaker than other landlords

Review complaints handling process – if not already done so? Service request not a complaint!

Customer Recovery and lower scores

Follow up 338 tenants (who gave permission) who do not feel their home is safe + improvements
Review lower scores from tenants at the local level

Pick up safety / damp comments

Opportunity to reconnect with some tenants who have provided comments and are happy to be recontacted (74% of the 2,352 tenants who took part = 1,746)



For further information please
contact Denise Raine:



denise.raine@arap.co.uk



07712 891656



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Report to Safer Neighbourhoods and Active Communities Scrutiny Board

29 January 2024

Subject:	Tracking and Monitoring of Scrutiny Recommendations
Director:	Assistant Chief Executive James McLaughlin James_McLaughlin@Sandwell.gov.uk
Contact Officer:	Alex Goddard Scrutiny Lead Officer Alexander_Goddard@sandwell.gov.uk

1 Recommendations







- 1.1 That the Board notes the responses on recommendations referred since the Board's last meeting.
- 1.2 That the Board notes the progress on implementation recommendations made.
- 1.3 That the Board determines what action it wishes to take where progress is unsatisfactory.
- 1.4 That the Board determines which actions/recommendations no longer require monitoring.



2 Reasons for Recommendations

- 2.1 To facilitate the effective monitoring of progress on responses to and press with implementation of recommendations made by the Board and identify where further action is required.
- 2.2 Effective monitoring of recommendations facilitates the evaluation of the impact of the scrutiny function overall.

3 How does this deliver objectives of the Corporate Plan?

	Best start in life for children and young people	<p>The scrutiny function supports all of the objectives of the Corporate Plan by seeking to improve services for the people of Sandwell. It does this by influencing the policies and decisions made by the Council and other organisations involved in delivering public services.</p> <p>Effective monitoring of recommendations made supports this and allows scrutiny to evaluate its impact.</p>
	People live well and age well	
	Strong resilient communities	
	Quality homes in thriving neighbourhoods	
	A strong and inclusive economy	
	A connected and accessible Sandwell	

4 Context and Key Issues

- 4.1 The attached Appendix details the responses to actions identified and/or recommendations made by the scrutiny function and progress on the implementation of those previously approved.



5 Implications

<p>Resources:</p>	<p>Any resources implications arising from scrutiny activity are considered as required by the appropriate director or cabinet member/cabinet.</p> <p>Any specific resources implications for the Board's attention are detailed in the Appendix.</p>
<p>Legal and Governance:</p>	<p>The duty to undertake overview and scrutiny is set out in Part 1A Section 9 of the Local Government Act 2000.</p> <p>The Local Government and Public Involvement in Health Act 2007 places a duty on the Executive to respond to Scrutiny recommendations within two months of receiving them.</p> <p>NHS service commissioners and providers have a duty to respond in writing to a report or recommendation where health scrutiny requests this, within 28 days of the request. This applies to requests from individual health scrutiny committees or sub-committees, from local authorities and from joint health scrutiny committees or sub-committees.</p>
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<p>Equality:</p>	<p>Any equality implications arising from scrutiny activity are considered as required by the appropriate director or cabinet member/cabinet.</p> <p>Any specific equality implications for the Board's attention are detailed in the Appendix.</p>



Health and Wellbeing:	<p>Any health and wellbeing implications arising from scrutiny activity are considered as required by the appropriate director or cabinet member/cabinet.</p> <p>Any specific health and wellbeing implications for the Board's attention are detailed in the Appendix.</p>
Social Value:	<p>Any social value implications arising from scrutiny activity are considered as required by the appropriate director or cabinet member/cabinet.</p> <p>Any specific social value implications for the Board's attention are detailed in the Appendix.</p>
Climate Change:	<p>Any climate change implications arising from scrutiny activity are considered as required by the appropriate director or cabinet member/cabinet.</p> <p>Any specific climate change implications for the Board's attention are detailed in the Appendix.</p>
Corporate Parenting	<p>Any corporate parenting implications arising from scrutiny activity are considered as required by the appropriate director or cabinet member/cabinet.</p> <p>Any specific corporate parenting implications for the Board's attention are detailed in the Appendix.</p>

6 Appendices

Appendix 1– Safer Neighbourhoods and Active Communities Scrutiny Board Action Tracker

7. Background Papers

None.



Safer Neighbourhoods and Active Communities 22/23

Date	Item	Recommendation/ Action	Responsible Person	Notes
23 FEB 23 Page 45	Tree Strategy and Implementation Plan 2023- 2028	Checkpoint reports throughout the first 18 months of the Tree Strategy and Implementation Plan 2023- 2028 are provided to the Safer Neighbourhoods and Active Communities Scrutiny Board	Matt Huggins	Briefing note to be circulated September 2023
		Feedback from the survey of trees, to include impact on light to habitable rooms is provided to the Safer Neighbourhoods and Active Communities Scrutiny Board	Matt Huggins	Briefing note to be circulated September 2023
18 DEC 23	Sandwell Valley Master Plan and 10-Year Business Plan	That the Director of Borough Economy considers the expansion of the existing sailing club building, located in Sandwell Valley, into a multi-use facility to accommodate all users.	Alice Davey Matt Huggins	
		That the Director of Borough Economy considers the provision of additional seating areas throughout Sandwell Valley, especially in the proximity of play areas.	Alice Davey Matt Huggins	
17 JAN 24	Heritage Strategy Update	That the Safer Neighbourhoods and Active Communities Scrutiny Board endorse the proposals for the development of a Cultural Strategy.	Alice Davey Dawn Winter	
		That the Director of Borough Economy work in partnership with the Community and Voluntary Sector and other Council services including the Equality, Diversity and Inclusion team and Communities Team when developing the Cultural Strategy.	Alice Davey Dawn Winter	
		That the Director of Borough Economy ensure that the development of a Cultural Strategy is aligned with the Sandwell Valley Masterplan to further develop the Cultural portfolio of Sandwell.	Alice Davey Dawn Winter	
	Implementation of 3 Boroughwide Public Space Protection Orders relating to Alcohol Consumption, Dog Fouling and BBQs/ Fires	That the Director of Borough Economy considers the feasibility of providing, fixed and fire-safe designated BBQ areas in Sandwell's green spaces and that the Safer Neighbourhoods and Active Communities Scrutiny Board is consulted as part of the consideration.	Alice Davey Matt Huggins	

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Report to Budget and Corporate Scrutiny Management Board

29 January 2024

Subject:	Cabinet Forward Plan and Board Work Programme
Director:	James McLaughlin Assistant Chief Executive James_McLaughlin@sandwell.gov.uk
Contact Officer:	Alex Goddard Scrutiny Lead Officer Alexander_Goddard@sandwell.gov.uk

1 Recommendations







- 1.1 That the Board notes the Cabinet Forward Plan (Appendix 1), which sets out the matters programmed to be considered by the Cabinet;
- 1.2 that the Board notes its work programme (Appendix 2), which sets out matters to be considered by the Board in 2023/24;
- 1.3 that, the Board considers whether any changes or additions are required to its work programme and in doing so, has regard to the Prioritisation Tool (Appendix 3).

2 Reasons for Recommendations

- 2.1 A strong and effective work programme underpins the work and approach of Scrutiny.
- 2.2 It is good practice for work programmes to remain fluid, to allow for scrutiny of new and emerging issues in a timely manner.

3 How does this deliver objectives of the Corporate Plan?



	Best start in life for children and young people	The scrutiny function supports all of the objectives of the Corporate Plan by seeking to improve services for the people of Sandwell. It does this by influencing the policies and decisions made by the Council and other organisations involved in delivering public services.
	People live well and age well	
	Strong resilient communities	
	Quality homes in thriving neighbourhoods	
	A strong and inclusive economy	
	A connected and accessible Sandwell	

4 Context and Key Issues

- 4.1 Scrutiny is a member led and driven function, driven by members' commitment to improve services and thereby people's lives.
- 4.2 An annual work programming event, involving chief officers, executive members and key partners, was held in June 2023 and all boards approved their work programmes for 2023/ 24 at their first meeting of the municipal year.
- 4.3 Boards have responsibility for their own work programmes, and it is good practice to keep them under review, to allow for new and emerging issues to be scrutinised in a timely manner.
- 4.4 Scrutiny Procedure Rules allow any member of the Council to request that an item is added to a scrutiny board's work programme, subject to certain provisions.
- 4.5 Before including an item on its work programme the Board must have regard to the Prioritisation Tool attached at Appendix 3, to ensure that the scrutiny activity will add value and work programmes are manageable.



5 Implications

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6 Appendices

- Appendix 1 – Cabinet Forward Plan
- Appendix 2 – Board Work Programme
- Appendix 3 – Prioritisation Tool

7. Background Papers

None.

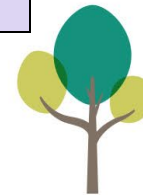


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The following items set out key decisions to be taken by the Executive:-

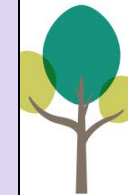
	Title/Subject	Decision Maker	Public or exempt report? If exempt – state reason for exemption	Decision Date	Pre or post decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
5	Archives Centre Contact Officer: Dawn Winter Director: Alice Davey – Director of Borough Economy	Cabinet – Leisure and Tourism (Cllr Padma)		7 February 2024		



	Title/Subject	Decision Maker	Public or exempt report? If exempt – state reason for exemption	Decision Date	Pre or post decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
6	<p>Boroughwide Public Spaces Protection Order Renewals / Extensions Alcohol, Dogs & Use of BBQs on public land</p> <p>Contact Officer: Tessa Mitchell</p> <p>Director: Alice Davey</p>	<p>Cabinet Public Health & Communities (Cllr Khatun)</p>		7 February 2024	January 2024	



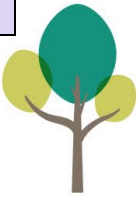
	Title/Subject	Decision Maker	Public or exempt report? If exempt – state reason for exemption	Decision Date	Pre or post decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
16	Regional Speed Enforcement Contact Officer: Mervyn Bartlett Director: Alice Davey – Director of Borough Economy	Cabinet - Environment & Highways (Cllr Millard)		13 March 2024		
18	Funding for Heritage – Oak House Contact Officer: Dawn Winter Director: Alice Davey – Director of Borough Economy	Cabinet – Leisure and Tourism (Cllr Padda)		13 March 2024		



	Title/Subject	Decision Maker	Public or exempt report? If exempt – state reason for exemption	Decision Date	Pre or post decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
19	<p>Events Governance and Safety Advisory Group Terms of Reference</p> <p>Contact Officer: Matthew Huggins</p> <p>Director: Alice Davey – Director of Borough Economy</p>	<p>Cabinet - Leisure and Tourism (Cllr Padda)</p>		<p>13 March 2024</p>		



	Title/Subject	Decision Maker	Public or exempt report? If exempt – state reason for exemption	Decision Date	Pre or post decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
20	<p>Sandwell Valley Master Plan and 10 Year Business Plan</p> <p>Contact Officer: Matthew Huggins</p> <p>Director: Alice Davey – Director of Borough Economy</p>	<p>Cabinet - Leisure and Tourism (Cllr Padda)</p>		<p>13 March 2024</p>		



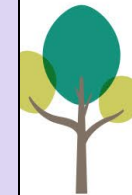
	Title/Subject	Decision Maker	Public or exempt report? If exempt – state reason for exemption	Decision Date	Pre or post decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
21	<p>Fishing Policy</p> <p>Contact Officer: Matthew Huggins</p> <p>Director: Alice Davey – Director of Borough Economy</p>	<p>Cabinet - Leisure and Tourism (Cllr Padda)</p>		<p>13 March 2024</p>		



	Title/Subject	Decision Maker	Public or exempt report? If exempt – state reason for exemption	Decision Date	Pre or post decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
25	<p>Bid to Arts Council England – Libraries Improvement Fund Round 3 (depending on amount)</p> <p>Contact Officer: Dawn Winter</p> <p>Director: Alice Davey – Director of Borough Economy</p>	<p>Cabinet - Leisure and Tourism (Cllr Padda)</p>		<p>June 2024</p>		



Page 58	Title/Subject	Decision Maker	Public or exempt report? If exempt – state reason for exemption	Decision Date	Pre or post decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
26	Sandwell Cultural Compact Contact Officer: Dawn Winter Director: Alice Davey – Director of Borough Economy	Cabinet - Leisure and Tourism (Cllr Padda)		June 2024		
27	Cultural Development Fund Bid Contact Officer: Dawn Winter Director: Alice Davey – Director of Borough Economy	Cabinet - Leisure and Tourism (Cllr Padda)		June 2024		



	Title/Subject	Decision Maker	Public or exempt report? If exempt – state reason for exemption	Decision Date	Pre or post decision Scrutiny to be carried out? (Board and date)	List of documents to be considered
28	<p>Allotments Review and Strategy</p> <p>Contact Officer: Matthew Huggins</p> <p>Director: Alice Davey – Director of Borough Economy</p>	<p>Cabinet - Leisure and Tourism (Cllr Padda)</p>		June 2024		



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Scrutiny Board Work Programme 2023/24



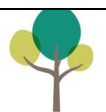
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Safer Neighbourhoods and Active Communities

Standing Items:-

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

Meeting Date	Item	Presented by
11 July 2023	Borough of Sanctuary	Louis Bebb/ Jennifer Collins
	Approval of 2023/24 Municipal Year Work Programme	Alex Goddard/ John Swann
31 August 2023	HMOs – Additional Licensing and Article 4 Direction	John Baker/ Alison Bishop/ Carl Mercer
12 September 2023	Neighbourhood Partnerships Team Update	Manny Sehmbi/ Marcia Sandel-Massey
	Future Provision of Leisure Services Update	Ben Percival
	Haden Hill Leisure Centre Rebuild	Ben Percival
26 September 2023	Asset Management Strategy	Sarah Ager
12 October 2023	Programme of Works 22/23 Annual Review	Matt Huggins
	Playing Pitch Strategy Actions and Implementation – Establishment of Working Group	Democratic Services/Rob Marlow



27 November 2023 - Cancelled		
7 December 2023 - Cancelled		
18 December 2023	Sandwell Valley Masterplan	Matt Huggins
	SLT Fees & Charges for January 2024 Implementation	Ben Percival
17 January 2024	Heritage Strategy Journey Update	Dawn Winter
	Boroughwide Public Spaces Protection Order	Tessa Mitchell
29 January 2024	Tenant Satisfaction Survey Outcomes	Nigel Collumbell
15 February 2024	Safer Green Spaces Strategy	Matt Huggins
	Housing Regulation Changes	Phil Deary
14 March 2024	Private Sector Housing Assistance Policy and Adaptations for Disabled Tenants in Council Housing	Nigel Collumbell
	Fees & Charges (inc concessions) for LATC / Sandwell Aquatic Centre Update	Ben Percival
	Safer Sandwell Partnership	Chief Supt. Maria Fox/Tessa Mitchell
	Green Spaces Strategy 2024/25 and Programme of Works 2024/25	Matt Huggins



To be Scheduled

Reports of the Tenant and Leaseholder Scrutiny Group on:- (Nigel Collumbell/ Marianne Munro) – (Dependent upon T+LSG Work Programming – timescales TBC)

- Building Safety Review
- Responsive Repairs & Customer Satisfaction Review

Housing Hub Review (Report of the Tenant and Leaseholder Scrutiny Group) - Implementation of Recommendations Update. – Nigel Collumbell

Working Group:

- Private Sector Housing Assistance Policy on Adaptations for Disabled Tenants in Council Housing.

Article 4 and Additional Licensing consultation outcomes to be brought before the Board when available

Housing Repairs Update – Sarah Ager

Leisure Service Provision Update – 2026 – Ben Percival

Haden Hill Project Update - TBC – Ben Percival

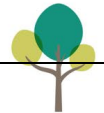
Rewilding Strategy – to be added to the work programme for the 2024/2025 municipal year.

Allotments Review and Strategy – to be added to the work programme for the 2024/2025 municipal year.

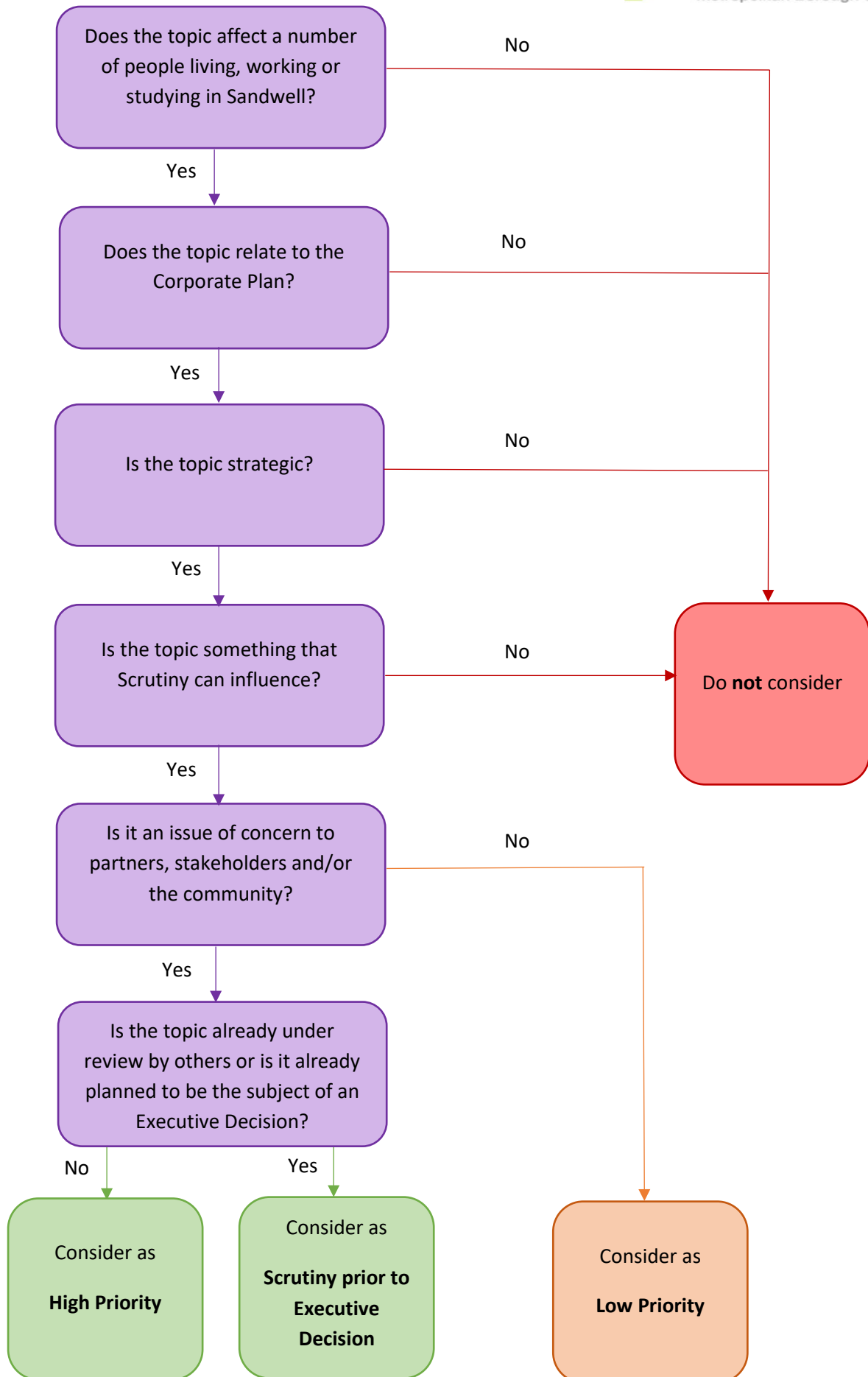
Utilisation of confectionary stands in Sandwell Parks including associated revenues

Heritage Strategy Update - Dawn Winter

Home Improvement Programme – Dean Epton/ Phil Deery







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