

SCRUTINY RECOMMENDATION	CONCLUSIONS	DEPARTMENT AND CABINET MEMBER RESPONDING	ACCEPT/ REJECT RECOMMENDATIONS (inc. reasons for rejection)	IDENTIFIED OFFICER	ANY FINANCIAL IMPLICATIONS	TIMETABLE FOR IMPLEMENTATION OF RECOMMENDATIONS IF ACCEPTED (ie Action Plan)	DATE OF SCRUTINY MEETING TO REPORT BACK
Report: Call-In: Novation of building works and professional services contracts from BBB for Fairfield Halls (Considered by Scrutiny & Overview Committee on 17 August 2021)							
1. The Committee would like reassurance that there is sufficient officer capacity and an appropriate document management system in place to ensure that any documents received as a result of the novation are properly catalogued and filed for future reference.	Given the aforementioned concerns about the provision of information to Scrutiny, the Committee agreed that every effort needed to be taken to correctly catalogue and file any documents handed over to the Council as part of the novation	Oliver Lewis	Accept	Richard Ennis	In current budgets and proposed budget to go before next full council	LBoC has taken steps to retrieve full documentation and packages of information from BBB, their advisors and historic records and now holds what has been provided on Sharepoint.	8 February 2021
2. It is recommended that the political lead from the Cabinet for the completion of the Fairfield Halls refurbishment project is confirmed as a priority, to ensure there is the proper level of accountability.	As responsibility for Brick by Brick fell within the portfolio of the Leader of the Council and the lead for the Cabinet report for the contract novation was the Cabinet Member for Culture and Regeneration, there was concern that this may lead to confusion and given the importance of Fairfield Halls it was agreed there needed to be clear political accountability.	Hamida Ali Leader of Council	Accept	Richard Ennis	Ongoing due to commercial fluctuations and risk of property development enterprise	1/4ly updates to Cabinet initiated in Autumn 2021, with new Advisory Group (member led and senior officer supported) with recent enhancement of NED representation. Senior Officer oversight and review of BBB management now on a monthly basis from Sept 2021.	8 February 2021

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<p>3. A) It is recommended that an ongoing programme of maintenance for Fairfield Halls is completed as soon as possible.</p> <p>B) It is recommended that the programme of maintenance is scheduled for regular scrutiny to provide Public reassurance the venue is being maintained to an appropriate standard.</p>	<p>Although it was accepted that the Vinci contract needed to be closed before an ongoing programme of maintenance could be prepared for Fairfield Halls, it was agreed that this needed to be in place as soon as possible to safeguard the venue for the longer term.</p>	<p>Oliver Lewis</p>	<p>Accept</p>	<p>Richard Ennis</p>	<p>Ongoing - MTFS</p>	<p>The contract close out, novation and gureantees packages remain in train and agreement of various contratural obligations are being resolved, over layed to this has been a five year works programme to end of 24/25 for cyclical maintanace and repairs with an additional review ongoing of any enhancements/works that were not covered as part of the main refurbishment contract that were eliminated on cost control, of may become due in a programmed maintainace schedule as is usual with building of this type, age and structure</p>	<p>8 February 2021</p>
<p>4. It is recommended that work to improve the quality of committees reports, both in terms of training for report authors and ensuring report formats meet best practice standards, is included as part of the ongoing governance improvement work of the Council.</p>	<p>There was a concern that the Cabinet report did not clearly state the case for proceeding with the novation of the Fairfield Halls refurbishment contract and had this been the case it may have prevented the need for a call-in. The Committee felt that this was reflective of a wider issue with quality of committee reports and given they helped to</p>	<p>Hamida Ali Leader of Council</p>	<p>Accept</p>	<p>Monitoring Officer</p>	<p>TBC (in respect of traing for officers)</p>	<p>More formalized and rigid reports clearance process. This will be actioned by the monitoring officer. Identifying any particular training requirements of key report writing officers. Respondig to the</p>	<p>31 March 2021</p>

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	inform the public perception of the Council, it was agreed that this should be addressed as part of the governance improvement work.					findings with any relevant training.	
5. The Committee would like to request that the Access to Information Protocol is completed as soon as possible and any consultation on the document should include the Scrutiny Chairs.	There was further concern voiced about the provision of information to Scrutiny in a timely manner, which was especially disappointing considering the issue had been raised a number of times before. It was agreed the Vice-Chair of the Committee would meet with the Interim Monitoring Officer to discuss the issue. It was also agreed that the Access to Information Protocol was needed as soon as possible to provide a clear framework for the provision of information.	Hamida Ali Leader of Council	Accept	Executive Director of Resources		Adoption into the Constitution is not an executive decision. Revised draft Access to Information Protocol, informed by comments to Scrutiny Chairs, reviewed by Scrutiny Chairs September 2021 Ethics Committee reviewed revised draft Protocol and made further comments September 2021 A revised version will be brought to Ethics Committee in November 2021.	8 February 2021
Report: Housing Improvement – Emerging Plan and Board (Considered by Streets Environment & Homes Committee on 13 July 2021)							
1. It is recommended that a plan for the strategy development in Workstream 1, including indicative timescales, be developed and shared	The Sub-Committee concluded that the 10 work streams were well defined and appropriate to drive improvement	Patricia Hay-Justice	Accept	David Padfield		All recommended actions are underway as part of the Housing Improvement Plan; the updated Housing Improvement Plan to be adopted by Cabinet in March 2022	1 February 2021

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<p>with the Sub-Committee once available.</p> <ol style="list-style-type: none"> 1. Workstream 7 should be expanded to include in its scope the issue of buildings nearing the end of their life, with further consideration given to how these options are to be assessed including in relation to the future of some Brick by Brick sites in the vicinity of some of these buildings 2. Workstream 8 needs to address the issue of resourcing / workload allocation & management within the service. Staff can be given the right skills and cultural/behaviour training but if their workloads are still unmanageable as highlighted in the Ark report, they will be set-up to fail. This workstream should also include within its scope long-term workforce planning and apprenticeships. 							
<ol style="list-style-type: none"> 2. <ol style="list-style-type: none"> 1. A communications and engagement plan was 	<p>One of the main areas of concern identified by the Sub-Committee was around communication and engagement. Although initiatives had started to be</p>	<p>Patricia Hay-Justice</p>	<p>Accept</p>	<p>David Padfield</p>		<p>All recommended actions are underway as part of the Housing Improvement Plan and associated communications planning and activities; the updated</p>	<p>1 February 2021</p>

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<p>needed to map out all the one-off engagement exercises as well as new communication practices to be embedded in new improved ways of working. That plan should be informed by involving the Tenants and Leaseholder panel, incl. in the development of the new Tenant Handbook.</p> <p>2. Further consultation with residents was needed during roadshow exercises, engagement with Residents Associations and Tenants forums as well as through the Tenants and Leaseholder panel to identify what they would like to see be made publicly available to further enhance transparency on the progress of the delivery of the housing improvement plan</p> <p>3. Work was needed to improve communication with tenants on planned works / planned surveys. Should work be delayed or the original stated deadline missed (often due to reasons beyond officers' control), tenants should be kept informed, so they do not feel that it is a case of just nothing happening.</p> <p>4. There needed to be better communication of the responsive repairs contract's social value, including apprenticeships</p>	<p>developed and implemented, it was felt that more work was need to ensure both residents and their elected representatives were suitable notice of any events.</p>					<p>Housing Improvement Plan to be adopted by Cabinet in March 2022</p>	

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<p>(opportunities and about the types of roles they can lead to)</p> <p>5. There needed to be better corporate definition of complaint and improving understanding of it and streamlining the complaints process and promoting it amongst council tenants and leaseholders</p> <p>6. It was recommended that support be given to the initiative of the Tenants and Leaseholders Panel in the development of a Tenants Charter</p> <p>7. It was recommended that a diagram is produced to map out the communication routes of case work / enquiry / complaints /escalation process to clarify to councillors and MPs ways of escalating urgent housing casework as current guidance provides a 10 day turnaround which was not adequate for urgent housing case work.</p> <p>8. Further consideration was needed on the recommendation in Government's Housing White Paper on the use of technology and how it could be incorporated into one of the workstreams of the housing improvement plan. This should include:-</p>							

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<ul style="list-style-type: none"> o The exploration of best practice and existing software packages on tenancy management, repairs and other housing issues and any that are used for general housing communications. o Consultation with the Tenants and Leaseholder Panel meeting on use of technology to inform this work. 							
<p>3.</p> <p>1. Further work should be undertaken to consider best practice on the set up of such Housing Improvement Board, particularly regarding membership and review/consider the following before finalising the ToR, including:</p> <ul style="list-style-type: none"> - Number of tenant representatives - Ensure that tenant representatives are not only from formal Residents Associations and Tenants Forums as many areas where the council has housing stock where there is no RA (no RA criteria necessary?) - Backbencher representation and/or 	<p>The Sub-Committee felt that the Terms of Reference (ToR) for the Housing Improvement Board lacked important details and welcomed confirmation that the ToR would no longer be approved at Cabinet, allowing additional time for these to be refined (see recommendations on this topic below).</p>	<p>Patricia Hay-Justice</p>	<p>Partially Accept</p> <p>1. Terms of Reference will be ratified at March Cabinet and will incorporate the remit, membership and focus of the Board as reviewed at the inaugural meeting of the Board (7th December).</p> <ul style="list-style-type: none"> • No. of tenant representatives – aiming to increase to four tenants. • Diversity of tenant representatives - existing tenant representatives were interviewed and are active in the involvement structures which will allow us access to the wider tenant community. • Backbenchers - no Council Members will be members of the Housing Improvement Board. The Chair has reached out to all Councillors and one work-stream will be to review the Member/Officer governance. 	<p>David Padfield</p>		<p>Independent Housing Improvement Board now established, first meeting held 7th December 2021.</p>	<p>1 February 2021</p>

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<p>mechanism for backbenchers' input</p> <ul style="list-style-type: none"> - Meeting observers - Webcasting of meetings - Holding meetings in a hybrid manner to enhance inclusivity so that people with disabilities and / or caring responsibilities can put themselves forward as board member/observer - Term of the chair (elected/number of mandates/criteria/skills, experience and behaviours required) <p>2. It is requested that the revised Terms of Reference are circulated to the Sub-Committee before approval and ensure ToR included as appendix marked as draft in the cabinet report.</p> <p>3. The Housing Improvement Board once set up should be given a role to inform the budget setting process (MTSF as well as HRA) and the upcoming HRA review (if timings of review allow).</p>			<ul style="list-style-type: none"> • Meeting observers - inaugural meeting was livestreamed and was open to the public to attend in person. The meetings will be held remotely in future, and will continue to be livestreamed. • Term of the chair - job description for Chair has been shared with Cllr Ben-Hassel. <p>2. The ToR can be shared with the Sub-Committee ahead of their inclusion in the March Cabinet report.</p> <p>3. The Chair does not see the Board having a direct role in budget-setting, as this would be for Members (advised by officers). However, the Board will be keeping an eye on resource issues when reviewing the Council's improvement plans.</p>				