

Appendix 6 – Item: Culture Change in Housing Update

Considered by Homes Sub-Committee, 16 April 2024

REC No.	SCRUTINY RECOMMENDATION	DEPARTMENT AND CABINET MEMBER RESPONDING	ACCEPTED / PARTIALLY ACCEPTED / ALREADY IN PROGRESS / REJECTED (inc. reasons for rejection)	IDENTIFIED OFFICER	ANY FINANCIAL IMPLICATIONS	TIMETABLE FOR IMPLEMENTATION OF RECOMMENDATIONS IF ACCEPTED (i.e. Action Plan)	DATE OF SCRUTINY MEETING TO REPORT BACK
HS.13.23/24	Although the Homes Sub-Committee recognised there had been significant work undertaken to improve the culture of the work force within the Housing Service, there was concern about whether this extended to staff employed by contractors and subcontractors and would recommend that monitoring whether housing contractors/sub-contractors' culture meet the Council's expected standards, be included in the scope of the Housing Culture Change Transformation Programme.	Cllr Lynne Hale Housing	<p style="text-align: center;">Already in Progress</p> <p>Driving an aligned culture with our contractors has been a focus since January 2024. Culture is discussed and reviewed at each monthly core group meeting; Feedback from complaints has also been utilised to improve processes and the customer experience e.g. ensuring appointments are offered at the first point of contact; operatives telephoning ahead to avoid no access calls. We will continue to focus on this area, as we know this focus will support improvements in tenant satisfaction</p>	Susmita Sen, Corporate Director of Housing	Within current budgets	In Progress	TBC
HS.14.23/24	The Homes Sub-Committee recommends that the Council encourage their contractors to take part in the Chartered Institute of Housing campaign 'It's not okay' which aims to tackle stigma in social housing.	Cllr Lynne Hale Housing	<p style="text-align: center;">Accepted</p> <p>Our contractors have now signed up to this campaign and will be undertaking training over the next 6 months</p>	Susmita Sen, Corporate Director of Housing	Within current budgets	In Progress	TBC

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HS.15.23/24	The Homes Sub-Committee recommends that the possibility of including a section on culture in the procurement process, be explored.	Cllr Lynne Hale Housing	<p>Already in Progress</p> <p>Culture and customer experience were included in the recent responsive repairs procurement. This will continue to be included in future procurements.</p>	Susmita Sen, Corporate Director of Housing	Within current budgets	Implemented	TBC
HS.16.23/24	The Homes Sub-Committee recommends that non-financial staff rewards/benefits are explored to improve staff morale and attract people to the Housing service workforce.	Cllr Lynne Hale Housing	<p>Already in Progress</p> <p>As part of our recruitment campaign, we will be highlighting non-financial rewards. For example, focus on training and development opportunities; annual leave; charity and social value work.</p>	Susmita Sen, Corporate Director of Housing	Within current budgets	Ongoing	TBC