

Safer Neighbourhoods and Active Communities 25/26

Date	Item	Recommendation/ Action	Responsible Person	Progress up to February 2026
05 DEC 24	Housing Improvement and Transformation Update	That the Executive Director – Place submits the Action Plan and Risk Register to the Board from January 2025.	Alan Lunt/ Sarah Ager	Board received quarterly updates.
		That the Executive Director – Place provides the figures to the Board in relation to: a) The estimated cost of remedying the repairs backlog; b) The confirmed cost of remedying the repairs backlog subsequent to procurement processes taking place; c) How this cost is to be met, including the impact on the Housing Revenue Account reserves.	Alan Lunt/ Sarah Ager	
		That the Executive Director – Place reports any delays if applicable of electrical safety inspections to the Board.	Alan Lunt/ Sarah Ager	
	Draft Housing Policies	That the Executive Director - Place provides the Board with a briefing note which details any evictions and the reason why.	Alan Lunt/ Nigel Collumbell	Briefing note being compiled.
		That the Executive Director – Place amends the draft Rechargeable Repairs Policy, to ensure the 15% administration fee is waived regardless of the tenants preferred payment method.	Alan Lunt/ Louis Bebb	This recommendation has been incorporated into the draft policy which is due to be approved by Cabinet on 9 April 2025.
	Outcome of the Safer Neighbourhoods and Active	That the Assistant Chief Executive ensures that ward boundary changes are considered as part of the creation of the new Neighbourhood Services Team.	James McLaughlin	

Communities Scrutiny Board Spotlight Session on the New Neighbourhood Model for Sandwell	That the Assistant Chief Executive ensures that robust and demonstratable key performance indicators are used to assess the effectiveness of the new model, with clear deliverables within set timescales identified.	James McLaughlin	
	That the Assistant Chief Executive consults Sandwell's Members of Parliament and elected representatives when preparing ward plans.	James McLaughlin	
	That the Assistant Chief Executive provide a briefing note to the Board outlining the dedicated communications support that will be part of the new neighbourhood working arrangements.	James McLaughlin	
Outcome of the Safer Neighbourhoods and Active Communities Scrutiny Board Spotlight Session on Housing Repairs	That the Executive Director of Place enters into a Service Level Agreement with the corporate contact centre which mandates the standard of customer services provided to council housing tenants.	Alan Lunt	
	That the Executive Director of Place and Head of Communications develop a clear communications strategy, incorporating the utilisation of third sector partners, to cascade housing messaging to residents and tenants.	Alan Lunt/ Matt More	
	That the Executive Director of Place submits updates on staff morale (including the impact on productivity) and corporate contact centre performance as part of the quarterly Housing Improvement and Transformation progress reports provided to the Board.	Alan Lunt	

13 MAR 25	Leisure Management	That the Deputy Leader and Cabinet Member for Neighbourhoods and Communities explore options other than the current operating arrangements of Leisure Services.	Ben Percival/ Councillor Hartwell	Will be progressed via the working group established to explore options for leisure management.
		That the Assistant Director - Contracts, Projects, Strategy and Policy establish a task and finish group, comprising off officers and elected members including the directors of adult social care and public health, as well as members of the Safer Neighbourhood and Active Communities Scrutiny Board, to advise on which operating model and service specifications is most appropriate for Sandwell; with a view to reach a conclusion by September 2025.	Ben Percival	Councillors Lewis and Millard are appointed to a working group established to explore options for leisure management in July 2025.
10 APR 25	Report of Tenant and Leaseholder Scrutiny Group	That the Executive Director – Place provide the Board with the details and associated timeframes in relation to the development of a tenant engagement strategy, to include the scoping document and working group membership.	Alan Lunt/ Nigel Collumbell	
		That the Assistant Director – Legal and Assurance (Monitoring Officer) ensure that the Tenant and Leaseholder Scrutiny Group receive the same scrutiny training as Elected Members, alongside Elected Members on an annual basis.	Mike Jones/ Suky Suthi-Nagra/ Trisha Newton	All Members of the Tenant and Leaseholder Scrutiny Group will be invited to the annual scrutiny training session for Elected Members.
		That the Assistant Chief Executive support the Tenant and Leaseholder Scrutiny Group to utilise the press and communications function to cascade messaging to tenants, leaseholders and existing residents' associations to ensure existing voices are captured as part of engagement activities and awareness of the group is spread to ensure its long- term viability.	James/ McLaughlin/ Matt More/ Nigel Collumbell/ Chris Davis	Ongoing - we continue to promote the work of the group, making use of the Tenants Annual Report and Annual Tenants Conference as two methods for doing so. Further promotion will flow from the newly adopted Tenant Engagement Strategy, approved by Cabinet in Feb 2026

		That the Statutory Deputy Leader (Cabinet Member for Finance and Resources) and the Cabinet Member for Housing and Sustainable Development recognise the positive impact of the Tenant and Leaseholder Scrutiny Group model and investigate how other service areas of the Council can replicate aspects of the model to improve customer experience.	Councillor Paul Moore/ Vicki Smith/ James McLaughlin/ Nigel Collumbell	Nigel Collumbell leading. Further update to follow.
Tenant Satisfaction Measures Survey		That the Cabinet Member for Housing and Sustainable Development note the higher satisfaction levels of tenants accommodated at Riverside (property managed via Private Finance Initiative), including the reasons why and investigate how directly managed Council accommodation can replicate aspects of the model to improve tenant experiences.	Councillor Vicki Smith/ Alan Lunt/ Nigel Collumbell	The higher levels of satisfaction result from a more expensive and intensive operating model and higher levels of investment in assets across the life of the PFI contract. This is not scalable or affordable for the wider housing service and has been highlighted as risk to be managed as part of the exit plan for the PFI contract.
		That the Assistant Director – Housing Management ensure future Tenant Satisfaction Measures surveys are benchmarked to our statistical neighbours and regional local authorities before being presented to the Board, to enable Elected Members to understand how satisfaction levels compare.	Tom Hogan/ Nigel Collumbell	
		That the Cabinet Member for Housing and Sustainable Development investigate the feasibility and benefits of conducting the Tenant Satisfaction Measures Survey via post with a pre-paid envelope supplied to tenants to enable competition.	Councillor Vicki Smith / Nigel Collumbell/ Tom Hogan	Postal surveys provide a poor level of response and the cost is prohibitive. Changing the method of surveys between each reporting period can additionally make year on year comparisons across the results more difficult. We continue to review our collection methods and rates

				with our contractor to maximise accessibility and participation.
		That the Cabinet Member for Housing and Sustainable Development examine why a disparity in tenant satisfaction levels is prevalent between those from differing demographics and ethnic groups.	Councillor Vicki Smith/ Alan Lunt/ Nigel Collumbell	Ongoing. This will be explored further as further analysis on 2025/26 outturn is carried out.
		That the Cabinet Member for Housing and Sustainable Development explore why tenants living in Tipton are the least satisfied when compared to those living in other towns, and sets out actions to address this, and supplies updates to the Board.	Councillor Vicki Smith / Alan Lunt/ Tom Hogan/ Nigel Collumbell	Complete
		That the Assistant Chief Executive provide the Tenant and Leaseholder Scrutiny Group with the Customer Experience Strategy for consideration and comment.	James McLaughlin/ Helen Green/ Tracy Causer	The draft Customer Experience Strategy has been sent to both the Chair of the Tenant and Leaseholder Scrutiny Group and the Tenant Engagement Officer to enable them to share it with the Group in a manner of their choosing.
		That the Assistant Director – Legal and Assurance (Monitoring Officer) amends the scrutiny report template to include sections detailing key performance indicators (and if these are being met) and benchmarking with our statistical neighbours, to be completed when appropriate for the matter under consideration.	Mike Jones/ Suky Suthi-Nagra	The scrutiny report template is being refreshed and improved. An update will be provided in due course.
4 September 2025	Violence against Women and Girls Strategy	That the Cabinet Member for Neighbourhoods and Community considers reviewing the five core “pillars” of the Violence against Women and Girls Strategy to ensure relevance, priority and focus.	Nicola Plant, Wendy Sims and Cllr Hartwell.	

	Violence against Women and Girls Strategy	That Cabinet Member for Neighbourhoods and Community considers engaging with Sandwell Councillors to ensure that their input and personal experiences are obtained and considered in relation to the Violence against Women and Girls Strategy and any future strategies developed.	Nicola Plant, Wendy Sims and Cllr Hartwell.	16 days of action events carried out and the voices of residents were obtained. This will feed into future strategy development. Completed.
	Antisocial behaviour and low-level crime	That the Cabinet Member for Neighbourhoods and Community considers targeted communications, including the production and distribution of an information leaflet, to local councillors and relevant external organisations highlighting the crime of cuckooing and how to identify potential victims of the crime	Nicola Plant, Wendy Sims and Cllr Hartwell	
20 January 2026	Scrutiny Review of the Communities in our Borough	That the Cabinet Member for Business and Skills creates a publicly accessible comprehensive directory of English for Speakers of Other Languages courses.	Cllr Syeda Khatun	The recommendations were accepted at Cabinet on 4 February 2026. Updates on implementation to follow.
	Scrutiny Review of the Communities in our Borough	That the Statutory Deputy Leader and Cabinet Member for Finance and Resources conduct a coordinated campaign to increase the profile and awareness of English for Speakers of Other Languages courses across the borough.	Cllr Paul Moore	The recommendations were accepted at Cabinet on 4 February 2026. Updates on implementation to follow.
	Scrutiny Review of the Communities in our Borough	That the Deputy Leader and Cabinet Member for Communities and Neighbourhoods produces and develop a borough wide Community Asset Map of organisations, services, and resources by ward.	Cllr Hartwell	The recommendations were accepted. Updates on implementation to follow. ed at Cabinet on 4 February 2026.
	Scrutiny Review of the Communities in our Borough	That the Deputy Leader of the Council and Cabinet Member for Communities and Neighbourhoods promotes and supports inclusive community events and cultural celebration days in	Cllr Hartwell	This recommendation was partly agreed, and a full response will be submitted to SNAC 2 months from the date of the cabinet report. Updates on implementation to follow.

		public spaces, with family friendly activities provided free of charge.		
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