

Safer Neighbourhoods and Active Communities 24/25				
Date	Item	Recommendation/ Action	Responsible Person	Notes
14 MAR 24	Private Sector Housing Assistance Policy and Adaptations for Disabled Tenants in Council Housing	That a further report on the allocation of reserves of the Adaptations budget be brought to a future meeting of the Safer Neighbourhoods and Active Communities Scrutiny Board.	Sarah Ager/ Manny Sehbmi	Briefing note is being compiled and will be cascaded to the Board in April 2025.
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	Item to appear before the Board on a quarterly basis.
		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	Item to appear before the Board on a quarterly basis.
		That the Executive Director – Place reports any delays if applicable of electrical safety inspections to the Board.	Alan Lunt/ Sarah Ager	Item to appear before the Board on a quarterly basis.
06 FEB 25	Housing Improvement and Transformation Update	That future Housing Improvement and Transformation Updates to the Board are to contain separate progress reports on each of the three software packages.	Alan Lunt/ Nigel Collumbell	Item to appear before the Board on a quarterly basis.
	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 Communities Scrutiny Board Spotlight Session on the New Neighbourhood Model for Sandwell		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	
		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 Board receives a further update on the impact of the new Neighbourhood Services Team within six months of the vacancies being filled.	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	Alan Lunt/ Matt More	

		partners, to cascade housing messaging to residents and tenants.		
		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	
		That the Assistant Director - Contracts, Projects, Strategy and Policy establish a task and finish group, comprising of 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	
		That a timeline, planning arrangements and detail of service specifications for each of the four options for the provision of leisure services is provided to the Board to inform scrutiny arrangements.	Ben Percival	