

AGENDA

Meeting: Environment Select Committee
Place: The Kennet Room - County Hall, Trowbridge BA14 8JN
Date: Tuesday 13 June 2017
Time: 10.30 am

Please direct any enquiries on this Agenda to Edmund Blick, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718059 or email edmund.blick@wiltshire.gov.uk

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Membership:

Cllr Ian Blair-Pilling	Cllr Tony Jackson
Cllr Derek Brown OBE	Cllr Bob Jones MBE
Cllr Matthew Dean	Cllr Jacqui Lay
Cllr Peter Evans	Cllr Ian McLennan
Cllr Peter Fuller	Cllr Nick Murry
Cllr Sarah Gibson	Cllr Steve Oldrieve
Cllr Mike Hewitt	

Substitutes:

Cllr Ernie Clark	Cllr Ross Henning
Cllr Brian Dalton	Cllr George Jeans
Cllr Sue Evans	Cllr Brian Mathew
Cllr Jose Green	Cllr Stewart Palmen
Cllr Mollie Groom	Cllr Ricky Rogers
Cllr Russell Hawker	

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The full constitution can be found at [this link](#).

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AGENDA

PART I

Items to be considered while the meeting is open to the public

1 **Election of Chairman**

To elect a Chairman for the forthcoming year.

2 **Election of a Vice-Chairman**

To elect a Vice-Chairman for the forthcoming year.

3 **Apologies**

To receive any apologies or substitutions for the meeting.

4 **Minutes of the Previous Meeting** (*Pages 7 - 12*)

To approve and sign the minutes of the Environment Select Committee meeting held on Wednesday 22 February 2017.

5 **Declarations of Interest**

To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.

6 **Chairman's Announcements**

To receive any announcements through the Chairman.

7 **Public Participation**

The Council welcomes contributions from members of the public.

Statements

If you would like to make a statement at this meeting on any item on this agenda, please register to do so at least 10 minutes prior to the meeting. Up to 3 speakers are permitted to speak for up to 3 minutes each on any agenda item. Please contact the officer named on the front of the agenda for any further clarification.

Questions

To receive any questions from members of the public or members of the Council

received in accordance with the constitution.

Those wishing to ask questions are required to give notice of any such questions in writing to the officer named on the front of this agenda no later than 5pm on **Tuesday 6 June 2017** in order to be guaranteed of a written response. In order to receive a verbal response questions must be submitted no later than 5pm on **Thursday 8 June 2017**. Please contact the officer named on the front of this agenda for further advice. Questions may be asked without notice if the Chairman decides that the matter is urgent.

Details of any questions received will be circulated to Committee members prior to the meeting and made available at the meeting and on the Council's website.

8 **Wiltshire Council's Resident Engagement Strategy** *(Pages 13 - 22)*

Wiltshire Council aims to 'ensure that there is an adequate supply of good quality housing of all types and of all tenures, delivered to address the needs of people in Wiltshire'. The council owns over 5,000 properties, mainly in the Salisbury and South Wiltshire area, which are rented to tenants. The Council is keen to listen and engage with residents on a number of key issues, such as housing; in order to further improve service delivery and help to build stronger communities.

On 12 April 2016 the Environment Select Committee received a report on the findings and recommendations of the Resident Engagement Task Group and resolved to present the recommendations to the relevant Cabinet Member. This annual report is aimed at providing the Environment Select Committee with a yearly update on the outcome of the resident engagement strategy and its progress since 2016.

9 **Procurement of Housing Repairs & Maintenance Service**

Wiltshire Council owns some 5,786 properties, mostly in the old Salisbury District Council area, along with garages, unadopted roads, land and communal spaces and the majority of the contracts for the upkeep of these come to an end or up for potential extension in March 2018.

The Committee will receive a presentation on the Repairs and Maintenance Service prior to consideration by Cabinet at their meeting on Tuesday 20 June 2017.

10 **Re-commissioning of Housing Service Support Contracts Rapid Scrutiny Final Report** *(Pages 23 - 26)*

The Housing Service is currently reviewing all housing related support contracts; with a view to re-commissioning Housing Service Support contracts early in 2017; to ensure new arrangements are in place by April 2018. The current value of the Housing Service Support contracts is estimated at £1.9 million per annum.

At the 22 February 2017 Environment Select Committee meeting, it was resolved to establish a further meeting of the Re-Commissioning of Housing Service Support Contracts rapid scrutiny exercise.

The Committee will receive the report of the second meeting of the rapid scrutiny exercise which took place on 9 March 2017.

11 **Forward Work Programme** (*Pages 27 - 32*)

To note and receive updates on the progress of items on the forward work programme.

Under the revised Overview and Scrutiny (OS) arrangements there is now a single OS work programme controlled by the OS Management Committee, linked to priorities in the Business Plan.

Therefore it should be noted that, whilst any matters added by Members are welcome, they will be referred to the OS Management Committee for approval before formal inclusion in the work programme for the Environment Select Committee.

A copy of the Overview and Scrutiny Forward Work Programme for the Environment Select Committee is attached for reference.

12 **Urgent Items**

Any other items of business which the Chairman agrees to consider as a matter of urgency.

13 **Date of Next Meeting**

To confirm the date of the next scheduled meeting as Tuesday 19 September 2017.

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ENVIRONMENT SELECT COMMITTEE

MINUTES OF THE ENVIRONMENT SELECT COMMITTEE MEETING HELD ON 22 FEBRUARY 2017 AT KENNET COMMITTEE ROOM.

Present:

Cllr Bridget Wayman (Chairman), Cllr Rosemary Brown, Cllr Dennis Drewett, Cllr Peter Evans, Cllr Jose Green, Cllr Mike Hewitt, Cllr Jacqui Lay, Cllr Magnus Macdonald, Cllr Ian McLennan, Cllr James Sheppard, Cllr Tony Trotman and Cllr Trevor Carbin (Substitute)

Also Present:

Cllr Jonathan Seed, Cllr Toby Sturgis, Cllr Jonathon Seed, Cllr Richard Clewer and Cllr Philip Whitehead

1 Apologies

Apologies were received from Cllr Peter Edge who was substituted by Cllr Trevor Carbin. Apologies, were also received from Cllr Brian Dalton.

2 Minutes of the Previous Meeting

To approve the minutes of the last meeting held on Tuesday 13 December 2017.

RESOLVED:

To sign the minutes as a true and accurate record.

3 Declarations of Interest

There were no declarations of interest.

4 Chairman's Announcements

The Chairman announced to the Members, that this would be the last Environmental Select Committee meeting, until after the Local Government Elections in May 2017.

5 Public Participation

There were no public speakers.

6 **Annual Housing Board Report**

Cllr Jonathon Seed gave a brief introduction to the report. Members were asked to consider and comment on the draft version of the Annual Housing Board Report. Cllr Seed introduced Cllr Richard Clewer, as the lead in Housing Board item.

Cllr Richard Clewer, gave a broad overview of the details of the report and its context. He spoke of impact of the Housing Bill and the difficulty in providing concrete answers to some of the issues identified in the reports.

Attention was drawn towards the financial impact of the Housing Bill but also whether the work of the Housing Board would continue in its current form, after the Local Government elections in May, and with the impending legislative changes brought about by the Housing Bill. It was highlighted that the table on page 25 of the agenda was out of date as much of the data in the table had already been finalised.

Members were invited to ask questions and express views on the report.

A question was raised regarding page 21 of the agenda, asking what was meant by “The need for a wider social housing register”. It was confirmed that there was a need to look at affordable housing for those who were not eligible for social housing but still needed support.

Councillors discussed practical service delivery issues, with some reference to customer complaints of substandard, or incomplete works carried out on residences. It was confirmed that there had been some cases of service shortcomings, but that the number were relatively few given the portfolio of nearly 6000 properties and large-scale programme of refurbishment being undertaken.

A question was asked as to what the future solutions were going to be for providing more social houses. The difficulties surrounding the Right to Buy Scheme, were discussed and the need for the Council to protect their investment in properties. In response it was noted that under the new proposals, 10% of affordable housing was going to be for First Time Buyer properties.

Other options for social housing and affordable housing were discussed, including shared ownership, and Members expressed approval and current plans and proposals. Approval was also given to the quality of some of the new houses being built in the county.

After further technical questions and points were raised, it was;

RESOLVED:

To note the contents of the report.

To receive the report in 12-months provided it is reported under the same format.

7 Housing Repairs Contract Procurement

Cllr Jonathan Seed introduced the report, explaining that the purpose of the report was a review of Housing Repairs services and presenting proposals on how to procure, monitor and deliver these services.

Janet O' Brien, Head of Housing Strategy and Assets, delivered a presentation which gave an overview of the report and looked broadly at all contract services and explained the overall cost summaries and figures. The different options considered for future procurement of services were highlighted and the Steering Group's proposals were put forward. The proposal was to develop the Council's Direct Labour Organisation (DLO), to take on all Responsive Repairs and Void Works from 1st April 2018, and either to Either develop management expertise in house or procure externally. In regards to the Planned Works and Adaptations the proposal was to extend the current contract to April 2020, and for the DLO to take it on from April 2020.

Members were then invited to ask questions and comment on the report.

The debate focused on the issue of management, and whether this should be sourced internally or externally. Members expressed views that it would be better to have internal management so that the Council have control and can adapt to changing demands. Members supported the DLO approach.

The potential benefits of expanding the DLO in recruitment of young people and apprenticeships was also noted by Members.

Carlton Brand, Corporate Director, spoke regarding the proposals. He expressed his support for expanding the DLO. On the question of Management, he said that sourcing externally came with risks, clarifying that you can train for skills but not necessarily the attitude required for Local Government. In this respect, he highlighted the need to be able and willing to adapt to changing needs and priorities, referencing the upcoming legislative changes under the Housing Bill. He urged Members to consider the issue, as part of a wider corporate solution, rather than solely a housing solution.

In regards to the specific proposal to expand the DLO and to phase out other contractors members expressed support to transition as quickly as possible.

RESOLVED:

To note the draft report on Housing Repairs Contract Procurement and support Option 1 as described in the report, so long as there is a suitable manager available/dependent on volume of business.

8 **Update report from Leisure Services**

A brief introduction was given by Councillor Jonathon Seed emphasising that Public Health and Leisure Activity were intertwined. He said that the health of the population was very important to Wiltshire Council and there was a real drive towards promoting physical activity.

A presentation was delivered by John Goodall, Consultant in Public Health, Health Improvement, and Physical Activity. He gave an overview of the aims of Leisure Service in improving the health of Wiltshire's population. He gave statistics and figures, highlighting some of the health issues faced by the County, such as obesity, and compared it to national figures. Attention was also drawn towards the service improvements and expansions, including reference to new Leisure centres that had been built or improved across the County. The financial indicators were also shown, with a graph showing budget savings. Although, it was noted that there was still a £100,000 deficit for the service area.

In the debate that followed, much discussion was held on the benefits of Leisure Activity in the prevention of ill-health, and the dependence on social and health care services. It was highlighted that, whilst there are clear savings, it is difficult to quantify exact figures as the savings may be made by other bodies, such as the NHS. It was explained as more of a cost preventing exercise, rather than a cost saving one.

A final point was considered, noting that the increased costs of improving Leisure facilities had to be balance against potential increased profits. It was stated that with enhanced sites there was a wider potential to increase income by proving additional or alterative services, such as hiring out venues.

RESOLVED:

To note the contents of the report.

9 **Calne Library Model**

Councillor Jonathan Seed introduced the report explaining that the Calne Library Model had been a success. He stated that the Library was now being used for lots of different uses and the Community Hub was receiving regular bookings. The Hub was now not limited by staff, allowing it to be open for longer. He said that the "Open Plus" system benefited working people and allowed the library to be used at times convenient to the wider public.

A question was asked regarding potential security issues and abuse of the facilities. It was explained that there was card access and CCTV. Furthermore, there had been no reported instances of misuse or anti-social behaviour.

RESOLVED:

To note the contents of the report.

10 **Gypsy and Traveller Plan (G&T Plan)**

Cllr Toby Sturgis introduced the report, explaining that the term Gypsy Travellers now also referred to canal boaters. He spoke of the existing problem of a lack of suitable pitches for Gypsy Travellers and issues with finding suitable land where the essential services can be provided.

Councillors discussed the need to accommodate Gypsy Travellers in the area, particularly to the benefit of the children from these communities, and their education. The situation with canal boaters in Bradford on Avon was also noted.

Some Councillors asked whether it should be the Council's responsibility to provide suitable sites and services. Cllr Sturgis stated that the Council was working with all partners to achieve the aims.

RESOLVED:

To note the contents of the report.

11 **Housing Service Support Contracts Rapid Scrutiny Final Report**

A brief overview was given of the Rapid Scrutiny report. The deliberations of the Group were outlined and the proposal for Option 3 to be carried forward was discussed.

The Committee discussed the need for scrutiny in this area to reflect the up to date needs of the customer group.

RESOLVED:

To note the report and to set up another Rapid Scrutiny Exercise to investigate the form in which the recommissioning of housing support service contracts under Option 3 will take.

12 **Review of the Work of the Environment Select Committee**

The Chairman asked Members to note the on-going work of the Committee, detailed on page 96 of the agenda.

Members were also asked what topics to take forward as recommended legacy topics. A number of areas were identified including:

- Maintenance of Pavements,
- Maintenance of Footpaths and Byways,
- Parking spaces for residential accommodation,
- Allocation of funding for Local Highways to Area Boards
- A review of speed limits, traffic calming measures and vehicle emissions.

RESOLVED:

To note the report and list of legacy topics to be sent to the Management Committee for consideration.

13 **Forward Work Programme**

RESOLVED:

To note the Forward Work Plan.

14 **Urgent Items**

There were no urgent items.

15 **Date of Next Meeting**

The date of the next meeting was set as Tuesday 20 June 2017.

(Duration of meeting: 10.30 am - 1.50 pm)

The Officer who has produced these minutes is Edmund Blick of Democratic Services, direct line 01225 718504, e-mail Edmund.blick@wiltshire.gov.uk

Press enquiries to Communications, direct line (01225) 713114/713115

REPORT TO

WILTSHIRE COUNCIL'S ENVIRONMENT SELECT COMMITTEE

23 May 2017

RESIDENT ENGAGEMENT UPDATE

Attachments:

1. Executive Summary

- 1.1 The purpose of this report is to provide an update to the Environment Select Committee about the outcome of the resident engagement strategy and its outcomes since 2016.

2. Background

- 2.1 On 12 April 2016 the Environment Select Committee presented a report on the findings and recommendations of the Resident Engagement Task Group to the Cabinet Member for Housing, Leisure, Libraries and Flooding

3. Recommendations (from the ESC report) and update

- 3.1 The Task Group recommended that the Cabinet Member for Housing, Leisure, Libraries and flooding considered the following:

Recommendation One

To ensure that Wiltshire Council Resident Engagement team has defined a precise purpose and overarching aims for its resident engagement programme as a framework for the identification of the most appropriate resident engagement mechanisms.

Update

Resident engagement priorities are reflected and linked across a number of key strategies and business plan objectives. These include the Corporate vision, values and objectives.

Resident engagement is performed for a variety of benefits which include; driving service improvements, enhancing accountability and providing social value to the

individual and the communities they live in. At the point of design, all engagement is intended to add social value and strengthen communities as per the Council's vision of creating stronger and more resilient communities, ensuring that people work together to solve problems locally and to foster collaborative working with tenants and leaseholders.

The Council wants to encourage and support local communities to get involved and work with the council to strengthen their ability to deal with local challenges, to establish community needs and to meet those needs in the most effective way. Strong communities can cope with changing and challenging circumstances and they will often find their own solution to many of the problems they face.

The Council wants to effectively consult with residents about Council-wide and local strategies and policies, and to demonstrate strong partnership working with residents and partners to develop, set and monitor agreed service standards to deliver continuous improvement.

The Resident Engagement Strategy was reviewed in 2016 and approved by Wiltshire Council Housing Board and the Housing Assurance Panel. Our approach to engagement is planned, monitored and reviewed regularly with the Housing Assurance Panel (HAP).

Recommendation Two

To ensure that Wiltshire Council Resident Engagement team has targets and objectives for their engagement programme developed in line with the agreed purpose(s) set for resident engagement. These targets should be based on either or both of the following:

Involvement-based: objectives which measure the number of residents involved in resident engagement activities or engagements performed.

Outcomes-based: objectives which measure the total meaningful outcomes or organisation changes made as a result of resident engagement activities.

Update

Resident engagement activities are identified in a number of ways and for a number of reasons dependent upon the priorities that have been identified by the housing board, staff and residents and from the priorities identified on the 'Housing Priorities workplan'. The Housing Priorities Workplan was developed with stakeholders in a number of different ways. The priorities were developed in consultation with staff, members, WCHB and formally involved residents. Sitting under the Housing Priorities Workplan are individual departmental priority workplans which includes the Resident Engagement workplan. The workplan details the priority, the actions, the outcomes and the target date.

We use local community profiling information to prioritise the community work that we undertake. In addition, we use information from the 'Joint Strategic Needs Assessment' to inform the work that we do in communities in partnership with other organisations. For example, the Salisbury JSNA / Health and Wellbeing strategic group identified that lack of exercise was an issue for older people. We have been able to access funding from the Salisbury Area Board to put on activities such as free weekly Zumba classes for residents in our sheltered schemes. We also received funding to undertake an oral history project in sheltered schemes in partnership with health and social care students at the local college. We are working closely with Salisbury City Council and Foragers Farm to establish a community garden on the Friary estate. The garden will be co-designed by the community and a residents committee will be set up to manage the garden. A number of the aims of setting up a community garden link directly to the corporate aims and objectives particularly the Council's vision of building stronger and more resilient communities.

A recent priority has been undertaking a landlord accreditation in Tenant Engagement process via Tpas (Tenant Participation Advisory Service) The accreditation process has enabled us to conduct a detailed self-assessment and to review the approaches we use to tenant engagement. The self- assessment process has highlighted service gaps and areas for improvement, alongside a range of current strengths. This is work in progress and we are awaiting feedback from Tpas to enable us to develop an action plan for improvement.

The departmental dashboard allows us to collect involvement data which details the number of residents involved in resident engagement activities and resident engagements performed. Using this profiling data to identify and target priority needs we are able to 'target' under-represented groups in our tenant population and focus activities and prioritise resource allocation towards them. (see 4.9 b) The number of residents involved currently stands at 11% of all tenants.

A Resident Engagement Impact Assessment was undertaken to assess the effectiveness of LHP's (Local Housing Panels) in 2016 and reported to both the WCHB and the HAP. We have worked with the HAP to develop an impact assessment rating system which identifies high, medium and low cost and impact.

For the period 2017/2018 Housemark the annual core benchmarking service that we use has a new indicator that collects data about the number of services changed implemented or withdrawn during the year as a result of resident involvement. We are currently working with colleagues in the systems support and performance team to develop a method for capturing the data using the QL housing management system.

Recommendation Three

To follow the more focused approach as defined within the report (paras 55 to 75) in order to enable an inevitably limited budget to be used more cost

effectively, and to agree priorities with the resident engagement team as a crucial part of the resource allocation process

Update

We use a variety of mechanisms for engaging and involving residents dependent upon the planned outcomes identified from the priorities identified in the 'Housing Priorities Workplan', WCHB, staff and residents. A cost analysis is taken into consideration when deciding upon the mechanism for engagement.

Recommendation Four

That the following methods should be pursued by Wiltshire Council as ways to perform the various resident engagement roles explained in diagram 2 (para 67):

- a) To establish Community Representatives who will perform routine local surveys to check for issues and provide a point of contact for local residents within every estate/locality where the council has housing stock.

Update

We are working closely with a number of 'involved residents' willing to act as a 'point of contact' to report issues and pass on information to other residents. In some areas this has gone a stage further, for example on Bemerton Heath a group of residents have formed a 'Keep Bemerton Tidy' group and undertake litter picking activities on a regular basis. We have recruited a number of volunteers who help out in a variety of activities at the two themed events we facilitate each year.

Local Housing panels Local Housing Panels offer an opportunity for residents to tackle local issues together and to speak with a collective voice on the issues that affect their local community. They have been in operation since the Board's decision to reconfigure Resident Engagement in 2014. Whilst there has been a mixed response to attendance in some areas since their inception over 300 meetings have taken place with over 1000 participants. Satisfaction levels for those who attend have been good with 88% of residents rating the meetings as good or very good. A recent report was submitted to Wiltshire Council's Housing Board (WCHB) that provided a detailed explanation about the achievements, outcomes and successes of the Local Housing Panel meetings that took place in 2016. A number of recommendations for improvements were approved by WCHB.

- b) To establish a resident scrutiny panel that considers topics in discussion with Wiltshire Council officers to develop effective and realistic expectations.

Update

The Housing Assurance Panel (HAP) established in late 2014 is the tenant and leaseholder scrutiny panel that investigates performance and customer satisfaction. The HAP have reported on a number of service areas that include:

- Introduction to a tenancy
 - Void properties and processes
 - Planned maintenance: kitchens and bathrooms
 - 'Housing Matters' publication
 - Grounds maintenance
 - Anti-social behaviour
- c) To set up Focus Groups to address single topics of importance as they arise in order to make practical recommendations and for the implementation of such recommendations to remain the discretion of management, but reasons should be given for any decision not to implement.

Update

We have facilitated a number of single topic focus groups as they have arisen. Focus groups have taken place to discuss issues that have been identified during Local Housing Panel meetings. A number of focus groups / working parties have taken place around the issue of parking in various places. Residents have worked with officers to identify solutions and to make recommendations. In addition groups of residents have worked with officers to look at the possibility of a decommissioned play park being reinstated. As a result of an initial focus group meeting residents formed a working group and worked with the Tenant Participation Officer to consult with other residents in the area. They are currently working closely with Salisbury City Council who are now responsible for play parks in the area and hope that the play park is soon re-opened.

In 2017 we want to work with both our residents and staff to develop a new 'Wiltshire Home Standard' for the long term maintenance of the housing stock. We plan to involve people in a number of different ways using focus groups, telephone, digital and paper surveys and other methods.

Recommendation Five

That the following methods should be pursued by Wiltshire Council as ways to implement the various resident engagement roles explained in diagram 3 (para 72):

- a) To ensure that all tenants are provided with an equal opportunity to engage.

Update

Both the Resident Engagement Strategy and Tenants Handbook detail the support available to tenants who wish to be involved. Support is available in many formats and is designed to make it as easy as possible for residents to get involved and have their say. Support includes:

- Providing support or training to help develop the skills and confidence required to enable someone to put their point of view across.
 - Information can be made available in a number of suitable formats, e.g. large print, audio, Braille and other languages if required.
 - Provision of staff, skills and resources.
 - Travel and other reasonable out of pocket expenses.
- b) To work towards collecting tenant data to assist in the identification of residents for the role of community representatives and participation on focus groups and the scrutiny panel.

Update

Through the use of dashboards the department has been able to gain an understanding of its tenant's profile data. We are able to access information relating to age, gender, impairment, housing patch area and area board area. We have adapted engagement methods to reflect those findings. We are also able to collect individual residents' preferences for involvement. For example, information from our profiling showed that we were very good at engaging with the 65-84year age band but not as good at engaging with younger tenants with children. As a result we now offer an annual 'family' themed event aimed at tenants with children. We will be running a family film event in May 2017 aimed at families living on benefits / low income which will also provide them with an opportunity to find out about Universal Credit and how it may affect them or to get support from our tenancy sustainment service around maximising their income.

Wiltshire Council uses STAR (survey of tenants and residents) as its framework for measuring and benchmarking customer satisfaction. We undertake the STAR survey every two years. This enables us to understand the customer experience and measure how well our services are performing. The information we receive enables us to focus effort and resources to improve satisfaction and on areas that are of concern to our residents.

- c) To review the cost effectiveness of the housing magazine as a means of communication the outcomes of resident engagement with the possibility of developing it into an annual publication created with the involvement of voluntary residents in a standing task group, and to develop a more frequent associated newsletter detailing, among other things, the outcomes of the tenant engagement activities.

Update

In June 2016, our Housing Assurance Panel (HAP) took a detailed look at the housing magazine 'Housing Matters' to review the quality of articles, to see if it offered value for money, and to make recommendations about any improvements that could be made. In addition residents were invited to take part in a readers' survey. Participants were asked to tell us what they did and didn't like about the magazine and the most important things they wanted to see in the magazine. Overwhelmingly respondents told us they found the magazine interesting and that they wanted to receive a printed copy of the magazine four times a year in the post. We used the recommendations made by the HAP and the suggestions from the respondents to make some changes to the magazine. The magazine is also available online via the housing pages of the Wiltshire Council website.

Recommendation Six

For all the results of successful resident engagement activity to be fed back to all residents to actively demonstrate the extent, and effect of tenant engagement.

Update

Feedback about resident engagement activity is published in the housing magazine 'Housing Matters'. An annual report sent out to all residents. In addition all staff receive two newsletters that are distributed quarterly, these include a performance newsletter and a newsletter detailing an update from each department. In this way staff are kept up to date with resident engagement activity.

Recommendation Seven

To raise social media as a topic to be examined by the resident scrutiny panel as a potential marketing method to promote, among other things, resident engagement.

Update

The HAP have been undertaking a joint project with the scrutiny panel of Paragon Housing (now PA Housing) The project is entitled 'New Ways of

Working: Recruitment and Collaboration'. They have a joint session booked in June to start drafting a Social Media Plan.

Recommendation Eight

To review the resident engagement information available on the Wiltshire Council website and ensure that it is relevant and provided in a logical structure which is friendly to the customer's journey in order to encourage resident's IT usage and communication.

Update

The Council Housing website contains a wealth of information relevant to our residents. From the website residents can directly access information on how to pay their rent, report a repair etc. The i-Housing web portal is a secure online account where residents can view their rent history, make payments, request repairs and monitor the progress of them.

Prior to launching the i-Housing web portal we worked closely with a small group of residents to develop the portal. Over the course of a number of sessions the group helped us to develop a user friendly service. Residents were previously involved in developing the housing pages of the Wiltshire Council website.

Recommendation Nine

To recognise the importance of digital training and to continue encouraging residents to take up available training opportunities.

Update

We were able to gather evidence of understanding of our residents preferences for digital engagement on the STAR survey report 2016. In considering moving away from traditional forms of communication to improve efficiency, save costs and make services available 24/7 we asked a number of questions to find out if our tenants had the desire and ability to use online methods. It was clear from the results that on the whole traditional methods are still preferred although as expected younger tenants expressed a much higher preference for online services.

We provide opportunities for residents to take part in online surveys such as the STAR survey, and a recent survey about Housing Matters. Technology based systems are in place for residents to provide feedback, views and ideas, these include:

- Repairs survey
- Maintenance survey
- Servicing survey

- Lettings survey
- ASB survey

In areas where residents have identified that they would like opportunities to develop their IT and online skills we have worked with colleagues in the Family Learning team and other partners to facilitate IT sessions. We are currently supporting a group of residents in the Friary to attend sessions in Salisbury library to enable them to further develop their IT skills.

Recommendation Ten

To raise the development of customer friendly surveys as a topic to be examined by the resident scrutiny group and to make available to residents narrowly focused surveys which are targeted to relevant residents and are provided through a variety of methods both online and offline.

Update

This has been touched on in a number of reports which has led the service to suggest that rather than dealing with surveys piecemeal a working group may be appropriate which could include the HAP or other residents.

Recommendation Eleven

For the Environment Select Committee to receive an update report on the progress of Wiltshire Council's resident engagement strategy and its outcomes in twelve months.

Update

This report fulfils the recommendation.

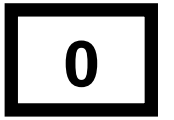
Conclusion

The Resident Engagement team has welcomed the ESC report and the opportunity to respond to, and implement the recommendations that were made.

Whilst we have made progress, the ESC recommendations and Tpas accreditation process have highlighted service gaps and areas for improvement, alongside a range of current strengths. We now have a baseline that will allow us to work in partnership with residents to improve the services that they receive.

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Wiltshire Council

Environment Select Committee

20 June 2017

Re-Commissioning of Housing Service Support Contracts Rapid Scrutiny Exercise

Purpose

1. To report to the Cabinet Member for Economic Development and Housing the outcome of the rapid scrutiny exercise established by the Environment Select Committee and held on 09 March 2017 to consider the approach when procuring new services.

Background

2. The Housing Service is currently reviewing all housing related support contracts with a view to re-commissioning Housing Service Support contracts (current value £1.9m per year) early in 2017 to ensure new arrangements are in place by April 2018.
3. At the 22 February 2017 Environment Select Committee meeting it was resolved to establish a further meeting of the Re-Commissioning of Housing Service Support Contracts rapid scrutiny exercise.
4. The aim of the exercise was agreed to discuss the approach when procuring new services under Option 3, and to help shape the outcomes required and the substance of what to commission.

Evidence

1. The following papers were made available prior to the meeting:
 - Final Report of the 23 January 2017 Re-Commissioning of Housing Service Support Contracts Rapid Scrutiny Exercise
 - Procurement of Housing Related Support Contract - draft report to 07 February 2017 Cabinet
 - Supported housing summary presentation – 22 January 2017
 - Supported housing summary presentation – 09 March 2017
2. As requested at the meeting the following report was subsequently circulated to members of the rapid scrutiny:
 - Procurement of Housing Related Support Contract - Timeline
3. Janet O'Brien, Head of Housing Strategy & Assets, Cllr Jonathon Seed, Cabinet Member for Housing, Leisure, Libraries and Flooding, and Cllr Richard Clewer, Portfolio Holder for Housing and Libraries, provided the

background information and explained that historically the commissioning of the services had not had a good enough rationale and now required a consistent approach across the county. It was noted that some areas were receiving a different service to others, and that the various providers were delivering their services under different contracts.

4. The Task Group noted that Option 3 as recommended in the draft Cabinet report was the best option to provide a balance of housing related support services, but that more work needed to be performed to shape what this approach would be.

Deliberation

5. During the ensuing discussion, the scrutiny members expressed their concerns about a number of issues including:
 - a. There had been no overall management structure in place previously to monitor the support services. This had led to a low rate of turnover in the system.
 - b. The low rate of turnover was also noted as in part caused by a lack of any incentives for contractors to move people who were ready out of the schemes.
 - c. Improving the turnover levels was important, especially given budget constraints, so that the number of people supported by the service could be increased. However, it was also important to ensure people were not rushed through support processes by contractors. This should be carefully considered and avoided, especially if any financial incentives are to be offered to contractors.
 - d. The following proposed changes to the Housing Support Services were noted:
 - i. High risk offender locations should be retained, as they are well used and accommodate various types of crimes. Keeping the locations local would also prevent probation officers from having to travel out of county.
 - ii. Temporary accommodation with attached support should be reduced and converted into more relevant support types to make the best use of funding whilst not losing the housing available.
 - iii. Domestic Abuse services should be recommissioned together with Public Health Outreach services.
 - iv. High Risk Offender services should be recommissioned separately.
 - e. Clarification was sought regarding the reduction in supported temporary accommodation. It was noted that the accommodation units would be retained and that it was proposed that only some of the support be withdrawn. This would be a reduction from 44 supported units to 38. There would still be 44 units of accommodation available. In total, there are approximately 150 units of temporary accommodation, of which 44 currently have support funding attached. The number of units would remain the same overall, with less units having support attached.

- f. It was noted that the new service model should be able to react to a change in demands. This would be to avoid a recurrence of imbalances in the services provided. There should be a regular review of the resource demands to meet this need.
 - g. Specialist and high level support in the service terms refers to mental and drug issues. It was noted that many people in receipt of services had primary needs such as homelessness, and secondary needs such as substance abuse problems.
6. It was noted that lead officers and the executive were keen to continue working with scrutiny input following the Bidder's Day scheduled for May 2017. It was suggested that a further meeting be arranged before the tender goes live in June 2017.

Recommendations

The rapid scrutiny group recommends that Wiltshire Council's Cabinet Member for Economic Development and Housing note the following recommendations when considering the development of the re-commissioning of Housing Service Support contracts:

- 1. To implement a system of monitoring and management of housing related support contracts.**
- 2. To investigate offering contractors suitable incentives to move people on from the Housing Service Support process once they are ready.**
- 3. To regularly review resource demands on the service to ensure that the service is meeting up-to-date needs and reacting to any changes in demand.**
- 4. To retain the current high-level offender locations in Wiltshire.**
- 5. To re-commission high-risk offender services separately to other support services.**
- 6. To reduce the amount of temporary accommodation with support attached from 44 units to 38.**
- 7. To re-commission the domestic abuse services together with public health outreach services.**

That the Environment Select Committee:

- 1. Continues scrutiny engagement in some form with the re-commissioning of the Housing Service Support contracts process up to 1st April 2018.**

Cllr Bridget Wayman, lead member for the rapid scrutiny exercise

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Background documents

None

Wiltshire Council

Environment Select Committee

13 June 2017

Overview and Scrutiny Forward Work Programme

Purpose

1. To report relevant topics on the single overview and scrutiny (OS) forward work programme as agreed by the OS Management Committee at its meeting on 6 June 2017. (The OS Management Committee co-ordinates the overview and scrutiny forward work programme).
2. To report the task group activity of the previous Environment Select Committee and re-establish those task groups and appoint memberships as appropriate.
3. To report the next steps for developing this Committee's section of the single OS forward work programme.

Background

4. On 22 February 2017, the Environment Select Committee considered the key pieces of work it had undertaken during the 2013-2017 Council. These demonstrated the contribution it had made to decision-making, policy development and the good governance of the council.
5. The Committee also considered the topics within its remit remaining on the OS forward work programme, including forthcoming agenda items and ongoing or planned task groups. From this it agreed a list of topics that it recommended for inclusion on the OS forward work programme in the new council.
6. The Committee's recommendations, and those from the other select committees, were then considered by the OS Management Committee on 28 March 2017. From these, a legacy report was agreed and referred on to the Management Committee to consider in the new council. Management Committee will consider this report on 6 June and the topics relevant to this Committee are listed below (a verbal update on Management Committee's decisions will be provided at the meeting). Pending Management Committee's approval, Committee is asked to consider whether to take the work areas listed forward and any additional topics it wishes to explore:

Activity	Date	Brief Explanation	Reason for Inclusion
Playing Pitch Strategy	Annual	Reports to be provided from the Wiltshire Playing Pitch Strategy Implementation Group to Environment Select Committee regarding the strategy's development.	To receive updates on progression of strategy following committee involvement in its draft.
Wiltshire Council Resident Engagement Strategy	20 June 2017	For the Committee to receive an updated report on the progress of the Council's resident engagement strategy provided	To provide an update following the work of the task group as agreed at 7 June meeting.
Enforcement update	20 June 2017	Information following a reduction in numbers of enforcement officers.	To review the impact of the reduction of enforcement officers across the services.
Wiltshire Housing Allocation Plan	TBC	To receive following Cabinet's consideration of the Draft Wiltshire Housing Site Allocations Plan on 23 May 2017.	Identified as a legacy topic by ESC.
Emissions	TBC	To investigate possible scrutiny involvement in Wiltshire's emissions.	Identified as a legacy topic by ESC.
Municipal Waste Management Strategy	TBC	Work planned to develop an updated version of the current strategy. This was scheduled to take place in 2017.	Identified as a work priority.
Planning	TBC	To consider the possibility of scrutiny involvement in planning.	Identified as a legacy topic by ESC.

Activity	Date	Brief Explanation	Reason for Inclusion
Governance arrangements for the prioritisation of Community Infrastructure Levy (CIL) spending	TBC	<p>On 14 March Cabinet resolved to,</p> <ul style="list-style-type: none"> • Approve the process for the review of the Regulation 123 List and prioritising the spending of strategic funds raised through the CIL; • Agree that for 2017, the next step would be to prioritise projects for funding consistent with the current Regulation 123 List. 	To assist with the effective operation of CIL and ensure open and transparent decision making in the allocation of strategic CIL funds.
Highways and Street Scene Task Group	Final Report – Autumn 2017	<p>To support the service in developing a framework for the whole service (as per peer review) and ensure that the performance framework includes measures of members of the public's satisfaction / wishes;</p> <p>To consider the proposed Key Performance Indicators and monitoring of the new contract to ensure that the experience of members of the public is taken into account;</p> <p>To monitor the implementation of the contract whilst considering how the monitoring of the delivery of the contract should be reported to the Environment Select Committee once the task group has completed its work.</p>	Identified as possible legacy topic by ESC
Re-Commission of Housing Service Support Contracts Rapid Scrutiny	Final Report – 20 June	N/A – Rapid scrutiny exercise to discuss the approach when procuring new services under Option 3, and to help shape the outcomes required and the substance of what to commission.	Identified as possible legacy topic by ESC

7. On 24 May 2017 an OS councillor induction event was held and attendees were asked what key issues were raised by constituents during the election period. The list of issues put forward will be considered by Management Committee on 6 June 2017, including whether OS might add value, and updates will then be provided at the other select committees' first meetings where appropriate.

Appointments to Task Groups and Rapid Scrutiny Exercises

8. The Committee may wish to appoint or re-appoint members to those activities it decides should continue. As a number of vacancies have arisen following the elections, the Committee may wish to simply re-appoint those members who remain on the Council subject to their wish to continue and authorise the chairman and vice-chairman to fill any vacancies following expressions of interest. The previous memberships are listed below.

Highways and Streetscene Task Group

Cllr Peter Evans

Cllr Bob Jones MBE

Cllr Gordon King

Cllr Tony Trotman

Cllr John Walsh

VACANCY

Re-Commission of Housing Service Support Contracts Rapid Scrutiny

Cllr Mike Hewitt

VACANCY

Next steps

9. In order to use OS's resources most effectively, the OS work programme should primarily be aligned to the council's agreed strategic priorities. It is therefore timely that a new council Business Plan is being developed and will be presented to the Management Committee for input at an extraordinary meeting on 21 June. The final version will then be presented for approval by Cabinet on 3 July and adoption by Full Council on 11 July.
10. The new Business Plan will set out the council's priorities for the next ten years and should therefore be influential in developing an OS work programme that delivers maximum value for the people of Wiltshire. To facilitate this further, Management Committee has supported discussions between the select committee chairmen and vice-chairmen with the Executive and directors to gain a more informed understanding about priorities and plans. These will take place following Full Council's agreement of the new Business Plan and outcomes the meetings will be reported back to the Committee for discussion. The Committee may then want to agree further opportunities for discussing its work priorities.
11. The OS work programme should be viewed as a live document that is constantly reviewed and updated. It will be reported to every meeting of the Management Committee and relevant parts to the respective select committees. The Committee will need to be mindful of the capacity of councillor and officer resource when determining its work programme.

Proposal

12. To consider the scheduled Committee activity agreed by the OS Management Committee (see paragraph 7), formally re-establishing task groups where appropriate;
13. To appoint the memberships of the relevant task groups and rapid scrutiny exercises and authorise the Chairman and Vice-chairman to name members to fill any vacancies following expressions of interest;
14. To note that a new council Business Plan will be brought to Full Council on 11 July, which will be influential in shaping the new OS forward work programme;
15. To support early discussion between the Chairman and Vice-Chairman with Cabinet members, portfolio-holders and directors (following adoption of the new council Business Plan) to gain a more informed understanding about Executive priorities, with outcomes reported back to Committee.

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