

CITY OF  
WOLVERHAMPTON  
COUNCIL

# Climate Change, Housing and Communities Scrutiny Panel

28 September 2023

**Time** 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny

**Venue** Committee Room 3 - 3rd Floor - Civic Centre

## Membership

**Chair** Cllr Anwen Muston (Lab)  
**Vice-chair** Cllr Wendy Dalton (Con)

### Labour

Cllr Mary Bateman  
Cllr Greg Brackenridge  
Cllr Sally Green  
Cllr Jeszemma Howl  
Cllr Linda Leach  
Cllr Barbara McGarrity QN  
Cllr Rohit Mistry  
Cllr John Reynolds

### Conservative

Cllr Stephanie Haynes  
Cllr Andrew McNeil

Quorum for this meeting is three Councillors.

## Information for the Public

If you have any queries about this meeting, please contact the Scrutiny Team:

**Contact** Earl Piggott-Smith  
**Tel/Email** earl.piggott-smith@wolverhampton.gov.uk  
**Address** Scrutiny Office, Civic Centre, 1<sup>st</sup> floor, St Peter's Square,  
Wolverhampton WV1 1RL

Copies of other agendas and reports are available from:

**Website** <http://wolverhampton.moderngov.co.uk/>  
**Email** [democratic.services@wolverhampton.gov.uk](mailto:democratic.services@wolverhampton.gov.uk)  
**Tel** 01902 555046

Some items are discussed in private because of their confidential or commercial nature. These reports are not available to the public.

*If you are reading these papers on an electronic device you have saved the Council £11.33 and helped reduce the Council's carbon footprint.*

# Agenda

## Part 1 – items open to the press and public

*Item No.*    *Title*

### MEETING BUSINESS ITEMS

- 1            **Welcome and Introduction**  
[The Chair to welcome everyone to the meeting.]
- 2            **Meeting procedures to be followed**  
[The Chair will explain how the meeting will proceed.]
- 3            **Apologies**
- 4            **Declarations of interest**
- 5            **Minutes of the previous meeting (27.6.23) (Pages 3 - 14)**  
[To approve the minutes of the previous meeting as a correct record]

### DISCUSSION ITEMS

- 6            **West Midlands Local Transport Plan Status - Reimagining transport in the West Midlands** (Pages 15 - 30)  
[Alex Greatholder, Principal Policy and Strategy Officer (TfWM)]
- 7            **Wolverhampton Homes - Customer Engagement - briefing** (Pages 31 - 36)  
[Julie Haydon, Director, Corporate Services (Wolverhampton Homes), to present report]
- 8            **Wolverhampton Homes – Building and Asbestos Safety** (Pages 37 - 44)  
[Ian Gardner Director of Property Services and Simon Bamfield, Head of Assets and Stock Investment (Wolverhampton Homes) to present report]
- 9            **Climate Change, Housing and Communities Scrutiny Panel - Draft Work Programme 2023-2024** (Pages 45 - 48)  
[Earl Piggott-Smith, Scrutiny Officer, to present report]

# Climate Change, Housing and Communities Scrutiny Panel

Agenda Item No: 5

## Minutes - 27 June 2023

### Attendance

#### Members of the Climate Change, Housing and Communities Scrutiny Panel

Cllr Mary Bateman  
Cllr Greg Brackenridge  
Cllr Wendy Dalton (Vice-Chair)  
Cllr Sally Green  
Cllr Stephanie Haynes  
Cllr Jeszemma Howl  
Cllr Linda Leach  
Cllr Barbara McGarrity QN  
Cllr Andrew McNeil  
Cllr Rohit Mistry  
Cllr Anwen Muston (Chair)  
Cllr John Reynolds

#### In Attendance

Cllr Steve Evans

Cabinet Member for City Housing

#### Employees

William Humphries  
James Turner  
Emma Caddick  
Hannah Pawley  
Anthony Walker

Service Manager – Private Sector Housing  
Environmental Health Team Leader  
Service Manager - Environmental Health  
Head of Communities  
Homelessness Strategy and External  
Relationships Manager

---

## Part 1 – items open to the press and public

*Item No.*    *Title*

- 1        **Introduction and Welcome**  
Cllr Anwen Muston, Chair, welcomed everyone to the meeting and advised it was also being live streamed to the press and public.
- 2        **Meeting procedures to be followed**  
Cllr Muston explained the process to be followed during the meeting for asking questions.
- 3        **Apologies**  
The following apologies were received for the meeting:  
  
Chris Howell, Commercial Regulation Manager

**4 Declarations of interest**

There were no declarations of interest recorded.

**5 Minutes of the previous meeting (16. 2.23)**

That the minutes of the meeting held on 16 February 2023 be approved as a correct record.

**6 Rough Sleeper Update**

The Chair invited Anthony Walker, Head of Homelessness and Migration, to give the presentation.

The Head of Homelessness gave the Government's definition of the phrase 'rough sleepers' which refers specifically to people either sleeping or about to bed down in the open air or public spaces which would not be deemed as accommodation.

The Head of Homelessness advised the panel that people do habitually rough sleep despite having secure accommodation and reassured members that the outreach service offers every individual help to access support services and housing.

The Head of Homelessness advised the panel that the Rough Sleeper Annual Count took place on Thursday 10 November 2022 between 11:45pm to 2:30am across five locations in the City.

The Head of Homelessness commented that there has been a slow reduction in the numbers of rough sleepers over the last few months after an increase in numbers during autumn 2022.

The Head of Homelessness advised the panel that an organisation P3 have been commissioned to provide rough sleeper services for the City until April 2025. The service is delivered in partnership with other voluntary and community sector organisations.

The Head of Homelessness advised that the life expectancy for people sleeping rough is considerably lower than the national average, 43 years for women and 47 years for men, in comparison to 82 years women and 79 years for men in the UK. In addition, people with a history of rough sleeping experience severe mental health inequalities when compared to the general population.

The Head of Homelessness commented on trends highlighted in the survey, some of which are more challenging to address due to additional factors, for example, personal choice or complex immigration status or substance misuse. The Head of Homelessness added that most individuals sleeping rough in Wolverhampton are not homeless and have accommodation options, but issues such as mental health or substance misuse is a barrier to them using their settled accommodation.

The Head of Homelessness commented on the findings from monthly survey count detailing the numbers of people regularly sleeping rough in Wolverhampton. The monitoring findings are submitted to the DLUHC. The monthly figures have remained low since November 2022.

John Denley, Director of Public Health, commented on the improvements in reducing the number of people sleeping rough when compared to the situation four years ago where 35 people were recorded as sleeping rough.

The Director highlighted the challenges facing the professional service, for example, providing support to people with dual diagnosis – a very significant substance misuse and acute mental health issues in terms of them being able to access appropriate support services.

The Director added that in this example, unless you can stabilise a person's mental health situation it will be a challenge to address their substance misuse issues and vice versa. The Director commented on the efforts of the service and the wider partnership to reduce the numbers of people rough sleeping to single figures, despite the current economic challenges.

The Head of Homelessness outlined the details of ongoing and upcoming projects and key dates to note and highlighted the success of the 'peer mentors' project which has helped someone get full time employment.

The Head of Homelessness commented on the success of Peter Bilson House and advised the panel that 22 people are in settled rooms and 11 residents on site. The home will be fully occupied by the end of July 2023. The panel were invited to visit the building to see the work being done to provide settled and emergency accommodation for people with a history of rough sleeping.

The Head of Homelessness commented on the work being done to respond to the increase in street and aggressive begging at traffic lights along the main routes into the City. The Head of Homelessness outlined the range of enforcement action options to deal with the issue of street and aggressive begging. The aim, however, is to use enforcement powers in limited circumstances and to encourage positive alternatives to begging, such as selling the Big Issue.

The Head of Homelessness welcomed suggestions from the panel about how to address the issue of rough sleeping.

The panel were invited to comment and endorse the approach to rough sleeping as set out in the presentation.

A panel asked for advice to members of the public about what they should do when approached by a beggar and further details about the reasons for the increase in May 2023 of the numbers counted as regularly sleeping rough compared to the April 2023 count.

The Head of Homelessness advised the panel that the purpose of the count is not simply to identify people but to offer support and working with them to find accommodation. Most people included in the count have since been accommodated with the support of local organisations. The Head of Homelessness commented that if the individual does not want to work with the service, then continued efforts will be made to try and engage with them and offer support.

The Head of Homelessness advised the panel that the service wants to work with public in encouraging people rather than give money but to having a conversation with them and advising them to contact the organisation P3 for information and

support. The Head of Homelessness offered to give panel members cards for the organisation that can be given to the public.

The panel discussed the issue of begging in specific areas and concerns of residents feeling intimidated when approached in cars at traffic lights and that the situation was likely to increase in response to the financial crisis.

The Head of Homelessness referred the panel to the presentation slide which outlined the three elements of the strategy to respond to street and aggressive begging.

The Head of Homelessness commented about concerns about increase in homelessness and advised the panel that a new homeless strategy is being developed. The review will not just focus on rough sleepers but wider issues such as how do we get more affordable accommodation? How do we get the private sector to work for us? How do we support people to stay in their properties? The Head of Homelessness offered to present the strategy for comment to a future meeting of the panel.

The Director of Public Health commented in response to concerns about increase in the number of people begging about the changing pattern of street begging pre and post covid and the shift from the city centre to begging at busy street junctions.

The Director added that the key message to the public is that they should not give people begging for money, but if they did then the option of alternative giving option and the importance of giving people the P3 cards. The importance of reinforcing this message to the public in helping to break the cycle of sleeping was highlighted.

The panel shared individual experiences when trying to work or engage with people sleeping rough or begging in their wards and the challenges it presents. The Director commented on the change in the reasons for people begging and the importance of encouraging them to contact appropriate services rather than the public give money which reinforces the behaviour.

A panel member queried the reference in the presentation to two people being released from prison who had been included in the rough sleeper annual account as they would need an address before they would be released.

The Head of Homelessness commented on the case of people being released from prison referred to in the rough sleeping survey who become homeless, and this was not unusual. A person may have an address before they leave prison where they stay, but the person offering the accommodation can later change their mind, and the ex-offender is then asked to leave.

The Head of Homelessness reassured the panel about work of joint project with the probation service to provide accommodation for ex-offenders where they can be supported. The importance of getting someone into accommodation with appropriate support asap was highlighted in helping to reduce the risk of reoffending.

A panel queried the definition of the phrase 'regularly sleeping rough' referred to in the presentation slide on single night figures. The Head of Homelessness advised the panel that the count would include a count on one night, and the approach of the service is that a person should not have to spend a second night. The service will work with the homeless person to find alternative accommodation to prevent this.

A panel member expressed concerns about the increasing numbers of people experiencing homelessness as result of the housing financial crisis and queried the plans of the City to prepare for this. A panel member also queried the reference in the rough sleeper annual count which listed two people undergoing an immigration process and wanted assurance about plans to prevent a repeat of this.

The Head of Homelessness advised the panel that reason for people undergoing an immigration process referred to in the count was due to issues relating to their visa application which led to them being homeless. The panel were reassured that the situation was quickly resolved as was considered to be an exception.

The Head of Homelessness commented that in terms about the level of preparation for possible increased in homelessness that the focus of current work is securing as much affordable accommodation as possible. There are discussions ongoing with colleagues in housing to identify what is needed and how to make accommodation as affordable as possible across the City, the work includes the conversion of office blocks into apartments.

A panel member queried the work done to check the suitability of accommodation for ex-offenders to determine if the is still available.

The Head of Homelessness commented on the emotional impact when a family member or partner decides that a person can no longer stay at the property and advised the panel about discussions with Probation Service to think about alternatives. The Head of Homelessness commented on the importance of having early conversations to get a realistic view of how long an ex-offender could stay at the property. The Head of Homelessness added that the number of people leaving prison without an address is very small but accepted that there is more work to be done with colleagues in Probation Service to prevent this situation.

A panel member queried what more could be done to encourage members of the public not to give money to people who are begging. The Head of Homelessness advised the panel recognised the difficulty the situation creates for people responding to someone in distress and this was also a challenge for the service. The Head of Homelessness encouraged people to donate to alternative giving rather give the person money for the reasons given earlier by the Director.

A panel member queried the effectiveness of the publicity about P3 Cards and the alternative giving scheme and wanted to better understand the ideas being considered to promote their use with the wider public. The panel member also queried the process for reporting incidents of aggressive begging or people sleeping rough.

The Head of Homelessness advised the panel that rough sleepers can be referred using the <https://www.streetlink.org.uk/> website and the information will be shared with linked organisations that can offer support. The work is supported by a rough sleeper's coordinator who can deal with any concerns from the public.

A panel member welcomed the opening of Peter Bilson House and praised the quality of the facilities but queried the reason for the delay in not achieving full occupancy till July 2023. The Head of Homelessness advised the panel that each person referred will have to be interviewed which has caused a delay, but the building is scheduled to be fully occupied by July 2023.



A panel member queried the length of time a person could stay in an emergency bed before being moved to alternative accommodation. The panel member also queried the causes of homelessness and the support offered to young people in this situation to give them the skills needed to manage independent living.

The Head of Homelessness advised the panel that the causes leading to homelessness are varied and complex and reassured the panel that it is rare for a former care leaver in Wolverhampton to become a rough sleeper due to the level of support offered, which is very commendable for the service.

The Head of Homelessness advised the panel that a person can stay in emergency accommodation for a week before being moved to different supported accommodation or their own property. The aim is to move people as soon as possible from emergency beds due to the level of demand.

A panel member shared examples of residents building relationships with people sleeping rough and the help given to them. The panel member commented on the difficulty for residents when trying to make referrals to streetlink website which asks questions about the person which they cannot answer, for example, have you physically seen this person sleeping rough?

The Head of Homelessness commented that getting access to support and advice should be made as easy as possible. The information requested when making a referral is needed before starting work with the individual to have a better understanding of the situation if the person is not known to the service.

The Head of Homelessness welcomed the comments and acknowledged the important role of residents in building trust with people sleeping rough in helping them to engage with the service.

The Head of Homelessness agreed to review the current arrangements in response to the point raised and would support changes that will help reduce delays in people accessing support needed.

A panel member queried if the service had all the resources needed and if there were any gaps in provision.

The Director commented that the service would always welcome extra resources and highlighted the important work of the current partnership working arrangements and the benefits of this for the City.

The Director commented that the service would benefit from a stabilised public health grant allocations to local authorities and a move away from yearly awards. The Director commented on the pride in the partnership work between the Council and partner agencies to support people sleeping rough.

The panel thanked the presenters for the report.

Resolved:

1. The panel endorse the approach to rough sleeping as outlined in the presentation.
2. The panel support opportunities for a one Council and city-wide approach to street and aggressive begging.
3. The Head of Homelessness to note the comments of the panel.
4. The Head of Homelessness to arrange dates for a visit to Peter Bilson House.



## 7 **Community Safety Strategy Consultation**

The Chair invited Hannah Pawley, Community Safety Manager, to present the report

The Community Safety Manager presented the draft Community Safety Strategy consultation document for comment. The Community Safety Manager explained that the strategy was informed following a workshop session in March 2023 with members of Safer Wolverhampton Partnership (SWP) Board to agree the priorities.

The Safer Wolverhampton Partnership is a statutory board which was established under the Crime and Disorder Act 1998. A key responsibility of the partnership board is to develop a strategic plan around how the City is going to address crime and disorder issues. The current strategy is due to expire in 2023.

The document was now being presented to share with panel members about the proposed direction of travel for the strategy.

The Community Safety Manager advised the panel that the document is a multi-agency strategy

The Community Safety Manager commented that a decision was made to widen the board membership. There are resident representatives and voluntary sector and regional bodies on the SWP Board. There is an understanding that the priorities of the partnership need to be flexible to be able to respond to emerging crime trends or legislative changes.

The Community Safety Manager gave a summary of the six SWP strategic priorities and commented on the expected achievements and how success will be measured.

The Community Safety Manager commented on the key considerations or challenges to achieving the priorities, for example, a challenge was how to measure the effectiveness of a strategy which is centred around prevention, how to align the priorities with other strategic priorities to avoid the risk of duplication.

The Community Safety Manager commented on the responsibilities of Wolverhampton Safeguarding Together, Safer Wolverhampton Partnership Board and the Health and Wellbeing Together Board and their responsibilities for the local delivery proposals outlined in the presentation.

The Community Safety Manager commented on the key partners, stakeholders, and communities to be consulted with about the draft strategy and the proposed timeline for endorsing the document. A report will be presented to Cabinet in October 2023 for approval of the community safety strategy.

The Community Safety Manager commented on the role of local communities to influence the delivery of the strategic priorities. A series of community online consultation meetings planned which will also be promoted amongst key partners.

The Community Safety Manager advised the panel that there has been a review of the Partners and Communities Together (PACT) and commented that the groups were not considered to be effective everywhere. The role of PACT was considered to have a key role in supporting and delivering the priorities in the strategy

The Community Safety Manager added that there was also the issue of inconsistency in terms of members of the public and partner organisation representative at PACT meetings.

The proposed changes are aimed at increasing attendance while accepting that there is not a one size fits all approach for each of the PACT areas.

The Community Safety Manager advised the panel that starting in July 2023 there are plans to consult with ward councillors to get initial thoughts and the responses would then be used to produce a draft strategy. The aim was to bring the issue to the scrutiny panel first to give members the opportunity to comment on the plans at an early stage.

The Community Safety Manager was open to comments and that the structure could be very different once the strategy has been developed.

The Community Safety Manager advised the panel that there are plans for a period of three to four months of public consultation. The panel were asked to comment on the strategic priorities and any thoughts on further engagement with the public to help inform the development of the strategy.

The Community Safety Manager suggested a further report on the outcome of the consultation be presented to a future meeting.

The panel were asked to comment on the draft Community Safety Strategy.

The Chair thanked the presenter for the report.

A panel expressed concerns about the effectiveness of the plan to use online consultation and suggested that traders' markets days would be a good opportunity to consult with public about the plans. The issue of low attendance at PACT meetings was also highlighted as a concern and the need to improve communication with the public.

A panel member suggested that Councillors could be involved in distributing leaflets in the wards or using local libraries to help encourage people to contribute to the ideas for replacing PACT meeting during the consultation.

The panel highlighted the important role on Councillors in making a success of replacement for PACT meetings in the future.

The Community Safety Manager welcomed the feedback on PACT and accepted the need to review how it is promoted online as many people who attend meetings may not access services online.

The Community Safety Manager added that the service is trying to engage more with local businesses to display leaflets to promote PACT meetings with the aim of increasing attendance.

A panel members expressed concern about the decision to cancel PACT meetings at short notice to which residents had been invited and stressed the need to try and re-engage them. A panel member suggested dates for the year should be sent in advance to residents and new ideas considered to engage them.

A panel expressed concern about the decision to cancel planned PACT meetings which were then re-started for a start time of 2pm which was difficult for people

working to attend. The low attendance by police at PACT meetings was highlighted as an issue.

A panel member asked for details about preventative work aimed at improving the safety of women and girls outlined in the presentation.

The Community Safety Manager outlined the work being done in schools which is being delivered by specialist providers. A current programme being run in schools is Men at Work which is aimed at boys and young men and focuses on addressing problematic views on masculinity and misogyny. There is also a parallel programme called Expect Respect, aimed at young women and girls, which discusses how to manage a range of situations, for example, consent and the right to say no if they are not feeling comfortable. The plan is to increase the number of programmes so more people can access it both within schools and in non-education settings.

A panel member commented on the challenges facing residents when making a complaint about incidents of ASB who are expected to record incident diaries for three to four months and that it was very unlikely at the end that this would lead to an eviction due to the threshold for Court action. The panel member wanted further action to address the issue of ASB in the strategy and expressed concern about the lack of reference in the strategy to actively involving the fire service, given its powers to enter a property for safety checks and a positive public image.

A panel member commented on the recent announcement at the National Fire Chiefs Council that every fire station will be a place of sanctuary which can be used when someone is worried about their safety at night by ringing the fire station door and help will be provided. There is a phone on the outside of every fire station that will go direct to fire control for help.

The Community Safety Manager agreed with the comments about the important role of the fire service and agreed to take the issues highlighted back to the SWP Board for discussion.

A panel member queried the use of percentages in slides for number of cases involving public place violence and suggested the actual numbers are a better indicator of the change over time.

The panel member also queried the lack in the presentation of any reference to KPIs and suggested this should be included to understand and assess the impact of the strategy in making progress to achieving the SWP strategic priorities. The panel member asked for details of performance measures to be shared.

A panel member expressed concern about the lack of information about a recent stabbing incident in the ward and asked that to better support residents such reports should be shared. The member expressed similar concerns that Wolverhampton Homes do not regularly share such information with Councillors in a more consistent and concise way.

The Community Safety Manager advised the panel that there are specific KPIs in the strategy as the aim was to add them when the strategy has been further developed. There will be a specific action plan and performance framework with an accountable owner who will be reporting regularly on progress.

The Community Safety Manager agreed to check this as her understanding was that monthly crime reports were being shared with Councillors and would also query with Wolverhampton Homes about the sharing of their crime and community safety data with Councillors.

A panel member commented on the impact of drugs misuse and the sale of drugs on streets and complaints about the police not responding to calls from the public. The issue of a fear of retribution for reporting drug matters to the police was highlighted and suggested that the public need more support and encouragement to do so. The panel member commented on the importance of good police communication about the work they are doing and assurance that they will act on reports.

The Community Safety Manager agreed with the importance of good communication which is a central theme across all the SWP strategic priorities.

The panel agreed that a revised draft of the consultation document should be shared with the panel to comment before it is presented to the SWP Board.

The panel thanked the presenter for the report.

Resolved:

1. The panel agreed to endorse the proposed consultation process.
2. The Community Safety Manager to note the comments changes to PACT meetings to be noted.
3. The Community Safety Manager to note the comments on the panel on the draft Community Safety Strategy and provide information requested.
4. The Community Safety Manager to present a final draft of the consultation document before it presented to the SWP Board for approval.

## 8 **Climate Change, Housing and Communities Scrutiny Panel - Draft Work Programme 2023-2024**

The Chair invited Earl Piggott-Smith, Scrutiny Officer, to present the report.

The Scrutiny Officer advised the panel that the report outlines the agenda items for the remainder of the municipal year. The work programme will be updated to reflect the previous discussions on the agenda.

The Scrutiny Officer advised the panel that suggestions were welcome on specific areas that members would like reports to cover and any new topics that they would like to be added.

A panel member suggested a report on the future of PACT meetings be added to the panel work programme for November 2023.

A panel member suggested a report on aids and home adaptations as there was concern about 220 estimated people waiting for an occupational health assessment and the impact that this is having on the health and wellbeing of people, affected by the delay. The panel highlighted the issue of people living in a property which cannot be adapted and who are finding it difficult to get a transfer to a suitable property where this work could be done. As a result, they are having to wait several years to find a suitable property through the housing transfer system.

A panel member suggested adding an extra meeting to the panel work programme in October 2023.

The panel thanked the presenter for the report.

Resolved:

1. The Scrutiny Officer to update the draft work programme.
2. The panel agreed to add an extra date to the panel work programme to be held in October 2023.

## 9 **Improvement of Housing Standards through Licensing**

The Chair advised the panel that the agenda was exempt. The Panel agreed the following resolution

That in accordance with Section 100A (4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following item of business as they involve the likely disclosure of exempt information on the grounds shown below

This report is exempt from publication under Schedule 12A of the Local Government Act 1972 (as amended), Part 1, Paragraph 6a.

The Chair invited William Humphries, Service Manager Private Sector Housing and James Turner, Environmental Health Team Leader, to present the report.

Steve Evans, Cabinet Member for City Housing, outlined the background to the proposals and expressed support for the plan to improve housing standards in the private sector.

The panel discussed the proposal to introduce a housing licensing scheme.

The panel discussed the risks and benefits about the introduction of the scheme.

The panel thanked the presenters for the report.

Resolved:

1. The panel agreed to support the proposals outlined in the presentation to introduce a housing licensing scheme in Wolverhampton.
2. The Service Manager Private Sector Housing to consider the panel comments on the proposal.
3. The panel agreed to receive a further report on plans to a meeting in February 2024.
4. The Service Manager Private Sector Housing to present an update six months after any proposed housing licensing scheme has been implemented.

This page is intentionally left blank

# Reimagining transport in the West Midlands

Area Strategies Interim Update

## City of Wolverhampton Council

Climate Change, Housing  
and Communities Scrutiny  
Panel

28 September 2023

### Alex Greatholder

Principal Policy and Strategy Officer

[alex.greatholder@tfwm.org.uk](mailto:alex.greatholder@tfwm.org.uk)

Agenda Item No: 6



# What is the LTP?

Statutory transport plan covering the 7 constituent authorities

Duty of WMCA as the Local Transport Authority

WMCA and 7 constituent authorities must implement the plan

Plan is developed in partnership – constituent authorities and more

The metropolitan area



Carries weight in public policy decision making – including local planning functions

Key document for making the case for funding

# What have we done?

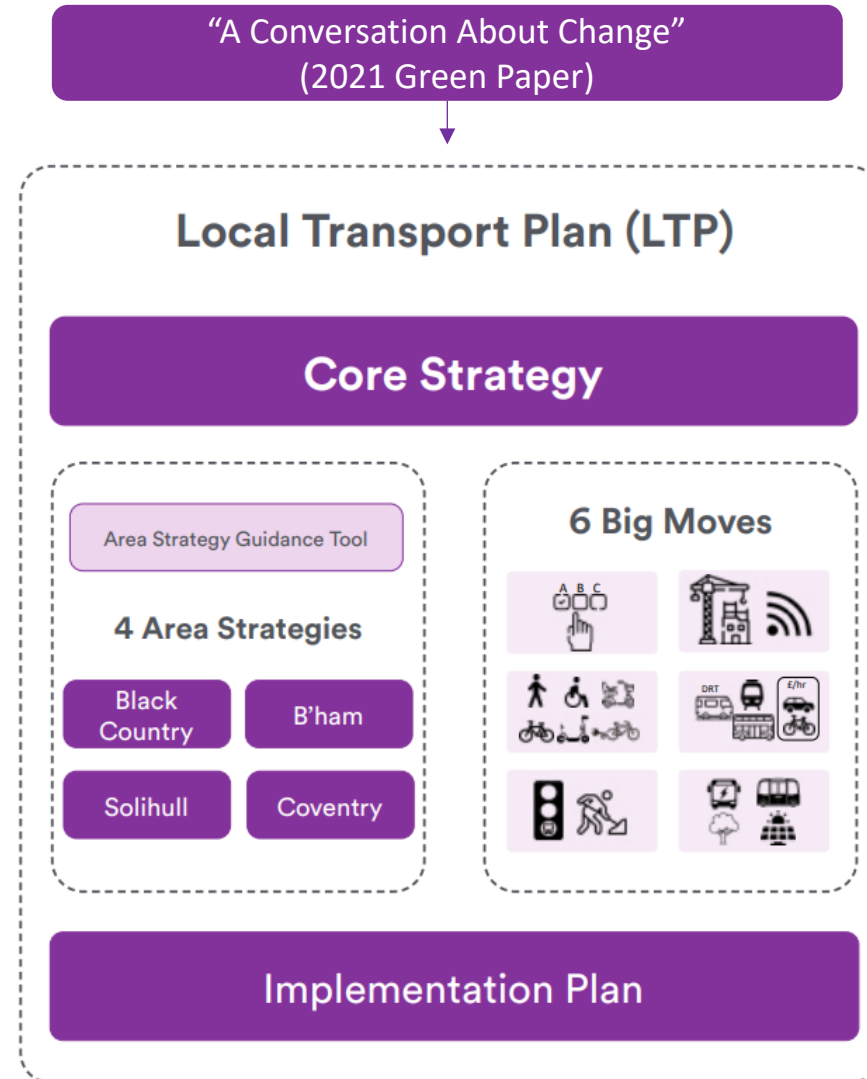
[tfwm.org.uk/wmltp5](https://tfwm.org.uk/wmltp5)

- **WMLTP5 “Reimagining Transport in the West Midlands”** is being developed
- **Green Paper** published and consulted on (2021)
- **Core Strategy** drafted, consulted on, finalised and agreed (2022-2023)
- **6 Big Moves** drafted and consulted on (2022) to be finalised and agreed
- **Area Strategy Guidance tool** published (2022)

Currently developing **4 Area Strategies** and overall **Implementation Plan**

## Last City of Wolverhampton Scrutiny Panel

3<sup>rd</sup> March, Vibrant & Sustainable City Scrutiny Panel  
Focus on Core Strategy

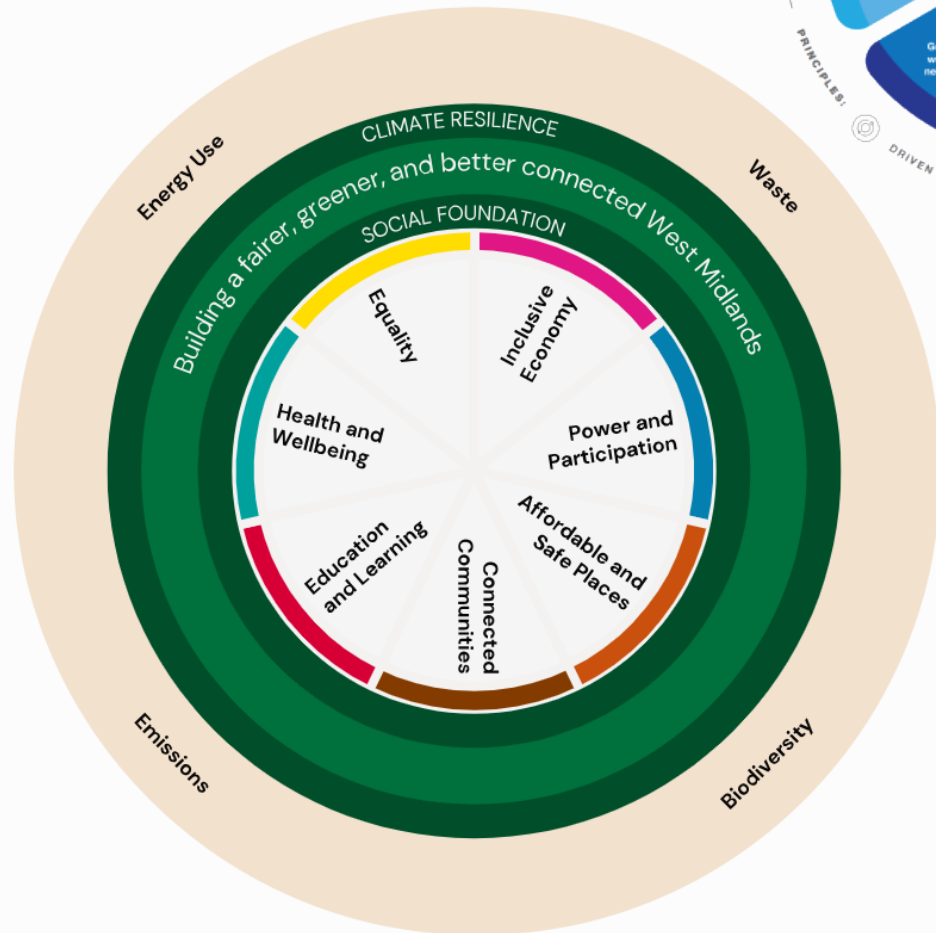


# Key principles

Our city, our plan

# Our Aims

## The Inclusive Growth Doughnut

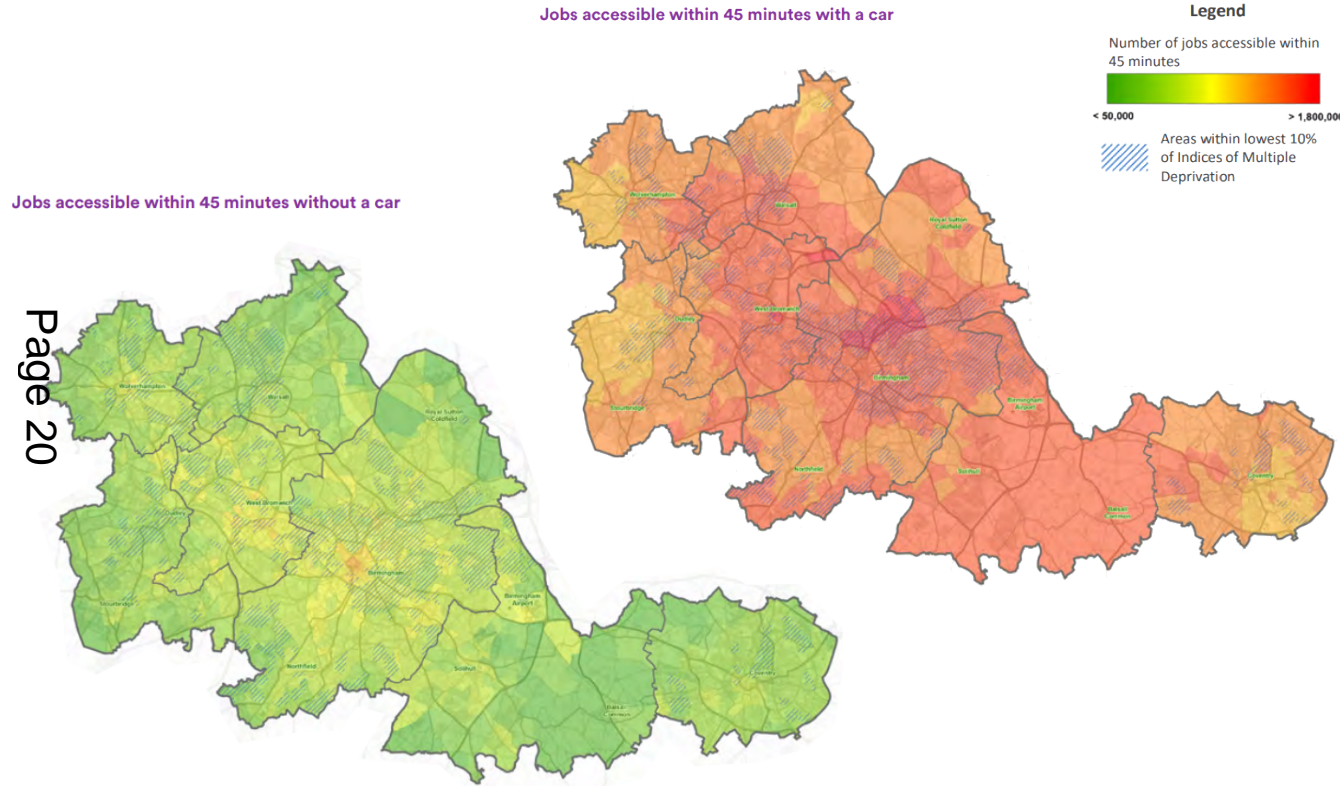


To achieve this we need to...



Out 5 Motives for Change and 3 Primary Transport Outcomes

# Our Aims



The biggest transport gap for citizens' accessibility is between those who do/don't have a car

Our LTP focuses on investing in accessibility to help people thrive without a car



Out **5 Motives for Change** and **3 Primary Transport Outcomes**

# Our Aims



“We will drive decarbonisation and transport improvements at a local level by making quantifiable carbon reductions a fundamental part of local transport planning and funding”

Reducing traffic and electrifying transport help us address many external impacts of transport.

But the climate emergency in particular requires faster action...

Our LTP focuses on what we would need to do to rapidly shift to more sustainable forms of transport and accessibility.



To achieve this we need to...



Out **5 Motives for Change** and **3 Primary Transport Outcomes**



# Our Aims

To achieve this we need to...



**So these are central to how we are developing  
and assessing area strategies.**



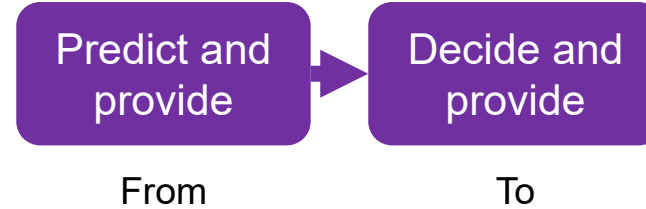
# Making an impact

## Policy – Approach – Making an Impact

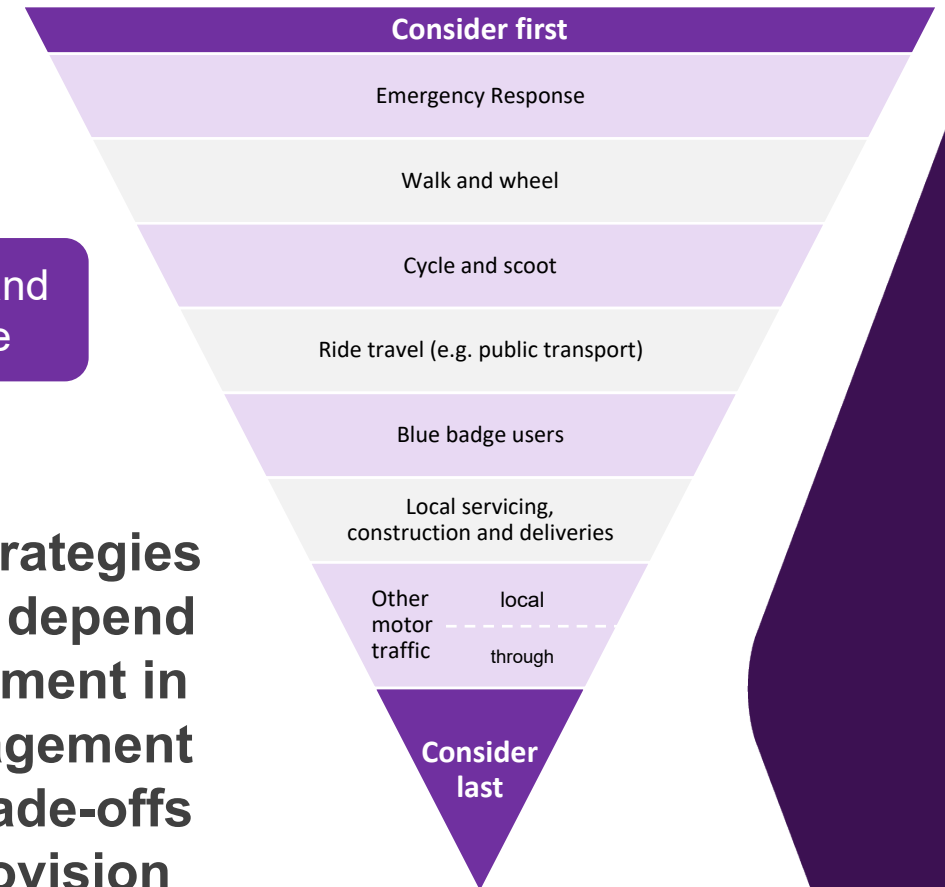
To achieve our aims and the vision – to change behaviours without compromising what people can access – simultaneous measures would be required to:

- Enable people to travel by better alternatives by investing in measures that support better access to what people need via these alternatives; and
- Manage demand by discouraging the behaviours we want to do less of using physical measures (such as allocating less space to particular vehicles), and regulatory measures (such as increasing the price of travel by particular means, restricting access to particular roads or limiting speeds).

We will take this into account when assessing the case for and impact of proposals.



**The impacts of area strategies against LTP goals will depend on the blend of investment in alternatives and management of demand, and the trade-offs we make between provision for different travellers.**



Transport for West Midlands Sustainable Transport User Hierarchy

# Accounting for uncertainty

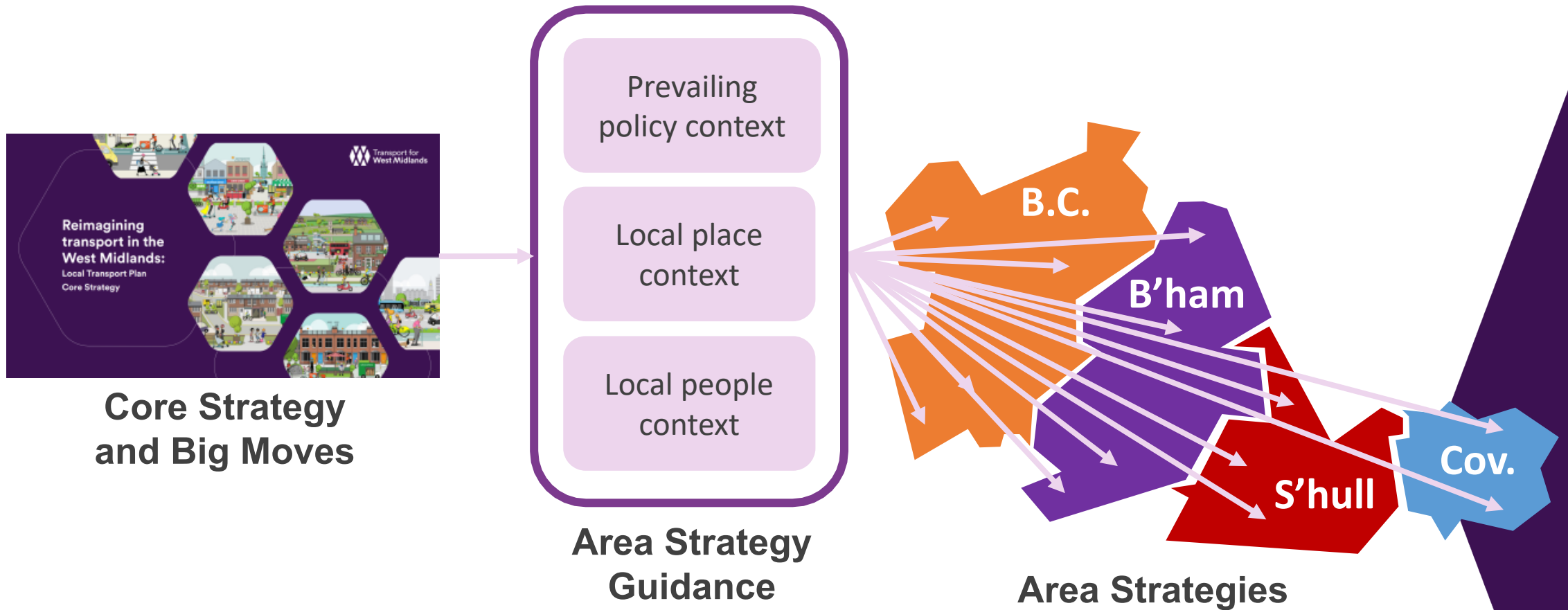
	Within local control	Bold
<b>Uncertainties</b>	Weaker national and local demand management policy	Stronger national and local demand management policy
	Lower level of funding (esp. revenue)	Higher levels of funding (esp. revenue)
<b>Implications</b>	Increase car dependence	Reducing car dependence
	Managing decline of services and maintaining the core network	Enabling aspirational levels of service
<b>Our Focus</b>	Focus on supporting those who can't drive	Focus on significant levels of behaviour change and modal shift

No regrets – supporting citizens to walk, wheel, cycle and scoot; improving the reliability of core public transport services; reallocating roadspace, priority and access; increasing the availability of charging/refuelling infrastructure for Zero Emission Vehicles.

**Area strategies will need to be resilient to the uncertainty affecting the future of transport**

# Tailored to local communities and place

Page 25



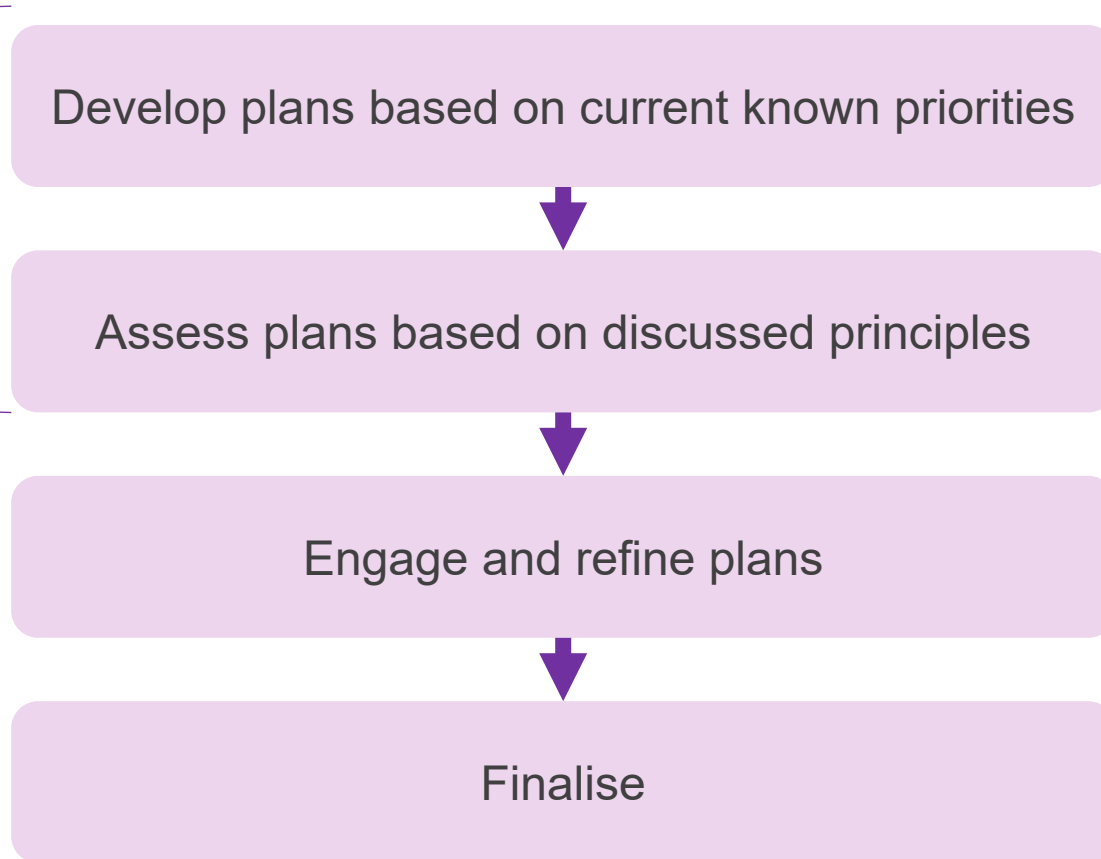
Our area strategy guidance tool is helping us zero in on what's likely to be effective based on local characteristics of places and communities

# Creating the area strategies and implementation plan

# Starting with current priorities

In progress –  
to finish in  
Winter 2023

Page 27

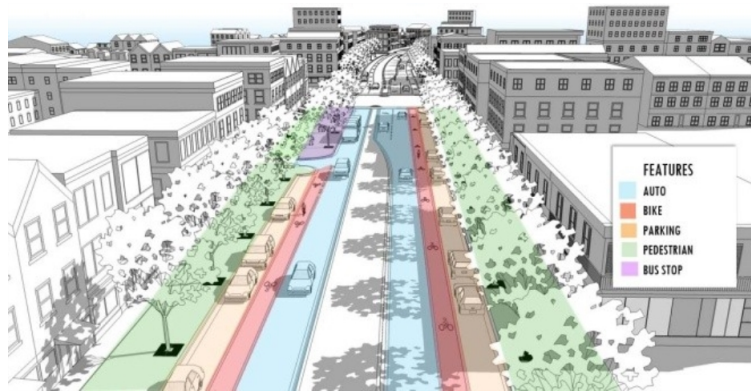


Plans will focus on two periods:

- A set of “committed” proposals for 0-5 years
- A set of “indicative” proposals for 5-10 years

Finalisation  
not planned  
until post May  
2024

# Current transport priorities



Multi-modal corridors



ZEV infrastructure

Key local issues to consider:

- Coverage of interventions (inc. local streets vs key corridors)
- Balance of investment and management of demand
- Prioritisation of space and priority



LCWIP priorities



Further rapid transit extension

Key questions to be considered:

What is the **national** and **local** role of policymakers in addressing any unwanted shortfalls in impact?

# How LTP is supporting Wolverhampton

## Making the case for current priorities

Securing and unlocking funding

## Shaping future priorities

Foreseeing consequences of uncertainty to build resilient strategy

Understanding impact of current priorities and what could address unwanted gaps

## Influencing national policy

Identifying how national policymakers can help realise our aims



# Next Steps

## November

- analytical work and area strategy drafting to conclude

## January

- engagement options report drafted
- Strategic Transport Board (STB) to direct plans for engagement

### **Further timescales dependent on:**

- Government guidance (expected for years but now may not be published until after the general election)
- STB's views on engagement
- Mayoral election (we are not proposing to finalise Implementation Plan until after)

**Adoption (after engagement) not proposed until after Mayoral election.**

# Briefing Note

**Title: Wolverhampton City Wide Customer Offer****Date: 26/09/2023****Intended Audience:**Internal Partner organisation Public Confidential **Prepared by: Julie Haydon****Job Title: Director Corporate Services**

## Purpose

The purpose of the paper is for Wolverhampton Homes to provide Committee with an update on the continued development of the customer offer, which supports the City of Wolverhampton Council's Resident Insight Strategy.

## Background

Social Housing has seen some of the most significant changes in housing legislation and regulation in recent years not least with the impact of the post incident Grenfell and Awaab Ishak reviews, alongside the publication of the Social Housing Green Paper in 2018. This paper initially set out proposals to rebalance the relationship between residents and landlords. This was followed by the publication of the White Paper; The Charter for Social Housing Residents which sets out how the government plans to ensure that residents feel safe, have a voice, live in good quality homes and that they know how and when to raise complaints.

There have also been a number of regulatory changes, that have been designed to put customers safety and voice at the heart of activity and decision making. Most recently the Social Housing (Regulation) Act 2023 received Royal Assent earlier this year. Other relevant legislation includes:

- Charter for Social Housing Residents (2021) – Regulator of Social Housing
- Fire Safety (England) Regulations (2022)
- Domestic Abuse Act (2021)
- Building Safety Act (2022)
- Housing Ombudsman spotlight reports

Effective from April 2023, landlords are also required to collect data in respect of the Tenant Satisfaction Measures which will be published by the Landlord in April 2024. These measures are designed to make performance more visible to tenants and to help tenants hold landlords to account.

The challenges facing local authorities and housing provider with the requirements and costs associated with the new legislation are a tough ask for finely balanced Housing Revenue Accounts (HRAs). Wolverhampton Homes are also facing increased financial pressures due to the ongoing economic crisis and rising costs.

With the myriad of pressure facing the housing sector, in collaboration with the City of Wolverhampton Council, Wolverhampton Homes was committed to reviewing how services were provided. This provided opportunity to engage with customers while identifying efficiencies and new ways of working to meet new and changing customer demand and expectations. This approach "Our Future" detailed a number of ways in which Wolverhampton Homes would work to ensure that service delivery better reflects the needs and wants of the communities we serve.

It has been important for Wolverhampton Homes to understand customer preferences, and a STAR survey was undertaken to understand customer contact and access needs. A number of customer contact options were presented, including new ways of delivering our services - which would result in the cessation of services through One Stop Shops. Almost three quarters of customers felt the proposed new customer service model would have a mostly positive impact on them. Many statutory authorities were also moving towards a model that supports customers' needs through other methods of contact.

In line with the council's Relight Our City campaign at that time, the joint decision was made to move towards a city-wide hub approach to work towards an improved outreach offer to customers. Communication in October 2021 to Councillors, staff and customers identified the approach was to make the best use of the city's community assets, for example community centres and libraries, to ensure that our customers have access to services in a way, and at a time, that suits them which are also aligned to the council's delivery model. This work continues.

Wolverhampton Homes continues to provide a frontline service within the council's customer services outlet where we are able to support those customers with more complex needs and which has received positive feedback.

Our experience through surveys, consultation, and other insight, demonstrates that the majority of customers do not wish to have contact with us on a face-to-face basis. Many prefer other methods. However, where customers do request face to face support, we are able to make the necessary arrangements.

We continue to work on reducing call waiting times, complemented by a number of digital advances, including the launch of a new customer app, should support a further reduction to those customers currently contacting Wolverhampton Homes by telephone.

The Our Future plans continue to progress in relation to customer contact and access with a number of workstreams including end to end customer journey mapping, repairs workshops and a tiered approach to customer contact (first point resolution). Our customer contact centre is integral to the work that the company delivers and supports the scheduling and productivity of work. It was also agreed that additional research would be undertaken to ensure we fully understand the needs of some of our most vulnerable customers across the city to enable a tailored approach.

Customers have also told us how important it is to have their questions answered and queries resolved at the earliest point, which has driven the approach to deliver a one touch customer experience, recognised that the increasing demand for services needs to be underpinned with the right technology and advances with system development. This will provide opportunity for customers that wish to digitally interact with us, the option to do so via the new customer app.

## **Activity**

An outline of the activity to date is detailed below.

Customer Experience drives the Our Future plans, and this has seen a focus on:

- Community involvement
- Complaints handling
- Contact and access needs.
- Out of hours service provision
- Corporate social responsibility
- Councillor enquiries

The new customer offer has been developed to provide a Customer Contact strategy which brings together a number of action plans associated with a number of workstreams across the business. This will be shared with the WH customer panel for consultation.

Work has continued with the workstream action plans, and the city has also developed the city-wide resident insight strategy, to provide a one city approach for all managing agents with the aim to further drive the customer offer across the city. Wolverhampton Homes feeds into this strategy.

In relation to the WH delivery plans, please see attached actions to date for information - see Appendix 1.

## **Future development**

Despite significant market uncertainty, housing providers continue to play a huge part in helping to tackle the housing crisis. Further to the Grenfell tragedy, we will continue to see a transformation of the sector and a drive for continued policy change. That, along with the Hackitt Report and the xxx of the political and economic landscape, there are potential knock-on effects to public funding, as well as the availability of materials and labour resource.

As we have seen, welfare reform has had a significant impact on many housing tenants with a raft of changes to benefits some years ago. These changes will continue to contribute to a huge number of people classed in great need: overcrowded accommodation, living with disabilities or ill health, rough sleeping, and homeless and temporary accommodation.

With a lack of affordable housing stock and key risk factors for tenants including fuel and food poverty and lack of access to social care, it is a key challenge to be able to maximise income whilst helping to minimise the risk to our tenants.

The future of customer engagement is built on true consultation and mutual trust between us and our customers and as such, we must listen and act together. Customers must feel valued and know that their input will lead to meaningful change. This requires a change of mindset at Wolverhampton Homes, led from the top, that putting customers first, is the role of everyone in the company.

The use of customer insight and segmentation will allow us to build a deeper and more nuanced understanding of our customers than previously seen and we are looking at ways of analysing the data we hold by demographics such as location, tenant type, tenancy length, age, income etc., but also by persona – what are the wants and needs of our customers that drive satisfaction and dissatisfaction across all touch points of the customer lifecycle: selection, sign up, moving in, managing the home, moving out.

How we engage with our staff to create a customer drive culture is as important as how we engage our customers. We will listen to our employees and partners, empower them to deliver and put the customer first, improve our digital and systems and provide the required training and development.

In creating our customer contact strategy, in line with, and supporting the City’s Resident Involvement strategy, future plans to ensure that customers are at the heart will see activity under the following four objectives:

1.	Create opportunities for customer voice to ensure more customers are heard
2.	Embrace customer-driven decision making
3.	Develop our customer offer
4.	Improve our own productivity and performance (reducing customer effort)

To enable us to deliver on a:

- modern customer engagement framework to inform all parts of our organisation.
- cultural shift to a customer-driven business, powered by our right first-time approach.
- customer performance culture, built with clear guidelines and tools, supported by new technology and training.
- more trusting relationship with customers, where they are treated as equals.
- seamless digital services to increase customer access and give them more control of their tenancies.
- platform for engaging policymakers to help shape sectoral policy.

## Appendix 1

Support the delivery of the overarching Resident, Influence, and Insight strategy (previously referred to as customer experience) and associated action plans:

- The City of Wolverhampton Council leads the strategy and have recent developed the draft Resident, Influence, and Insight Strategy – WH are working with the City's Housing Strategy team in relation to the sign off of the strategy which directs the customer offer city wide and for which WH, along with other managing agents feed into the action plan.
- Working alongside the Council in relation to the establishment of the Customer Scrutiny Panel which will support the drivers for the development of the customer involvement framework for WH.
- Development and launch of the Corporate Social Responsibility and Community Investment strategy – launched in November 2022 with residents and community groups from across the city.
- Centralisation of front-line customer contact services - Customer Experience – contact centres [24hr] and the Customer Resolution team
- Our Future - driving new ways of working looking at a tiered approach for customers enabling a first point of resolution.
- Tenant panel recruited – scheduled to be in place Q3.

Ensure consistent advice is provided at all frontline touch points:

- Continued reduction of call waiting times
- Increased number of customer service advisors in Contact Centre
- Face to face provision provided at the Civic Centre – reviewed and plans to increase.
- End to end customer journey mapping
- Review of all Service instructions – with CWC
- City of Wolverhampton Council (out of hours service provision) – updated service instructions
- Community newsletter
- Tenant Resident Association meetings attended.
- Tenancy Officers / Concierge officers out on site – local knowledge supports.
- See it Report it – successful launch providing staff ability to identify and report any vulnerabilities noted for customers.
- Health Homes Advisors x 3 in post to support tenants with issues of damp and mould
- 12 month no contact access – ensures all tenants receive contact at least once in every 12-month period.
- Income officers work out on patch – driving up contact to prevent debt accruing/increasing and offering access to Money Smart team.

Integration of solution focused outcomes into business delivery – ensuring learning from complaints is identified and addressed:

- Customer service training – mandatory across the business
- Development and launch of the customer Engage App (Q3 2023)
- Annual report
- Multi-agency approach via family hubs
- Creation of capacity within the income team to ensure debt prevention and tenancy sustainment.

- Increase of customers moving to Universal Credit
- Early intervention from Money Smart Team
- Money Smart Team based at Job Centre on a regular basis to advise new claimants to Universal Credit
- WH officer located with the MASH team at the City of Wolverhampton Council (multi-agency approach)
- Review and realignment of complaints process
- Learning from complaints process in place

#### Resident involvement, influence, and strategy:

- Development of the Resident Insight Strategy by the city – consultation with customers and stakeholder to determine the customer offer across the city for the council and all managing agents.
- Participation in the Tenant Satisfaction Measures (led by City of Wolverhampton Council from April 2023)
- Satisfaction surveys over several customer contact areas
- Development of Customer Offer document
- Launch of the customer panel

#### Communications:

- Our Future infographic – driving new ways of working looking at a tiered approach for customers to contact staff as a first point of resolution.
- Customer offer – under development following the creation of the resident insight strategy.
- Draft Customer involvement framework – further development in relation to customer involvement.
- Facebook live events
- Building safety resident awareness raising
- Website link: <https://www.wolverhamptonhomes.org.uk/>



# Climate Change, Housing and Communities Panel

28 September 2023

<b>Report title</b>	Building and Asbestos Safety
<b>Report of</b>	Ian Gardner (Director of Property at Wolverhampton Homes), and Simon Bamfield (Head of Assets and Stock Investment at Wolverhampton Homes)
<b>Portfolio</b>	Cabinet Member for City Housing

---

**Recommendation(s) for action or decision:**

*The Climate Change, Housing and Communities Panel is recommended to note the report and comment on progress.*

## **1.0 Purpose**

- 1.1 The report is presented to committee members to summarise progress in enhancing building safety of the Council's social housing properties.

## **2.0 Background**

- 2.1 The Grenfell Tower disaster, which resulted in 72 deaths, was a watershed moment for Government and the housing and construction sectors. Dame Judith Hackett was commissioned by Government to undertake an Independent Review of Building Regulations and Fire Safety (known as the Hackett Review), with the subsequent report being published in May 2018.
- 2.2 The headline finding of this report was that the system of building regulations and fire safety was not fit for purpose and that a culture change was required to support the delivery of buildings that are safe. This systemic failure had allowed a culture of indifference to perpetuate, and more specifically:
- The roles and responsibilities of those procuring, designing, constructing, and maintaining buildings was unclear.
  - The package of regulations and guidance (in the form of Approved Documents) can be ambiguous and inconsistent.
  - The processes that drive compliance with building safety requirements are weak and complex with poor record keeping and change control in too many cases.
  - The competence across the system is patchy.
  - The product testing, labelling, and marketing regime is opaque and insufficient.
  - The voices of residents often go unheard, even when safety issues are identified.
- 2.3 The Government also instigated a public inquiry, led by Sir Martin Moore-Bick to understand the sequence of events that occurred on the night of the 14 June 2017, with the second phase of the inquiry focused upon examining the causes of these events, including how Grenfell Tower came to be in a condition which allowed the fire to rapidly spread.
- 2.4 Within Wolverhampton, the response to the tragedy included the formation of a Scrutiny Panel sub-group, chaired by Cllr Brackenridge, to investigate the preparedness of the Council, Wolverhampton Homes and West Midlands Fire Service.

## **3.0 Progress on the management of Building Safety**

- 3.1 In the weeks that followed the Grenfell Tower fire, Wolverhampton Homes undertook surveys of all its high-risk buildings. As within many other landlords, we identified the need to undertake some urgent fire safety remedial work, to ensure all fire compartmentation was satisfactory. This work was completed during 2018.

- 3.2 There has been a continued and increased focus on compliance, not just for fire safety, but for all building safety systems and equipment. This has included ensuring that all our policies and procedures are suitable and sufficient, and all necessary management controls are in place.
- 3.3 In addition, there has been significant investment in the tower-blocks managed by Wolverhampton Homes. To date, the fire safety improvement programme has delivered improvements to 11 blocks, with work currently underway in ten blocks, with further work planned for the remaining 15 blocks over the next five years.
- 3.4 The programme includes the replacement of fire doors and screens, waste chute hoppers, fire-stopping, and the introduction of sprinklers, plus the upgrading of wet and dry risers where appropriate and the renewal of other landlord services, including emergency lighting and escape signage. The expenditure on fire safety improvements over the past five-years has been as follows:

Financial year	2018-19	2019-20	2020-21	2021-22	2022-23	Total
Total expenditure	£4.2m	£8.92m	£7.70m	£8.22m	£10.89m	£39.93m

#### **4.0 Future challenges with the delivery of Building Safety**

- 4.1 As identified by the Hackett Review, the regulations and guidance were at best ambiguous and inconsistent, which when coupled with unscrupulous manufacturers and installers, created the devastating affects which resulted in the Grenfell Tower tragedy. The culture of the previous regulatory regime had created a legacy across the country, where previous construction work, which was certified as compliant, would not be acceptable today.
- 4.2 There are no high-rise residential blocks of flats in Wolverhampton with Grenfell style cladding formed from Aluminium Composite Materials. We undertake robust Fire Risk Assessments, and in accordance with the requirements of the Fire Safety Act 2021 (effective from May 2022), these include an assessment of the external walls. If an issue is identified through the Fire Risk Assessment process, Wolverhampton Homes will develop proposals to remediate the issue(s) in a timely manner and if necessary, employ interim mitigation measures, in consultation with the West Midlands Fire Service.
- 4.3 As part of their response to the Grenfell Tragedy, the Government has undertaken the most significant transformation of the fire safety regulatory landscape for fifty years, with the introduction of the Building Safety Act 2022, along with a plethora of supporting secondary legislation.

- 4.4 Under the more stringent higher-risk regulatory regime, the Building Safety Act 2022 prescribes the role of a new duty holder for the safety management of higher-risk residential buildings, known as the Accountable Person, who is responsible for managing fire and structural safety risks for the entirety of each in-scope building. The new regime requires the appointment of a Principal Accountable Person, where there are multiple Accountable Persons within a building, but where there is a sole Accountable Person, then they are automatically deemed to be the Principal Accountable Person.
- 4.5 The Principal Accountable Person must comply with the following additional duties:
- To register all new buildings before occupation and existing buildings (between April 2023 and October 2023) with the Building Safety Regulator.
  - To prepare and submit a Safety Case Report demonstrating that the Accountable Person has assessed all building safety risks.
  - To apply for a building assessment certificate (when directed to do so by the Building Safety Regulator).
  - To establish a mandatory occurrence reporting system and adhere to the specified reporting requirements.
  - To prepare a residents' engagement strategy and establish a complaints procedure.
- 4.6 In accordance with Building Safety Act 2022, the City of Wolverhampton Council is the Principal Accountable Person (as a body corporate). In June 2023, the Council formally delegated the delivery of their duties to Wolverhampton Homes Limited (as an Accountable Person in accordance with the Act).
- 4.7 The Building Safety Act 2022 primarily focuses on High-Risk Buildings (defined as being at least 18 metres high or having at least seven floors). Wolverhampton Homes currently manages 44 such buildings, on behalf of the City of Wolverhampton Council, with a further Council owned building (Hampton View), managed by Sanctuary Housing. All these buildings have already been registered with the new Building Safety Regulator.
- 4.8 As part of our response to the new Building Safety Regime, we have developed and are implementing a new Building Safety Strategy, and an updated Fire Safety Policy, which were approved by the Board of Wolverhampton Homes on the 21 September 2023.
- 4.9 The Building Safety Strategy sets out Wolverhampton Homes' approach to 'Building Safety' and how it will fulfil its responsibilities and duties to ensure the assets under its management control, remain safe and serviceable for its residents, communities, and colleagues.
- 4.10 This strategy forms part of a wider suite of policies and documents that underpins the company's commitment to managing building safety, as illustrated below.



- 4.11 The operational delivery has been enabled by the formation of the Building Safety Team, combining fire safety and construction specialisms. The team now holds third-party approval for the provision of life safety fire risk assessments via the British Approvals of Fire Excellence (BAFE) scheme, SP205.
- 4.12 Work to prepare the Building Safety Cases for each of these “in-scope” buildings, is underway, and is supported by the capital programme delivery, as Fire Strategies are developed to document the arrangements of each existing building and to inform the design process to ensure the completed projects enhance the fire safety of these buildings.
- 4.13 This approach is illustrated by the refurbishment of the high-rise blocks of flats on the Heath Town estate, where we are retrofitting these blocks using non-combustible materials, to improve their thermal performance, whilst enhancing the fire safety characteristics of these buildings. Similar work is due to start soon on Vauxhall, Boscobel, and Chetton Green estates and will also include the creation of new heat networks to provide significantly improved heating within the flats.
- 4.14 The Building Safety Act 2022 sets a requirement for the Principal Accountable Person to prepare and keep under review a residents’ engagement strategy as well as provide residents with relevant safety information about their building. The strategy should ensure that residents are kept informed, are able to participate in decision-making regarding the safety of their building and establish a clear complaints procedure for residents to raise concerns about the safety of their home. We are working with the Tenant Participation and Advisory Service (TPAS), and a small number of like-minded proactive social housing landlords to develop what best practice resident engagement should look like, so we can then implement these measures locally.
- 4.15 The Building Safety Team, with support from colleagues in the Communications Team, recently ran a media campaign from May to August 2023, incorporating the UK-wide National Sprinkler Week from 15-19 May, Home Fire Safety Week from 12-16 June and Green for Grenfell day on 14 June. This campaign reached almost 23,000 people with its messaging, receiving 243 ‘likes’, comments and ‘shares’, and more than 850 content clicks to fire safety information on our website or to watch videos or other linked content. This included 149 video views, including 61 views of alternative language versions of the

*'fire safety – stay safe, stay put'* video. Overall, the campaign saw an increase of 293% in traffic to the main Fire Safety landing page during the 13-week campaign period.

- 4.16 We will build on these successes and incorporate multi-media messaging within the residents' engagement strategies, to ensure they continue to be impactful. We have also recently recruited additional staff to develop and deliver meaningful and effective resident engagement on the building safety agenda.
- 4.17 The Building Safety Act 2022 also sets out statutory duties on all residents and flat owners (i.e., leaseholders) to cooperate with the appropriate Accountable Person. Residents and flat owners have legal responsibilities to avoid actions that could pose a risk to the fire or structural safety of the building. Part of the residents' engagement strategy will ensure that residents and owners are informed of their own responsibilities and to increase residents' understanding of building safety and how it impacts them.
- 4.18 The aim of building safety is to prevent or reduce the severity of a serious fire or structural failure. This activity is not only focussed on the delivery of Fire Risk Assessments and enhancements to the built environment, but also through the ongoing compliance checks and planned maintenance of the critical safety equipment within these blocks of flats.

## **5.0 Improving other aspects of compliance.**

- 5.1 The performance of this activity is monitored through the 'Big-6' compliance dashboard, which is reported to the Wolverhampton Homes' Delivery Plan Quarterly Monitoring Group, in addition to the Wolverhampton Homes' Board and Audit and Business Assurance Committee.
- 5.2 The Big-6 assesses the performance of the key metrics for compliance activity, namely the performance managing the risks from asbestos, electricity, fire, gas, lifts (& other lifting equipment), and water hygiene (i.e., legionella testing). Whilst the performance remains strong across the board with the Key Performance Indicators, there has been an additional focus on asbestos management to further enhance assurance.
- 5.3 As part of a review of how Wolverhampton Homes complies with the Regulator for Social Housing's Consumer Standards, a 'task and finish' project group was formed in April 2020 to review our asbestos management arrangements. This identified several enhancements, improving our compliance with the duties prescribed by Regulations 4, 5 and 10 of the Control of Asbestos Regulations 2012. This included role-specific asbestos awareness training, with more comprehensive training provided for those who work in construction related disciplines, and updated policies and procedures.
- 5.4 The project also included improving how asbestos data and asbestos information (surveys, removal certification, etc.), was stored, managed, and shared across the business, including with third party contractors. Our initial aspiration was to utilise our existing integrated housing management system provided by NEC; however, its current functionality did not fully meet our requirements. We have therefore procured a new

best-in-class cloud-based compliance management software solution (Compliance365), which will significantly improve how we manage and report on the full range of our compliance activity.

- 5.5 The first phase of the implementation of this new solution, is the migration of asbestos data and information. There are more than 30,000 pieces of information that are currently being formatted to enable them to transfer and be accurately attributed to the correct property and location.
- 5.6 To provide the Council with additional reassurance on our asbestos management arrangements, an independent third-party specialist consultant has been appointed, to undertake an assurance audit of the implementation of the new Asbestos Register and our standard operating procedures and Asbestos Management Plan.



This page is intentionally left blank

**Climate Change, Housing and Communities Scrutiny Panel**

**Chair:** Councillor Anwen Muston

**Vice Chair:** Councillor Wendy Dalton

**Scrutiny Support:** Earl Piggott-Smith

**Remit, Function and Measures**

- Work together to deliver more new homes
- Ensuring safe and healthy homes for all
- Ensuring access to a secure home
- Ensuring clean, green neighbourhoods and public space
- Well-connected businesses and residents
- Number of new builds completed in the city
- Net additional dwellings in the city
- % of dwelling stock that is vacant in the city
- Housing affordability ratio
- Total crime recorded per 1000 population
- % of planning application decisions made with 13 weeks or agreed timescales
- Number of homeless support in the community to prevent further harm
  - Number of domestic abuse cases referred to Multi Agency Risk Assessment Conference (MARAC)
- WV Active membership numbers with breakdown by- long term health conditions, disabilities, low socioeconomic groups, minority ethnic groups
- % Domestic Abuse related incidents and crimes

Item	Description	SEB Lead	Officer Report/Author Lead	Date of Meeting	Publication Date	Status
Rough Sleepers Update	Presentation on the Councils homelessness team and up to	John Denley	Anthony Walker	27 June 2023	19 June 2023	Completed

	date information on rough sleepers					
Improvement of Housing Standards through Licensing <b>(exempt report)</b>	Report on Housing Standards in the private rented sector with particular focus on licensing.	John Roseblade	Chris Howell & William Humphries	27 June 2023	19 June 2023	<b>Completed</b>
Safer Wolverhampton Partnership Strategic Priorities Consultation	Officer request.	John Denley	Hannah Pawley	27 June 2023	19 June 2023	<b>Completed</b>
Wolverhampton Homes – Building Safety Strategy (particular focus on Fire Safety)	Member requested at a previous meeting.	Shaun Aldis	Simon Bamfield/Ian Gardner (WHM)	28 September 2023	20 September 2023	<b>Programmed</b>
West Midlands Local Transport Plan Status	Panel received a report last year and asked them to come back in the future.	John Roseblade	Alex Greatholder/Marianne Page (TfWM)	28 September 2023	20 September 2023	<b>Programmed</b>
Wolverhampton Homes Communication Strategy - briefing	At Chair's request.	John Roseblade	Shaun Aldis/ Julie Haydon	28 September 2023	20 September 2023	<b>Programmed</b>
Climate Change 2028	Chair requested.	David Pattison	Perminder Balu/Oliver Thomas	19 October 2023	11 October 2023	<b>Programmed</b>

Community Safety Police Session 1	Panel requested more items on the police after a previous successful meeting with the Police.  Provisional idea – Violent Crime and combatting Drugs	John Denley	Supt Martin Hurcomb – West Midlands Police	16 November 2023	8 November 2023	Programmed
Fly Tipping	Member requested at Scrutiny Board.	John Roseblade	Steve Woodward	16 November 2023	8 November 2023	Programmed
Budget and Performance Update	Standard item received each year.	Claire Nye	Alison Shannon	16 November 2023	8 November 2023	Programmed
Community Safety Strategy Consultation – final	The panel agreed to review the recommendations of the consultation	John Denley	Hannah Pawley	22 February 2024	14 February 2024	Programmed
Combatting Anti-Social Behaviour	Item ties in with the Police and Community collaboration theme and enables Panel full overview with a partnership approach	John Denley	tbc	22 February 2024	14 February 2024	Programmed

Community Safety Police Session 2	To include Rehabilitation of offenders and services for reintegration into community post- sentence	John Denley	Lynsey Kelly	22 February 2024	14 February 2024	<b>Programmed</b>
--------------------------------------	---	-------------	--------------	---------------------	---------------------	-------------------

**To be scheduled**

- Aids and Adaptations - concern about delays in assessments - possible joint work with Adults Scrutiny Panel
- Homelessness Strategy
- One Public Estates Project - Ballal Raza - Regeneration Programme Manager