



Economy, Residents and Communities Scrutiny Committee

Scrutiny Observations to Cabinet on 28.10.2024

The Economy, Residents and Communities Scrutiny Committee completed a virtual Scrutiny and considered the following document:

Housing STAR Survey

The Economy, Residents and Communities Scrutiny Committee thanked the Portfolio Holder and Officers for attending scrutiny.

Scrutiny made the following observations:

- The Committee agreed that the report evidenced significant positive changes.
- But more importantly recognised areas that needed improvement.
- Reassurance was provided that actions had been taken to address tenant concerns and improve services.
- New schemes had been introduced and inhouse surveys were ongoing to continually monitor progress and to ensure that contact options were available to tenants.
- Building a skilled workforce had taken time and continued to grow with the introduction of apprenticeships.
- Using external consultants to carry out the survey was value for money and thoroughly executed.
- The report provided was of a high standard and very clear to understand. With granular meaningful data being provided.
- The approach taken to receive responses directly from tenants was worthwhile and lessons could be learnt and adopted by other services.
- A commitment to provide a high standard of service, homes and to build new homes was evident throughout.

Scrutiny's Recommendation	Accept (plus Action and timescale)	Partially Accept (plus Rationale and Action and timescale)	Reject (plus Rationale)
1.The Scrutiny Committee agreed with the recommendation within the report: That Cabinet accept this report, and appendices, for information and note the overall improvement in performance since 2021 and 2019.			

In accordance with Rule 7.27.2 the Cabinet is asked to provide a written response to the scrutiny report, including an action plan where appropriate, as soon as possible or at the latest within 2 months of the date of the Cabinet meeting i.e. by 29.01.2024

Membership of the Economy, Residents and Communities Scrutiny Committee on County Councillors: County Councillor G Mitchell (Chair), C Kenyon-Wade, C Masefield, G Breeze, L Rijnenberg, P James, R Devlin,