

## Appendix 3 - ACTION TRACKER

### Climate Action, Housing and Regeneration Policy and Scrutiny Committee

**ROUND 1**  
**18 July 2022**

Agenda Item	Action	Status/Follow Up	Comments
Item 4 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Housing Services	That the bidding process for housing is reviewed, and an update be provided to the Committee in due course.	In progress	On the Work Programme under 'unallocated items'. (This is part of a larger piece of work of which the Policy & Scrutiny Advisor will liaise with Officers on the prospective timeline of when this can be brought to the Committee).
	That the Committee be informed of the PDHU strategic options paper when it has been published.	In progress	On the Work Programme under 'unallocated items'. (This is part of a larger piece of work of which the Policy & Scrutiny Advisor will liaise with Officers on the prospective timeline of when this can be brought to the Committee).
	That the Committee be updated about the new rough sleeping commissioning strategy in due course.	In progress	On the Work Programme under 'unallocated items'. (This is part of a larger piece of work of which the Policy & Scrutiny Advisor will liaise with Officers on the prospective timeline of when this can be brought to the Committee).
	That the Housing Service is made as accessible as possible for residents, including allocating named officers for tenants and looking into re-opening housing estate offices.	Complete	<p>Cttee updated on 06/09/22</p> <ul style="list-style-type: none"> <li>The Housing Service is in the process of writing to all residents with the names of their housing officers.</li> <li>A paper will be presented to the Cabinet Member on HRA office spaces in September 22.</li> <li>New surgeries have been introduced at Lillington &amp; Longmore and Soho and a further surgery is due to start in September at the Mozart/Queens Park estates.</li> </ul> <p>Committee updated at 18 Oct and 14 Nov meetings</p>

<p>Item 4 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Housing Services</p>	<p>That regular tenancy checks in the Housing Service will take place.</p>	<p>Complete</p>	<p>Cttee updated on 06/09/22</p> <ul style="list-style-type: none"> <li>• A new programme of tenancy checks will be put in place once recruitment to housing officer roles is completed later this month.</li> <li>• As part of community Thursdays, we are visiting large numbers of residents in their homes and addressing any issues identified.</li> <li>• Finally, the programme of flexible tenancy reviews continues.</li> </ul> <p>Committee updated at 18 Oct and 14 Nov meetings.</p>
	<p>That action is taken to improve support for families placed in temporary accommodation out of Westminster.</p>	<p>Complete</p>	<p>The CM member has taken this point back and the service will continue to work to this standard and will bring regular updates back to the committee.</p>
	<p>That the procedures for case handling on housing Anti-Social Behaviour will be investigated and reported back to the Committee.</p>	<p>Complete</p>	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• The Housing ASB Team currently have 172 active open cases. 49 of these cases relate to verbal abuse/ harassment / intimidation, 42 cases relate to noise complaints, and 31 cases relate to drugs misuse. The area with the highest number of cases includes the Mozart Estate, Lydford Estate and the Avenues with 30 cases.</li> <li>• Two cases were heard in court throughout the month of October. 1 x Possession on discretionary grounds in regard to a property in the West. This case was adjourned to later this month, and 1 x Injunction against a resident in the West. The case was adjourned.</li> </ul>
	<p>That the Fire and Building Safety Bill be kept on the agenda to be looked into in due course.</p>	<p>In progress</p>	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• Additional revenue and capital budget has recently been agreed to fund the new requirements set out in the Buildings Safety Act 2022 and Fire Safety Act 2021.</li> <li>• A 2-phase service provider framework project has commenced to procure the required services to deliver new services set out in the legislation recently given royal assent.</li> <li>• Further detail on this will be brought to Committee in due course.</li> </ul>
	<p>That the existing pipeline for social housing in South Westminster be examined and ideas for potential regeneration be encouraged from Councilors' and residents.</p>	<p>Complete</p>	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• The Truly Affordable Housing Strategy was signed by Cabinet on the 17 October.</li> </ul>

			<ul style="list-style-type: none"> <li>• This aims to align housing delivery with our Fairer Westminster vision of meeting the demands of the housing waiting list and increasing the number of truly affordable homes in the borough.</li> <li>• The plan is to deliver at least 160 new homes to support affordable housing in Westminster, taking our total stock to at least 1362 affordable units.</li> <li>• The initial proposals include, change of tenure from intermediate rent to social rent at the Council's developments at Luton Street, Ashbridge, Luxborough, West End Gate, Torridon and Carlton Dene and change of tenure from market homes to affordable rent, and within affordable tenures, at 300 Harrow Road and Westmead development schemes.</li> <li>• These initial tenure changes would result in an additional 143 social rent homes, primarily larger family sized homes.</li> <li>• Discussions are ongoing and when notable progress is made an update will be made available to the Committee.</li> </ul> <p>Committee updated at 18 Oct and 14 Nov meetings.</p>
<p>Item 5 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Climate Action, Regeneration &amp; Renters</p>	<p>That school children could be involved in the thinking around the local climate bond and tackling climate change.</p>	<p>Complete</p>	<p>Committee updated on these topics at 18 Oct and 14 Nov meetings.</p>
	<p>That Scope 3 emissions are investigated so a stricter definition can be implemented to ensure sustainable procurement of supply chains.</p>	<p>In progress</p>	

Work 6 Work Programme	That the Co-Chair of the Low Carbon Transport Programme Steering Group be invited along to the Committee at a relevant time to provide an update.	In progress	
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**ROUND 2**  
**18 October 2022**

Agenda Item	Action	Status/Follow Up	Comments
Item 4 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Housing Services	That the criteria and details of representation of the Tenant and Leaseholder Plan be provided to the Committee.	In progress	Committee updated 04/11/22 <ul style="list-style-type: none"> <li>We have representation from 11 out of 18 Wards.</li> <li>Wards covered: Pimlico North, Pimlico South, Marylebone, Maida Vale, Westbourne, Vincent Square, West End, Little Venice, Church Street, Abbey Road, Bayswater.</li> </ul>
	That further details be provided to the Committee about the use of temporary accommodation in the borough and when services need to be provided out-of-borough.	Complete	Committee updated by the CM report 18 Oct.
	Homelessness and rough sleeping statistics to be provided to the Committee for the period from August 2022 to present.	Complete	Committee updated by the CM report 18 Oct.
	That an update on the Pimlico District Heating Undertaking scheme (PDHU) will be provided to the Committee in due course.	Complete	Committee updated 04/11/22 <ul style="list-style-type: none"> <li>As per an outdated version of the workplan for this Committee a separate report on PDHU was mentioned incorrectly for the October session.</li> <li>A standalone item for PDHU has yet to be allocated.</li> </ul>

	That an update on The Tenant Handbook will be provided to the Committee in due course.	In progress	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>The Housing Management service is reviewing the Tenants Handbook. We will ensure that any amendments are completed, and the updated version is available on the Council website.</li> <li>This should be completed by 11th November 2022.</li> </ul>
Item 6 Repairs, Mechanical, and Electrical Services Overview Paper	That information be provided to the Committee on the breakdown of and the nature and extent of repairs for individual Wards.	Complete	Committee updated 25/11/22 [Response: John Hayden] Please see email and attachments.
	To provide information to the committee on the Leakage Prevention Strategy and how these issues are being managed in tower block estates.	Complete	Committee updated 25/11/22 [Response: John Hayden] Please see email and attachments.
	To provide reports from the Housing Ombudsman following complaints about repairs in the past 3 years.	Complete	Committee updated 25/11/22 [Response: Andrea Lukar] Please see email and attachment.
	To provide information about what training is provided to the call centre operatives?	Complete	Committee updated 25/11/22 [Response Chris Shoubridge & Lisa Cooke] Please see email and attachments.
	To provide information about how the Council notifies residents about initial and subsequent visits and encourages and use of text messages.	Complete	<p>Committee updated 25/11/22 [Response John Hayden]</p> <ul style="list-style-type: none"> <li>Residents are informed of follow on works by text messages and communications are provide by the service provider before the leave the home.</li> <li>If the follow-on works is led by a WCC staff member, a report and e-mail of the details of the repairs will be e-mailed to the resident prior to the appointment being booked.</li> </ul>

	Information to be provided about how residents are encouraged to send in photographs of damaged property/ mould and other property issues.	Complete	Committee updated 25/11/22 [Response: John Hayden] <ul style="list-style-type: none"> <li>Residents can send in details of the issues to the surveyors once the job has been raised or use the online reporting app to attach photos. This is currently only available on the on-line portal.</li> </ul>
	Information to be provided about residents who have had a visit by the repairs team and how they have been requested to give feedback or are selected, including, how the engagement teams target residents who have had repairs done.	Complete	Committee updated 25/11/22 [Response: John Hayden / Andrea Lukar] Please see email and attachments.
	Information about how the Council ensures high-quality repairs without multiple, unnecessary visits, and unnecessary and expensive follow-up visits.	Complete	Committee updated 25/11/22 [Response: John Hayden] Please see email and attachments. <ul style="list-style-type: none"> <li>Case management and a pre inspection process has been introduced with the new operating model.</li> <li>The works are scoped out and the delivery and appointments of the trades agreed after a visit. Once the job has been specified and agreed they are then booked in with the resident.</li> <li>WCC are currently working with Morgan Sindall and GEM for a live tracker of operatives that will inform residents of when the operative is on the way to the job. This will be developed for 2023 and a resident will be able to see: <ul style="list-style-type: none"> <li>i) Time slot initially given (Am / PM)</li> <li>ii) And then where the operative is from the home (No. of repairs and estimate time)</li> </ul> </li> <li>This is in development and will need to be piloted through the CRM system.</li> </ul>
	Information about the repair demand to be provided and split by Mozart, Queens Park, and St. Johns wood.	Complete	Committee updated 25/11/22 [Response: John Hayden] Please see email and attachments.
Item 7 Work Programme	The creation of a Biodiversity Task Group - Councillor Cara Sanquest is to lead this work.	In progress	

**ROUND 3  
14 November  
2022**

Agenda Item	Action	Status/Follow Up	Comments
<p>Item 5 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Housing Services</p>	<p>That information will be provided to the Committee regarding the number of additional properties that will be required as a result of the waiting list and allocations policy.</p>	<p>In progress</p>	
	<p>That information will be provided to the Committee about how the Allocation Policy is currently working for residents that are living +10 years in the borough, the point allocation scheme generally, and how the Housing Waiting List may be affected following the legal challenge regarding WCC Allocations Scheme.</p>	<p>In progress</p>	
	<p>That information will be provided to the Committee about which organization / s have been employed to cover the security patrols on the estates.</p>	<p>In progress</p>	
	<p>That Officers will consider and feedback to the Committee, information regarding the prioritisation of retrofitting voids that are larger, 3-bedroom properties for families and how many will be available.</p>	<p>In progress</p>	

	That briefings will be provided to the Committee in due course for intermediate housing, fire safety, and building regulations.	In progress	Committee updated 29/11/22 [Response: Neil Wightman] <ul style="list-style-type: none"> <li>These items will need to be in the forward plan for P&amp;S. It is hoped that we can move to become more rotational between the three areas for scrutiny.</li> </ul>
	Information to be provided about through which channels Ward Members informed about Community Thursdays.	In progress	
Item 6 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Climate Action, Regeneration & Renters	That information will be provided about the effect on emissions following the replacement of the boiler at the Lillington estate.	In progress	
	That information be provided to the Committee on how much Government Local Authority (GLA) funding is expected for the Queen's Park Court infills site and if there is any further funding available for other infill projects and whether there is any further funding available for other infill projects.	In progress	
	That information about possible further actions could be taken to ensure Green Doctors service is proactively promoted to residents.	In progress	
	To provide to the Committee information about the criteria that is used for the food recycling scheme on estates that determines whether the scheme is working.	In progress	



Item 7 Management of Capital Programme (Housing) Update	That information about complaints made by Millbank residents in the last three months will be looked in to and an update fed back to the Committee.	In progress	Committee updated 29/11/22 [Response Neil Wightman] <ul style="list-style-type: none"> <li>• Millbank is a Tenant Management Organisation who manage their own affairs. The client manager has been requested this information from the TMO.</li> </ul>
	That figures will be provided to the Committee for the amounts the Council has spent over budget in the last 12 months in relation to repairs carried out by contractors, under each head.	Complete	Committee updated 29/11/22 [Response Jim Patterson & Neil Wightman] <ul style="list-style-type: none"> <li>• The report and appendices presented at the meeting provided a comprehensive process in explaining the rigor and the end-to-end process of how the entire capital programme is created and managed.</li> <li>• The two primary contractors used have never been over-budget.</li> <li>• There is a 12-month programme which is tracked monthly by contractor, by individual project, and each provide a variety of dashboards to assist with this process. Each has risk registers also in place.</li> <li>• The Council is currently underspending for 2022-23. The programme is backloaded to spend in the second half of the year.</li> <li>• Most recent figures to P7 of the report provided 14/11/22 can be provided.</li> </ul>
	Officers will consider and provide information regarding the prioritisation of retrofitting voids that are larger, 3-bedroom properties for families and the quantity available.	In progress	Committee updated 29/11/22 [Response: Neil Wightman] <ul style="list-style-type: none"> <li>• This needs to be considered by Cllr Begum and requested as a policy, including the remit of the Committee.</li> </ul>
	Information to be provided about the height and size of the development at Carlton Dene Estate.	In progress	