

Service Summary Sheet

Directorate	Housing & Communities		
Year	2022-23	Quarter	Quarter 3 (as at quarter ended 31/12/2022)
Benchmarking <i>with local authorities/nearest neighbours</i> Please consider if a Delivering Better Outcomes proforma should be completed also.			
<ul style="list-style-type: none"> • Community Safety Team network with all the WM HOC's and we meet monthly with the OPCC to share best practice and adopt what works. Learning from each area what doesn't work and risks to avoid for future planning. • We are currently sharing best practice with WM LA's reviewing the DHR process together with the PSPO's. • CST attend OPCC Exploitation Board Meetings – DA, MSHT and Sexual Assault and Abuse, also attendance at regional DA leads and MSHT leads meetings to ensure sharing of best practice and a joined up approached regionally where appropriate • CST working with the Home Office around the forthcoming face to face Prevent training product. We attend the regional Police Prevent meetings monthly, and share best practice where possible. We also link into the Dudley Police Prevent Meetings to ensure cohesive communication and effective sharing around Prevent related issues. • CST working with Prevent practitioners around the Midlands to share best practice and support with information about issues that affect near neighbours such as Sandwell. • Housing Support's Mediation Service benchmarked with an external provider of similar services and exchanged good practice in offering neighbourhood mediation and recording outcomes. 			
Overview of service delivery <i>Include any issues / risks</i>			
<p>Domestic Abuse</p> <ul style="list-style-type: none"> • The DA Board continues to implement the DA Act and progress actions identified from the needs assessment and DHR's • Work is progressing in respect of updating the DA needs assessment to ensure our action planning and commissioning is in line with needs • DA training programme promoted widely and continues to develop further modules and resources • Risk around amount of active DHR's in terms of capacity and funding (currently 4 'active' this is more than we have ever had active at one time) • A local MARAC governance group is being convened to support the restructure of MARAC regionally <p>VAWG</p> <ul style="list-style-type: none"> • The new VAWG group has met and is in the process of developing their work plan 			

Modern Slavery

- A Modern Slavery Sub group is being developed under the Safe and Sound board, the work of this group will be driven by regional work, LGA guidance, the imminent new National MS strategy and locally identified need.

Hate Crime

- Work has taken place to renew hate crime literature, in particular around 3rd party reporting centres, including posters being developed into community languages.
- A celebration event took place for 3rd party reporting centres as part of hate crime week activity.
- Hate crime training is being commissioned and will be delivered during Q4.

Community Cohesion/Tension Monitoring

- The Community Cohesion/Tension Monitoring group has been reconvened and has refreshed the TOR and is in the process of finalising the membership and the updated tension monitoring process.
- Hate crime data monitoring is also addressed under this group, with a clear escalation process to the Prevent strand where appropriate.

Safer Dudley Project

- Work has taken place to develop a borough wide personal safety campaign – this will be launched in Q4

Violence prevention

- Work with Public Health and partners to support the implementation of the serious violence duty continues.
- Dudley Channel Panel recently underwent assessment from the Home Office, and learning is being shared to ensure compliance as we move into 2023.

Prevent

- CST working with Partners to help reduce the risk of extremism in schools, nearly 20 schools have been trained to date. Work is also on going to manage issues arising from schools within the borough where inter-school rivalry escalated.

ASB

- CST working in partnership with Police Partnership Team around ASB related issues. Regular meetings now taking place with Police PSPO lead for Dudley to ensure that best practice shared.

Income

- Continuing to embrace technological improvements in the team with reviews of escalation policies and streamlining of processes. Dudley are best performer for arrears recovery in relation to our neighbouring authorities (Sandwell, Wolverhampton & Stoke). Partnership working with ICT regarding implementation of further automation ongoing.

Climate Change

- Identifying 140 or so properties within the private sector for energy improvements borough wide supported entirely by £250k of grant funding via the LAD3 (Local Authority Delivery) scheme for Energy Improvements. Works likely to be loft insulation with some cavity wall insulation.
- A joint bid developed with EQUANS for £1.65M grant funding was accepted by the West Midlands Combined Authority for a Nett Zero Neighbourhood Phase 1 pilot at Brockmoor, benefitting initially 50-60 mixed tenure homes.

Development

- 28 new build homes commenced on site, Beacon Rise – 11 homes and Lower Valley Road – 17 homes, completing late 2023/early 2024.
- Planning permission received at Fairfield Road (3 number units).
- Enabling Works contract agreed/commenced at Swan Street, Netherton (sheltered) to allow the main project to commence Q4 2022/23.
- Planning permission submitted for further schemes at Howley Grange Road (4 number units) and Tenacre Lane (4 number units).

Workforce metrics

Headcount & FTE as at 31/12/2022	Non Casual Headcount (FT and PT)	Non Casual FTE	Casual Headcount	Agency Headcount	Total Headcount
Housing and Community Services	864	809.14	17	19	900

Ethnicity	%
Ethnic Minority Group	10.6%
Undisclosed/Prefer not to say	3.9%
White	85.5%

Staff turnover rate	%
2022-23 Q3	6.5%

Sickness days lost per FTE	Days
2022-23 Q3	12.1

Service achievements

Report of any external accreditation, awards, positive publicity, during the past quarter

In December, the Housing Quality Network presented its Housing Law Review of the Year 2022 and featured a possession case brought by Dudley Council Housing & Communities. The case concerned a tenant who had gone into residential care and subsequently passed away, and whose daughter had declined to vacate their family home despite being made several offers of alternative accommodation. These cases are always difficult and emotive, but the High Court found that it was entirely reasonable for the Council to seek to make best use of its stock, especially as it had followed appropriate processes in giving the daughter the opportunity to appeal its decision and offering suitable alternative housing.

Our annual customer satisfaction survey of sheltered housing achieved a response rate of 36.5% and improvements against last year's scores on every one of the nineteen survey questions asked. These ranged from the quality of the environment and repairs service, to the support provided by our staff and how easy it is to contact them, and the overall rating of whether tenants would recommend our sheltered housing to family and friends. We were

particularly pleased to see significant improvements in satisfaction with social activities, and fewer tenants reporting they ever feel lonely or isolated.

Recognised at the National Energy Efficiency Awards 2022 Council of the Year for delivery of the LAD2 energy improvements to 298 council homes, coming third.

Opportunities for improvement

Information relating to service complaints / compliments and learning from these

Any additional information relating to performance