

Overview and Scrutiny Management Committee: Holding the Executive to Account

Scrutiny Monitoring – 13 January 2022

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
11/11/21	Communities, Culture & Heritage	Townhill Park Regeneration - Update	<p>1) That the Committee are provided with information relating to:</p> <p>a. The number of people on Southampton's housing waiting list who have indicated that they are interested in Shared Ownership.</p> <p>Update 16/12/2021 – That, given the response to the Committee on the interest in Shared Ownership, the Cabinet Member clarifies for the OSMC the current evidence that demonstrates support for this form of tenure in Southampton.</p>	<p>a). The Council stopped asking this question in 2016. (Possibly because shared ownership was administered by the Help to Buy agent, and SCC didn't offer shared ownership at this time)</p> <p>In 2016 395 applicants indicated they would be interested in Shared Ownership. (Some of these applications are very old and some applicants themselves may not be eligible for a mortgage.</p> <p>Since 2016, there were a further 242 applicants who stated their income comes from employment only and who have savings of more than £1000. Income status/savings bracket is the only guide to indicate potential suitability for Shared Ownership for recent applicants to the register now that an interest in Shared Ownership is no longer identified.</p> <p>Response to additional question attached as Confidential Appendix 2</p>	
11/11/21	Communities, Culture & Heritage	1,000 Additional Parking Spaces	<p>1) That the Committee are provided with details on the schemes that have been slipped in the HRA Capital Programme to fund the additional parking spaces programme.</p> <p>Update 16/12/2021 – That the Committee are provided with:</p>	<p>For the 2021/22 year there were a number of lines in the capital programme that were showing an underspend, largely because of difficulties completing this work due to COVID19, therefore funds from those lines have been used to fund the parking spaces that will be delivered in this year.</p>	

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
			<p>a) The details relating to the HRA Capital Programme schemes that were not completed during 2021/22 and the allocated funding associated with these schemes has subsequently been utilised to deliver the parking spaces initiative.</p> <p>b) Details outlining how these HRA Capital schemes will be funded moving forward.</p>	<p>The funding for the remaining parking spaces for programme to be delivered in 2022/23 have been built into the capital programme.</p> <p>Response to additional questions:</p> <p>a) Cabinet were provided with HRA capital forecast of schemes in the report of 15th November (item 15 Appendix 2 annexe 2 refers: Agenda item - Financial Monitoring for the period to the end of September 2021 Southampton City Council). This includes details of the major underspends/slippages in the HRA programme for 2021/22.</p> <p>b) The detailed HRA Capital programme for 2022/23 will be going to Cabinet/Council in February 2022. The proposed budget will include provision for all projects slipping from 2021/22 into 2022/23; where there are annual budgets these have been reviewed to confirm they are realistic. The proposed programme is funded through a mixture of borrowing, use of MRA, a small element of govt grant and use of RTB in the case of new build, and the programme is affordable in the context of the proposed HRA business plan for 2022/23.</p>	

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
16/12/21	Communities, Culture & Heritage	Strategy for the Provision of Support in Safe Accommodation	1) That the dashboard of performance indicators that are being developed to support the strategy is circulated to the Committee when it is finalised.	To be provided when available	
			2) That consideration is given to including within the strategy our ambitions for sanctuary schemes to support people who do not live in social housing.	The action plan for the board that monitors this element of the strategy will include activity to explore how sanctuary schemes for private tenants and homeowners can be facilitated	
			3) That the developing Domestic & Sexual Abuse Strategy includes a focus on healthy relationships.	Healthy relationships will be addressed by the whole-system domestic abuse strategy, currently under development and due to be brought to Cabinet in September 2022.	
			4) That, reflecting the importance of appropriate terminology, the term domestic abuse is utilised throughout the strategy instead of domestic violence.	The strategy and the forthcoming whole-system strategy apply the definition of “domestic abuse” set out in s1 of the Domestic Abuse Act 2021. It is recognised that some established services and service providers will continue to make use of the term ‘domestic violence’ for the time being (e.g, ‘Independent Domestic Violence Advisors’). Where these services are referred to by the whole-system strategy, it will be made clear that the s1 definition still applies.	
16/12/21	Finance & Capital Assets	Update on budget forecast for 2022/23 onwards and savings plans	1) That the Committee is provided with details outlining how the proposed £300k increase in income to be generated by the Council’s cultural venues in 2022/23 will be achieved.	Further business planning involving colleagues from finance & cultural services and marketing teams is already underway. It is anticipated that this can be shared in March/April 2022	

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
16/12/21	Customer Service & Transformation	Customer Access Strategy	1) That the document references the consultation that has informed the Customer Access Strategy.	Involving and engaging customers in the design and delivery of services is an important part of the vision of this strategy. While we won't recreate this document to explicitly reference the customer engagement that has informed it, we will ensure this is clear in future documents.	
			2) That, to improve customer service, feedback is provided to those who submit web forms informing them of the action that has been taken, even if there has been no action.	This is something that will be looked at as a part of the Customer Experience Programme and will be rolled out across the coming year.	
			3) That, reflecting the improvements that have been made, the approaches outlined in the Customer Access Strategy are promoted across the city to encourage residents who may have been disillusioned by previous experiences to have confidence in contacting the Council.	We will undertake some targeted promotion to ensure customers are aware of their options and to promote key channels at the appropriate points across the year.	
16/12/21	Customer Service & Transformation	IT Strategy	1) That the Council seeks to enable access to all SCC IT systems via a single log-in.	Recommendation agreed and appropriate activity being added to the Strategy before final publication.	