

Number	Date of meeting	Action Point	Officer responsible	Date completed	Update on action point
	06 November 2018	Cllr Guest asked about the void figures and what the Housing Department was doing to reduce them. F Jump will need to ask Housing to confirm the position on the voids.	Fiona Jump	15/11/18	<p>We have been looking into the reasons why we are exceeding the 0.8% void rate set out at beginning of year. The report on this has not been finally concluded, but in terms of understanding detail around refusal rates, the report gives figures around number of applicants on active register and how many of those have bid for properties in the last 3, 6 and 12 months to understand association between housing need and frequency and type of bids.</p> <p>The service is suffering pressures from staff being sick or on leave, which impacts allocations.</p> <p>The trend is continuing on key to key times; doing everything we can to assess the evidence and target interventions. We also looking to train some additional people from Housing to provide some support.</p>
	06 November 2018	Cllr Tindall would like to understand the slippage on the garage development project and enquired if the £2.8m slippage was being treasury managed. F Jump advised that the cash balances were being	Fiona Jump	15/11/18	<p>We have a reported a slight delay primarily due to the following reasons:</p> <ul style="list-style-type: none"> • We are wanting to ensure the design is sympathetic

		properly invested and highlighted the information contained in Appendix A, investment income at £262k. F Jump will need to ask the Asset Management team for information on the slippage on the Garage Programme.			<p>to the area so we have been carrying out final checks and exploring a couple of efficiencies especially in relation to accessing the site.</p> <ul style="list-style-type: none"> • We were keen to ensure that we maintain good working relationships with neighbours specifically around clear communication relating to legal Party Walls so as to not cause any undue resistance from local residents. • As we are approaching the traditional two week shut down for the construction industry over the Christmas period we did not want to leave any site risks during this time and have been working to consolidate sub-contractor packages to ensure continuity of work.
	06 November 2018	Cllr Tindall queried the expense on Clean, Safe and Green, where there have been a number of constituent complaints regarding the cutting of grass but there are also vacant posts. F Jump confirmed she would	Fiona Jump	15/11/18	There were some complaints regarding grass cutting earlier in the year but this was because of weather conditions rather than any shortage in resources. In particular it was a very wet April which meant it was often too

		contact the Assistant Director for a response.			muddy to deploy the usual mowing equipment and this was followed by a longer period of exceptionally hot weather which led to vigorous grass growth which inevitably led to some issues with frequencies between cuts.
	06 November 2018	Cllr Elliot asked about the slippage on the FM contract - what percentage would it be of the annual spend. B Hosier will need to look at the percentage slippage and confirm.	Ben Hosier		
	06 November 2018	Cllr Tindall enquired about the slippage on 7.5 tenants charges and wondered if this was related to the window cleaning contract as there had been a number of constituent complaints that Supported Housing tenants were paying for a service that they were not receiving. F Jump will need to check with Housing and confirm the position.	Fiona Jump	15/11/18	The window cleaning contract delivered by Hi-spec Facilities Services Ltd, had experienced a number of issues with the frequency of window cleans and adherence to the programme of cleans. As the terms of the contract were not being met by this contractor, a series of meetings and an action plan was put in place to ensure the conditions of the contract were honoured. There were some improvements in service, but these were not sustained by Hi-spec Facilities Services Ltd and as the contract was close to the expiry date of 31/10/18, it was decided to consider alternative options. Hi-Spec have only been

					<p>paid for the work they carried out during the contract.</p> <p>As an alternative it was decided that the Housing Cleaning Service will be providing a window cleaning service for an interim period to begin in early 2019 until March 2020. During this period the Council will advertise and procure a new Window Cleaning Contract. The in house Window Cleaning service will provide at least 6 visits to the Supported Housing flats and bungalows, cleaning all windows and surrounds. The service will provide at least 2 visits to general needs flats and clean the communal windows and surrounds to these blocks. The in house window cleaning team will also clear the gutters on blocks of flats where required.</p> <p>Kylna Court window cleaning will be carried out by an external contractor as it has a mix of residential and serviced offices within the block.</p>
	06 November 2018	Cllr Guest queried if anything was being done to mitigate the risk for FR_RO1 which is amber. F Jump confirmed she would need to ask the service for more details.	Fiona Jump		

	06 November 2018	Cllr Douris confirmed that he wasn't asking for it, but he was concerned about the level of frailty of the relationship between Democratic Services and the people that are responsible for the website. He mentioned that meetings had been cancelled but hadn't been changed on the website. M Brookes will take this back to the team.	Mark Brookes	19/11/18	When a meeting has been cancelled, Corporate & Democratic Support will cancel the meeting via Modern Gov which sends an automatic email to all councillors notifying them. This also updates the website to say it has been cancelled. This cancellation is also advertised in Members News.
	06 November 2018	The Chairman queried the two reports on DBC v Ogundipe on page 36 and why the closure order was required twice. M Brookes confirmed that the original order was for 2 months and the perpetrator returned and continued the poor behaviour so a further closure order was obtained. M Brookes will provide further detail on the case Ogundipe case for the Committee.	Mark Brookes		