

Appendix 1 – Recommendations arising from Homes Sub-Committee, 24 July 2023

Item: Housing Transformation Programme Update

Recommendation Number	Recommendation	Political Lead	Officer Lead
HOM.1.23/24	The Sub-Committee recommends that in order to provide clarity on the full scope of the programme, future updates on the Housing Transformation Programme should include a full list of all projects under each workstream, as well as additional detail mapping out the customer journey.	Cllr Lynne Hale	Susmita Sen

Item: Update on the Mobilisation of the Responsive Repairs Contract

Recommendation Number	Recommendation	Political Lead	Officer Lead
HOM.2.23/24	The Sub-Committee recommends that each of the Responsive Repair Contractors should have a dedicated team that specialised in helping vulnerable tenants with their repairs, and that sub-contractors were not used for these jobs.	Cllr Lynne Hale	Susmita Sen

HOM.3.23/24	The Sub-Committee recommends that there should be additional qualitative monitoring of the contracts for the initial periods of commencement, to identify and address any potential cultural issues as early as possible.	Cllr Lynne Hale	Susmita Sen
HOM.4.23/24	The Sub-Committee recommends that the Council should have oversight of the training being provided to staff of each of the new contractors, and that the Council has the ability to monitor training attendance to ensure it is completed by all contractor staff.	Cllr Lynne Hale	Susmita Sen
HOM.5.23/24	The Sub-Committee recommends that as a priority, automation within the NEC system is used to identify where repeated calls are being logged for the same repair to ensure that the department is not reliant on individual officers proactively identifying issues.	Cllr Lynne Hale	Susmita Sen
HOM.6.23/24	The Sub-Committee recommends that the Council undertake a 'Mystery Shopping' exercise on the out-of-hours responsive repairs service to provide reassurance of service quality, and to identify and mitigate any issues.	Cllr Lynne Hale	Susmita Sen

Item: Update on Housing Strategy 2023 - 2028

Recommendation Number	Recommendation	Political Lead	Officer Lead
HOM.7.23/24	The Sub-Committee recommends that the Housing department deliver training on Domestic Violence to all frontline housing staff.	Cllr Lynne Hale	Susmita Sen

HOM.8.23/24	The Sub-Committee recommends that the final Housing Strategy should address the Council's relationship with the Housing Association and Registered Social Landlord sector in Croydon.	Cllr Lynne Hale	Susmita Sen
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