

RESPONSE TO OVERVIEW & SCRUTINY COMMITTEE OF IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

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| Title of Review: | Review of Decent Homes Standard, the Repairs Policy and Complaints Process | | | | | |
| Timescale of Review: | January 2011 – April 2011 | | Post-Monitoring Period: | | One Year but Overview and Scrutiny consider extending the period of review to ensure that all recommendations are fully implemented. | |
| Date originally agreed by O&SC: | June 2011 | | Date originally agreed by Cabinet: | | July 2011 | |
| Total No. of Recommendations and Sub Recommendations | No. completed | Green | No. partially completed | Amber | No. not progressed | Red |
| 9 | 7 | | | | | |

Key Achievements:

- Managing Director A1 Housing attended the Overview and Scrutiny Committee on the 18 October 2011 to report on progress of the A1 Improvement Plan
- Performance monitoring information is sent to BDC Officers for circulation
- Work on alternative energy options are on-going however there is a decrease in national support for schemes
- A1 Housing Complaints Officer post was made permanent in January 2012.
- A Council Board Member sits on the Complaints Appeals Panel and on the Decent Homes Appeals Panel
- Number of females employed in delivering decent homes has dropped but we continue to work with local schools and the Job Centre to try and encourage applications when vacancies arise.
- The tenant's newsletter and other formats are used to share information.