

## APPENDIX 3

**TO: COMMUNITY SCRUTINY COMMITTEE – 1ST APRIL 2003**

**SUBJECT: WORK PLAN 2002/2003 AND PORTFOLIO HOLDER PRIORITY AREAS**

**FROM: POLICY SERVICES**

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### **1. PURPOSE OF REPORT**

1.1 To report and update the Scrutiny Committee's work plan for the year and to monitor progress against the Portfolio Holder priority areas.

### **2. BACKGROUND**

2.1 It has been agreed to consider the Committee's work plan as a standing item on each agenda. The current work plan, reflecting items raised by the Committee, is shown as Appendix 1.

2.2 Members are asked to identify any additions or changes to the work plan arising from discussions at this meeting. Members may wish to identify any items for the Executive minutes or agenda that they want to examine at a future date.

2.3 The Executive agreed priorities and work programmes for each Portfolio Holder at its meeting on 25th June 2001. The relevant priorities and work programmes for the portfolios covered by this committee are shown in Appendix 2. The portfolio holder will be present at the meeting to provide an update if necessary.

2.4 Annexed at Appendix 3 is a schedule of the matters considered by the committee during the course of the current municipal year, both in the form of items on the Scrutiny agenda itself and also matters coming before the Executive that fall within the remit of this committee.

2.5 Finally, Appendix 4 represents an indicative committee work plan for the coming year. It includes a number of proposals that for the present remain inchoate, but it is suggested that it be used as a "living" document for regular and progressive updating, amendment and development as the year unfolds.

### **3 OUTCOME REQUIRED**

3.1 The Committee is asked to –

- (a) update its own work programme;
- (b) note progress against the portfolio holders' priorities and work programme;
- (c) note the schedule of items considered during the current year; and
- (d) comment on the indicative timetable for next year.

It would be helpful when identifying additional items if Members determined what they wanted to examine and how they wish to examine that subject.

**Nigel Roberts**  
**Strategic Director**

### **BACKGROUND PAPERS**

Nil

**Areas in District Affected:** All

**Executive Portfolio Area and Holder:**

<b>Housing Services</b>	<b>Councillor Alan Boad</b>
<b>Customer and Community Services</b>	<b>Councillor David Kohler</b>
<b>Cultural Services</b>	<b>Councillor Cheryl Flanagan</b>

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## APPENDIX 1

### COMMUNITY SCRUTINY COMMITTEE WORKPLAN - 2002/2003

<b>Subject</b>	<b>Who</b>	<b>1 / 4</b>	<b>Future Reports</b>
Best Value Review Progress	Policy Serv		
Scope of Best Value Reviews	Policy Serv		
Best Value Performance Plan	Policy Serv		
End of Term Report	Policy Serv		
Housing Options Review - update on visits	Housing		
Housing Options Review - TPAS presentations	Housing		
Housing Repairs and Maintenance Monitoring Report	Housing		Dependent upon the decision on Housing Options
Housing Rent Arrears	Housing		
Anti Social Behaviour Policy	Housing		
Scrutiny of Housing Association operations within Warwick District Council	Housing		Ongoing programme to be determined
Empty Property	Env. Health		As required
Spencer Yard Cultural Quarter progress report (six monthly)	Policy Serv		
Crime and Disorder Strategy 2002 -2005 progress report	Policy Serv		
Budget Plans Update	Policy Serv		
Financial Strategy and Budget	Policy Serv		
Financial Strategy Update and Budgetary Targets	Policy Serv		
Detailed Budgets	Policy Serv		
GP Referral Scheme – update	Leisure	✓	
Rural Initiatives Scheme – ‘Racing Ahead’	Policy Serv	✓	
Credit Union - progress report	Policy Serv		
The Band Factory - background issues	Policy Serv		
Performance Management			

**APPENDIX 2**

**COMMUNITY SCRUTINY WORKPLAN**

<b>COMMUNITY SERVICES - SERVICE PLAN 2002 - 2004 WORK PLAN</b>			
<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
Community Organisations	Set up SLA between >The Gap= and the Council Support >The Chain= in development and expansion plans	March 2002 Ongoing	CIT CIT
Community Development	Organise Raise Your Voice 2002 Conference	27th January 2002	Policy Services
	Revise action plans as a result of Raise Your Voice Conference and begin implementation	April 02 - March 03	Policy Services
	Support the Warwick District Policy for Older People Group in partnership with Age Concern Warwickshire and Warwickshire County Council	April 02 - March 03	Policy Services
	CRE Standards - develop action plan	March 2003	Policy Services
	Compliance with Race Relations Amendment Act	May 2002	Policy Services
	Evaluation and expansion of PAL Project	June 2002	Policy Services
	Review Anti Poverty Strategy	March 2003	To be agreed
	Hold a Safer Drinking Conference and produce a Safer Drinking Strategy for South Warwickshire	March 2002	Policy Services
	Holding a Black and Asian Careers convention at the Spa Centre	August 2002	Policy Services
Community	Support the Southern Area Ethnic Community Consultation	August 2002	Policy Services

**COMMUNITY SERVICES - SERVICE PLAN 2002 - 2004  
WORK PLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
Development continued	Forum in information sharing and capacity building for community groups.		
	Develop a Resource Centre for the Black and Asian Community.	September 2002/ongoing quarterly meetings	Policy Services
	Extend the services offered by the Leamington Spa Credit Union, e.g. identify support needs for those entertaining employment and extend credit unions to other areas of the district.	Ongoing	Policy Services
	Target welfare rights and benefits take- up at older people, disabled people and members of black and ethnic minorities.	March 2003	Policy Services
	Support and implement the Sydenham Neighbourhood Initiative Community Centre.	2002	Policy Services
	Implement the Brunswick Hub Community Resource Centre.	2002	Policy Services
	Develop the Youth Forum for Warwick District to engage young people in the planning of local services.	Ongoing	Policy Services
	Produce a Community Participation Strategy and develop a consultation toolkit.	March 2003	Policy Services
Community Development continued	Improve the health and well being of all elderly people, including the Sikh and African Caribbean community by staging events to identify and meet the needs of the diverse cultures of the elderly	2 events per year ongoing.	Policy Services

**COMMUNITY SERVICES - SERVICE PLAN 2002 - 2004  
WORK PLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	in Warwick.		
	Improve educational achievement and access to appropriate training and employment opportunities in Old Town Leamington.	Ongoing	Policy Services
	Co-ordinate and promote access to information relating to educational and support services for families, including Lillington Parents Centre and Sydenham Parents Centre.	April 2002	Policy Services
	Identifying disaffection amongst young people in the district and produce a video recording responses from young people in Whitnash.	Ongoing	Policy Services
	Support peer mentoring for young people within the African Caribbean community.	Ongoing	Policy Services
	Encourage and promote the use of schools for community activities through school newsletter, LEA publications and web sites.	March 2003	Policy Services
	Provide an affordable gardening service for older people through the Warwick District Gardening Service pilot scheme.	Ongoing	Policy Services
Community Development Continued	Improve co-ordination and support through the establishment of an Adult Community Learning Forum for Warwick District	Ongoing	Policy Services
Discretionary	Review service in light of customer survey responses	June 2002	Finance

**COMMUNITY SERVICES - SERVICE PLAN 2002 - 2004  
WORK PLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
Rate Relief			
Grants to Voluntary Organisations	Carry out review of grant allocations/SLAs	March 2003	Policy Services and Finance
	Review Service in light of customer survey responses	June 2002	Finance
	Promote the take up of Community grants and update the guide for grant availability.	Ongoing	Finance/Policy Services
Community Safety	Produce Crime and Disorder Strategy	April 2002	Policy Services
	Support the multi-agency Lillington Community Action Forum to identify solutions to anti-social and criminal behaviour	Ongoing	Policy Services

**CUSTOMER SERVICES - SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
Assisted Travel Scheme	Improve the concessionary fares scheme for cross boundary travel	March 2003	Finance
Benefits	Respond to KPMG Report  (The main development areas are listed in Paragraph 7.1 but target dates to be decided)	June 2002	Finance
Council Tax and NNDR	Canvass at billing time to increase direct debit take up  Introduce >Paperless= Direct Debit sign up  Review outgoing documentation, introduce link between legacy system and >Word 2000' word processing.	March 2002  February 2002  During 2002	CT&R  CT&R  All C Tax/NNDR staff
Customer Services	Review standards of service.  Prepare and introduce a Customer Services Strategy, including a review of the services provided at Riverside House and the Town Hall	During 2002/03  By December 2002	Members= and Customer Services  Members= and Customer Services
Customer Services	Review standard letters issued by business units in order to achieve a common standard of response.  To utilise the European Foundation for Quality Management	By March 2003  From April 2002	Members= and Customer Services  Members= and



**CUSTOMER SERVICES - SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	<p>model in improving services, in preparation for the best value review to be carried out in 2003.2004.</p> <p>Develop WCC, Warwick District Council and Warwickshire Rural Community Council web sites.</p> <p>Roll out the Open Door scheme to cover all services</p>	<p>Ongoing</p> <p>2005</p>	<p>Customer Services</p> <p>Members= and Customer Services</p> <p>Members= and Customer Services and Policy.</p>

**HERITAGE & ARTS: SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
Royal Pump Rooms	Maintain services by operating Art Gallery & Museum, Assembly Rooms and managing the building.	Ongoing	Heritage and Arts
	Exhibitions and events programmes.	Ongoing	Heritage and Arts
	Medicate: contemporary art and medical science (new works, exhibition and workshops, etc).	November 2001 - November 2002	Heritage and Arts
	Re-hang displays in Art Gallery (phased to keep gallery open).	April/May 2002	Heritage and Arts
	Review IT provision to improve access to collections data base for staff and public.	Ongoing (completion dependent on outcome of review)	Heritage and Arts
	Produce guide book on Royal Pump Rooms.	April/May 2002	Heritage and Arts
	Link Royal Pump Rooms to town centre CCTV system.	April 2002	Amenities
	Appoint Heritage Interpretation Officer to improve access to Heritage resources of Art Gallery, Museum and Library (through programmes of activities and improvements to technical and administrative infrastructure of Royal Pump rooms).	Implementation subject to outcome of application to HLF for funding (submitted January 2002)	Heritage and Arts
Making the best use of the Assembly Rooms by providing grants to eligible organisations towards the cost of hire.	Ongoing	Heritage and Arts	

**HERITAGE & ARTS: SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
Arts Development	Implement Arts Strategy and Public Art Strategy.	Ongoing	Heritage and Arts
	Support development projects and grant aid key clients.	2002/03	Heritage and Arts
	Implement Beyond Therapy outreach project.	2002	Heritage and Arts
	Support creative and arts related businesses through research, training etc.	2002	Heritage and Arts
	Support Warwickshire Arts Week.	July 2002	Heritage and Arts
	Implement Kenilworth Abbey Interpretation Scheme - interpretation of site.	Subject to English Heritage consent (by April 2002)	Heritage and Arts
	Support development of Cultural Quarter including the Railway arches for arts scheme and the Spencers Yard scheme.	2004	Heritage and Arts
	Supporting events and cultural tourism in Warwick.	Ongoing	Heritage and Arts
	Supporting a range of arts development projects in conjunction with West Midlands Arts including providing Grant Aid to 3 key clients, Live and Local, Motionhouse Dance Theatre and Warwick Arts Society.	2001/2002	Heritage and Arts
Developing a local Cultural Strategy to strategically link economic development, tourism, planning, leisure, sports, arts and heritage.	December 2002	Heritage and Arts	

**HERITAGE & ARTS: SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
Arts Development continued	Making opportunities for participation in arts more accessible through grant aid schemes and by:  X enabling arts projects in Social Services settings X developing a youth arts strategy to increase availability of arts activities for young people.	Ongoing	Heritage and Arts
Royal Spa Centre	Maintain and develop sound financial performance of entertainment programme.  Build on the success of the Pantomime Season.  Introduce new acts and events to the venue.  Maintain success of Search for a Star, both locally and nationally by acting as chair of British Resorts Association Talent Contest.  Develop Bollywood Film series in Royal Cinema.  Develop Asian drama series.  Develop further customer surveys.  Implement marketing plan.  Host a Raise your Voice @ Black and Asian awareness event.	Ongoing  Ongoing  Ongoing  November 2001 onwards  Ongoing  October 2002  Ongoing  Ongoing  January 2002	Entertainments  Entertainments  Entertainments  Entertainments  Entertainments  Entertainments  Entertainments  Entertainments

**PARKS AND OPEN SPACES - SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
Planning and Strategy	To implement the ten year Management Plan for Jephson Gardens as part of the requirement of the HLF.	2002 - ongoing	Parks Client Team
	Ensure the implementation of the agreed Play Strategy.	2001 - 2004	Parks Client Team
	To implement the tree and woodland strategy, secure funding to include the tree replacement programme.	2002 - 2005	Parks Client Team
	Increase sponsorship for floral displays.	2002 - 2003	Parks Client Team
	Improve biodiversity and management in public open spaces (including smaller ones) by developing long term biodiversity and management plans for all local parks, open spaces, cemeteries and crematorium grounds.	25% of all public open spaces covered by a plan by December 2002	Leisure Services
All	Implement the Outdoor Recreation Action Plan.	Ongoing	
Parks and Open Spaces Management	Undertake preparatory work for entering into a best value negotiated contract with approved contractors.	2001 - 2003	Grounds Maintenance Contract managers Parks Client Team
	Provide signposts within parks to show locations of facilities and to improve street signs to raise awareness of Parks, open spaces and Local Nature Reserves.	March 2002 March 2003	
	Work with Sports and Leisure Community.	March 2002 - 2004	
	Contribute to the sustainability of local tree and woodland areas	Tree inventory	Leisure Services

**PARKS AND OPEN SPACES - SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	by undertaking an inventory of all highway trees and trees in urban public open spaces and by implementing the Tree and Woodland Strategy.	complete by December 2002	

**SPORTS FACILITIES - SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
General	The Recreation Strategy currently being prepared by Mike Carey is due for completion in 2002. This document will provide a framework within which the sections will work for the period 2002 - 2007.	April 2002	Mike Carey - consultant
	Continue to engage community groups in establishing their priorities for future leisure provision in Warwick District. This will be achieved through a number of methods including surveys, working groups, partnerships. Consultation with Youth Forum.	Ongoing	Sports Dev., Leisure Centres, Events and Outdoor Sports Provision
	Act on the recommendations of the feasibility study on the provision of a sports hall in South Leamington.	April 2002	Sports Dev., Leisure Centres, Events and Outdoor Sports Provision
	Carry out the Annual User Survey in Sports Facilities.	April/May 2002	Sports Facilities
	Agree and implement Performance Indicators for sports provision - recognising Sports England best practice guidance and national indicators.	April 2002 - ongoing monitoring	Sports Facilities; Sports, Leisure and Community
	Establish a User group at Meadow Community Sports Centre.	April 2002	Sports, Leisure and Community
	Continue to use Citizens Panel to gather data to monitor	Ongoing	Sports Facilities;

**SPORTS FACILITIES - SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	performance indicators as required (see above).		Sports, Leisure and Community
<b>Sports Development</b>	Produce a Sports Development Plan (possibly included within Recreation Strategy).	April 2003	Sports Development
	Working with Sport England, Health Development Agency and governing bodies to deliver national initiatives locally including <u>Active Sports</u> (involving 9 sports) and Greater Warwickshire Youth Games.	April 2001 onwards	Sports, Leisure and Community
	Providing advice, training and support to voluntary community groups to develop youth sport in the community and promoting and developing rural sports.	Annual Review	Leisure
	Continue to work with Leamington Swimming Club to strengthen the new partnership and implement Active Swimming and the clubs accreditation as a Club 21 club.	Summer 2002	Sports Facilities and Sports Development
	Continue to work with other Active Sports partners to ensure the district obtains maximum benefit from the Active Sports initiative.	Ongoing	Sports Development and Sports Facilities
<b>Events and Outdoor Sports Provision</b>	Plan and manage the EWBA Home Internationals and National Championships in 2002.	Summer 2002	Sports, Leisure & Community
	Plan for EBA Test Matches 2003; Home Nations in 2003/04/05 and the Atlantic Rim in 2005.	Ongoing	Sports, Leisure & Community



**SPORTS FACILITIES - SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	Providing recreational activities for young people including shelters and kickabout/basketball areas.	March 2003	Sports, Leisure & Community, Sports Development
<b>Leisure Centres</b>	<b>Extend the scheme by adding new activities to the choices available to patients.</b>	<b>From April 2002</b>	<b>Sports Facilities</b>
	<b>Recruit new practices to increase the number of referrals.</b>	<b>From April 2002</b>	<b>Sports Facilities</b>
	<b>Consider adding Walking for Health Schemes to run in tandem with GP Referral Schemes.</b>	<b>April 2002</b>	<b>Sports Facilities</b>
	<b>Support Open Door to raise awareness of leisure facilities and make it easier for customers to contact and make payments to these facilities. This will be through the implementation of on line payments, integrated leisure database, use of Contact Centre.</b>	<b>Ongoing</b>	<b>Sports Facilities; Sports, Leisure and Community</b>
	<b>Pursue further use of IT in centres to produce useful management information from Leisure Flex and ease access for customers eg through Smart card technology.</b>	<b>Ongoing</b>	<b>Sports Facilities; Sports, Leisure and Community</b>
	<b>Continue to develop the <a href="http://www.warwickdc-leisure.co.uk">www.warwickdc-leisure.co.uk</a> web site in conjunction with the WDC web site.</b>	<b>Ongoing</b>	<b>Sports Facilities; Sports, Leisure and Community</b>
<b>Target specific groups of user in particular older people and</b>			<b>Sports Facilities and Sports</b>

**SPORTS FACILITIES - SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	<p>youngsters to increase attendances. This will include the implementation of the Best Value Review of Older People Action Plan; attendance at 'Fit for the Future' type events and Active Sports.</p> <p>Implement the recommendations resulting from the review of the pool programmes (Dec 2001) following approval by members.</p>	<p>April 2002</p>	<p>Development</p> <p>Sports Facilities</p>
<p>Leisure Centres continued</p>	<p>Investigate the feasibility of installing CCTV at Edmondscote track.</p> <p>Continue to work with Police and Mayfair to improve public perception of security in the areas adjacent to leisure centres.</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Sports, Leisure &amp; Community; Amenities Manager</p> <p>Sports Facilities; Sports, Leisure &amp; Community</p>

**HOUSING ENABLING - SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
Allocations and Lettings	To complete Member Seminars before final report to Executive with new Allocations Policy.	Completed	Housing
	To report to Executive on Allocations Review and new Policy	Completed	Housing
	To implement changes to Allocations Policy following review	From July 2002 (dependent on IT system)	Housing
Housing Advice and Homelessness	To implement BVR Improvement Plan	From April 2002 Dependent on growth bid	Housing
Provision of Affordable Housing	To monitor LASHG spend	On-going	Housing
	To carry out actions held within the Community Plan in relation to the provision of affordable housing	On-going	Housing
	To develop proposal alongside Environmental Health and Planning for Regent Hotel Site commuted sum	Completed	Housing/ Env Health/ Planning
	Organise a conference of key stakeholders to investigate innovative ways to deliver low-cost/affordable market housing, including resale covenant scheme. Produce a report on market	To be done as part of Best Value Review 2003	Housing and Planning

**HOUSING ENABLING - SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	options and devise an affordable market housing strategy.  Encourage more affordable housing in new developments by reviewing the percentage of affordable housing achieved and by considering reducing local thresholds within affordable housing planning policy  Work with neighbouring authorities to agree a common approach towards enabling affordable housing.	To be done as part of Best Value Review 2003  ongoing	Housing and Planning  Housing
Housing Strategy	To complete review of Housing Strategy  To complete consultation as per Consultation Programme  Setting up a working group to review and consult on the Housing Strategy - ensuring that the Housing Strategy links to the Community Plan, Local Plan and regional guidance. To complete consultation as per Housing Options Consultation Programme  Report to Executive 11th March 2002 and Council April 2002  Implement decision of the Council	April 2002  July 2002  Oct 2001  January - March 2002  All Completed	Housing  Housing  Housing  Housing Policy Services /  Housing  Policy Services / Housing
Supporting People	To provide information paper to Members	April 2002	Housing

**HOUSING ENABLING - SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	To develop Supporting People Strategy for inclusion in Housing Strategy	April 2002	Housing
	Involvement in drawing up the Supporting People Strategy including Shadow Strategy by August 2002	August 2002	Housing
	Assisting in the Mapping of Needs and Supply as requested	All completed	Housing
Private Sector Housing	Continue to provide a full private sector housing service covering houses in multiple occupation, camping and caravan sites and unfit dwellings, meeting relevant service standards.	Ongoing	Environmental Health
	Monitor and improve the levels of energy efficiency of dwellings within the District through implementation of the HECA Strategy.	Ongoing	Environmental Health
	Work with local colleges, Coventry City Council and private renting agencies to develop an accreditation scheme of landlords and accommodation quality.	April 2003 and ongoing	Environmental Health
	Offer housing grants and advice to landlords and owner-occupiers in order to reduce the number of properties that are unfit or in disrepair.	April 2003 and ongoing	Environmental Health
	Offer Home Repairs Assistance grants to enable private tenants and owner-occupiers to tackle minor disrepair and remain in their homes	April 2003 and ongoing	Environmental Health

**HOUSING ENABLING - SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	Reduce the number of empty properties by implementing the Empty Property Strategy  Enforcing and encouraging improved standards in private sector housing.	April 2003 and ongoing  April 2003	Environmental Health  Housing and Environmental Health

**HOUSING LANDLORD - SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
<b>Stock Management</b>			
Decent Homes	To develop proposals to eradicate non-decent homes, as per the Decent Homes Guidance.	July 2002 Ongoing	Property/Housing
Rent Restructuring	Implement rent restructuring April 2002	April 2002 Completed	Housing/Finance
Repairs - Partnering	Consider the benefits and drawbacks of a partnering arrangement in relation to routine maintenance	By October 2002 Ongoing as part of BVR	Housing/Property
Repairs - Repairs by Appointment	Monitor pilot for 3 month period up 1st April 2002	April 2002	Housing
	Implement repairs by appointment throughout district	October 2002 Completed	Housing
Repairs	Implement a void / lettability standard	August 2002 In Draft	Housing
	Investigate areas for savings within the routine repairs budget		Housing
	In line with e-government consider the customer interface options for tenants reporting repairs.	April 2002 Completed	Housing
		July 2002	

**HOUSING LANDLORD - SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
		Completed	
Business Planning	Review Business Plan	July 2002 completed July 2003 July 2004	Housing/Property
Best Value	Complete BVR - Stock Management	December 2002	Housing
Information Technology	Introduce new integrated housing management system	2003/2004	Project Team
Void Management	Investigate the current arrangements for key management and make recommendations to improve current system, with the aim of improving relet efficiency and customer service.	April 2002 Completed	Housing
<b>Tenancy Management</b>			
Tenancy Agreement	Implement new Tenancy Agreement. Consultation already completed.	April / May 2002 completed	Housing
Estate Services	Investigate Estate Supervisors Service where tenants currently receive 4 different levels of service at same rent, the aim being to provide a fair and equitable service. Link up to Service Charges.	Ongoing	Housing
	Review policy and procedure for dealing with abandoned vehicles, in light of increased charges.	September 2002 Ongoing	Housing
CCTV	Complete transfer of Concierge to corporate CCTV Centre, with	April 2002	Housing



**HOUSING LANDLORD - SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	new SLA and a revised set of performance indicators.  Consider the possibility of extending current CCTV provision.  Investigate the use of injunctions for neighbour nuisance and anti-social behaviour.	Completed  December 2002 ongoing  Ongoing	Housing
The Crest	The Crest - recommendations arising from tenant consultation and data collection during 2001 and Chapman Hendy Report November 2000.	Completed	Housing
Rent Arrears	To complete actions contained within the Rent Arrears Team Action Plan	Completed	Housing
Rent Arrears	Complete BVR - Tenancy Management	December 2003	Housing
<b>Tenant Participation</b>			
Tenant Compact	Complete annual review of Tenant=s Compact  Implement proposals / revised plan arising from review of Tenants Compact.  Implement methods to involve tenants in Business Planning process, particularly in relation to major works programmes and decent homes.  To form a Good Practice Group with other Warwickshire	April 2002 Ongoing  On-going  April 2002 Ongoing  Completed	Tenant Compact Review Panel Housing  Housing  Housing

**HOUSING LANDLORD - SERVICE PLAN 2002 - 2004  
WORKPLAN**

<b>Topic</b>	<b>Action</b>	<b>When</b>	<b>Who</b>
	Councils.  Complete Tenant Consultation Programme in relation to Housing Options.	March 2002 Ongoing	Housing
Housing Services for the Elderly	Implement actions arising from BVR Older People 2001 Assess implications of Care Standards Act 2000 - legislative delay	During 2002-ongoing August 2002	Housing Housing

**APPENDIX 3**

**COMMUNITY SCRUTINY COMMITTEE**

**TUESDAY 21 MAY 2002**

*SERVICES FOR OLDER PEOPLE BEST VALUE - PROGRESS REPORT*  
*HOUSING ENABLING BEST VALUE REVIEW - PROGRESS REPORT*  
*OUTDOOR RECREATION AND AMENITIES BEST VALUE REVIEW - PROGRESS REPORT*  
*BEST VALUE REVIEWS 2002*  
*HOUSING STRATEGY 2002 - 2005*  
*ALLOCATIONS REVIEW*  
*RENT ARREARS PROGRESS REPORT*  
*THE GAP - PROJECT UPDATE*  
*CAB MONEY ADVISOR - PROJECT UPDATE*  
*END OF TERM REPORT*

**TUESDAY 18 JUNE 2002**

***WORK PLAN 2002/2003 AND PORTFOLIO HOLDER PRIORITY AREAS***

**TUESDAY 16 JULY 2002**

*YOUTH PARTICIPATION - PROJECT UPDATE*  
*INDEPENDENT TENANT ADVISOR (ITA) BRIEF*  
*HOUSING OPTIONS - AN EDUCATION AND AWARENESS PROGRAMME FOR COMMUNITY SCRUTINY COMMITTEE*  
*AIDS AND ADAPTATIONS IN COUNCIL HOMES*  
*WORK PLAN 2002/2003 AND PORTFOLIO HOLDER PRIORITY AREAS*

**TUESDAY 13 AUGUST 2002**

RECAP ON KEY HOUSING OPTIONS

WORK PLAN 2002/2003 AND PORTFOLIO HOLDER PRIORITY AREAS

**TUESDAY 10 SEPTEMBER 2002**

ANTI-SOCIAL BEHAVIOUR POLICY FOR COUNCIL TENANTS

MONITORING OF THE JEPHSON GARDENS PROJECT

WORK PLAN 2002/2003 AND PORTFOLIO HOLDER PRIORITY AREAS

**TUESDAY 8 OCTOBER 2002**

HOUSING OPTIONS - BUSINESS PLANNING AND FINANCIAL OPTIONS -  
PRESENTATION

STOCK MANAGEMENT BEST VALUE REVIEW - PROGRESS REPORT

HOUSING OPTIONS - VISITS TO OTHER COUNCILS AND A LARGE SCALE  
VOLUNTARY [LSVT] ORGANISATION

ROUTINE REPAIRS - UPDATE REPORT

PROPOSED CLOSURES FOR CHRISTMAS AND NEW YEAR 2002/03

WORK PLAN 2002/2003 AND PORTFOLIO HOLDER PRIORITY AREAS

**TUESDAY 5 NOVEMBER 2002**

**WORK PLAN 2002/2003 AND PORTFOLIO HOLDER PRIORITY AREAS**

**TUESDAY 3 DECEMBER 2002**

HOUSING OPTIONS - STATUS QUO AND TRANSFER - IMPACT ON TENANTS AND  
COUNCIL - PRESENTATION

RENT ARREARS - PROGRESS REPORT

HRA GARAGE SITES - CHANGE OF USE  
LEAMINGTON SPA CREDIT UNION - PROGRESS REPORT  
WORK PLAN 2002/2003 AND PORTFOLIO HOLDER PRIORITY AREAS  
THE BAND FACTORY, LEAMINGTON OLD TOWN

**TUESDAY 7 JANUARY 2003**

THE GOVERNMENT'S PLAN FOR HOUSING BENEFIT  
HOUSING OPTIONS - INDEPENDENT TENANT ADVISOR (ITA) PROJECT PLAN  
HOUSING OPTIONS - PROJECT PLAN  
WORK PLAN 2002/2003 AND PORTFOLIO HOLDER PRIORITY AREAS

**TUESDAY 4 FEBRUARY 2003**

HOUSING OPTIONS REVIEW - PRESENTATION  
HOUSING OPTIONS - UPDATE REPORT ON VISITS TO OTHER ORGANISATIONS  
WORK PLAN 2002/2003 AND PORTFOLIO HOLDER PRIORITY AREAS

**TUESDAY 4 MARCH 2003**

*EMPTY PROPERTY WORK WITHIN WARWICK DISTRICT*

*CRIME AND DISORDER STRATEGY 2002 - 2005 PROGRESS REPORT*

*AIDS AND ADAPTATIONS - PROGRESS REPORT*

*TENANTS STOCK OPTIONS APPRAISAL*

*WORK PLAN 2002/2003 AND PORTFOLIO HOLDER PRIORITY AREAS*

**EXECUTIVE - MONDAY 27 MAY 2002**

**BEST VALUE PERFORMANCE 2002-2003**

**PERFORMANCE INDICATORS AND TARGETS**

**HOUSING OPTIONS REVIEW - NEXT STEPS**

**CRIME AND DISORDER STRATEGY 2002-2003**

**GROUNDS MAINTENANCE CONTRACT**

**WHITNASH BROOK VALLEY**

**ADVOCATE - EQUALITY**

**CLOSING ORDER BASEMENT - 15 CHURCH TERRACE, LEAMINGTON SPA**

**THE FUTURE OF THE LONG-TERM MANAGEMENT AND MAINTENANCE OF THE CREST.**

**COMMUNITY INITIATIVES TEAM AND CREDIT UNION STAFFING**

**FUNDING SERVICE LEVEL AGREEMENTS**

**June 2002**

**QUALITY STRATEGY**

**THE BENEFITS DIVISION AND THE VERIFICATION FRAMEWORK**

**ACCOUNTS 2001/2002**

**RURAL INITIATIVE SCHEME - TACHBROOK PARK RESIDENTS' ASSOCIATION**

**RESTRUCTURE OF PARKS SECTION AND ADMINISTRATION SECTION**

**HOUSING STRATEGY 2002-2005**

**GRANTS TO VOLUNTARY ORGANISATIONS**

**WARWICK PERCY ESTATE COMMUNITY PROJECTS**

**LOCAL AUTHORITY SOCIAL HOUSING GRANT**

**July 2002**

**FINANCIAL STRATEGY 2002 TO 2007**

**FINAL ACCOUNTS 2001 - 2002**

**CCTV SIGNS**

**WARWICK PERCY ESTATE COMMUNITY PROJECTS - APPROVAL OF  
SERVICE LEVEL AGREEMENT**

**GRANTS TO VOLUNTARY ORGANISATIONS**

**RURAL INITIATIVE SCHEME - RADFORD SEMELE PARISH COUNCIL**

**PUBLIC ART**

**August 2002**

**HRA BUSINESS PLAN**

**CULTURAL QUARTER, SPENCER YARD, ROYAL LEAMINGTON SPA**

**EMPLOYEE AGED OVER 65**

**AIDS AND ADAPTATIONS IN COUNCIL HOMES**

**COMMUNITY DEVELOPMENT WORKER - LILLINGTON**

**CONFIDENTIAL ITEMS AND REPORTS**

**TENDER FOR THE SOFT LANDSCAPING WORK IN THE TEMPERATE  
HOUSE, JEPHSON GARDENS, ROYAL LEAMINGTON SPA**

**EARLY RETIREMENT**

**GROUNDS MAINTENANCE CONTRACT**

**SEPTEMBER 02**



***PERFORMANCE MANAGEMENT REPORTS***

***LIGHTING IMPROVEMENTS TO LEAMINGTON TOWN CENTRE,  
BRUNSWICK AND LILLINGTON***

***APPROVAL OF WARWICKSHIRE SUPPORTING PEOPLE DRAFT  
SHADOW STRATEGY***

***USE OF COUNCIL STOCK FOR TEMPORARY ACCOMMODATION FOR  
HOMELESS PEOPLE***

***JOINT COMMISSIONING REVIEW - TO APPROVE THE METHOD OF  
DISTRIBUTION OF THE APPROVED DEVELOPMENT PROGRAMME***

***REFURBISHMENT OF KING HENRY VIII ALL-WEATHER PITCH***

***FUNDING CONDITIONS FOR LOCAL AUTHORITY SOCIAL HOUSING  
GRANTS (LASHG)***

***CONFIDENTIAL ITEMS AND REPORTS***

***HOUSING STRUCTURE - HEAD OF HOUSING***

***HOUSING RESTRUCTION***

***OCTOBER 02***

***CAPITAL PROGRAMME 2002/2003 TO 2006/2007***

***IMPLEMENTING ELECTRONIC GOVERNMENT STATEMENT***

***ALLOCATIONS REVIEW***

***PRIVATE SECTOR HOUSE CONDITION SURVEY - ADDITIONAL FUNDING***

***TIMETABLE OF COMMITTEE MEETINGS***

***LIGHTING AUDIT***

***EXTERNAL AUDIT OF COMPLIANCE WITH THE COMMISSION FOR RACIAL EQUALITY AND NEW GENERIC QUALITY STANDARDS***

***IMPROVEMENTS TO CORPORATE PROPERTY***

***IMPROVEMENTS SCHEMES AND MAJOR WORKS TO COUNCIL DWELLINGS***

***RURAL INITIATIVE SCHEME - EATHORPE AND WAPPENBURY VILLAGE HALL***

***WHITNASH BROOK VALLEY - DECLARATION OF A LOCAL NATURAL NATURE RESERVE***

***CONFIDENTIAL ITEM AND REPORT***

***REDEPLOYMENT - LEISURE AND AMENITIES***

***NOVEMBER 02***

**PERFORMANCE MANAGEMENT - HALF YEAR RESULTS 2002**  
**COMPREHENSIVE PERFORMANCE ASSESSMENT GUIDANCE**  
**CONSULTATION**

**APPROVAL OF FEES AND CHARGES - 2003/2004**

**SRB 6 - OUTREACH PROJECT FOR OLDER PEOPLE AND SYDENHAM**  
**PROJECT**

**GRANTS TO VOLUNTARY ORGANISATIONS**

**AGENDA ITEM NUMBER 9(E) - PERFORMANCE STANDARDS FUNDING**  
**- HOUSING BENEFIT AND COUNCIL TAX BENEFIT**

**SPORTS FACILITY IN SOUTH LEAMINGTON/WHITNASH**

**CONFIDENTIAL ITEMS AND REPORTS**

**ST MARY'S LANDS AND THE HILL CLOSE GARDENS SCHEME,**  
**WARWICK**

**KENILWORTH PROPOSALS**

**THE BAND FACTORY**

**DECEMBER 02**

**APPROVAL OF GENERAL FUND ESTIMATES 2002/2003 REVISED AND  
2003/2004 ESTIMATES**

**SOUTH WARWICKSHIRE PRIMARY CARE TRUST - CLINICAL SERVICE  
REVIEWS - CONSULTATION**

**IMPROVEMENT SCHEMES/MAJOR WORKS TO COUNCIL DWELLINGS  
AND CONTRACT FOR OUTSIDE OF OFFICE HOURS SERVICE**

**NEWBOLD COMYN GOLF COURSE LEASE**

**WARWICK TREE NURSERY PLANNING PERMISSION**

**SKATE FACILITIES - NEWBOLD COMYN**

**CUSTOMER SERVICES**

**RURAL INITIATIVES - BUDBROOKE COMMUNITY CENTRE**

**GRANTS TO VOLUNTARY ORGANISATIONS**

**TRANSFER OF LAND - GARAGE SITES**

**WARWICKSHIRE ON-LINE PARTNERSHIP - MEMORANDUM OF  
UNDERSTANDING**

**CONFIDENTIAL ITEMS AND REPORTS**

**CULTURAL QUARTER, SPENCER YARD, ROYAL LEAMINGTON SPA**

**SALE OF OPEN SPACE**

**JANUARY 2003**

**NOTICES OF MOTION - COUNCILLOR DOODY**

**DISCRETIONARY RATE RELIEF BUDGET ALLOCATION - 2002/2003**

**PROVISIONAL LOCAL GOVERNMENT SETTLEMENT AND BUDGET  
2003/2004 AND 2002/2003 REVISED**

**APPROVAL OF HOUSING REVENUE ACCOUNT ESTIMATES 2002/2003  
REVISED AND 2003/2004 ESTIMATES**

**STOCK MANAGEMENT BEST VALUE REVIEW - FINAL REPORTS AND**

**IMPROVEMENT PLAN**  
**WARDEN CALL MAINTENANCE CONTRACT**  
**DRAFT CULTURAL STRATEGY**  
**RESTRUCTURE OF PARKS AND RECREATION SECTION**  
**REFURBISHMENT OF EDMONDSCOTE ATHLETICS TRACK,  
LEAMINGTON SPA**  
**LOCAL AUTHORITY SOCIAL HOUSING GRANT (LASHG) - TOP UP  
FUNDING FOR COVENTRY ROAD, BAGINTON DEVELOPMENT**  
**LOCAL AUTHORITY SOCIAL HOUSING GRANT (LASHG) - PIPERS LANE,  
KENILWORTH**  
**REFURBISHMENT OF KING HENRY VII ALL WEATHER  
PITCHGENERAL REPORT BENEFITS TAKE UP CAMPAIGN**  
**RURAL INITIATIVE SCHEME - EATHORPE AND WAPPENBURY  
VILLAGE HALL**  
**RURAL INITIATIVE SCHEME - RACING AHEAD**

**FEBRUARY 2003**

**BUDGET 2003/2004 AND COUNCIL TAX - CALCULATION OF WARWICK  
DISTRICT COUNCIL ELEMENT**  
**THE BENEFITS VISION, NEW TAX CREDITS AND THE PENSIONS  
CREDIT**  
**HOUSING RENTS 2003 AND 2004**  
**HOUSING INVESTMENT PROGRAMME 2002/2003 TO 2006/2007**  
**HEATING, LIGHTING AND WATER CHARGES 2003/2004 FOR COUNCIL  
TENANTS**  
**GRANTS TO VOLUNTARY ORGANISATIONS**  
**WARWICKSHIRE ON-LINE PARTNERSHIP**

**CONFIDENTIAL ITEMS**

***NEWBOLD COMYN GOLF COURSE - RECEIPT OF TENDERS  
DISPOSAL OF 1 ST. MARY'S CLOSE, WESTON UNDER WETHERLEY***

**MARCH 2003**

***PERFORMANCE MANAGEMENT SYSTEM***

***PERFORMANCE MANAGEMENT***

***SRB6 SCHEME - PROMOTING INCLUSION AND ENTERPRISE***

***THE BENEFITS DIVISION AND THE VERIFICATION FRAMEWORK - AN  
UPDATE***

***CASH INCENTIVE SCHEMES***

***TRANSFER OF LAND - LANGLEY ROAD, GARAGE SITE***

***IMPROVEMENT AND RENEWAL WORKS TO THE COUNCIL'S HOUSING  
STOCK***

***HOUSING AND PUBLIC HEALTH ENFORCEMENT POLICY***

**CONFIDENTIAL ITEMS**

***THE BAND FACTORY***

***PROPOSED CRAZY GOLF COURSE - ST NICHOLAS PARK, WARWICK***

**COMMUNITY SCRUTINY COMMITTEE  
DRAFT WORK PROGRAMME 2003/04**

**MAY** *Event jointly with other Scrutiny Committees with the External Auditors on the Role of Scrutiny*

**JUNE** *Event (to be co-ordinated with other scrutiny committees, role of the overview and scrutiny function, to include what is expected of members)*

*Housing Options update*

*Consideration of New Corporate Strategy (if available)*

**JULY** *Themed Crime & Disorder Event (format and location to be determined)*

*Housing Options update*

*Review of one Executive decision from 2003/04*

**AUGUST** *Portfolio Holders held to account on Quarterly Performance information (in select committee format).*

*The Work of the Warwickshire Community Legal Services Partnership*

**SEPTEMBER** *Public Interest Debate (away from WDC civic buildings; theme and location to be determined and publicised), followed by normal committee business*

*Credit Union (update and review)*

*Housing Rent Arrears*

*Housing Benefits – The Verification Framework (update)*

**OCTOBER** *Relevant thematic Action Plan debated with invitees from range of agencies.*

*Anti-Social Behaviour Policy (impact assessment)*

*The New Corporate Strategy (implications for this committee)*

**NOVEMBER** *Portfolio Holders held to account on Quarterly Performance information (in select committee format).*

*Band Factory progress report*

*“Balancing the Housing Market” (essential elements and likely requirements)*

**DECEMBER** *Event (to be co-ordinated with other scrutiny committees, but ?*

*Review of Service Plans for 2004/05?*

*Progress on Best Value Reviews*

Leisure and Cultural Services (review and impact assessment)

## **JANUARY**

*Portfolio Holders held to account on Quarterly Performance information (in select committee format).*

*Event (to be co-ordinated with other scrutiny committees)*

Crime & Disorder Strategy 2002-2005 progress report

## **FEBRUARY**

Review of RSL operations within the district

Homelessness Strategy (review and impact assessment)

## **MARCH**

*Event (to be co-ordinated with other scrutiny committees)*

Credit Union (update and review)

Housing Rent Arrears

*Corporate Strategy (review)*

## **APRIL**

*Event (to be co-ordinated with other scrutiny committees)*

*“End of Term” report on Scrutiny Committee activities 2003/04*

*Proposed Work Plan 2004/05*

## **MAY**

*Portfolio Holders held to account on Quarterly Performance information (in select committee format).*

N.B. (1) items above in *italics* are matters common to all three scrutiny committees.

N.B. (2) co-ordinated training nights for all scrutiny committees might include the following (additional to the suggested themes above) –

Budget;  
Local Plan;  
Standards;  
The Information Agenda (Fol and DP);  
The Constitution;  
EFQM Peer Assessment and CPA; and  
Community Plan and LSP.