

## HOMES AND SAFE COMMUNITIES SCRUTINY COMMITTEE

Minutes of a meeting held on 15<sup>th</sup> January, 2020.

Present: Councillor Mrs. S.D. Perkes (Chairman); Councillor Ms. J. Aviet (Vice-Chairman); Councillors J.C. Bird, Ms. B.E. Brooks, Mrs. C.A. Cave, Miss. A.M. Collins, S.J. Griffiths, Mrs. S.M. Hanks, A.C. Parker and L.O. Rowlands.

Also present: Mrs. W. Davies, Mrs. G. Doyle, Mr. A. Raybould and Ms. H. Smith (Tenant Working Group Representatives).

### 586 MINUTES –

RECOMMENDED – T H A T the minutes of the meeting held on 10<sup>th</sup> December, 2019 be approved as a correct record.

### 587 DECLARATIONS OF INTEREST –

No declarations were received.

### 588 REVENUE AND CAPITAL MONITORING FOR THE PERIOD 1<sup>ST</sup> APRIL TO 30<sup>TH</sup> NOVEMBER 2019 (DEH) –

The report was outlined by the Finance Support Manager who asked the Committee to consider and note the position with regard to the 2019/20 revenue and capital budgets.

The Finance Support Manager first turned to the revenue side of the report, stating that it was anticipated that services within this Committee's remit would outturn within budget at year end. With regard to the Youth Offending Service however, she wanted to point out to the Committee that it was anticipated the service would outturn with an underspend of £100k at year end. This was because of staff vacancies – these had numbered eight and all but three had now been subsequently filled or out for recruitment. In terms of the savings targets set for the Committee, it was projected that CCTV savings would not be achieved for 2019/20 with a shortfall of £76k. All other savings targets are anticipated to be achieved.

The Finance Support Manager then went on to capital. She noted that due to the ongoing negotiations with the Police regarding CCTV service provision, there had not been any purchases so far this financial year. It had subsequently been requested that the £350k budget be slipped into the 2020/21 Capital Programme.

The Finance Support Manager noted that the Integrated Care Fund (ICF) had provided funding to the Council towards the Penarth Older Person's Village Scheme. This equated to a budget of £120k.

The Finance Support Manager then referred to the Disabled Facilities Grants (DFG) capital budget, where a combination of increases in full means testing, a rise in applicants self-funding and a reduction in referrals being received had meant a smaller projected outturn was anticipated and it was requested that the 2019/20 budget be reduced by £100k. The capital budget of £150k approved as 'Additional Disabled Facility Grant' was also reduced to nil in 2019/20 for the above reasons. The Finance Support Manager stated that the £250k made available from these two DFG capital budgets were considered as part of the preparation of the Final Capital Programme Proposals report and were recycled in funding a number of the capital bids received for 2020/21.

A Committee Member asked about the Youth Offending Service (YOS) and the fact that with the high number of vacancies that needed to be filled would this result in a lot of time and money being spent in terms of training of new staff. The Head of Housing and Building Services replied that due to the specialist nature of the services provided by YOS there was no guarantee that further training would not be necessary for new staff – however, it was hoped that the service would be able to identify experienced, suitable, staff which might help to mitigate this.

A Committee Member asked about the DFG and the increase in full means testing. In particular she wanted to know if this was a new process as potentially this could be dissuading people to apply for the Grant and instead self-fund their projects. The Head of Regeneration and Planning responded by saying that the means testing process was the same as had previously been used by the Vale of Glamorgan Council and it was in fact a statutory requirement. What had changed however, was the benefits provided had undergone changes and this meant they were now potentially means tested – which had not previously been the case (via 'passporting') – such as Personal Independence Payments (PIP). What had been found was that, for example, older applicants with good pensions or savings were having these assessed as part of the means testing and therefore were no longer eligible for such benefits. The Head of Regeneration and Planning wished to stress that children were not means tested as part of this process.

A Committee Member raised concerns about the current state of YOS staffing and how vacancies put pressure on existing staff. The Head of Housing and Building Services wished to allay those fears by explaining that the Council was looking at succession planning which included not only replacing staff that were due to leave but also to ensure as much as possible that staff were retained. It was always a potential risk that due to the specialisms required in these roles in YOS these highly-qualified staff were much sought after. However, in order to mitigate this, there was an emphasis on developing existing staff in order to fill any potential gaps. He stressed this was not a unique issue for YOS but there were general difficulties in recruiting staff throughout the Vale of Glamorgan Council, particularly in areas where there were specialist staff required – for example, within Building Services. The Head of Housing and Building Services stated that from the staff engagement process it was found that the Vale of Glamorgan Council work force had an overall positive outlook and that there were no issues in terms of staff leaving en masse within the Council in general nor within specific departments.

The Chairman asked that the Committee be made aware when the other three YOS staff vacancies had been filled and had sight of the means test currently completed by applicants. The Head of Regeneration and Planning agreed to these adding that the means test was carried out by an external provider but he could send the form to all Committee Members for their views.

It was

RECOMMENDED – T H A T the position with regard to the 2019/20 revenue and capital budgets be noted.

Reason for recommendation

That Members are aware of the projected revenue outturn for 2019/20.

589 DIGITAL INCLUSION UPDATE (MD) –

This was presented by the Operational Manager for Customer Relations.

He explained that the report provided a six monthly update on the work by the Council and its partners in relation to improving digital inclusion within the Vale of Glamorgan so that all citizens had access to financial, social and employment benefits via digital services.

The Operational Manager for Customer Relations wished to make Committee Members aware that over the past five years work had been undertaken between the Vale of Glamorgan and its partners under the “Get the Vale Online” (GTVO) partnership. GTVA was organised and chaired by Digital Communities Wales, however this group had not met for some time and an alternative means would now need to be found in order to continue the work in this area. Despite this, work was ongoing around digital inclusion such as continuing to provide citizens with opportunities to improve their digital skills via training by 27 digital champions at drop in sessions at various locations across the Vale. However data on attendees and outcomes such as demographic information was not currently available. Going forward, the Operational Manager for Customer Relations stated this gap in the Vale’s knowledge concerning the impact on training on key groups within the county would be remedied.

The Operational Manager for Customer Relations cited several examples of where work on digital inclusion was continuing:

- The previously launched scheme to lend tablets (iPads) to library customers within the Vale had been piloted within Llantwit Major Library and at the time of reporting five library members had taken advantage of the service. This was currently a low-key pilot with only small numbers at this time. During the pilot phase an issue had been identified relating to the resetting of returned tablets and erasing customer personal data resulting in library staff being involved in a much more time consuming and complex process than had been

anticipated. This had prevented further rolling out of the scheme but the GTVO partnership was working with library staff in order to establish a quicker, less complex way of completing this work;

- The Newydd Housing Association continued with its pilot using Amazon Alexa devices in Care Homes and Sheltered Housing in order to address issues around social isolation and help promote independence for tenants. The Operational Manager for Customer Relations stated that he was still awaiting results from this pilot and that they would be reported to the Committee in the future;
- Citizens Advice Bureau continued to offer support to citizens claiming Universal Credit online under their “Help to Claim” initiative;
- The Council’s Housing and Building Services Department continued to provide training to an average of 80 tenants per month at various Hubs across the Vale of Glamorgan. Such sessions were supported by the Adult Learning Team and Volunteer Digital Champions – the success of these was evidenced by 50% of all attendees reporting increased self-confidence when using the internet with one third of these being older people. The department had recently identified a Tenant Volunteer who would act as a Digital Champion and run training sessions as well as delivering 1:1 support;
- The Operational Manager for Customer Relations stressed that libraries still remained the key source of digital support and inclusion and cited recently acquired information detailing the number of sessions being held in all nine libraries within the Vale (43,470). Barry had the highest take-up of these (23,000 sessions). However, there still remained significant down time in terms of digital services within the library system and they were looking to increase this use in conjunction with the Chief Librarian;
- Recently the Vale of Glamorgan Armed Forces Covenant Partnership had agreed to create Digital Champions in order to provide digital skills training and improve access for veterans through their existing support groups;
- The Operational Manager for Customer Relations also wanted to mention the prospective work around training customer facing Council staff in order to support local residents accessing digital services as well as Welsh Government announcing the funding of a Chief Digital Officer with a support team for Welsh Local Government which would look at digital inclusion issues nationally.

A Committee Member asked, with reference to the tablet loaning scheme, that although only five loans had occurred, was there a waiting list for these tablets or had there been any further enquiries or interest in these. The Operational Manager for Customer Relations replied that as yet there was no waiting list but there had been enquiries and general interest in loaning out tablets, for example, queries had been made via the C1V. Going forward, once the loaning system was fully up and running and the level of interest fully gauged, then it could be reviewed how many tablets would be required.

Another Committee Member asked about the GTVO partnership seeking clarification on how often had they met prior to this hiatus and sought an explanation for the current ‘gap’ in meetings of the partnership. The Operational Manager for Customer Relations replied that prior to the present hiatus, meetings had been every two to

three months and the reason for this long gap in meetings had been due to the shift in the chairing body (Digital Communities Wales) from Digital Inclusion to a greater emphasis upon health and social care. However, the individual partners or members that made up the GTVO partnership were still interested in digital inclusion and looked to re-establish a new group in this quarter in order to see what needed to be done going forward. He pointed to the previous success that the partnership had had in reaching out to older people, social housing tenants and other groups. However, there was still work to be done for other groups which had been more difficult to reach, such as economically inactive persons.

A Committee Member asked what the definition of “economically inactive” used in the report meant, to which the Operational Manager for Customer Relations replied the term referred to those persons currently unemployed.

Another Committee Member asked what the length of time was for loaning out the tablets from libraries. The Operational Manager for Customer Relations replied that the loan period was up to two weeks per tablet. The Committee Member added that it would be useful for previous lenders of tablets to join the GTVO partnership. Also, a potential stumbling block for the tablet lending service was simply relying on libraries, but it was a positive step to include the Army or Veteran groups in the digital training and inclusion process. The Committee Member also stated the importance of reaching out to other groups such as those that dealt with mental health and the need to look at what the target groups were in terms of providing digital training and their inclusion in using digital services. The Operational Manager for Customer Relations responded by saying that current members of the GTVO covered a broad range of citizen groups. He did accept however that currently the group had been more effective at targeting some groups rather than others and it was essential to reach the other groups currently not represented within the partnership. The Committee Member stated it would be good to see a list of key groups involved to which the Operational Manager for Customer Relations replied the digital inclusion process looked at groups based on government research, for example older persons, those people in work poverty, as well as social housing tenants and those registered disabled – as these groups were considered as the most likely to be digitally excluded members of society. The Committee Member finally asked how long it would be before the tablet lending scheme would move to a higher profile. The Operational Manager for Customer Relations replied that this scheme would move to a higher profile over the next few weeks.

A Committee Member shared their experience of being supported by a Digital Inclusion Champion, stating that it had helped them a great deal in terms of their understanding of digital services and the use of digital systems.

The Head of Housing and Building Services referred to a previous Committee suggestion on the need to include a question on barriers for accessing services on the tenant survey. The results from this survey had now been received but were still in the process of being analysed and once completed would be reported back to the Committee. Based on the raw data so far reviewed:

- 40% of respondents used a smart phone for accessing the internet;

- 22% of respondents accessed the internet via a tablet;
- Under 10% of respondents used a smart TV in order to access the internet;
- Overall 60% of respondents used the internet in some way with 35% not doing so. Of those who used the internet, the following had been established as the main areas of use –
  - 41% of internet users used it for Facebook or other social media;
  - 31% of internet users used it for online shopping;
  - 30% of internet users used it for online banking;
  - 17.2% of internet users used it for access to Council services.

The Head of Housing and Building Services stated that the results would also be looked at in terms of demographics, for example by Ward and so on and this would help revisit the current digital strategy, for example looking at lending tablets via tenant groups. He also stressed the relevance of the survey results as they had received 13,000 responses which was a fantastic effort and would also ensure that the results gleaned from these would be comprehensive.

A Committee Member asked how the surveys were sent out, to which the Head of Housing and Building Services replied that these were sent out via the post and as could be seen, this had resulted in a very high return.

The Committee Member also asked about how many tablets had been loaned as part of the pilot so far and over what period. The Operational Manager for Customer Relations replied that they had loaned out the two tablets based at Llantwit Major Library with five users loaning them out over the period October to December 2019. The Committee Member replied that there seemed to be a lot of down time for these tablets to which the Operational Manager for Customer Relations commented that part of this had been as a result of the wiping process for the tablets which had proved far more complex and time consuming than previously expected but a more efficient way was being sought in order to wipe the tablets.

The Chairman asked whether it was just library staff or Vale of Glamorgan ICT assisting in this process as Council support might help to expedite the wiping process. The Head of Housing and Building Services replied that the Vale of Glamorgan ICT Department had been involved within the process.

Two Committee Members shared their concerns with the Committee that firstly the money for the digital inclusion scheme was effectively sitting idle while these delays with the tablets, etc. were continuing as well as the actual hardware not being used. It was

#### RECOMMENDED –

- (1) T H A T the contents of the report and feedback provided relating to the work being undertaken to address issues of digital inclusion be noted.
- (2) T H A T a further report be presented to the Committee regarding:

- (a) the progress on the wiping or resetting of tablets as part of the scheme to lend these to library customers;
- (b) the demographic information on training;
- (c) user responses as to what was good with the digital training; and
- (d) on the progress of including previous users of the digital training on the Get The Vale Online (GTVO) partnership.

#### Reasons for recommendations

(1) To give Members of the Committee an overview of the work being undertaken to support citizens who are not able to use digital and online services due to a lack of access and skills and enable the Committee to consider and provide feedback on this work.

(2) To give Members of the Committee an update on the areas identified as requiring further progress.

#### 590 HOUSING (WALES) ACT 2014 COMMENCEMENT OF SECTION 75(3) – HOMELESS INTENTIONALITY DECISIONS (DEH) –

The Head of Housing and Building Services presented the report, stating that the 2014 Housing Act was the most fundamental change in tackling homelessness in Wales since the original Homeless Persons Act in 1977. Previously Local Authorities had a ‘gatekeeping’ role where, for example, people were either a priority need or not or were vulnerable or not – as well as Authorities being able to deem household(s) with children and vulnerable young persons as intentionally homeless which would mean denying them Final Statutory Homelessness Duty if they had been considered as either doing or not doing something which led to the loss of their accommodation such as not paying rent.

The Housing (Wales) Act 2014 had changed all this as it placed a number of new duties on Local Authorities in the area of homelessness such as providing assistance to anyone threatened with homelessness and to provide appropriate help and support to any homeless person in order to secure a suitable home. The Act also discharged duties into other areas for example into the private housing sector.

The Head of Housing and Building Services stated that the report’s primary focus was around Section 75(3) of the Act which came into effect on 2<sup>nd</sup> December, 2019 (although the Act initially took effect on 27<sup>th</sup> April, 2015). Section 75(3) of the Act dealt with the area of ‘intentionality’. This would place a duty on the Council to provide accommodation – regardless of whether households (with children and vulnerable young people) had been found to be intentionally homeless or not.

The Head of Housing and Building Services stressed that since the initial Act had come in and certainly since 2016 the Housing Solutions Service had not found any household with children intentionally homeless due to the adverse impact this would have on vulnerable children and the household as a whole. The Housing Solutions Service had ensured that a wide range of support services had been available to

ensure that the tenancies for families in such a position were sustainable and built on the ongoing work that the Vale of Glamorgan Housing Services provided. Also, Housing Services had agreed to disregard the intentionality test for 16/17 year olds as well as care leavers thereby protecting potentially vulnerable young people. The Head of Housing and Building Services stated that the Local Authority's legal obligations to help an intentionally homeless person would only apply should it be the first time they had been found intentionally homeless within the past five years – after this first time the intentionality rule would come back into force.

The Head of Housing and Building Services also wished to draw the Committee Members' attention to the report's acknowledgment of the potential issues or pressures around the removal of intentionality such as potential non-payment of rent by tenants. He referred the Committee Members to Appendix A of the report and the letter from the Welsh Government Minister for Housing and Local Government concerning the Housing Act, which addressed such issues by stating that early enough intervention by Local Authorities in terms of discussions and support for tenants around payment of rent would minimise the risk of non-payment in the future. The Head of Housing and Building Services went on to say that currently rent arrears stood at 2% of expected income although this could increase in future due to the effects of Universal Credit. Another concern would be that those tenants within the private sector may not pay (due to the number of discharged duties under the Act for tenants in the private sector) and therefore potentially use this as a means of being allocated public sector housing due to the provisions of the Act. However, the Head of Housing and Building Services stated that the overwhelming priority was the duty to protect vulnerable families, their children and other vulnerable persons due to the impact of homelessness on them.

A Committee Member wished to clarify whether anyone had been found intentionally homeless since 2016. The Head of Housing and Building Services replied that no one had been found intentionally homeless since that date and it had been a decision by the Council since that time not to find anyone intentionally homeless.

Another Committee Member stated that most tenants did pay on time, however, when news spread of this provision in the Act – in conjunction with the introduction of Universal Credit – this could potentially cause issues going forward and the Council would need to keep a careful eye on this. The Committee Member suggested it would be useful to have a further report to come back to Committee in six months' time in terms of an update on this. Also, the Committee Member questioned whether this report had gone to Cabinet for its consideration, to which the Head of Housing and Building Services stated this had not as it had been agreed with Welsh Government although discussions had taken place with Cabinet Members and the Leader concerning this. He also wished to add that only 200 intentional decisions had been made in Wales last year although the potential use of this provision had in the past helped to resolve issues of non-payment of rent. However, the Council had gone down the route early on in supporting people and providing a 1:1 service in order to achieve the same outcome without the threat of intentionality. This had been successful so far but there would be a review of the impact of this legislation for example, through feedback via homelessness networks.

Another Committee Member highlighted her concerns around the implementation of Universal Credit due to it taking five weeks to transfer over with backdating of payment for only four weeks which could impact on tenants and therefore their ability to pay their rent. The Head of Housing and Building Services replied that indeed Universal Credit would create a large impact on Council tenants. However, the Vale of Glamorgan would continue to be sympathetic to tenants in such a situation and would look to support them.

A Committee Member asked around the process of court proceedings against those tenants who did not pay rent – in particular those tenants currently in private accommodation. The Head of Housing and Building Services replied that due to the requirements of the Welsh Government's new rent policy, there was an agreement in principal between Local Authorities and housing associations that they would not evict persons into homelessness due to affordability. Although this did not stop private landlords from evicting tenants, the onus on finding an evicted tenant alternative accommodation would potentially cause some pause for thought due to the costs involved – ultimately eviction was seen by all parties as a last resort. The Head of Housing and Building Services went on to elaborate on the current rental policy with the most recent version of this agreed by Welsh Government being a rental cap where a maximum rental level could be raised to CPI plus 1% on all social rent levels for the next five years. As part of this, annual affordability assessments would need to be undertaken where there would be consultation with Council tenants around any potential increases as these increases would be used towards the Vale of Glamorgan's ongoing house building programme. There was also an option to be flexible in the rental increases – for example, ensuring these do not apply to some tenants under certain circumstances. This had not been done so far but could be considered in the future.

A Committee Member stated that this Committee as well as Welsh Government and the Vale of Glamorgan Council continued to be passionate about the issues around homelessness and highlighted the work done by, for example, the Mayor in helping to tackle and highlight homelessness.

The Chairman wished to reiterate that this legislation was important as it acted as a safety net for those tenants who had issues around paying their rent and supported the previous Committee Member's request about having a further report and update on its effects going forward – particularly in the context of rent increases and the roll out of Universal Credit. She also felt it was important that the housing support available to tenants within the Vale was as widely broadcast as possible.

It was

**RECOMMENDED –**

(1) T H A T the commencement of Section 75(3) of the Housing (Wales) Act 2014 and the considered potential impact on the Council be noted.

(2) T H A T a report be brought back to the Committee in six months' time looking at the impact of this legislation as well as other factors that may impact such as proposed rent increases and the roll out of Universal Credit.

Reasons for recommendations

(1) For information and consideration.

(2) To ensure that the Committee is kept up to date on the impact of the legislation and other factors that may impact tenants within the Vale of Glamorgan.

591 3<sup>RD</sup> QUARTER SCRUTINY DECISION TRACKING OF RECOMMENDATIONS AND UPDATE WORK PROGRAMME SCHEDULE 2019/20 (MD) –

The report advised Members of progress in relation to the Scrutiny Committee's recommendations and confirmed the updated Work Programme Schedule for 2019/20:

- 3<sup>rd</sup> Quarter October to December 2019 (Appendix A)
- 2<sup>nd</sup> Quarter July to September 2019 (Appendix B)
- 2018/19 Uncompleted (Appendix C)
- Updated Work Programme Schedule for 2019/20 (Appendix D).

The Democratic and Scrutiny Services Officer asked that the status of recommendations listed in Appendices A – C be approved and Appendix D relating to the updated Work Programme Schedule be approved and uploaded to the Council's website.

The Democratic and Scrutiny Services Officer referred to the ongoing recommendations and appendices and shared with the Committee further updates that had been provided by the Head of Housing and Building Services:

- Min. No. 299 (Appendix B): THAT the Scrutiny Committee be notified of the next Festivale in order to attend. The Head of Housing and Building Services stated that the planning for Festivale should start in February/March 2020 with the expectation that the event would go ahead in August 2020. The Committee would be kept updated on its progress.
- Min. No. 815 (Appendix C): THAT the Operational Delivery Plan set out in Appendix 1 to the report be amended to reflect comments made by the Scrutiny Committee (Environment and Neighbourhood Strategy (Housing) – Six Monthly Monitoring Report). The Head of Housing and Building Services stated this would now be part of the combined Annual Report which would go to the Committee in March 2020.

The Democratic and Scrutiny Services Officer also referred to those recommendations within the Appendices that had recently been completed:

- Min. No. 520 (Appendix A): (3) THAT a report concerning the development and delivery of a Digital Inclusion Strategy be presented to the next Committee meeting. This had subsequently been added to the Work Programme Schedule and had been presented at tonight's meeting.
- Min. No. 520 (Appendix A): (4) THAT a report identifying an appropriate housing solution for the Traveller community would be presented to the Committee in the future following its review at Cabinet. This also had been added to the Work Programme schedule.

A Committee Member queried the 'completed' status for Min. No. 520 (4), as only part of this recommendation had effectively been completed and therefore needed to be re-worded as only part of the process had actually been completed in the sense that it had been added to the Work Programme and a report was due to go to Cabinet on identifying appropriate housing solutions for the Traveller community but this was only the initial stage of the Strategy and that it was an ongoing process. After a discussion between Committee Members regarding this, it was agreed that part of the recommendation would be shown as completed (in relation to this being added to the Work Programme schedule and the report would be presented to the Cabinet). Another part of the recommendation would stay as 'ongoing' in relation to the ongoing process of identifying an appropriate housing solution for the Traveller community.

The Chairman, in agreement with the Committee, also wanted added to the Work Programme a visit to one of the newly built housing developments. The Head of Housing and Building Services stated that he would be arranging with Committee Members and also other Councillors visits to such developments, for example Brecon Court.

It was

#### RECOMMENDED –

(1) T H A T the views of the Committee on the status of the actions as stated in Appendices A – C be agreed and the relevant actions deemed as completed – subject to the following amendment to Appendix A: Min. No. 520 – That the recommendation concerning the report on the Traveller community be amended so that the initial process be shown as completed (added to the Work Programme and report to Cabinet), with the subsequent process involved in completing this recommendation be shown as ongoing.

<b>16 October 2019</b>	
<b>Min. No. 380 – Housing and Property Acquisitions Policy 2019 (REF) – Recommended</b>	
(1) That the details of the Housing and Property Acquisitions Strategy be noted.	A further report is to be presented to Cabinet for their approval / endorsement of the Policy, which will include the Committee's views.
(2) That the Scrutiny Committee's comments be referred back to Cabinet for consideration.	<b>Completed</b>

<b>Min. No. 384 – Quarter 1 2019/20 Performance Report: An Inclusive and Safe Vale (DEH) – Recommended</b>	
(3) That a separate report outlining the outcomes from the evaluation of the pilot Domestic Abuse Referral and Assessment Service (DAARC) be presented to the Committee.	Added to work programme schedule. <b>Completed</b>
<b>Min. No. 385 – Community Investment Update (DEH) – Recommended</b>	
(2) That the Community Investment Strategy, the Tenant Engagement Strategy, the Customer Services Strategy and Environment and Neighbourhood Strategy reports be combined into an overall Annual Report for March 2020.	Added to work programme schedule. <b>Completed</b>
<b>13 November 2019</b>	
<b>Min. No. 436 – 2<sup>nd</sup> Quarter Scrutiny Decision Tracking of Recommendations and Updated Work Programme Schedule 2019/20 (MD) – Recommended</b>	
(2) That the updated Work Programme Schedule for 2019/10 attached at Appendix D to the report be approved and uploaded to the Council’s website.	Work programme schedule uploaded to the Council’s website. <b>Completed</b>
<b>10 December 2019</b>	
<b>Min. No. 520 – Quarter 2 2019/20 Performance Report: An Inclusive and Safe Vale (DEH) – Recommended</b>	
(3) That a report concerning the development and delivery of a Digital Inclusion Strategy be presented to the next Committee meeting.	Added to work programme schedule. <b>Completed</b>

(2) T H A T the updated Work Programme schedule attached at Appendix D be approved and uploaded to the Council’s website – subject to an additional item regarding a visit by the Committee to one of the new housing developments be allocated to the Work Programme.

#### Reasons for recommendations

- (1) To maintain effective tracking of the Committee’s recommendations.
- (2) For information.