

SLHD Scrutiny Review Recommendation Tracker

Action Plan in response to Metro Clean Scrutiny Review				
TSP Meeting Date	Scrutiny Recommendation	SLHD Response and Progress	Completion Date	Status (RED- no progress, AMBER- in progress and GREEN- completed)
20/05/2026	Renew and update 2024 Service Level Agreement	Completed – The SLA has been reviewed to ensure it is relevant to the cleaning of the communal areas and has been shared with TRIP members.	August 2024	Completed
	Servicing the new enterprise via the Communal Halls would allow for swifter and easier access to water and cleaning materials, saving time for the cleaning staff.	Completed – this has been implemented, and the mobile cleaning teams are now accessing the communal halls.	August 2024	Completed
	Contact details available on the notice board for the Housing officers and a listed complaints procedure for the tenants (which is also not available in the High-Rises)	The provision of notice boards is not practicable due to the considerable expense, and the requirement to keep communal areas sterile to reduce fire risk All Housing Officers names and contact details are now available	August 2024	Completed

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		on the SLHD website. Visiting cards will be left following cleaning visits including details of who to contact should customers wish to make a comment/complaint.		
	Implement the accepted H&S guidelines and Fire Safety regulations that are currently being actioned in the High-Rises across the Borough	ongoing work in accordance with the Fire Risk Assessment inspections, via Building Safety Team.	August 2024	completed
	Better oversight of the Low-Rises by St Leger Homes Housing Officers.	Metro-Clean are now providing dates of proposed cleaning visits to all communal areas in the low-rise flats. These dates are provided to Housing Officers to enable inspections of these areas following the visits by the mobile cleaning teams.	August 2024	completed
	Ensure all communal areas are treated as “sterile” areas for Health & Safety reasons,	Completed – this work is regular and ongoing in line with the Fire Risk	August 2024	completed

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	as established in the High-Rises.	Inspections and communal area checks.		
	A feasibility study of the service. Logistics of getting water (there is no mention of water charges in the budget Appendix 5) Parcelling off the areas/buildings to smaller cleaning enterprises under the SLHD control.	Agreed – This is something that can be explored with a benefits analysis. Update – A full VFM review will be initiated. Detailed analysis of services, staffing and costs has been undertaken with Metro Clean with assurance that the resources are sufficient to deliver the full specification and frequency – this is being monitored and dates of completed blocks is provided on a regular basis.	August 2024	Completed
	An audit of all the Low-Rise Buildings measured against current Health & Safety Regulations to ensure compliance, and to establish the aesthetic needs of each building.	Housing Officers carry out scheduled inspections of all communal areas and raise any issues or concerns with customers or Property	August 2024	completed

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		Services as part of those inspections.		
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