



HOUSING AND COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE AGENDA

Scrutiny making a positive difference: Member led and independent, Overview & Scrutiny Committee promote service improvements, influence policy development & hold Executive to account for the benefit of the Community of Dacorum.

WEDNESDAY 18 MARCH 2015 AT 7.30 PM

BULBOURNE ROOM, CIVIC CENTRE, HEMEL HEMPSTEAD

The Councillors listed below are requested to attend the above meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Adeleke	N Hollinghurst
Adshead	Killen
Mrs Bassadone	Mahmood (Vice-Chairman)
Conway	Marshall (Chairman)
Flint	McLean
Hearn	R Sutton

Co-Opted Members: M Cook, J Howard, A Horn

Substitute Members: Councillors G Chapman, Clark, Harris, Rance and Wixted

For further information, please contact Kayley Johnston on Tel: 01442 228226, or Email: Kayley.Johnston@dacorum.gov.uk. Information about the Council can be found on our website: www.dacorum.gov.uk.

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1. MINUTES

To agree the minutes of the meeting held on 28 January and 4 February 2015 which can be viewed at:

28 January 2015

[http://www.dacorum.gov.uk/docs/default-source/default-document-library/housing-and-community---28-01-2015---minutes---\(pdf-203-kb\).pdf?sfvrsn=0](http://www.dacorum.gov.uk/docs/default-source/default-document-library/housing-and-community---28-01-2015---minutes---(pdf-203-kb).pdf?sfvrsn=0)

Part 2: (for Members and Officers only)

<http://dbcsp/sites/Intranet/Docs/Documents/Part%20%20Documents/2015/Minutes/Housing%20and%20Community%20-%2028-01-2015%20-%20Minutes%20Contains%20Part%202.pdf>

4 February 2015

[http://www.dacorum.gov.uk/docs/default-source/council-democracy/housing-and-community-overview-and-scrutiny-committee-minutes-for-04-february-2015-\(pdf-132-kb\).pdf?sfvrsn=0](http://www.dacorum.gov.uk/docs/default-source/council-democracy/housing-and-community-overview-and-scrutiny-committee-minutes-for-04-february-2015-(pdf-132-kb).pdf?sfvrsn=0)

2. APOLOGIES FOR ABSENCE

To receive any apologies for absence

3. DECLARATIONS OF INTEREST

To receive any declarations of interest

A member with a disclosable pecuniary interest or a personal interest in a matter who attends a meeting of the authority at which the matter is considered-

- (i) must disclose the interest at the start of the meeting or when the interest becomes apparent

and, if the interest is a disclosable pecuniary interest, or a personal interest which is also prejudicial

- (ii) may not participate in any discussion or vote on the matter (and must withdraw to the public seating area) unless they have been granted a dispensation.

A member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Members' Register of Interests, or is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days of the disclosure.

Disclosable pecuniary interests, personal and prejudicial interests are defined in Part 2 of the Code of Conduct for Members

[If a member is in any doubt as to whether they have an interest which should be declared they should seek the advice of the Monitoring Officer before the start of the meeting]

4. PUBLIC PARTICIPATION

An opportunity for members of the public to make statements or ask questions in accordance with the rules as to public participation

5. CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE IN RELATION TO CALL IN.

None



AGENDA ITEM: 6

SUMMARY

Report for:	Housing & Communities Overview & Scrutiny Committee
Date of meeting:	18th March 2015
PART:	1
If Part II, reason:	

Title of report:	2014/15 Quarter 3 Performance Report, Service Plan update & Risk Register - Housing
Contact:	Councillor Margaret Griffiths, Portfolio Holder for Housing Author/Responsible Officer – Elliott Brooks – Assistant Director - Housing
Purpose of report:	1. To Update the Committee on the Performance of the Housing Service for the Quarter 3 2014/15 2. To inform the Committee of the status of the current Housing Service Risk Register and Housing Service Plan
Recommendations	1. That the Committee note the Performance Report & Risk Register, and Service Plan Update
Corporate objectives:	Affordable Housing
Implications:	<u>Financial</u> All areas of the service are subject to Monthly Budget Monitoring Meetings with Financial Accountant. Budget Reporting is quarterly to the Committee and 6 monthly to Tenants & Leaseholders Committee.
'Value For Money Implications'	<u>Value for Money</u> The Housing Service & its costs are reviewed annually through a national benchmarking organisation (Housemark)

Risk Implications	Appendix – Housing Operational Risk Register
Equalities Implications	Equality Impact Assessments are carried out when policies or procedures are amended as appropriate
Health And Safety Implications	Health & Safety is an identified key risk for the Housing Service.
Consultees:	Andy Vincent – Group Manager Tenants & Leaseholders Fiona Williamson – Group Manager Property & Place Julia Hedger – Group Manager Strategic Housing
Background papers:	n/a
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	Each year, in consultation with staff and members of the Tenants & Leaseholder Committee a set of performance indicators, and key Service Plan Objectives are identified and agreed.
Glossary of acronyms and any other abbreviations used in this report:	TLC – Tenants & Leaseholder Committee HRA – Housing Revenue Account STAR – Survey of Tenants & Residents

1.0 Introduction

This report details the performance of the Housing Service during the 3rd quarter 2014/15 against performance indicators and an update regarding the Housing Service Plan 2014- 2016

The report also details the Housing Operational Risk Register. These risks have been identified as key in terms of tracking and ensuring all is done to mitigate as far as is reasonably possible.

2.0 Housing Performance Report – 2014/15

Appendix 1 shows performance against the ‘Service Critical’ performance indicators for 2014/15 for the period of October – December.

2.1 Repairs & Maintenance - Osborne

Osborne have now completed 2 full quarters since they started the contract in July 2014.

Whilst not all Performance Indicators are currently achieving the target the performance has been better than expected during this period. Osborne are working closely with the Council and the Housing Maintenance and Environment Committee (HMEC) to ensure that the performance indicators reflect what is important to those receiving the service

The performance indicators will be closely monitored over the coming months to ensure that the direction of travel is positive and that targets are achieved as soon as possible. It is hoped that the majority of Osborne indicators will be on target or at least with the agreed tolerance by the end of the financial year.

2.2 Empty Homes

The new Empty Homes team has now been operating for about 6 months and there has been a gradual improvement over this period.

Adapted and sheltered properties are now being re-let within target and general needs have seen a reduction down to approximately 30 days against a target of 25.

3.0 HRA Capital Programme

Due to the Apollo/Keepmoat contract coming to an end March 14 and Osborne starting July 2014 there was a three month period of inactivity regarding planned works other than those that were considered a health & safety risk.

During 2013/14 the council managed to carry our 15 months volume of planned works in 12 months so that the 3 month 'down time' did not result in too many tenants suffering a delay.

So far since July 1st 2014 Osborne have completed the following:

- New Kitchens & Bathrooms – 931 (1st March)
- New Doors front or rear – 2020 doors to 1269 homes (1st March)
- New Roofs – projected 172 by end of March 2015
- Re-Wires 265 (1st March)

4.0 Special Projects

Summer Court – Energy Efficiency Refurbishment & Estate Improvements

(Contractor – Kier)

This project is now approximately 20 weeks complete following extensive pre contract works and consultation with tenants and leaseholders. It is hoped that works will be completed during April.

Member of the TLC attended a site visit to find out more on Saturday 8th November 2014. A return visit is being arranged to coincide with the completion of works

165 – 215 Longlands – External Refurbishment & Rooftop Development

(Contractor – Keepmoat)

This contract involves full external refurbishment, some reconfiguration of communal facilities and the creation of 6 new homes on the roof. Works have been ongoing since early January and are due for completion in November 2015

4.0 Housing Service Plan

It was agreed with the Council's Tenants & Leaseholder Committee that the Housing Service plan should be aligned with the STAR survey which is carried out every two years. The most recent survey took place in early 2014. The Service Plan therefore will run from 2014 – 2016.

Appendix 2 shows progress of the Housing Service Pan as at end of February 2015

5.0 Housing Risk Register

Appendix 3 details the Housing Service Operational Risk Register following a quarterly review carried out by the Assistant Director & Group Managers.

Appendix 1

H&C OSC QUARTERLY PERFORMANCE REPORT

Housing Landlord

December 2014



Measure	Owner & Updater	Dec 2013 Result	Trend	Sep 2014 Result	Trend	Dec 2014 Result	Sign Off	Comments	Flag
FIN12 - Garages Income ytd budget against ytd actual	Andy Vincent Caroline Souto	£1907236 Target: 1911052	↓	£1284919 Target: 1315015	↑	£1934127 Target: 1972508	✓	Updater Owner This performance is slightly behind the expected target. It is anticipated that performance will be closer to target by year end	
HL05a - Stage 1 Complaints responded to within target for Housing	Elliott Brooks Corvu Admin	94.12% (64/68) No Target	↑	84.48% (49/58) No Target	↑	98.94% (93/94) No Target	✓	Owner excellent performance from all three groups	
HL05b - Stage 1 Complaints received for Housing	Elliott Brooks Corvu Admin	63 Complaints Info Only	↑	62 Complaints Info Only	↑	78 Complaints Info Only	✓	Updater	
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	Fiona Williamson Fiona Kimberley	99.87% Target: 100.00	↑	99.99% Target: 100.00	→	99.99% Target: 100.00	✓	Owner Excellent performance throughout the quarter and good interventions in place to follow up on those non compliant properties.	
PP08 - Percentage of tenants satisfied with Gas Servicing	Fiona Williamson Fiona Kimberley	93.20% Target: 97.00	↑	99.00% Target: 97.00	→	99.00% Target: 97.00	✓	Owner Excellent performance in respect of tenant satisfaction with gas servicing.	

Measure	Owner & Updater	Dec 2013 Result	Trend	Sep 2014 Result	Trend	Dec 2014 Result	Sign Off	Comments	Flag
PP10 - Percentage of emergency repairs completed within 4 hours	Fiona Williamson Graham Tookey	99.39% Target: 98.00	↓	85.00% Target: 99.00	↑	93.00% Target: 99.00	✓	Owner There has been an improvement in the percentage completed within target. This indicator has been reviewed with tenants and benchmarked and the approach of attending and making safe will be used in future with repairs on the source of the emergency completed within 24 hours.	
PP11 - Average Time taken to complete non urgent repairs	Fiona Williamson Graham Tookey	13.60 Days Target: 15.00	↑	7.12 Days Target: 14.00	↓	10.11 Days Target: 14.00	✓	Owner The average time taken for non urgent repairs is well within target, but the increase in days over the quarter has been due to a number of larger jobs being completed.	
PP13a - Percentage of responsive repairs completed within target	Fiona Williamson Graham Tookey	No Data No Target		95.96% (5921/6170) Target: 97.00	↓	94.02% (14565/15492) Target: 97.00	✓	Owner There have been a large volume of responsive repairs completed within the quarter, including over the Christmas period which is traditionally quieter. Performance is improving and the planners have been working to address any delays so this can be improved.	
PP13b - Percentage of responsive repairs completed right first time	Fiona Williamson Graham Tookey	99.49% Target: 98.50	↓	96.00% Target: 96.00	↓	91.00% Target: 96.00	✓	Owner The approach under the Total Asset management approach is to ensure as much work as possible is completed in the first visit. It has been agreed with the tenant representatives to review this definition as it is currently reporting jobs with more than one visit, rather than those completed right first time.	

Measure	Owner & Updater	Dec 2013 Result	Trend	Sep 2014 Result	Trend	Dec 2014 Result	Sign Off	Comments	Flag
PP14 - Appointments kept as a percentage of appointments made	Fiona Williamson Graham Tookey	99.87% Target: 97.00	↘	86.00% Target: 98.00	→	86.00% Target: 98.00	✓	Owner There have been a number of issues with data capture and correct recording of jobs by operatives on the hand held devices used to issue and track jobs. This has resulted in an artificial result. These have been addressed and the first two weeks in January have shown a marked improvement.	
PP15 - Percentage of tenants satisfied with the service planned and responsive works	Fiona Williamson Graham Tookey	92.21% Target: 97.00	↗	92.50% Target: 90.00	↗	94.00% Target: 90.00	✓	Owner Overall there have been good levels of customer satisfaction with the planned works. The improved specification and standard of workmanship has been well received by tenants.	
PP20 - Average time taken for major adaptations	Fiona Williamson Simon Smith	134.96 Days (3509/26) Target: 151.00	↘	146.00 Days (1314/9) Target: 151.00	↘	184.87 Days (5731/31) Target: 151.00	✓	Updater The number of completed jobs has increased since the previous quarter however the time taken to complete the work is higher than the target. Osborne has recruited a new contractor to carry out this work to help decrease the time taken to complete this work. Owner The performance in this area is closely monitored with fortnightly meetings held to review the case load and progress.	

Measure	Owner & Updater	Dec 2013 Result	Trend	Sep 2014 Result	Trend	Dec 2014 Result	Sign Off	Comments	Flag
SH01 - Number of current Deposit Rent Guarantees	Julia Hedger Natasha Brathwaite	182 Dwellings Target: 180	↓	161 Dwellings Target: 170	↓	158 Dwellings Target: 170	✓	<p>Updater Reduction in total number of properties within the scheme. Lead Officer recruitment has been successful and commenced 29/12/14. Postholder is starting a recruitment drive and joint initiatives with partner agencies to increase scheme numbers. New advertising was approved in November within local leisure scheme and has been in place since January 2015, it is expected that this increase in promotion and joint working will increase property available to the scheme.</p> <p>Owner New Lead Officer in this area will hopefully provide stimulus</p>	
SH03a - Average Time (calendar days) to re-let all properties	Julia Hedger Natasha Brathwaite	No Data No Target		37.5 Days (5772/154) Target: 35.0	↑	34.8 Days (4839/139) Target: 35.0	✓	<p>Updater Improvement in average time to re-let properties, due to increased emphasis on performance and amended procedures with new targets set. Improved and ongoing close working with Osborne team and tweaking of working procedures to ensure ongoing improvement. Increased speed of work by allocations team has also seen offers made more quickly within the process.</p>	

Measure	Owner & Updater	Dec 2013 Result	Trend	Sep 2014 Result	Trend	Dec 2014 Result	Sign Off	Comments	Flag
SH03b - Average Time (calendar days) to re-let General Needs properties	Julia Hedger Natasha Brathwaite	No Data No Target		34.19 Days (3248/95) Target: 25.00	↗	30.40 Days (2614/86) Target: 25.00	✓	Updater Further improvement based on November's improvement, but still outside of the target set. Ongoing improvements within team to focus on this performance and drive further procedural changes. As mentioned in monthly indicator, re-let times have been impacted by a recent decision to not backdate tenancies and issue rent credits, a matter which is currently being discussed with the legal department. Further initiatives suggested to improve this measure at HMT is to consider any day tenancy commencements.	
SH03c - Average time (calendar days) to re-let Sheltered properties	Julia Hedger Natasha Brathwaite	60.4 Days (2477/41) Target: 50.0	↗	43.4 Days (2433/56) Target: 50.0	↗	41.9 Days (2177/52) Target: 50.0	✓	Updater Further improvement in average time to re-let properties, due to procedural amendments and performance drives within the team. Early conversations also being held with prospective tenants to try and ensure property offers are accepted first time.	
SH03d - Average time (calendar days) to re-let Adapted properties	Julia Hedger Natasha Brathwaite	0.5 Days (20/42) No Target	↘	30.3 Days (91/3) Target: 150.0	↘	48.0 Days (48/1) Target: 150.0	✓	Updater Drop in performance in respect of re-let time for adapted properties. This is due to need to ensure suitable tenant found for adapted properties and need to determine further adaptations required to make property suitable.	

Measure	Owner & Updater	Dec 2013 Result	Trend	Sep 2014 Result	Trend	Dec 2014 Result	Sign Off	Comments	Flag
SH04a - Percentage of General Needs properties let within target	Julia Hedger Natasha Brathwaite	22.55% (23/102) Info Only	↗	34.74% (33/95) Info Only	↗	52.33% (45/86) Info Only	✓	Updater Increase in percentage of general needs properties let within target. It is expected that further improvements are to be made due to ongoing drive in performance and closer monitoring of individuals, in addition to amended procedures and clearer target setting.	
SH04b - Percentage of Sheltered properties let within target	Julia Hedger Natasha Brathwaite	No Data Info Only		75.00% (42/56) Info Only	↘	67.80% (40/59) Info Only	✓	Updater Reduction in percentage let within target, due to increase in refusals and number of second offers required.	
SH04c - Percentage of Adapted properties let within target	Julia Hedger Natasha Brathwaite	No Data Info Only		100.00% (3/3) Info Only	↗	100.00% (1/1) Info Only	✓	Updater All adapted properties let within targets set.	
SH05 - Number of new Affordable Homes completed	Julia Hedger Sarah Pickering	0 Dwellings Info Only	↗	95 Dwellings Info Only	↘	87 Dwellings Info Only	✓	Updater	
SH07a - Number of new cases seeking Housing Advice	Julia Hedger Cynthia Hayford	452 Cases Info Only	↘	362 Cases Info Only	↘	352 Cases Info Only	✓	Updater Number of cases seeking advice has gone down and this could be as a result of the number of people using our self service on line and also an Officer sitting at CSU making sure that correct leaflets etc are given out. .	
SH07b - Number of Housing Advice cases YTD	Julia Hedger Cynthia Hayford	1275 Cases Info Only	↘	705 Cases Info Only	↗	1057 Cases Info Only	✓	Updater Same reason as above	
SH08a - Number of new homelessness applications taken	Julia Hedger Cynthia Hayford	44 Applications Info Only	↗	21 Applications Info Only	↗	64 Applications Info Only	✓	Updater Number of new homelessness has gone up due to the number of LL serving Sec 21 notices in the last quarter.	

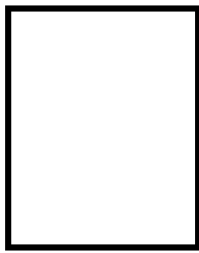
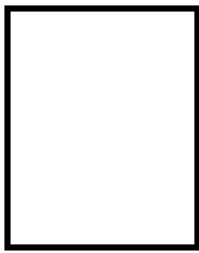
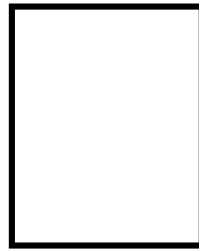
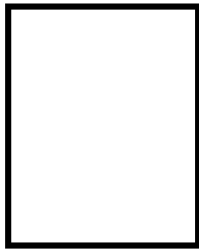
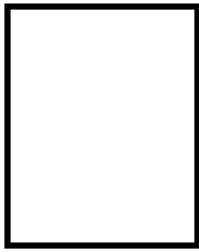
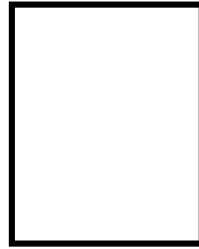
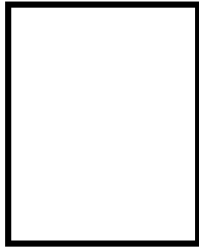
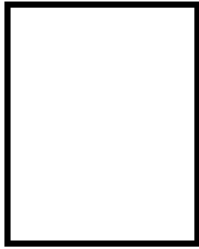
Measure	Owner & Updater	Dec 2013 Result	Trend	Sep 2014 Result	Trend	Dec 2014 Result	Sign Off	Comments	Flag
SH08b - Number of new homelessness applications taken YTD	Julia Hedger Cynthia Hayford	163 Applications Info Only	↓	38 Applications Info Only	↑	102 Applications Info Only	✓	Updater Number of homeless cases even though has gone up in the last quarter, the YTD is still lower than last years YTD.	
SH09a - Percentage of homeless decisions in 33 days or less	Julia Hedger Cynthia Hayford	No Data Target: 100.0		100.0% (54/54) Target: 70.0	↓	99.3% (145/146) Target: 70.0	✓	Updater This has been excellent because of the high performance of the team and close monitorinf of performance by the TL and LO.	
SH09b - Average time taken to investigate a homeless application	Julia Hedger Cynthia Hayford	16.2 Days Info Only	↓	7.7 Days Info Only	↑	10.4 Days Info Only	✓	Updater Average time to investigate again for this quarter has gone down compared to same time last year.	
SH11a - Percentage of Homelessness reviews upheld by Member's panel	Julia Hedger Cynthia Hayford	No Data Target: 90		88% (7/8) Target: 100	↓	86% (6/7) Target: 100	✓	Owner	
SH12a - Total number of households in Temporary Accommodation	Julia Hedger Natasha Brathwaite	No Data Info Only		48 Households Info Only	↑	55 Households Info Only	✓	Updater Increase temporary accommodation demand, due to increase in homelessness presentations and interim duties of the Council.	
SH14 - Number of households with children (or pregnant) in B&B for more than 6 weeks	Julia Hedger Natasha Brathwaite	0 Households Target: 0	→	0 Households Target: 0	→	0 Households Target: 0	✓	Updater No households in B&B in excess of 6 weeks + that include children or pregnant members.	
SH20a - Active Number of Applications	Julia Hedger Cynthia Hayford	89 Applications Info Only	↑	4801 Applications Info Only	↑	4859 Applications Info Only	✓	Updater Figures for same time last year not recorded so cannot compare but in the last quarter active applications have gone up by just about 50.	
SH20b - Deferred Number of Applications	Julia Hedger Cynthia Hayford	No Data Info Only		4540 Applications Info Only	↑	4724 Applications Info Only	✓	Updater Number of deferred applications has gone up considerably this quarter.	

Measure	Owner & Updater	Dec 2013 Result	Trend	Sep 2014 Result	Trend	Dec 2014 Result	Sign Off	Comments	Flag
SH27 - Value of rent guarantees paid out	Julia Hedger Natasha Brathwaite	£900.00 Info Only		£2168.73 Info Only		£850.00 Info Only		Updater Reduction in guarantees paid out, due to fewer claims within the period. In addition more focused work by tenancy sustainment team to address tenancy failures and put in place actions at an earlier stage has seen improvements in this area.	
TL01 - Current rent arrears as a percentage of the annual debit	Andy Vincent Katie Kiely	3.30% Target: 3.80		3.76% Target: 3.50		3.31% Target: 3.50		Updater This is a good result and is within target. The level of arrears has reduced due to the 'free weeks' over Christmas. This figure is very similar to that at the same time last year	
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	Andy Vincent Katie Kiely	100.05% Target: 98.50		97.67% Target: 99.50		98.73% Target: 99.50		Updater Whilst still below target this figure is improving and we are moving towards a position where the target is achieved	
TL04 - Voids loss as a percentage of the rent roll	Andy Vincent Katie Kiely	0.93% Target: 1.00		0.76% Target: 0.80		0.53% Target: 0.80		Updater This is an improvement over last quarter and a marked improvement over the same time last year. This result is within target	
TL12 - Percentage of New Tenant visits completed in target (within 6 weeks) for general needs properties	Andy Vincent Lindsey Walsh	100% (73/73) No Target		98% (80/82) Target: 98		92% (71/77) Target: 98		Updater Owner This is below target and reflects difficulty in seeing some new tenants over the Christmas period - this should improve during the remainder of the financial year	

Measure	Owner & Updater	Dec 2013 Result	Trend	Sep 2014 Result	Trend	Dec 2014 Result	Sign Off	Comments	Flag
TL13a - Percentage of Community Alarm calls answered within 1 min	Andy Vincent Dharini Chandarana	95.19% Target: 97.50	↑	97.61% Target: 97.50	↓	96.97% Target: 97.50	✓	Updater There was good performance against target for the first two months of the quarter, however the over all target was affected by performance in December. The service provider explained that there was a huge surge in calls due to power outage and also assurance calls by clients during December. Owner Performance is within target	
TL13b - Percentage of Community Alarm calls answered within 3 min	Andy Vincent Dharini Chandarana	98.74% Target: 99.00	↑	99.53% Target: 99.00	↓	99.45% Target: 99.00	✓	Updater Target achieved despite it being missed for 1 minute response time. Owner Performance of Eldercare exceeds target	
TL13c - Percentage of Community Alarm calls answered within 90 seconds	Andy Vincent Dharini Chandarana	95% Target: 98	↑	98% Target: 98	↓	98% Target: 98	✓	Updater Target missed slightly due to poor performance in December affecting the overall figure. Owner Performance is exceeding target	
TL15 - Satisfaction with the outcome of medium level ASB cases	Andy Vincent Lindsey Walsh	85% (22/26) Target: 80	↓	95% (18/19) No Target	↓	78% (7/9) No Target	✓	Updater the number of satisfaction surveys being sent out has dropped. Staff to be reminded to send out a survey for every closed case.	
TL16 - Acknowledgement of a report of ASB within 24 hours	Andy Vincent Lindsey Walsh	99% (149/151) Target: 95	↓	98% (160/164) Target: 95	↑	98% (105/107) Target: 95	✓	Updater Staff have managed to maintain this target consistantly	
TL19 - The number of Mutual Exchanges undertaken in the financial year to date	Andy Vincent Vivienne Cunningham	83 Info Only	↓	44 Info Only	↑	66 Info Only	✓	Updater There has been a decrease from last year, but the level of applications is back to average following the increase due to the "bedroom tax"	

Measure	Owner & Updater	Dec 2013 Result	Trend	Sep 2014 Result	Trend	Dec 2014 Result	Sign Off	Comments	Flag
TL21a - Percentage of households formally involved with the Housing Service	Andy Vincent Jules Stevens	No Data No Target		0.4% (43/10500) Target: 0.2	↓	0.4% (42/10500) Target: 0.2	✓	Updater Will look to address this with the development of the 2016-2020 Get Involved Strategy to ensure a greater mix of formally involved tenants and leaseholders and informally involved customers	
TL21b - Percentage of households informally involved with the Housing Service	Andy Vincent Kevin Young	No Data Target: 0		8.2% (866/10500) Target: 2.8	↓	3.6% (376/10500) Target: 2.8	✓	Updater We are currently looking at the quality of the data recorded in the RI module of Orchard and are looking to revamp it as currently headings used are unhelpful and do not reflect the engagement activities undertaken by tenants and leaseholders.	
TL21c - Percentage of tenants on whom the organisation holds diversity information	Andy Vincent Kevin Young	No Data Target: 0		75% (7602/10118) Target: 80	↓	75% (7571/10092) Target: 80	✓	Updater Owner We are working to improve the amount of profiling data collected. This continues to be a key strand of work lead by the Tenant Involvement Team.	
TL29 - Number of tenants who have moved to a smaller home this year	Andy Vincent Lindsey Walsh	130 Info Only	↗	158 Info Only	↗	240 Info Only	✓	Updater this figure includes Mutual Exchanges and Mutual Transfers	

Appendix 2



Housing

Service Plan

March 2015 Update

Period of the Plan	September 2014 – March 2016
Service:	Housing <ul style="list-style-type: none"> • Tenants & Leaseholders • Property & Place • Strategic Housing
Assistant Director:	Elliott Brooks

Dacorum Borough Council Corporate Priorities – 2010 – 2014

- Regeneration
- Affordable Housing
- Safe & Clear Environment
- Dacorum Delivers
- Building Community Capacity

Service priorities

The landlord service, managing and maintaining the Council's rented and leasehold housing stock, is an integral part of the broader housing service which incorporates the strategic function – developing and delivering the strategies for the future including ensuring a healthy supply of new homes (including affordable) to meet the needs of the Borough – and housing options which deals with housing need, homelessness and allocations of rented homes. Although having elements of separation in operation – not least because the HRA is ring fenced to landlord expenditure only – the delivery of the housing service should be seen as a single entity with clear and shared vision and objectives.

The broader strategic vision takes account of the housing needs – current and predicted – of the whole of the borough, whatever tenure or socio-economic background. Key priorities are:

- Ensuring a healthy level of new house building is achieved, ideally accelerating this delivery ahead of the trajectory in the Core Strategy.
- New build to ensure a good balance of tenure and housing opportunities: market housing of varying sizes and types; affordable housing for rent or shared ownership, a re-invigorated private rented sector; and services and stock to meet the needs of particular groups (such as the elderly and people with physical or mental disabilities)
- Playing a direct role in the building and stimulus for new build affordable homes for rent in conjunction with Housing Association, developers and investors
- Ensuring that the evidence base – of housing need and land availability – is in place and kept

up to date

- That the Council has the key strategies, policies and plans in place to deliver requirements

Due to the significant changes in the Housing Service over the past few years it was acknowledged that there needed to be a clear direction and vision for staff, tenants and leaseholders and the Council to buy into so that common goals were expressed in order to achieve success and take the service forward.

We want Dacorum to be a place people are proud to call home. We will involve our tenants & leaseholders in decisions, provide good quality, affordable homes, help maintain tenancies and prevent homelessness – and be honest about improvements we still need to achieve.

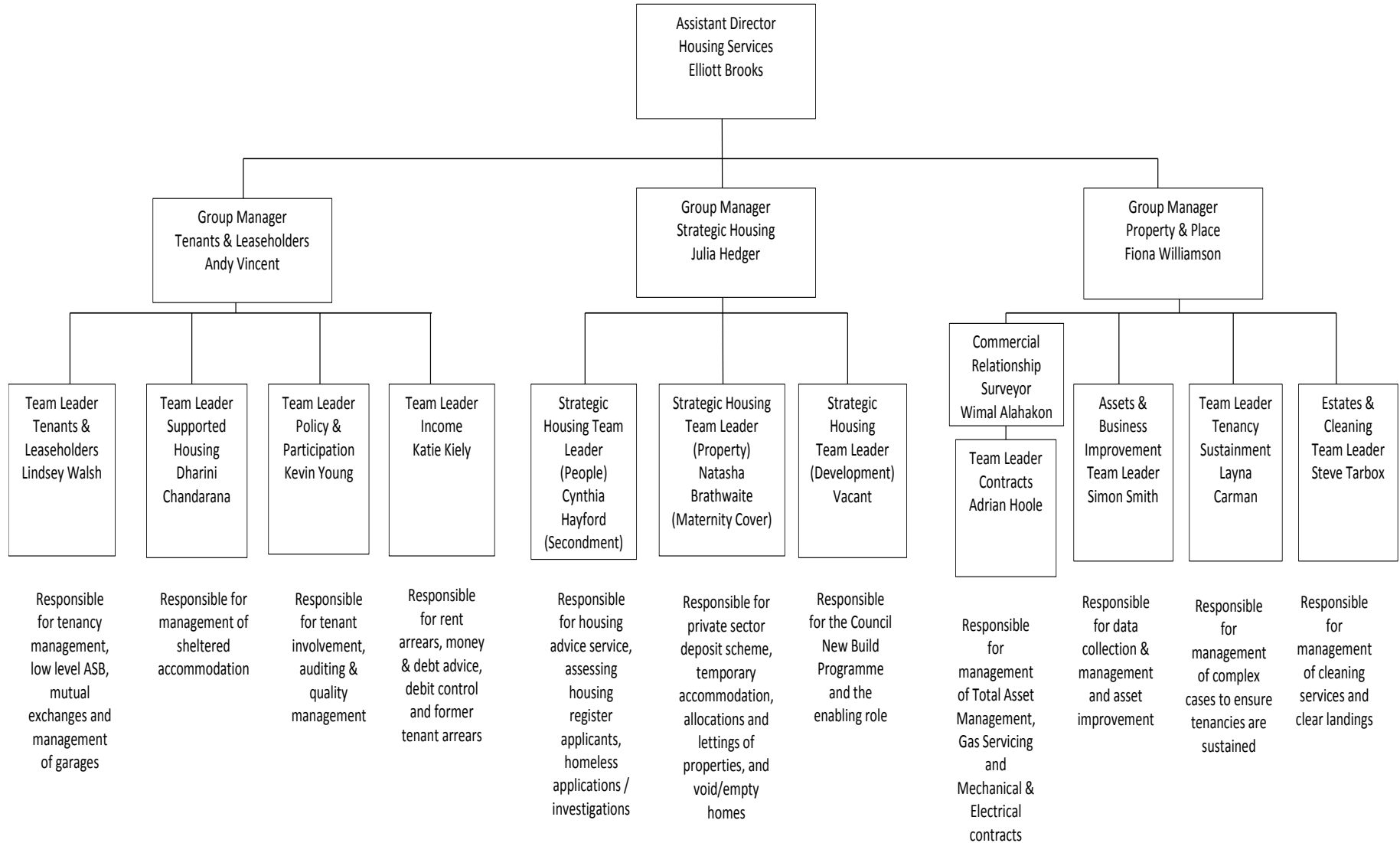
The Housing Service undertake a survey of all the Council's Tenants & Leaseholders every two years – 'STAR'. The results of the most recent survey, January 2014 have, along with further consultation resulted in the targets and priorities identified.

Relevant Policies and Strategies

Dacorum Borough council Housing Strategy

Dacorum Borough Council Housing Revenue Account Business Plan 'People, Property, Place'

Dacorum Borough Council Development Strategy – 'Building Homes for the Future'



Emerging issues

This section identifies issues and/or risks which have shaped the current service plan or which could effects its delivery

Issue	Service plan impact
<p>Staff Recruitment & Retention – the ability to attract high quality candidates is becoming more of a challenge for the service due to competition primarily from Housing Associations. The same issue applies to retention of staff who have benefited from development, training and the opportunity to use these skills within the service to do the amount of initiatives taking place</p>	<p>The initiatives and service improvements desired by all stakeholders are challenging and require good quality highly motivated teams to deliver them</p>
<p>Performance of the HRA Business Plan – Since the introduction of Self Financing the Housing Service has benefited from having more resources than previously. This has meant that tenants have received more improvements within their homes, in the communal areas of their estates and in terms of our ability to engage and consult with them.</p> <p>Increasing costs of services (particularly New Build) and the new rent policy will have an impact which will need to be monitored and reflected in the Council’s HRA Business Plan</p>	<p>Without robust management of the HRA operational budgets and the Business Plan the ability to deliver improvements to homes or the service is restricted</p>
<p>Tenancy Sustainment - A growing number of our tenants require more intensive support than can be offered in the traditional way the Council has structured its Landlord function. A specialist team has been introduced partly using existing resources to work with those tenants who require more in depth work to sustain a successful tenancy</p>	<p>The introduction of a Tenancy Sustainment Team should enable some complex issues to be dealt with more efficiently by the correct officers so that progress with key initiatives continues</p>
<p>Flexible & Remote Working – The Council promotes the approach of encouraging new ways of working whilst ensuring</p>	<p>IT and equipment have to be</p>

<p>the needs of the service and its customers are not compromised. Whilst the benefits to individuals in terms of a work / life balance are obvious it requires a new culture and approach to line management which can cause teething problems in terms of consistency of implementation.</p>	<p>suitable and fit for purpose to allow effective flexible working and it has to then be used appropriately so projects and initiatives can be managed without daily contact with individuals face to face.</p>
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Objective	What will be different once this work is done	Project Lead & Target Completion	Other Services Involved consulted	Update
Introduce arrangements for identifying and supporting our most vulnerable tenants.	<p>Ensure that vulnerable tenants are identified and that support arrangements are put in place to enable them to manage their tenancy effectively.</p> <p>Vulnerable Persons Strategy</p>	<p>Group Manager Tenants and Leaseholders</p> <p>September 2014</p>	Resident Services	<p>A Housing Vulnerable Persons Strategy has been produced.</p> <p>Complete</p>
Improve Digital access	<p>Identify geographic areas with high levels of digital exclusion.</p> <p>Provide training sessions on internet access and security – run prize draws with free IT equipment</p> <p>Create a virtual tenant resource centre to be linked to the customer service portal login allowing access to online training –</p>	<p>Income Team Leader</p> <p>March 2015</p>	Part of a wider Borough Wide Project	<p>A programme of tenant training on IT is being undertaken – this will continue.</p> <p>Mapping of digital exclusion is being undertaken.</p> <p>A virtual tenant resource centre will be provided – this is linked to develop of the customer service portal.</p> <p>The Team Leader for Tenancy Sustainment is representing Housing in the Corporate Digital Inclusion working group, to</p>

	<i>Housemark – CIH – TPAS etc</i>			<i>consider the areas which would be appropriate to include within the Customer Service Portal.</i>
<i>Launch a back to work initiative</i> <i>Develop a theme for the programme</i>	<i>Theme ‘conference on the road’, the tenant and leaseholder day and other involvement events around getting back to work.</i> <i>Link to Digital Access</i> <i>Work with our Repairs and Maintenance Partner regarding the recruitment of tenants to apprenticeship posts</i>	<i>Policy and Participation Team Leader</i> <i>March 2015</i>	<i>Regeneration</i>	<i>A series of activities are being undertaken to encourage tenants back to work. This includes activities at conference on the road and the love your neighbourhood events.</i>
<i>Review our Local Offers</i>	<i>Review the Local Offers we have agreed with tenants(tenants key priorities) to ensure they reflect the priorities of the community</i>	<i>Policy and Participation Team Leader</i> <i>October 2014</i> <i>October 2015</i>	<i>N/A</i>	<i>Our local offers were reviewed at the Tenant and Leaseholder day. A further review will be undertaken in 2015.</i>

<p>Put in place arrangements for reporting environmental issues and monitoring the environmental condition of our estates</p>	<p><i>This work will enable the condition of the environment to be monitored.</i></p> <p><i>Themes affecting the environmental condition to be identified and areas of the borough with the lowest environmental standards prioritised.</i></p>	<p><i>Tenant and Leasehold Team Leader</i></p> <p><i>March 2015</i></p>	<p><i>Clean Safe & Green</i></p>	<p><i>Work is underway with the Cleaning Team and Neighbourhood Support Officers to enable the reporting of environmental issues and to capture a picture of the condition of our estates.</i></p> <p><i>Due to some IT issues this will take until the autumn to be finally completed.</i></p>
<p>Review our 'Get Involved' Strategy – and develop new objectives for tenant involvement from 2016-2020</p>	<p><i>The purpose of this strategy is to continue to expand the involvement of tenants with the service – ensuring that tenant's priorities set the direction for the service as a whole (including housing management, repairs and improvements, management of the housing register and allocations and new build)</i></p>	<p><i>Policy and Participation Team Leader</i></p> <p><i>Commences in March 2015 completed by December</i></p>	<p><i>Resident Services</i></p>	<p><i>A tenant consultation structure for the review has been discussed and developed with the Tenant Involvement Review Group.</i></p> <p><i>The consultation exercise will commence in the spring</i></p>

		2015		
Review our Financial Inclusion Strategy and develop a strategy from 2016-2019	<i>The purpose of this strategy is to assist tenants to get access to financial services which can often be restricted from people with the lowest levels of income.</i>	<i>Income Team Leader</i> <i>Commences March 2015 completed by December 2015</i>	<i>Revenues & Benefits</i>	<i>The review of the existing strategy does not commence until March 2015</i>
Completion of the new Homeless Hostel, Farm Place and the Nokes - end of March 2015	<i>New Council homes will be the first completed – Farm Place and The Nokes.</i> <i>The new Homeless Hostel will be a new facility within the Borough for single homeless and will include community facilities.</i>	<i>Group Manager Strategic Housing</i> <i>March 2015</i>	<i>New Build Project Group</i>	<i>The Elms and the Nokes (St Peters Court) will both be completed by the end of March 2015. There have been slight delays to the completion of Farm Place due to planning conditions not being able to be discharged satisfactory. Completion expected April 2015.</i>
Continue with Council New Build Programme as set out in the HRA Business Plan – March 2016	<i>Regular updates to TLC</i>	<i>Group Manager Strategic Housing</i> <i>Ongoing</i>	<i>New Build Project Group</i>	<i>HRA Business Plan has been updated regularly. Council new build programme is ongoing with new schemes identified in London Road Apsley, started on site January 2015. Other schemes in progress include, Tring, Stationers Place, Woodhouse and Able House.</i>

<p>Extend current Housing advice and education services available within the Community</p>	<p>To increase the Homeless Prevention service by working with providers of hard to reach client groups; to include (Youth Offending Team) YOT, Probation, Dacorum Education Support Centre (DESC) & Teenage pregnancy</p>	<p>On-going with completion by March 2016</p>	<p>N/A</p>	<p>Welfare and Support Officers Job Description have been amended to include education and training provision to clients. Housing Advice surgeries throughout the Borough are ongoing.</p>
<p>Prepare for peer review in line with Gold Standard and agree timescales for review to take place.</p>	<p>Achievement of Gold Standard status acknowledges the service improvements within the team and would be a national award to recognise the successful work of the service.</p>	<p>Natasha Brathwaite – Strategic Housing Team Leader (People)</p> <p>Peer Review Autumn/Winter 2014</p> <p>Achieve Gold Standard Status by Autumn 2015</p>	<p>N/A</p>	<p>Peer Review has been completed in February 2015, results of this review will be available in March. Timescales will then be agreed to achieve the Gold Standard for Homelessness.</p>

Set up a single non-priority project group, obtain commitment from partner agencies.	<i>To eradicate street homeless to help the Council to achieve Gold Standard status.</i>	<i>Natasha Brathwaite – Strategic Housing Team Leader (People)</i> <i>Summer 2015</i>	<i>Partnerships</i>	<i>Project Group met for the first time in December 2014 and will continue to meet quarterly to focus on reducing single non-priority homeless.</i>
Develop a Young Persons Housing Strategy	<i>To set out a long term plan for meeting the housing needs of young people living in the Borough</i>	<i>Isabel Connolly – Strategic Housing Team Leader – (Property)</i> <i>Completion and approval of Strategy by December 2015</i>	<i>Resident Services</i>	<i>Work has begun scoping the document. On target to complete for December 2015.</i>
Develop Help to Rent offer	<i>Develop further ideas (eg possible Landlord incentive scheme) with the aim to recruit more landlords and</i>	<i>Isabel Connolly – Strategic Housing Team Leader</i>	<i>N/A</i>	<i>New Lead Officer has been recruited in January 2015 to focus on developing the Help to Rent offer. Temporary member of staff has also been made permanent to assist with this work.</i>

	<i>increase partnership working with local lettings agencies.</i>	<i>(Property)</i> <i>Summer 2015</i>		
<i>Woolmer Drive – New Temporary Accommodation</i>	<i>Develop plans to bring property back into use as new temporary accommodation – significant structural and internal works to the property required.</i>	<i>Housing Development Team Leader</i> <i>Summer 2015 occupation</i>	<i>N/A</i>	<i>Work is ongoing to develop Woolmer Drive as a new temporary accommodation option. On target for occupation in Summer 2015.</i>
<i>Through HMEC ensure that both Osborne & Sunrealm work with the Council and tenants to ensure that there is choice and consultation surrounding renewals of doors, kitchens, bathrooms and that boilers are suitable for the needs of the tenants</i>	<i>Put in place protocol of consultation through HMEC</i>	<i>Group Manager Property & Place</i> <i>December 2014</i>	<i>N/A</i>	<i>There has been active consultation with HMEC both in the monthly meetings held at the Civic Centre and the interim meetings held in Osborne’s offices. To date this has established the options available for kitchens and bathroom refurbishment, colour choices for external wall insulation finishes and some improvement items such as Sure Stop Valves and soft close drawers.</i>

<p>Complete the review of service provided to Leaseholders</p>		<p>Group Manager Tenants & Leaseholders</p> <p>December 2014</p>	<p>N/A</p>	<p>The review of the leaseholder service has been completed. The actions from the review are currently being addressed – these will be considered by the Leaseholder Forum</p>
<p>That the council should continue to promote awareness of the standard of cleaning that tenants can expect, monitor standards via satisfaction surveys and invest in improvements to the service, including staff training where necessary.</p>		<p>Team Leader Cleaning Services & Tenant Involvement Team</p> <p>Ongoing</p>	<p>N/A</p>	<p>The cleaning service has appointed a lead officer to improve the improve supervision and monitoring of the service.</p> <ul style="list-style-type: none"> • Cleaning Standard booklet issued to all residents and also available online • Satisfactions survey currently via the STAR but considering other additional methods of survey • Easy-log system has been changed so inspections can be carried out by managers, supervisors and “operatives with a van” soon to also be available to Neighbourhood Support Officers and Housing staff with the use of tablets • Equipment and chemicals constantly reviewed and replaced where necessary • Training in house, and from suppliers of equipment and chemicals to reinforce health and safety and appropriate use of the products. • Staff acting as eyes and ears reporting maintenance issues when encountered • Run a team which patrols to ensure all internal communal areas are clear in line with the Clear Landings policy.

<p><i>That Grounds Maintenance should be a regular agenda item for Housing Maintenance and Environment Committee (HMEC) with a view to monitoring standards and investigating options for improving levels of satisfaction.</i></p>		<p><i>Team Leader Housing Asset Management</i></p> <p><i>Ongoing</i></p>	<p><i>Clean Safe & Green</i></p>	<p><i>HMEC have had a member sitting on the monthly joint Housing/Clean Safe and Green (CSG) meetings to enable better understanding of the frequency and scope of work which is undertaken by the teams.</i></p> <p><i>This is currently being reviewed as CSG want their role clarified in terms of what items are discussed in front of the HMEC member as there is some overlap into staffing and HR issues which are not considered appropriate..</i></p> <p><i>HMEC has a quarterly update as a standing agenda item from Simon's Coultas and Simon Smith.</i></p>
<p><i>That HMEC and TLC should continue their involvement with monitoring the new TAM contract and work co-operatively with officers to devise both the new definition of 'right first time' and satisfaction surveys to promote confidence that service standards are</i></p>		<p><i>Group Manager Property & Place</i></p> <p><i>Ongoing</i></p>	<p><i>N/A</i></p>	<p><i>The HMEC are actively involved in monitoring the performance of the new Tam contract and performance reports are discussed at the monthly meetings, where areas of performance are scrutinised in detail.</i></p> <p><i>The definitions for emergency repairs and first time fix have been agreed and these will be established in the Corvu reports from the beginning of the next financial year with new data quality sheets produced to reflect the changes.</i></p> <p><i>HMEC members are to review the contract terms and conditions and the final bid solutions that formed Osborne's tender, to assess if all of the service elements are being delivered.</i></p>

<i>being met.</i>				
<i>Develop a Fencing Policy</i>		<i>Team Leader Housing Asset Management March 2015</i>		<i>A draft fencing policy has been produced but there are concerns about the ongoing revenue costs if fencing between gardens is to be provided to all properties. It has been agreed that fencing enquiries will be dealt with on a case by case basis and the GM's from Property and Place and Tenants and Leaseholders will review.</i>
<i>That all possible steps should be taken to reverse the trend of increasing numbers of residents finding it difficult to reach the correct person when contacting the Council and the Housing Service in particular.</i>		<i>Assistant Director – Housing Ongoing</i>	<i>Corporate Customer First project sponsored by Chief Exec Digital Dacrum Corporate Project</i>	<i>The Housing Service are involved in the two corporate projects in place to address issues relating to the customer experience and access to services. The service has designated lead officers to ensure that housing's needs and those of our tenants and leaseholders are considered.</i>
<i>That using an Estate Management approach the Tenant Involvement Team in partnership with other housing</i>		<i>Group Manager Tenants & Leaseholders</i>	<i>N/A</i>	<i>An approach to Neighbourhood Management will be launched in April – which will involve regular inspections and neighbourhood action plans.</i>

<p><i>colleagues should continue to organise and promote local area walkabouts to highlight any local problems and work co-operatively with Clean Safe & Green and Resident Services to tackle any local rubbish or littering issues.</i></p>		<p><i>April 15</i></p>		
<p><i>To work in partnership with colleagues across the Council to develop a garage strategy</i></p>	<p><i>Consider all options for the Council's garage stock following evaluation</i></p>	<p><i>Group Manager Tenants & Leaseholders</i></p>	<p><i>Estates / Finance</i></p>	<p><i>A garage strategy was presented to the Council's Cabinet – this identifies sites which have a development opportunity</i></p>

Appendix 3

OPERATIONAL RISK REGISTER

December 2014



Housing Landlord - Elliott Brooks					
HL_F01 Failure to closely monitor operational and financial factors affecting the delivery of the HRA Business Plan					
Category: Financial	Corporate Priority:		Risk Owner: Elliott Brooks	Portfolio Holder: Cllr Margaret Griffiths	Tolerance: Treating
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
2 Unlikely	4 Severe	8 Amber	1 Very Unlikely	2 Medium	2 Green
Consequences		Current Controls		Assurance	
Delivery of the Business Plan would not be achieved if income and financial control is not closely managed		Regular and then formal end of year review of Business Plan in partnership with Finance. Any policy changes or govt announcements that may impact the plan or its assumptions are quickly analysed and reflected into the Business Plan This enables for long term financial viability to always be visible and if there are foreseen issues in certain years programmes can be altered as needed or issues taken to mitigate		HRA Business Plan Signed off by Cabinet	
Sign Off and Comments					
Sign Off Complete					

OPERATIONAL RISK REGISTER

December 2014



HL_F02 Failure to closely monitor operational and financial factors relating to the delivery of the Council's Homelessness Service					
Category: Financial	Corporate Priority: Affordable Housing		Risk Owner: Elliott Brooks	Portfolio Holder: Cllr Margaret Griffiths	Tolerance: Treating
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
3 Likely	4 Severe	12 Red	2 Unlikely	4 Severe	8 Amber
Consequences		Current Controls		Assurance	
DBC Could be open to legal challenge if the service is not fit for purpose due to lack of resources for this statutory service. Health & Safety risks for clients if not provided with TA and left to sleep rough. Increase in homeless presentations would have severe impact on budget.		Monthly financial monitoring with Group Manager and accountant, team leader monitors weekly B & B spend, and monthly reporting of stats including numbers of cases seeking Housing Advice and presentations as homeless.		Recently Agreed New Homelessness Strategy Recent Study carried out to report to CMT regarding trends and demand for the DBC Homelessness Service as a comparative to 12 months ago	
Sign Off and Comments					
Sign Off Complete					
Service soon to undergo 'peer review' Feb/March 15					

Failure of the Total Asset Management Contractor to deliver the five strategic objectives					
Category: Financial	Corporate Priority: Affordable Housing		Risk Owner: Elliott Brooks	Portfolio Holder: Cllr Margaret Griffiths	Tolerance: Transferring
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
3 Likely	4 Severe	12 Red	2 Unlikely	4 Severe	8 Amber
Consequences		Current Controls		Assurance	
Inability of the contractor to secure contract extensions		Regular contract review through a matrix of operational,		Strategic Core Group Minutes	

OPERATIONAL RISK REGISTER

December 2014



and associated costs of managing the collation and interrogation of repairs data and stock condition information. Reputational issues in respect of the anticipated benefits to stakeholders not being realised. Operational consequences if the gas servicing and installation contract secures contract extensions due to the co-location of the operational teams. Additional costs and time to procure a new contract.	financial and strategic core group meetings, with early warning mechanisms and agreed actions to address any areas of poor performance. Monthly monitoring of key performance indicators to identify any trends which could impact upon the achievement of the key strategic indicators.	Key Performance Indicators
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Sign Off and Comments

Sign Off Complete

Contract Update Report to be taken to Housing & Communities Overview & Scrutiny Jan 15

HL_I03 Failure to adopt a service specific best practice approach to Health and Safety (Housing Landlord)

Category: Infrastructure	Corporate Priority: Safe and Clean Environment	Risk Owner: Elliott Brooks	Portfolio Holder: Cllr Margaret Griffiths	Tolerance: Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
3 Likely	4 Severe	12 Red	2 Unlikely	4 Severe	8 Amber
Consequences		Current Controls		Assurance	
Death or injury to staff; residents or contractors' staff; reputation; litigation and charges of corporate manslaughter.		Service specific H & S procedures applied to sheltered housing service covering service users and staff eg. fire safety and lone working; clear landings policy and procedures; estate inspections schedule.. Corporate H&S policy under review. Ongoing training for staff in key areas. Directorate Health & Safty Committee Quarterly at DMT Standing Items on Team Meeting Agendas		All Risk Assessments / Notes of meetings available for review	

OPERATIONAL RISK REGISTER

December 2014



Sign Off and Comments					
Sign Off Complete					
HL_R01 Failure to identify the needs and risks of residents living in sheltered housing and ensure that they have access to support appropriate to their needs					
Category: Reputational	Corporate Priority: Affordable Housing	Risk Owner: Elliott Brooks	Portfolio Holder: Cllr Margaret Griffiths	Tolerance: Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
3 Likely	4 Severe	12 Red	1 Very Unlikely	4 Severe	4 Green
Consequences		Current Controls		Assurance	
Appropriate Support to individuals living in sheltered accommodation and if not given there is risk to health and wellbeing of some of our most vulnerable residents		Supported Housing Operational Procedures. Partnership working with other agencies. Effect use of SPRINT – sheltered housing IT system. This allows for more robust record keeping and management of visits and support plans Line management structure within supported housing including performance management structure (1:1s and appraisals).		Supported Housing Officer Procedures	
Sign Off and Comments					
Sign Off Complete					

OPERATIONAL RISK REGISTER

December 2014



HL_R03 Failure to Deliver the Council's New Build Programme					
Category: Reputational	Corporate Priority: Affordable Housing		Risk Owner: Elliott Brooks	Portfolio Holder: Cllr Margaret Griffiths	Tolerance: Treating
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
2 Unlikely	4 Severe	8 Amber	1 Very Unlikely	4 Severe	4 Green
Consequences		Current Controls		Assurance	
Reputational and financial impact with public and HCA regarding grant allocations and due to the high profile of the project		Monthly Financial meetings to monitor budgets, Fortnightly AD update, monthly project group, seconded team concentrating solely on development. This allows full debate on key issues and involves legal, finance, procurement at the early stages of any discussions		All Schmes have project worksheets updated fortnightly	
Sign Off and Comments					
Sign Off Complete New Corporate Report produced detailing summary position on each scheme monthly					



AGENDA ITEM: 7

SUMMARY

Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	18/03/2015
PART:	1

Title of report:	Quarter Three Performance Report – Regulatory Services
Contact:	Cllr Neil Harden, Portfolio Holder for Residents and Regulatory Services Author/Responsible Officers: Chris Troy, Group Manager, Regulatory Services Dave Austin, Assistant Director (Neighbourhood Delivery)
Purpose of report:	To provide Members with the performance report for quarter 3 in relation to Regulatory Services.
Recommendations:	That Members note the report.
Corporate objectives:	Resources and Value For Money; Optimise Resources and Implement Best Practice.
Implications:	Financial: None.
'Value For Money Implications'	Value for Money: Monitoring Performance supports the Council in achieving Value for Money for its citizens.
Risk Implications	Risk Assessment completed for each service area as part of service planning and reviewed quarterly. The key risks relate to not achieving statutory targets and failing to protect the public/businesses from Environmental

	<p>Health Risks :</p> <ul style="list-style-type: none"> • If statutory targets are not achieved the service can be taken over and managed by the Government. • Potentially the public & businesses put at risk • Legal action taken against the Council • Reputational damage to Council
Equalities Implications	Equality Impact Assessment completed for each service area as part of service planning and reviewed quarterly.
Health And Safety Implications	None.
Consultees:	
Background papers:	Quarterly Performance Report – quarter 3 (attached).
Glossary of acronyms and any other abbreviations used in this report:	

1. Background

1.1 For the purpose of this report, 'Regulatory Services' includes the following services:

- Environmental Health (Food Safety, Health and Safety, Statutory Nuisances, Contaminated Land, Drainage, Private Water Supplies, Infectious Diseases, Air Quality Management)
- Private Sector Housing (HMOs, Illegal Eviction, Private Sector Landlord Issues, Improvement Grants, Disabled Facilities Grants, etc)
- Public Health
- Corporate Health and Safety
- Home Energy Conservation
- Pest Control
- Stray Dogs / Dog Warden Services
- Clinical Waste
- Cesspool Emptying
- Environmental Enforcement and High Hedges
- Emergency and Business Continuity Planning
- Street Trading
- Sustainability

2. Regulatory Services Quarter 3 Performance Indicators

2.1 REG02 (Amber) - Percentage of A-C rated food premises inspected

Quarter 3 has seen a significant increase in completion of the higher risk A-C category inspections (88% compared to 48% in Quarter 2) A combination of

vacancies and illness contributed to slippage in Q2 but this has been addressed in Q3 and the backlog of inspections have largely been completed. It is expected that the overall PI's relating to food inspections will be completed over the year as a whole, in accordance with Food Standards Agency requirements.

3. Health & Safety Enforcement

- 3.1 Dacorum Borough Council successfully prosecuted the Royal Mail at Watford Magistrates Court on the 9th January 2015. The prosecution followed an investigation by Environmental Health Officers following an accident in which an employee from the Royal Mail Hemel Hempstead site suffered severe chemical burns to his leg whilst carrying out cleaning activities. The employee required immediate hospital treatment and skin grafts and required 8 months off work to recover. The Royal Mail pleaded guilty to two offences s2(1) of the Health & Safety at Work etc 1974 and Regulation 6(1) of The Control of Substances Hazardous to Health Regulations 2002. The Court awarded the maximum fine of £40,000 (£20,000 per offence) and gave costs to the Council of nearly £4000. Environmental Health Officers have an important role in protecting and securing the health & safety of all employees working in Borough and will take similar action when dangerous work practices are discovered.

4. Food Safety Enforcement

- 4.1 There were four formal cautions issued to food businesses in the last quarter for Food Hygiene Offences, mainly relating to lack of Food safety management systems, hygiene and poor temperature control.

5. Environmental Protection

- 5.1 Fly tipping Convictions: On the 12 November 2014 Marc Fossey of South Dene, Gaddesden Row, Hemel Hempstead pleaded guilty to failing to comply with Section 34 of the Environmental Protection Act 1990. In May 2014, dumped rubbish was found blocking a well-used bridle path and public right of way in Pietley Hill, Flamstead. He was fined a total of £1,324.81 for the offence including a fine of £300, contribution towards the prosecution costs of £994.81 and a victim surcharge of £30.
- 5.2 There are also a further 3 flytipping cases that are being considered for legal proceedings.

6. Air Quality Action Plan

- 6.1 The Council's Air Quality Action Plan was presented to Cabinet for final approval in Dec 2014 following a detailed consultation. This sets out the Council's strategy over the next three years for managing poor air quality and focuses primarily on the three Air Quality Management Areas (AQMA's) where levels of NO₂ exceed prescribed limits.
- 6.2 An Air Quality Event was held in October which brought together all the district LA's, Highways and Public Health to discuss a County wide approach to controlling Air Quality across all districts. Dacorum BC and Public Health organised this event which is the first of it's type and is being rolled out in the Midlands. This was a good example of effective partnership working and has led to the setting up of a County wide Air Quality Planning Group. Dacorum officers sit on this group and lead on a number of initiatives. The group is currently working on a county wide Air Quality Strategy which will be circulated over the coming months. In addition the group is

seeking funding for air monitoring equipment which will help to give a more accurate indication of pollutant levels across Hertfordshire. Air quality is a key public health priority and the projects above have been approved by Hertfordshire's Public Health Board. Department of Health figures revealed that Hertfordshire has the fastest-rising level of deaths from air pollution in the region and the fifth biggest increase in the country. In 2011 more than 6% of deaths in the county were due to air pollution – an increase of 4% on the previous year.

7. Corporate Health and Safety

7.1 The third quarter priorities included health and safety risk assessments, risk assessment training for staff, fire safety, fire evacuation plans, DSE assessments.

Other longer term projects include:

- Review the organisation & arrangements for delivering H&S
- Develop more detailed corporate H&S plans

8. Private Sector Housing

8.1 The Council's second Interim Management Order was issued in October. This was in relation to a House in Multiple Occupation (HMO) occupied by a number of tenants exposed to serious health and safety issues. DBC will now be managing the property in terms of the tenancies and it is also maintaining the property and remedying any defects so it is fit for habitation. DBC have also carried out works in default to rectify a number of hazards.

8.2 In Oct 2014 Officers identified two unlicensed Houses in Multiple Occupation (HMO's) with 8 people in each, There were various issues around the vulnerability of the tenants, some were children from abroad that had been separated from their parents and living in unsuitable accommodation. We liaised with Planning, BC, social services, Herts Fire, Legal, ASB. As a result Emergency Remedial Action Notice was served and works carried out at both properties from the 12/11/14.

9. Emergency Planning

9.1 An external audit was carried out of the Council's Emergency planning arrangements and the Council achieved full compliance.

10. Sustainability

10.1 In October there was an EMS presentation to Overview & Scrutiny Committee with a particular focus on Energy Management. Also in October external Bsi audits took place for the continuation of our ISO14001:2004 Environmental Management System Certificate (Civic Centre, Berkhamstead Civic Centre , the Depot and Cemeteries)

10.2 Action was also taken to identify water leakage at Gadebridge park. Work is currently underway to stop these leaks and save the Council money in the long term. A number of additional water meters have been installed across the Council's assets which will help to identify further leaks.

Appendix A

QUARTERLY PERFORMANCE

Regulatory Services

December 2014

All Measures



Measure	Owner & Updater	Dec 2014 Result	Trend	Sep 2014 Result	Dec 2013 Result	Actions	Comments	Sign Off
REG02 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	Chris Troy Nicholas Egerton	88.00% (66/75) Target: 95.00	↑	48.72% (38/78) Target: 95.00	No Data Target: 0		Owner Inspections will have caught up by the next Quarter	✓
REG03 - Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	Chris Troy Nicholas Egerton	98.15% (894/901) Target: 98.00	↓	99.09% (979/988) Target: 98.00	99.73% (746/748) Target: 98.00			✓
REG05 - Percentage of Noise cases closed within 60 days	Chris Troy Nicholas Egerton	86.73% (85/98) Target: 90.00	↓	89.25% (83/93) Target: 90.00	85.83% (103/120) Target: 90.00			✓
REG06 - Disabled Facilities Grants - percentage of final payments made within 6 months following approval	Chris Troy Nicholas Egerton	86.67% (13/15) Target: 80.00	↑	83.33% (15/18) Target: 80.00	72.73% (8/11) Target: 80.00			✓



AGENDA ITEM: 8

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	18th March 2015
PART:	1

Title of report:	Resident Services quarter 3 performance report, 1/10/2014 to 31/12/2014
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officer, Julie Still, Group Manager – Resident Services
Purpose of report:	(1) Monitoring and information
Recommendations	1) That members note the report and identify any areas where they require additional information or reports of specific projects.
Corporate objectives:	Safe and Clean Environment Building Community Capacity Dacorum Delivers
Implications:	<u>Financial</u> Within existing budgets
'Value For Money Implications'	<u>Value for Money</u>
Risk Implications	As per Neighbourhood Delivery Service Plan
Equalities Implications	
Health And Safety Implications	
Consultees:	Service Team Leaders, Community Safety Co-ordinator

Background papers:	Service Reports, Police reports (JAG), CorVu, Community Safety report Fire and Rescue Service report April 14 to Jan 15
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Housing and Community Overview and Scrutiny Quarter 3, 2014 – 2015

1 Introduction

1.1 This is the third quarter performance report for the Residents Services Group which forms part of the wider Neighbourhood Delivery service area and covers the period 1st October to 31st December 2014.

1.2 The services within this group are: -

2 Neighbourhood Action, Anti-Social Behaviour, Community Safety, The Old Town Hall, Children's Services, Community Cohesion, CCTV, and Youth Democracy.

2.1 If there are any additional areas or reports for specific areas that members would like to see, please can they inform the Group Manager, Resident Services.

3 Quarter 3 Performance Report – CorVu

3.1 See Appendix A

4 Resident Services – 3rd Quarter Achievements.

4.1 The following achievements are a sample of the projects/work undertaken by this group of services during the last quarter.

5 Community Safety Partnership

5.1 1/4/14 to 31/12/14 compared with same period in previous year showing percentage increase/decrease followed by number of crimes/incidents.

	All Dacorum	Position in County (10 Districts)per 1000 population 2014/15	Position in County (10 Districts)per 1000 population (2013/14)
All Crime	+14% 5474	6 th	6 th
Burglary Dwelling	-0.5% 249	5 th	4 th
Vehicle Crime	+18.3% 679	10 th	7 th
Violent Crime	+48% 998	6 th	5 th
Criminal Damage	-2% 875	7 th	8 th
Anti-Social Behaviour	-1.6% 2332	6 th	5 th

5.2 As a result of recording procedures affecting some of the categories of crimes recorded by the police, it is now not possible to compare the affected categories

with data from previous years as the datasets are quite different. This change has produced a marked increase in the recording of certain crimes which therefore has an impact on the All Crime category which is showing an increase of 14% when compared to the same period last year.

5.3 Of the Dacorum CSP priorities the following are affected by the changes in recording procedures: - All Crime and violent crime.

5.4 Therefore the other categories, (Burglary, Vehicle Crime, Criminal Damage and Anti-Social Behaviour) can legitimately be compared to previous years' data. On that basis the increase in vehicle crime is a genuine increase and investigation by the CSP identified the following as the reasons for this increase

- 1) A spate of thefts of petrol from vehicle petrol tanks across parts of Hemel Hempstead
- 2) Damage and interference caused to vehicles parked on footpaths in various parts of the borough.

5.5 Investigations into both of these resulted in arrests, but clearly the higher level of recorded incidents has affected the overall figures for the year so far.

5.6 Until we have a baseline established after the first year of collection of the new datasets (April 2015), the County position, Burglary, Vehicle Crime, Criminal Damage and ASB are the only datasets that we will be able to use in comparison with previous years' data.

5.7 Community Safety Partnership Joint Action Group Report (All Crime) for April 14 to Jan 15 attached at appendix B.

5.8 For members information a full performance report of the Fire and Rescue Service April 14 to Jan 15 is attached at appendix C. There is a borough wide reduction in incidents across Dacorum.

6 Anti-Social Behaviour

6.1 Reports of anti-social behaviour continue to be down 1.6% on the period for 2013/2014 however the trend is up over the last quarter and this is expected to continue. Figures for anti-social behaviour are not included in the all crime total.

6.2 October 2014 saw the introduction of the Anti-social Behaviour Crime and Police Act 2014 with the introduction of the Community Trigger with Dacorum Borough Council becoming the single point of contact for activating the trigger.

6.3 Following the implementation of the new legislation the Anti-social Behaviour Team used the Premises Closure power on 2 occasions to close down properties where the use of drugs and anti-social behaviour were causing concerns to local residents. Both tenancies related to the Premises Closure Orders have been terminated and the properties returned to the Council

6.4 Two suspended possession orders were obtained against perpetrators of anti-social behaviour and there are 5 further cases awaiting trial.

6.5 Following a number of reports anti-social behaviour in Gadebridge relating to a group of nuisance youths 13 Acceptable Behaviour Contracts' and 4 Anti-social Behaviour Order Notices were issued in partnership with the Safer Neighbourhood Team.

7 Quarter 4 – 2014/15 priorities for ASB: -

- Adoption and implementation of new policies and procedures reflecting the new legislation in the Crime, Policing and Anti-Social Behaviour Act 2014.

8 Neighbourhood Action

8.1 On 29th October at Woodhall Farm Community Centre there was a Harvest Festival which followed the previous highly successful 'Love Your Neighbourhood' events.

8.2 This project brought together a number of partners including the Dacorum Local Food Initiative, Worldshapers Children's Centre, Get Set Go Dacorum and Circle Anglia Housing Association in a fun packed day of pumpkin hunting, face painting, soup making (from locally sourced vegetables), bread baking, smoothie bike riding, apple pressing and lots of activities. Over 230 residents attended and 50 people signed up to join the Get Set Go Dacorum project.

8.3 In November members of the Highfield Neighbourhood Action group planted over 200 spring bulbs on a wet and rainy Sunday.

8.4 Over 400 residents were joined at five Neighbourhood Centres by their MP, 11 Ward Councillors, 3 County Councillors and Council officers to switch on Christmas lights

8.5 At Rossgate, Chaulden, Henry Wells Square, Queens Square and Stoneycroft all joined in with local choirs and schools joined together to sing carols and at two of the centres, Father Christmas handed out presents to local children.

8.6 On Monday 15 December Neighbourhood Action Group members, Street Champions, Dacorum's Interfaith Network, Dacorum Town Twinning Association Council Officers and ward Councillors came together in at the annual social gathering to network and share their experiences from the last year.

8.7 Six primary schools took part in the Dacorum Christmas Card competition with 402 entries – the winner was from Boxmoor School and they were surprised in assembly by the Chief Executive who announced the winner and presented the prize. The winner and a runner up were invited to judge the staff Christmas jumper competition at the Council.

8.8 **Verge Hardening** – 3 areas were completed this quarter at Hobbs Hill Road, Old House Road and Candlefield Close resulting in 24 additional spaces.

8.9 Sunday 23rd November saw the Interfaith forum that is supported by Neighbourhood Action, hold an event at Adeyfield Community Centre to

celebrate Interfaith '14. This event was a resounding success with 96 people attending from 13 different faiths/denominations and the day was packed with information and activities about the wide range of faiths. The interfaith group also held 3 meetings during this quarter which were supported by Neighbourhood Action.

8.10 **Youth Action Entertainers** performed at the Silver Sunday event in October and at Adeyfield Bingo Club in December and their performances were enjoyed by older residents of Dacorum

8.11 **Dacorum Youth Forum** had a busy quarter, they volunteered their time at the Food Bank to sort and store food and as they enjoyed it so much they returned to help with the high level of demand just before Christmas. Youth Forum members also visited Rice Close to talk with residents and were invited to talk to young visitors from Italy about volunteering opportunities in the UK.

8.12 The **Youth Local Democracy event** took place in October during European Local Democracy week. A mock election was held and 46 young people from the Youth Forum and secondary schools across Dacorum took part with the Leader of the Council and the Portfolio Holder for Resident and Regulatory Services in attendance.

8.13 Each participant was given a rosette on arrival to denote which group they would be working in. Groups decided their party names, manifesto and delivered a party presentation which was followed by a ballot. The winning party was 'Dacorum Youth' who were presented with their prizes and certificates by the Mayor.

9 Quarter 4 2014-15 priorities for Neighbourhood Action: -

9.1 Consultation and implementation of the restructure of the Neighbourhood Action Team

9.2 Deliver the 'Love Your Neighbourhood' event in Highfield 16th to 20th February 2015.

9.3 Continue with next stage of verge hardening project

9.4 Complete 10 play area refurbishments/improvements

10 Adventure Playgrounds

10.1 This quarter is the quietest of the year and includes the period where the playground is closed over Christmas. There was good attendance over this period with targets exceeded and attendance at the core service 14,720.

10.2 Community payback have been working at the Adventure Playgrounds on a range of needs from removing old structures to clearing wooded areas – this has become a regular function for Payback.

10.3 Youth Clubs continue to attract large numbers and attendance was 1355 for this period. The Youth Connexions sessions are also popular and attracting high numbers but work is ongoing to ensure that the offer to the young people is maximised but that the venues are respected.

11 CCTV

- 11.1 Following the move to the new Control Centre a review of the service and was undertaken and proposals for a new structure and rota were put to the officers as part of a consultation. Dependant on the response to the consultation it was expected the new arrangements would commence at the end of January 15.
- 11.2 The radio system is working well and managed 'Pub Watch' and Shopsafe in Hemel Hempstead town centre over the Christmas period.
- 11.3 During this quarter there have been 582 incidents captured and 69 requests for footage.

12 Quarter 4, priorities CCTV: -

- 12.1 Ongoing planning and implementation of code of practice
- 12.2 Development of CCTV/Community Control services

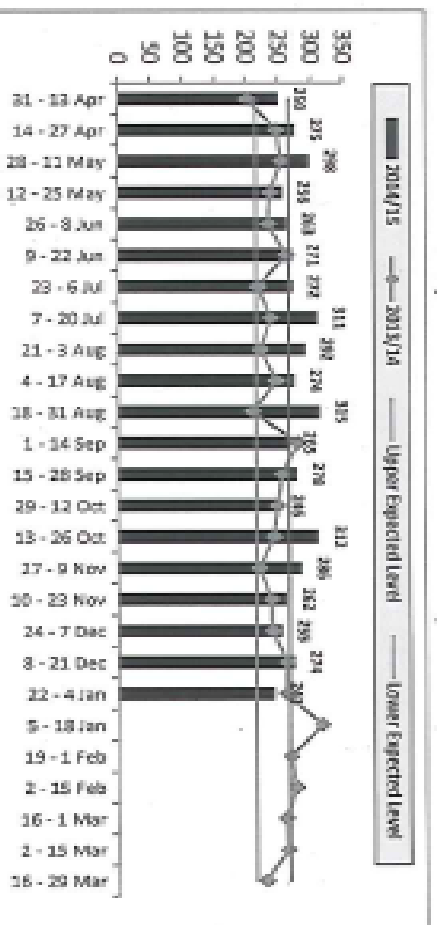
13 Old Town Hall

- 13.1 The first quarter attendance at the Old Town Hall reflects a very popular first season with attendances averaging 76%.
- 13.2 A marketing review has been completed and work has commenced on a Marketing Strategy which will be completed later this year when an action plan will be drafted followed by implementation.
- 13.3 The Lead Officer left the service at the end of December and we are in the process of recruiting to fill this post.

APPENDIX A

Page 1 of 2

Deconium All Crime
01 April 2013 to 04 January 2015



Monthly Data	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date	% Change on Last Year
2013/14	481	549	515	505	506	573	537	408	500	95			4805	
2014/15	571	839	606	641	649	576	650	548	574	70			5474	+13.9%

Location	2014/2013/15	2014/2013/14	Difference	% Change
D1A (Hemel Hempstead Central)	15	14	10	1.2%
D1B (Apsley)			37	13.3%
D1C (Adeyfield East)			72	18.7%
D1D (Corner Hall)			27	8.7%
D1E (Iwerstock Green)			31	22.3%
D1G (Highfield & St. Pauls)			39	14.3%
D1H (Grovehill)			74	31.8%
D1J (Boxmoor)			-13	-12.3%
D1K (Saddenidge)			30	25.1%
D1L (Warners End)			25	18.4%
D1M (Chaulden & Stroudhill)			36	48.0%
D1N (Adeyfield West)			23	16.8%
D1P (Bourgon, Flaunden etc)			25	11.6%
D1Q (Hennells End)			65	45.8%
D1R (Kings Langley)			13	7.6%
D1S (Watling Ward)			48	27.7%
D1T (Woodhall Ward)			27	18.8%
D1V (Nash Mills)			5	7.4%
D2A (Berkhamsled Castle Ward)			-7	-1.0%
D2B (Berkhamsled East)			-8	-5.4%
D2C (Berkhamsled West)			28	23.0%
D2D (Northchurch)			30	75.0%
D2E (Ashridge)			-9	-18.0%
D3A (Tring East)			8	10.6%
D3B (Tring Central)			11	8.6%
D3C (Tring West)			24	23.1%
D3D (Salisbury & Wigginton)			14	23.3%
In Area (non specific location)			3	17.6%
Deconium Total	5474	4805	668	13.9%

Appendix B

Appendix C

Dacorum – Community Safety Partnership (CSP)

Date: April 2014 to January 2015

Hertfordshire Fire & Rescue Service Performance Report



District Commander: Ian Markwell

Please note: This document provides statistics based on provisional data which will be subject to future revisions.

This performance report has been prepared for the Dacorum District Community Safety Partnership (CSP) to highlight the level of activity within the District and the Fire and Rescue Service's performance against the former National Indicators.

- NI.33 - Deliberate Fires
 - NI.49 - Primary fires, primary fire deaths and injuries.

Performance Summary: April 2014 – January 2015

(Activity Comparison against previous year)

	Deliberate Fires	Primary Fires	Fire Injuries
Hertfordshire	+11% (715 to 801)	-5% (1131 to 1077)	+5% (42 to 44)
Dacorum	-15% (89 to 76)	-18% (146 to 119)	Fallen 4 to 2

N.I.33 Deliberate Fires in Dacorum (April 2014 – January 2015)

Deliberate Fires in buildings, vehicles and other outdoor locations have risen by 11% across the County and in Dacorum this year have fallen by 15%, compared with the same period last year.

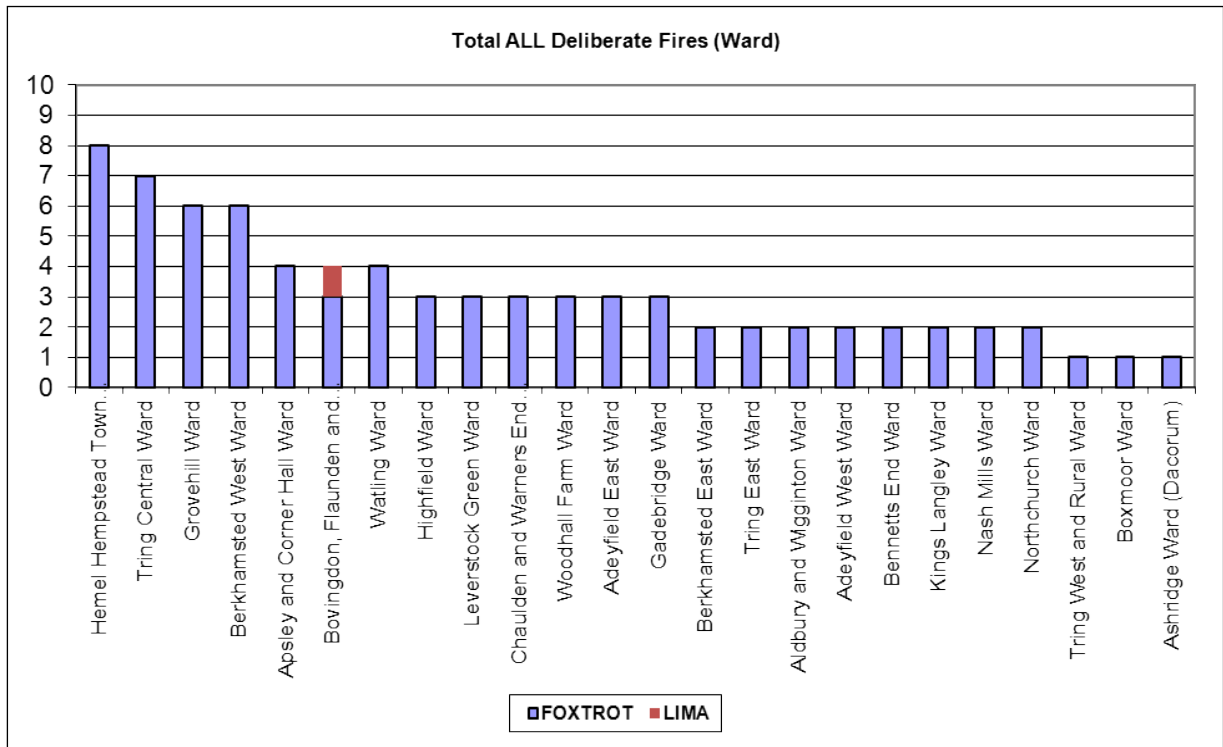
Tring Central Ward had the highest number of Deliberate Primary Fires excluding vehicles with 5. A number of Wards had 0.

Watling and Woodhall Farm Wards had the highest number of Deliberate Vehicle Fires with 2. A number of Wards had 0.

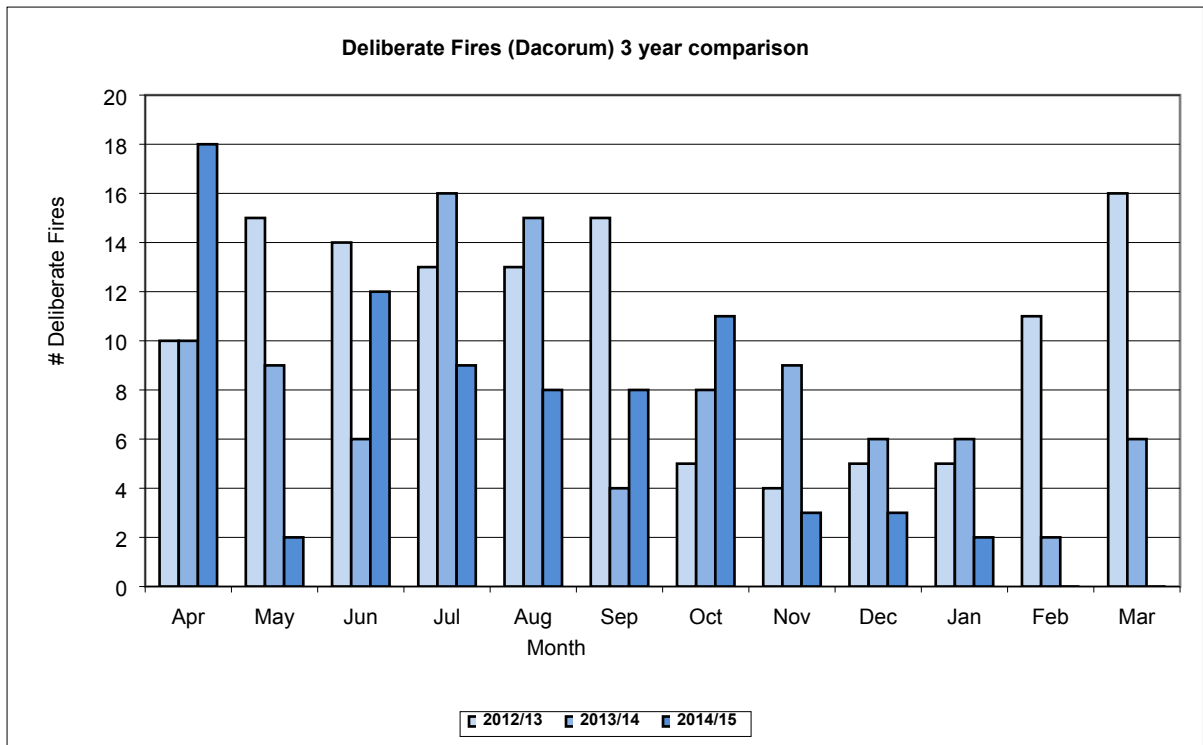
Hemel Hempstead Town Ward had the highest number of Deliberate Secondary Fires with 8. Berkhamsted Castle Ward had 0.

Overall this year Hemel Hempstead Town Ward had the highest number of Deliberate Fires with 8. Berkhamsted Castle Ward had 0.

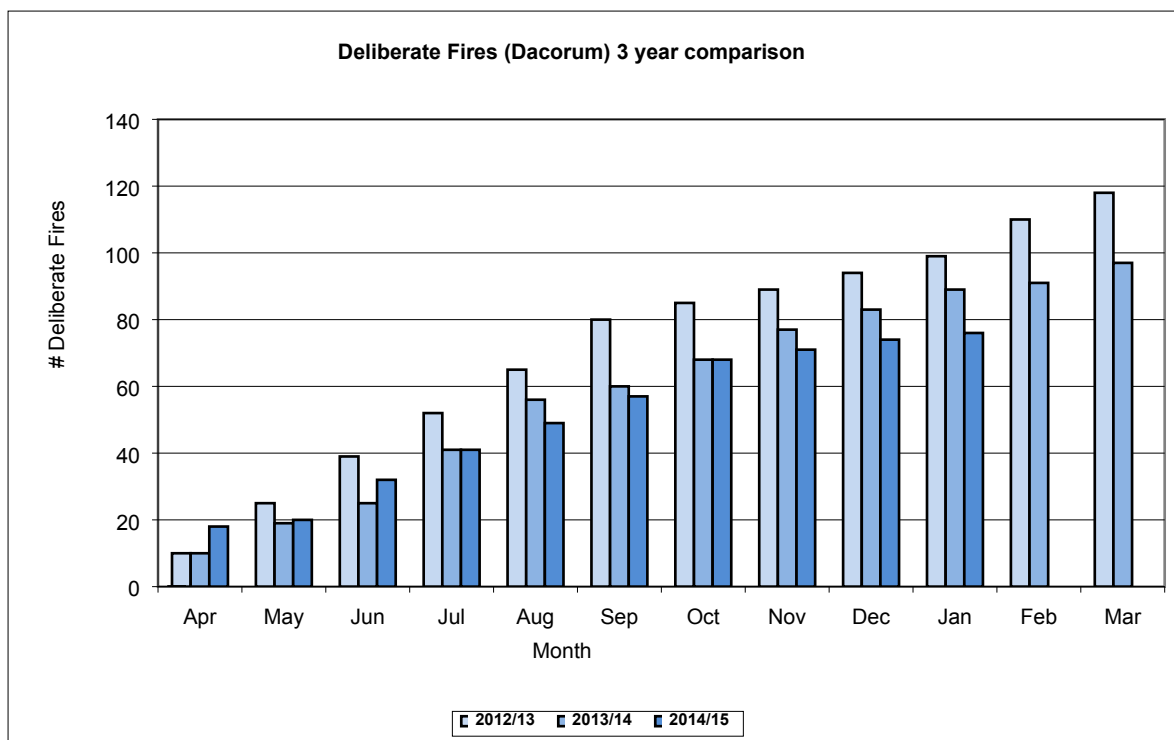
All Deliberate Fires in Dacorum by Ward (April 2014 – January 2015)



Deliberate Fires in Dacorum (Month on Month) (April 2014 – January 2015)



Deliberate Fires in Dacorum (Cumulative) April 2014 – January 2015)



Hemel Hempstead Town Ward

INCIDENT_NUMBER	Property Type	ADDRESS
017605-30102014	71 Other Outdoor Location	HIGH STREET,HEMEL HEMPSTEAD
017364-26102014	57 Refuse Bin / Rubbish Tip Wheelie Bin / Skip	LEIGHTON BUZZARD ROAD,HEMEL HEMPSTEAD,GADEBRIDGE
014771-13092014	51 Tree Scrub / Single Tree / Hedgerow	QUEENSWAY,HEMEL HEMPSTEAD
014750-12092014	57 Refuse Bin / Rubbish Tip Wheelie Bin / Skip	LEIGHTON BUZZARD ROAD,HEMEL HEMPSTEAD
014587-10092014	57 Refuse Bin / Rubbish Tip Wheelie Bin / Skip	WATERHOUSE STREET,HEMEL HEMPSTEAD
012694-08082014	51 Tree Scrub / Single Tree / Hedgerow	WOOD LANE,HEMEL HEMPSTEAD
008182-31052014	71 Other Outdoor Location	HILLFIELD ROAD,HEMEL HEMPSTEAD
005672-13042014	71 Other Outdoor Location	LEIGHTON BUZZARD ROAD,HEMEL HEMPSTEAD,GADEBRIDGE

NI.49 Primary Fires in Dacorum (April 2014 – January 2015)

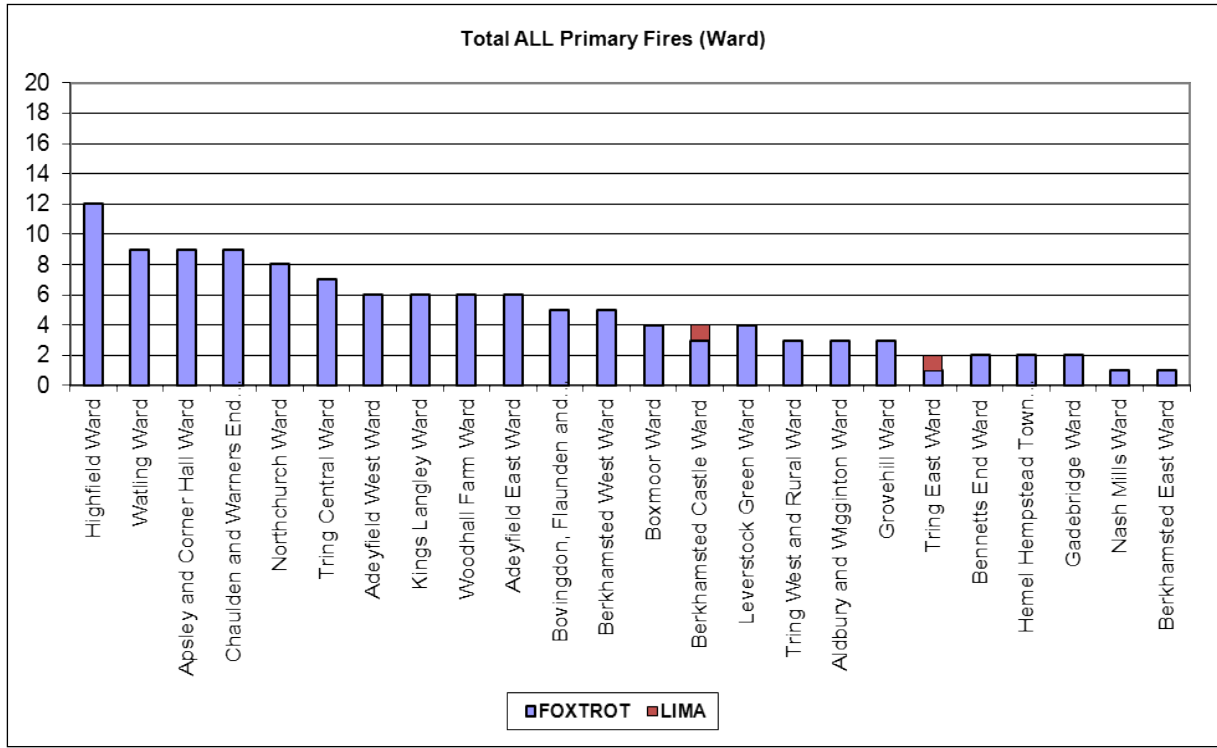
Primary fires across the County have fallen by 5% and across Dacorum this year have fallen by 18% compared with the same period last year.

Highfield Ward had the highest number of Primary Fires excluding vehicles this year with 11. Ashridge Ward had 0.

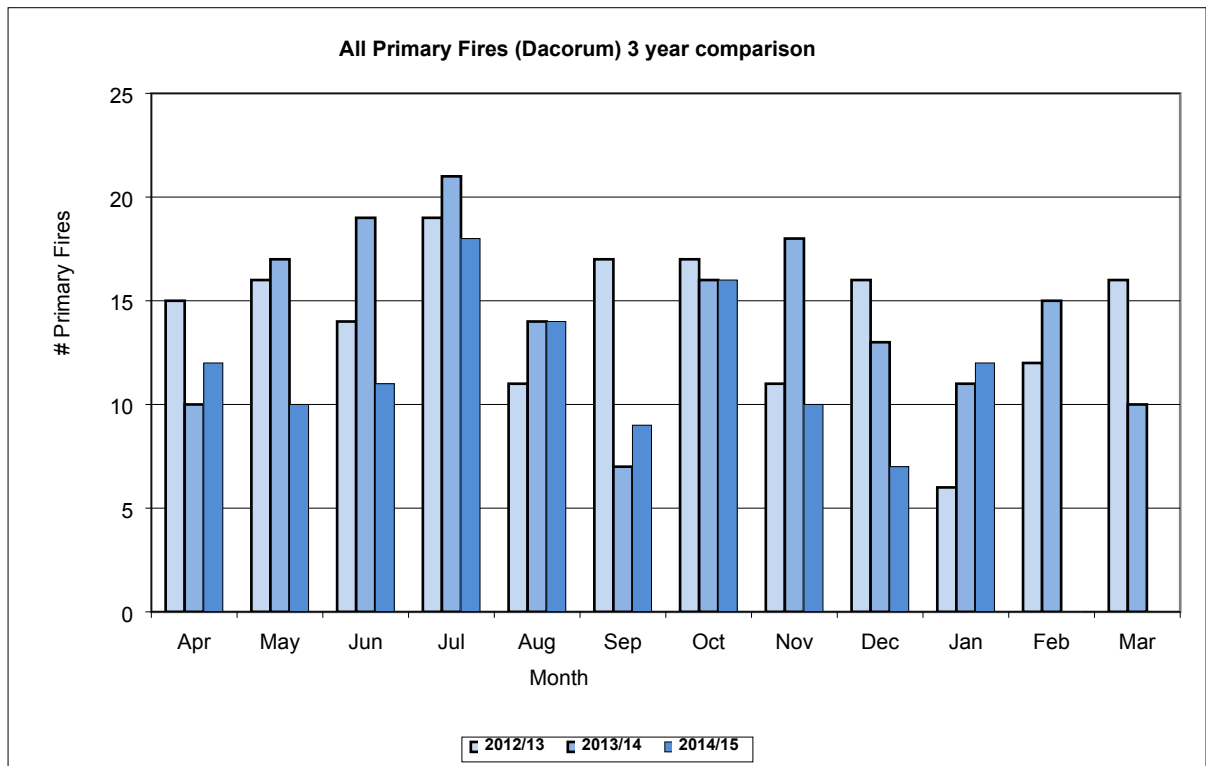
Watling Ward had the highest number of Vehicle Fires with 7. A number of Wards had 0

Overall Highfield Ward had the highest number of Primary Fires with 12. Ashridge Ward had 0.

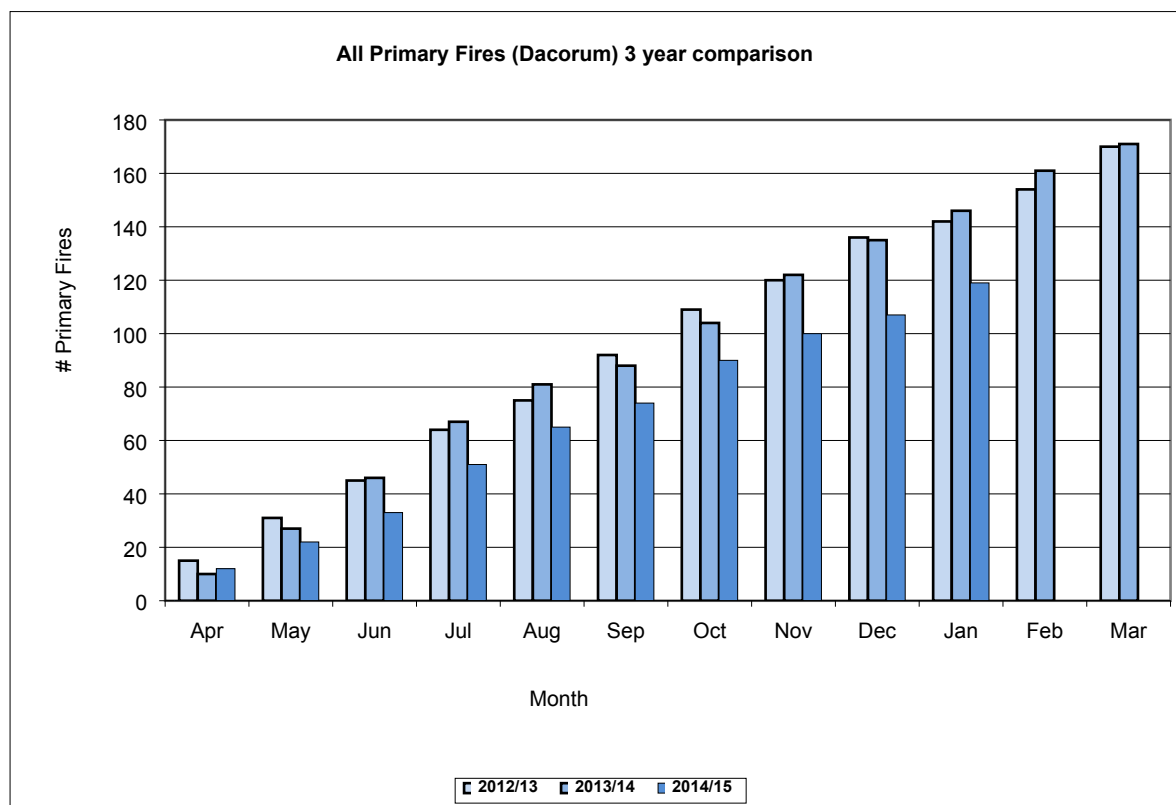
Primary Fires (incl. Vehicles) by Ward in Dacorum (April 2014 – January 2015)



Primary Fires in Dacorum (Month on Month) (April 2014 – January 2015)



Primary Fires in Dacorum (Cumulative) (April 2014 – January 2015)



Primary Fire Injuries

Primary Fire Injuries across the County have risen by 5% this year, and across Dacorum they have fallen from 4 to 2 compared with the same period last year.

Primary Fire Injuries this year in Dacorum

INCIDENT_NUMBER	Property Type	CASUALTIES	ADDRESS
017494-28102014	05 Self Contained Sheltered Housing	2	NORTHCHURCH,BERKHAMSTED

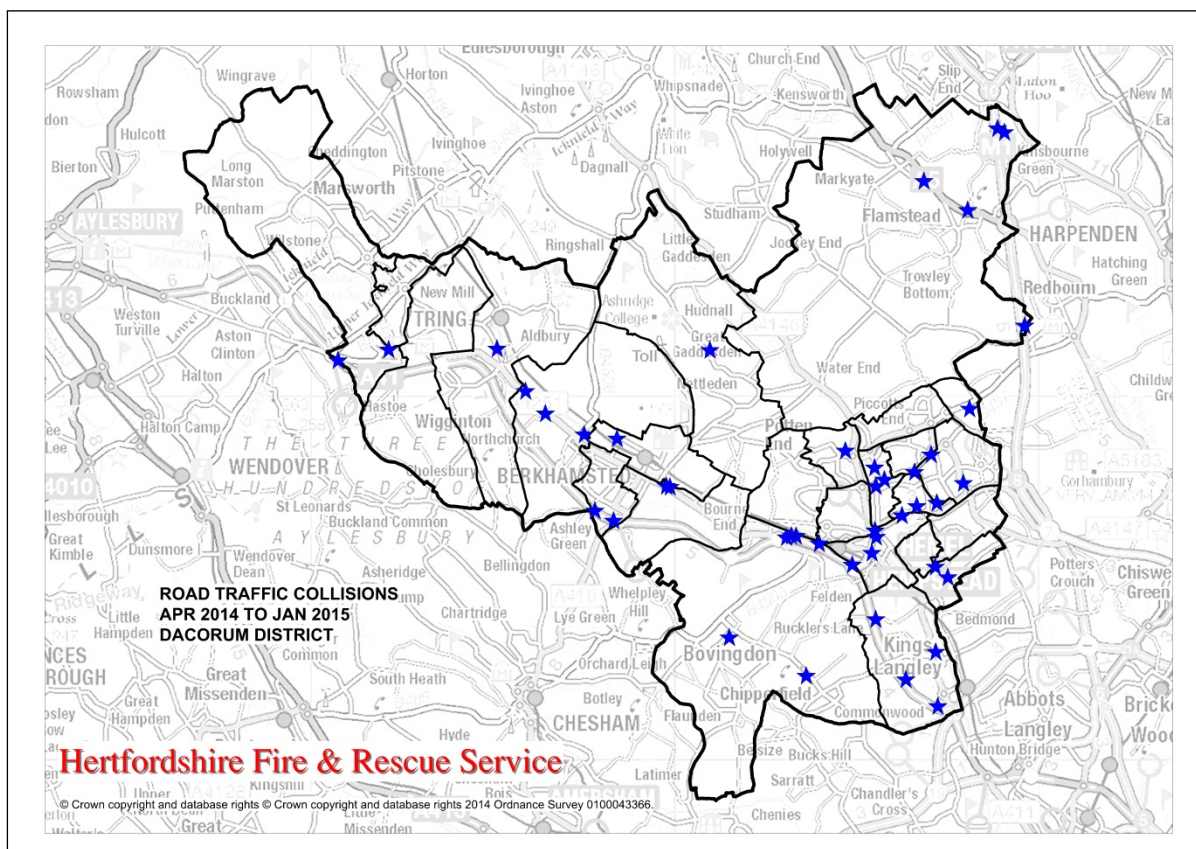
RTC by Ward in Dacorum (April 2014 – January 2015)

Hertfordshire Fire and Rescue have attended 415 Road Traffic Collisions during the period of April 2014 to January 2015. 44 of those incidents have been in the Dacorum District.

Bovingdon, Flaunden and Chipperfield Ward had the highest number of RTCs with 7. A number of Wards had 0

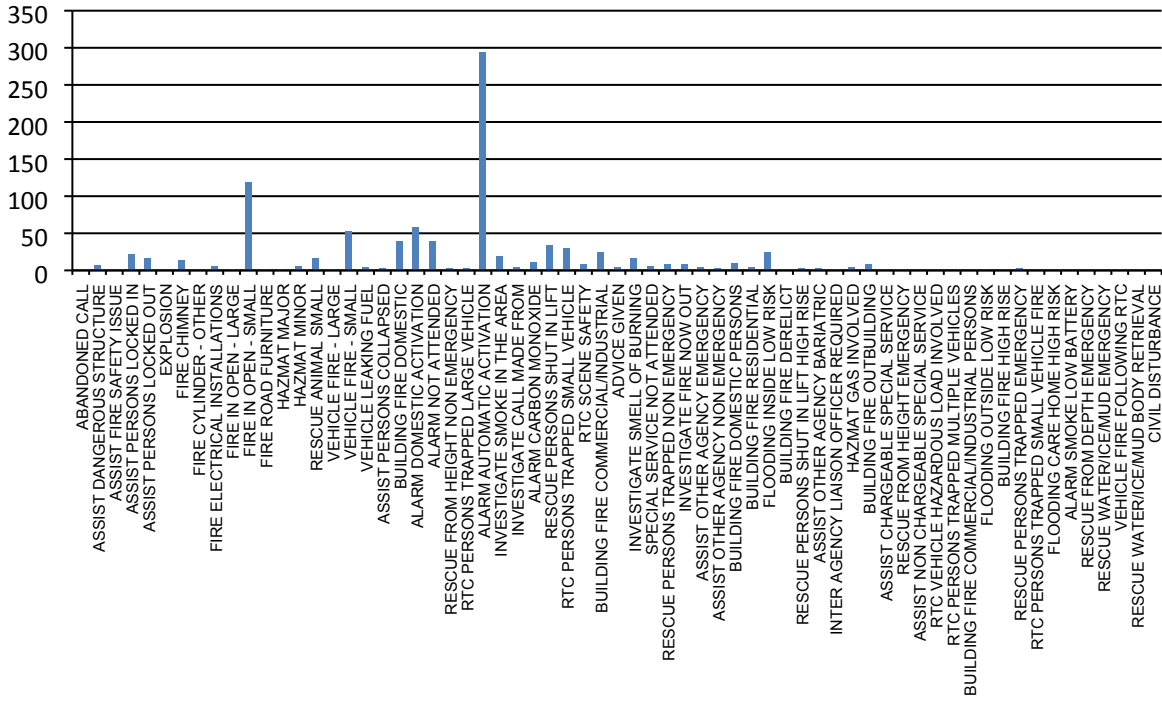
Bovingdon Flaunden and Chipperfield Ward

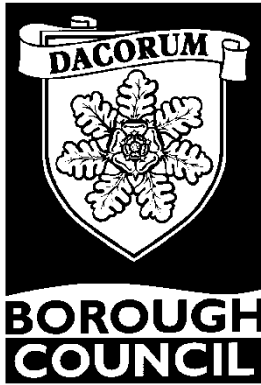
INCIDENT_NUMBER	Property Type	ADDRESS
019774-06122014	43 Multiple Vehicles	BOURNE END,A41
018772-18112014	43 Multiple Vehicles	TOWER HILL,CHIPPERFIELD,KINGS LANGLEY
016203-06102014	44 Road Vehicle	A41,HEMEL HEMPSTEAD
015068-18092014	43 Multiple Vehicles	A41,BOURNE END,HEMEL HEMPSTEAD
007993-28052014	44 Road Vehicle	A41,BOURNE END,HEMEL HEMPSTEAD
007019-09052014	44 Road Vehicle	NYE WAY,BOVINGDON,HEMEL HEMPSTEAD
005399-07042014	44 Road Vehicle	BOURNE END,A41



Overall Incidents in Dacorum (April 2014 – January 2015)

Overall Incidents





AGENDA ITEM: 9

SUMMARY

Report for:	Housing & Community Overview and Scrutiny Committee
Date of meeting:	18 March 2015
PART:	1
If Part II, reason:	

Title of report:	Budget Monitoring Quarter 3 2014/15
Contact:	Cllr Nicholas Tiley, Portfolio Holder for Finance and Resources James Deane, Assistant Director (Finance & Resources) Richard Baker, Group Manager (Financial Services)
Purpose of report:	To provide details of the projected outturn for 2014/15 as at Quarter 3 for the: <ul style="list-style-type: none"> • General Fund • Housing Revenue Account • Capital Programme
Recommendations	That Committee note the forecast outturn position.
Corporate objectives:	Dacorum Delivers
Implications:	Financial and Value for Money implications are included within the body of the report.
Risk Implications	Risk implications are included within the body of the report.
Equalities Implications	There are no equality implications.
Health And Safety	There are no health and safety implications.

Implications	
Glossary of acronyms and any other abbreviations used in this report:	GF – General Fund HRA – Housing Revenue Account

1. Introduction

1.1 The purpose of this report is to outline the Council's forecast outturn for 2014/15 as at 31 December 2014. The report covers the following budgets:

- General Fund
- Housing Revenue Account (HRA)
- Capital Programme

2. General Fund Revenue Account

2.1 The General Fund revenue account records the income and expenditure associated with all Council functions except management of the Council's own housing stock, which is accounted for within the Housing Revenue Account (HRA) (see Section 6).

2.2 Appendix A separates expenditure into controllable and non-controllable categories in order to focus scrutiny on those controllable areas that officers are able to influence.

2.3 The majority of non-controllable costs result from year-end accounting adjustments, e.g. depreciation charges. These are required to show the true value of resources used to provide the Council's services, but do not result in a cash charge to taxpayers. Support Service and Management recharges have been reviewed and amended where necessary to reflect key changes in costs.

2.4 The adjusted budget is the original budget approved by Cabinet in February 2014 plus the following approved amendments:

Amendments	£000	Approved
2014/15 Original budget	19,411	
Customer Services	95	Council September 2013
Community Sport Activation Fund	22	Council November 2013
Replacement Street Name Plates	40	Council February 2014
Graduate Development Programme	36	Cabinet April 2014
Apprentices	68	Audit Committee June 2014
EDRMS	90	Audit Committee June 2014
Dacorum Sports Trust	100	Council July 2014
Category Management	75	Council July 2014
Garage Strategy	100	Council September 2014
Grant Funded Agency Costs	120	Council September 2014
Pensions Backfunding	(1,018)	Council September 2014
Reserve Funded Staff Costs	(15)	Council September 2014
Redundancy Costs	32	Council September 2014
Waste Services Implementation	219	Council September 2014
Transformation Programme Management	85	Council January 2015
2014/15 Current Budget	19,460	

2.5 The table below provides an overview by Scrutiny area of the current forecast outturn for controllable budgets within the General Fund.

	Adjusted Budget £000	Projected Outturn £000	Variance	
			£000	%
Finance & Resources	11,746	11,772	26	0.2%
Strategic Planning & Environment	6,159	5,688	(471)	-7.6%
Housing & Community	1,555	1,568	13	0.2%
Total	19,460	19,028	(432)	-2.2%

2.6 The following sections provide an analysis of the projected outturn and major budget variances shown by Scrutiny area.

3 Housing and Community

Housing & Community	Controllable Budget £000	Projected Outturn £000	Forecast Variance	
			£000	%
Employees	3,213	3,265	52	1.6%
Premises	402	329	(74)	-18.3%
Transport	43	39	(4)	-9.3%
Supplies & Services	1,965	1,932	(34)	-1.7%
Third Parties	25	25	0	0.0%
Income	(4,094)	(4,022)	72	-1.7%
	1,555	1,568	13	0.8%

3.1 Employees - £52k over budget (1.6%)

Pressure of £52k - A pressure of £30k across services is projected linked to the vacancy provision. This target is set at 5% of direct salary costs for 2014/15. This position will continue to be monitored. In addition, a redundancy payment of £20k has been made in the CCTV service. Cabinet is asked to recommend to Council that this be funded from the Management of Change Reserve.

3.2 Premises - £74k under budget (18.3%)

Underspend of £60k – There is a saving of £60k in the Homelessness Service from utilising a number of council owned properties as temporary accommodation, rather than having to pay external rents.

3.3 Supplies & Services - £34k under budget (1.7%)

Pressure of £56k - There is a projected overspend on garages relating to spend on the options appraisal of garage sites.

Underspend of £60k – The above pressure is offset by a saving from a reduction in planned maintenance on garages.

Underspend of £20k - The cessation of the clinical commercial waste service has generated savings partly offsetting the loss in income.

3.4 Income - £72k under budget (1.7%)

Pressure of £30k – Garage rents have been lower than anticipated following a reorganisation of teams which was carried out earlier in the financial year.

Pressure of £35k - Clinical commercial waste collections have ceased during the first quarter of this year, resulting in a loss of income. This was part of a wider initiative to focus operations on higher revenue generating streams over the longer term within Environmental Health, in particular Pest Control where a charging policy has been implemented. Growth in this service is expected to yield significantly increased income over the coming years.

Surplus of £35k - The above pressure in Clinical waste is offset by an increase in income across Regulatory Services, most notably in Environmental Protection & Housing and Primary Authority work.

Pressure £50k - A grant budgeted within the homelessness service now forms parts of the local government settlement and is rolled into the Revenue Support Grant, so will cause a variance within service income.

4. Housing Revenue Account (HRA)

4.1 The HRA is a ring-fenced account relating to the Council's Landlord functions. A guiding principle of the HRA is that revenue raised from rents and service charges must be sufficient to fund expenditure incurred. The forecast outturn position for the HRA is shown at Appendix B.

4.2 The projected HRA balance at the end of 2014/15 is £2.9m. The forecast operating surplus is £123k – a decrease of £115k compared to the surplus of £239k originally budgeted. Significant variances are as follows:

4.3 Dwelling Rents - £204k surplus (0.4%)

Surplus income has been generated due to a number of tenants moving to target rent when a new tenancy has started. In addition, the average rent loss for right to buy sales is lower than forecast when setting the budget.

4.4 Interest and Investment Income - £45k surplus (45%)

An increase in right to buy sales for the year means capital balances are higher than anticipated. These additional balances are forecast to generate additional investment income

4.5 Contribution towards expenditure - £154k surplus (33.5%)

Repairs carried out at leasehold properties (such as lifts and communal entry systems) are recharged to leaseholders on an arrears basis based on the actual amount spent. The surplus has arisen as the amount of income anticipated was under-budgeted.

4.6 Supervision and Management – £91k under budget (0.9%)

This is comprised of the following items:

- Underspend £210k – A one off pension back-funding payment was made in 2013/14 as part of the triennial review. This had originally been budgeted for payment in 2014/15.
- Underspend £80k - Generated from the implementation of energy efficiency projects such as the installation of solar panels at flats and LED lighting in communal areas.
- Underspend £40k - The number of voluntary moves due to the impact of the benefit welfare reforms have been lower than anticipated on the under occupation incentive scheme.
- Underspend £300k - Salaries are forecast to be underspent, £178k of which is due to vacancies within the service and £122k relates to the TUPE of staff to Osborne.

- Pressure £400k - Uninsured losses relating to insurance claims from tenants for damages to buildings, storm damage and water leaks. Historical data and the trend of overspends against this budget in previous years, suggest this is an underestimation of budget. This has been corrected for the draft 2015/16 budget.
- Pressure £90k – Support service recharges have been re-worked leading to an increase in the amount recharged for ICT support.

5. Capital Programme

5.1 Appendix C shows the projected capital outturn in detail by scheme.

The table below summarises the overall capital outturn position by Scrutiny area.

The 'Rephasing' column refers to those projects where expenditure is still expected to be incurred, but it will now be in 2015/16 rather than 2014/15, or conversely, where expenditure planned initially for 2015/16 will now be in 2014/15.

The 'Variance' column refers to those projects which are now complete, but have come in under or over budget and those projects which are no longer required.

	Adjusted Budget £000	Projected Outturn £000	Rephasing £000	Variance	
				£000	%
Housing & Community	5,681	5,952	159	112	2.0%
G F Total	5,681	5,952	159	112	2.0%
HRA Total	35,050	24,721	(9,028)	(1,301)	-3.7%
Grand Total	40,731	30,673	(8,869)	(1,189)	-2.9%

5.2 General Fund Major Variances

As at Quarter 3 there is an overall projected overspend of £271k on the General Fund. This is a combination of forecast overspending of £112k and re-phasing from 2015/16 of £159k.

The projected net overspend is comprised of:

- Underspend £80k (line 118) – Budget on the Hemel Hempstead Gym Refurbishment was incorrectly slipped forward from 2013/14 after project completion.
- Underspend of £130k (line 123) – Spend is lower than forecast on Home Improvement Loans scheme due to take up being less than expected. The annual budgets for future years have been reduced from £250k to £150k to reflect a lower than anticipated demand going forward.
- Pressure £40k (line 129) – Budget allocation for the Verge Hardening Programme should have been slipped forward from 2013/14 to meet programmed works.
- Pressure £110k (line 130) - Old Town Hall refurbishment costs are higher than budgeted due to tendered prices, reflecting an upturn in the construction market

since the budget was set. The works were also more complex than planned (the tunnelling for example cost £30k more than budgeted).

- Pressure of £181k (line 136) - The costs of the Elms Hostel development at Redbourne Road are higher than budgeted due to the tendered prices, reflecting an upturn in the construction market since the budget was set. Section 106 funding has been earmarked to offset this pressure.
- Underspend £112k (line 163) - The Neighbourhood Centre improvements are not being undertaken due to a change in Corporate Priorities since the project was approved into the Capital Programme. It will be requested that these GAF funds will be redirected to the Bus Interchange project.

The projected rephasing from future years includes:

- £50k slippage (line 107) on new infrastructure at Kingshill Cemetery due to other projects taking priority. The budget will now be utilised in 2016/17 to fund improvement works to Heath Lane Cemetery walls.
- £100k slippage (line 130) on youth centre provision. Options for this project are still being considered, so work will not be undertaken during 2014/15.

These are off-set by pressures requiring funding to be drawn from the 2015/16 budget allocation:

- £250k pressure (line 136) on the Elms Hostel due to the tender price being higher than budgeted.

5.3 Housing Revenue Account Major Variances

There is a projected underspend on the HRA capital programme of £1.3m.

- £331k underspend (line 188) on the New Build at Farm Place Berkhamsted where the tender price has been lower than budgeted.
- £970k underspend (line 193) relating to Strategic Acquisitions. The allocation for the transfer of the Point between the General Fund and HRA is no longer required as provision for this transaction will be made as an accounting adjustment through the financing section of the capital programme.

There is projected slippage of £9.03m into 2015/16 from the following:

- £2.4m of slippage (line 184) in Planned Fixed Expenditure. Work which was planned for this financial year at Longlands and on the Walkway/Balcony improvements project will now take place in 2015/16. These delays are due to the tender process for both projects being more complex than anticipated, involving a number of clarification issues. There have also been delays as a result of the contractor requesting a 3 month mobilisation period before the works can actually commence.
- £2.69m of slippage (line 190) due to delays on the New Build scheme at London Road. Construction works have been delayed due to difficulties relocating the

substation during the initial phase of the scheme. Works have now commenced and the contractor is on site.

- £3.94m of slippage (line 192) on the purchase of land for a new build site. A deposit of 5% has been paid in this financial year to secure the purchase, but the balance is now expected to be paid in 2015/16 further to completion of an archaeological survey and the granting of planning permission.

Appendix A

Appendix B



AGENDA ITEM: 10

SUMMARY

Report for:	Housing and Community Overview and Scrutiny Committee
Date of meeting:	March 2015

Title of report:	Housing Allocations Policy Review
Contact:	James Wilson, Housing Strategy and Policy Officer Julia Hedger, Group Manager Strategic Housing
Purpose of report:	To update Housing and Community Overview and Scrutiny Committee on the Housing Allocations Policy review and all proposed policy amendments
Recommendations	That Housing and Community Overview and Scrutiny Committee provide their feedback for Cabinet to consider in May.
Corporate objectives:	Affordable Housing
Implications:	<u>Financial</u> No financial implications as the proposed policy changes do not require further software development.
'Value For Money	<u>Value for Money</u>

Implications'	<p>Carrying out a full review of this policy has clear value for money implications:</p> <ul style="list-style-type: none"> • If the policy does not comply with legislation then the Council could be vulnerable to legal challenge, which could be very costly. • Lack of clarity in the policy will lead to an unnecessary increase in communication coming into the housing department from residents. • If the policy can assist the Council to reduce letting times this will result in savings to the Council. • By better matching suitable residents to properties with, or suitable for, adaptations, the Council will save money on very expensive installations.
Risk Implications	<p>The main risks associated with policy amendments relate to communication of changes to residents and the Council's partners. Clarity in the policy will assist the Council if the policy is fully and properly understood by those who have to use it on a day-to-day basis either as applicants, or as the Council's partners who are supporting housing applicants.</p> <p>In addition, procedural changes must be implemented effectively by Council officers to result in improved operations.</p>
Equalities Implications	<p>The Equality Impact Assessment from 2013 has been reviewed and none of the proposed policy changes impact the assessment carried out at that time.</p>
Health And Safety Implications	<p>There are no Health and Safety implications from this report.</p>
Consultees:	<p>Cllr Margaret Griffiths Elliott Brooks - Assistant Director for Housing Julia Hedger - Group Manager for Strategic Housing Natasha Brathwaite - Strategic Housing Team Leader (Property) Gemma Goacher - Property and Allocations Lead Officer All Housing Service Staff Tenants and Leasehold Committee Applicants via Moving with Dacorum website Dacortium Partners via the Homelessness Forum</p>

Background papers:	Cabinet Housing Allocations Report (April 2013)
Glossary of acronyms and any other abbreviations used in this report:	CBL – choice based lettings

1. INTRODUCTION

1.1 Dacorum Borough Council's current Housing Allocation Policy was approved by the Council in April 2013. System developments to the online portal 'Moving with Dacorum' were required prior to the adoption of the policy, which went live on 7 November 2013.

1.2 The Moving with Dacorum portal:

- Holds all applications,
 - Advertises details of available properties, and
 - Creates shortlists of applicants who have bid for available properties.
- Data on all applicants, properties, and bidding patterns can be extracted from the system in order for the Council to analyse and understand the impact of its policy.

1.3 The Council has committed to carrying out regular reviews of its policy. This first desk top review has been made up of four assessments:

- 1) Assessment of data from Moving with Dacorum to review the impact of the policy on applicants to reassure the Council that the policy is working as expected and having the intended outcomes in terms of point totals and allocations.
- 2) Assessment of appropriateness and adequacy of day-to-day procedures used to implement the policy.
- 3) Assessment of whether the policy in its current form meets sufficiently all legislation and guidance.
- 4) Assessment of feedback gathered over the year from councillors, officers and residents, as well as responses to consultation, including:
 - A formal request for feedback from officers via an email and meeting,
 - An officer snagging list providing a record of procedural issues and policy queries as they have occurred,
 - Consultation questions sent by email to partners and residents and placed on social media, and
 - The Council's Homeless Forum.

2) DATA ANALYSIS

2.1 The headlines below are those findings that have assisted the Council in understanding how its policy is affecting residents, and which can now be used to inform communication to local residents:

- On the 24 November 2014 the active register held 4772 applications and the deferred register held 4624 applications.
- 2225 applications on the active register have never bid, which was higher than expected.
 - Almost 1000 were aged under 30 and 324 were aged over 60.
 - Over 1700 were homeseekers and almost 500 were transfer applicants.
- In the period from November 2013 to November 2014 577 allocations were made (Council and Housing Association properties).
- 44% of applicants housed in this period were housed within six months of registering their application, plus a further 17% within a year.
- On 24 November 2014 77% of applicants were homeseekers, 22% transferring tenants, and 2% homeless households. Of the allocations between November 2013 and November 2014 41% went to homeseekers, 32% to transferring tenants, and 26% to homeless households.
- The point totals required to bid successfully for properties were lower than commonly perceived, depending on property type and location. A number of property types were most commonly allocated to applicants with between 15 and 19 points: three bed flats; three bed maisonettes; and four bed houses.
- The number of bids placed for each property varied greatly (from none to over 200), depending on the property type and location. Applicants with only ten points may bid successfully for properties if they place bids on lower demand property types and locations. There are fewer bids placed on average for sheltered properties compared to general needs.
- When breaking down allocations between November 2013 and November 2014 by points, the highest proportion went to households with 20-30 points (24% of properties advertised through CBL and 19% of all allocations including direct offers), followed by those who had 40-60 points (16% of properties advertised through CBL and 13% of all allocations including direct offers).
- On 24 November 2014 2% of individuals on the register had over 100 points, reflected in the allocations made in the period from November 2013 to November 2014, when almost 2% of successful bids were by applicants with over 100 points.

Reason for change	Proposed new wording (deletions crossed out and additions highlighted)
<p>Central Government legislation and guidance Addition on advice from the 2014 Lime Legal conference on allocations</p>	<p>1.1 The purpose and scope of the policy</p> <p>The primary function of this policy is to set out:</p> <ul style="list-style-type: none"> • Dacorum Borough Council’s (the Council) local priorities in allocating housing accommodation; and • The Council’s local approach to eligibility and qualification to its housing register. <p>This document will:</p> <ul style="list-style-type: none"> • Establish the essential framework enabling the Council to determine the relative priorities between applicants for housing; and • Provide a comprehensive statement of the procedure that should be followed when considering applications and making allocations. <p>For these purposes ‘procedure’ includes all aspects of the allocation process, including the persons or descriptions of persons by whom decisions are to be taken, and will set out:</p> <ul style="list-style-type: none"> • The procedures and priorities involved in the initial consideration of an applicant’s application to the housing register; and • How a bid made by an applicant through the CBL scheme is to be treated. <p>This policy has been developed in consultation with strategic partners, registered providers and the general public. The Council will carry out regular reviews taking account of any new changes to legislation or guidance. Where changes are proposed consultation will be carried out with relevant parties.</p> <p>This policy has been adopted following a full equality impact assessment as specified by the Equality Act 2010 (and reviewed in November 2014).</p> <p>The Council holds two housing registers, the Active Register for qualifying applicants, and a Deferred Register for non-qualifying applicants (please see ‘Qualification’ section 3).</p> <p>Applicants on the Active Register are able to bid for available properties by using a choice based lettings (CBL) scheme (please see ‘Administration of the housing register’ section 2).</p> <p>The Council is committed to giving fair opportunity to all applicants and reserves the right to make limited numbers of properties available to only homeless applicants; or home-seekers; or transferring tenants, if at any time one or more of these groups starts to dominate allocations.</p> <p>Where this policy refers to the existence of a discretion, this will be assessed by the Assistant Director for Housing. The Council’s housing panel has delegated responsibility to award additional priority and make certain exceptions as specified within this policy. The use of discretion will take into account all relevant circumstances relating to a household(s), as well as the demand for and supply of accommodation within Dacorum.</p> <p>A summary of this policy is available for all members of the public, without charge, at all the Council offices and websites www.dacorum.gov.uk and www.movingwithdacorum.org.uk.</p>

1) Procedural change

The Council now operates continuous bidding cycles for general needs properties in order to reduce delays in letting properties.

2) Procedural change

There are no longer restrictions on the number of properties an applicant can bid on each week due to the introduction of continuous bidding cycles

2.2 Bidding

The Moving with Dacorum CBL scheme operates through the partnership's central website www.movingwithdacorum.org.uk.

All properties advertised on this website are available for bidding to all home-seekers and transferring tenants.

The complete bidding process operates through www.movingwithdacorum.org.uk and applicants will need their login details, which they will have set up at registration.

~~Properties are advertised each week at www.movingwithdacorum.org.uk and in a newsletter available from the Council offices at Hemel Hempstead and Berkhamsted Civic Centres and Victoria Hall in Tring.~~

The adverts state:

- The landlord, location, number of bedrooms, rent and other features of the property to help applicants decide which properties are suitable;
- If there are any specific criteria (for example, age criteria for sheltered housing) that applicants must meet to bid on the property;
- If the property is restricted for bidding to homeless applicants, home-seekers or transferring tenants; and
- **The end date of the advert.**

2.2.1 General needs property adverts

General needs property adverts can be placed onto the website on any day Monday to Friday.

A new advert will go live as soon as it has been submitted.

Adverts will remain live for a minimum of three days, closing at one minute to midnight on the final day. If an advert is placed prior to midday, then that day will be counted as the first day.

(For example, a property advert appearing at 10am on a Monday will be open until one minute to midnight on a Wednesday as a minimum).

2.2.2 Sheltered property adverts

All sheltered properties will be placed onto the website once a week for five days, from one minute past midnight on a Thursday until one minute to midnight on the following Monday.

Sheltered property adverts will also be available in a newsletter, which can be requested from Hemel Hempstead and Berkhamsted civic centres and Victoria Hall in Tring.

When an advert closes the Strategic Housing Property team checks the applicants on the shortlist and decide who to offer the property to using ~~the allocation scheme this~~

	<p>policy. This allocation scheme policy is in the ‘downloads’ ‘Useful Information’ section of www.movingwithdacorum.org.uk and can be found at www.dacorum.gov.uk .</p> <p>Applicants can bid on up to three any number of properties each week, in the following ways:</p> <ul style="list-style-type: none"> • Online at www.movingwithdacorum.org.uk; • Over the telephone on 0300 111 3570; • By text message to 07786 201131; and • In person at the Customer Service Centre at Hemel Hempstead Civic Centre. <p>Applicants will need to regularly check www.movingwithdacorum.org.uk so as not to miss opportunities to bid on properties.</p> <p>The chance of any active applicant being made an offer will depend on how regularly bids are placed and the types and location of properties bid on.</p>
<p>Authority change Direct offers can be used for: homeless offers; adapted properties; and hard-to-let properties. All other direct offers must be approved by the housing panel.</p>	<p>2.3 The use of direct offers</p> <p>A direct offer is defined by the Council as those offers made outside of the CBL scheme, but which are still covered by this policy. In each case where the right to make a direct offer is used it is specified in the table in appendix 1.</p> <p>Where applicants are not bidding or refuse offers beyond a specified number of cycles, the Council considers that it is reasonable to make direct offers where an offer is considered suitable to meet an applicant’s needs.</p> <p>Direct offers will be used as part of the Council’s preventative approach to homelessness. For applicants given a Homelessness Status at the point of receiving the full statutory homelessness duty there will be a presumption to give one direct offer of suitable accommodation (please see ‘People who are homeless’ section 6.2).</p> <p>Direct offers may be used to match applicants requiring complex adaptations to suitable properties (please see ‘Ground floor and adapted properties’ section 7).</p> <p>In the case of a hard-to-let property (where a property has been advertised at least twice or for more than two weeks without any suitable bids) the Council may make a direct offer.</p> <p>For applicants in high-risk priority groups it may not be appropriate for applicants to bid, and a sensitive letting may be sought through the making of a direct offer.</p> <p>In other cases direct offers may be approved by the housing panel to resolve situations requiring specific lettings.</p>
<p>Procedural change The Council has introduced new deadlines and become more pro-active in the verification of applicants’</p>	<p>2.4 Checks and Assessment</p> <p>Upon receipt of application forms and accompanying documentation the Strategic Housing People team will carry out any appropriate checks. Applications will be considered on the basis of eligibility, qualification, and any additional information provided on the form and supporting documentation.</p> <p>Full verification will be carried out at the point in preparation of for an offer. The Council may also contact any applicant to carry out a verification check if the applicant is active, bidding and has a reasonable chance of receiving an offer within the next six months.</p>

<p>details in order to reduce delays in letting properties.</p>	<p>In the case that an applicant is a transferring tenant the Council will require access to the current home as part of the verification check.</p> <p>Verification of applicants' details prior to preparation of an offer reduces unnecessary delays between properties becoming ready-to-let and allocations being approved.</p> <p>It is the responsibility of all applicants to make sure that they can verify their details within 48 hours of a verification request. After 48 hours the Council can choose to skip an applicant and look to the next eligible household on any shortlist that the applicant appears on.</p> <p>It is the responsibility of applicants to make sure that the Council has up-to-date telephone and address details.</p>
<p>Team structure change The Housing Service now includes a tenancy sustainment team.</p>	<p>2.8 Disclosure of information</p> <p>The Council will not tell any other members of the public if a person is on its housing register, or give any other information about them.</p> <p>The Council is unable to discuss the details of any application with another member of the public, even members of the applicant's family, without the applicant's written permission.</p> <p>The Council will take reasonable steps to ensure that any member of the public is indeed the applicant before dealing with the enquiry.</p> <p>In certain circumstances, disclosure will become necessary (for example, to prevent and detect fraud, or where an applicant has particular support needs that need to be met in order to enable them to maintain a tenancy). In such cases information could be disclosed to housing officers, the tenancy sustainment team, the corporate anti-fraud team, occupational health officers, doctors, social services, probation services, police, other local authorities, and housing associations, on a need to know basis. This list is not exhaustive.</p> <p>By signing the application form, an applicant is stating his/her agreement with the above.</p>
<p>Central Government legislation and guidance Statement required to comply with legislation</p>	<p>2.10 Access to advice and information</p> <p>The Council's Strategic Housing People team provides a free advice and assistance service to all housing applicants and tenants seeking a transfer covering all aspects of the scheme.</p> <p>This includes dealing with enquiries on the following issues:</p> <ul style="list-style-type: none"> • Who can apply for housing and how to go about it; • The processes and procedures that an applicant will need to comply with, to successfully register; • How an applicant is likely to be treated under the scheme including the level of priority awarded; • What accommodation an applicant is eligible for, and the chances of receiving an offer, insofar as this can be meaningfully given; • General information to enable an applicant to assess how long it is likely to be

	<p>before accommodation appropriate to their needs may become available for allocation; and</p> <ul style="list-style-type: none"> The lettings process including the functioning of the CBL scheme, offers outside of CBL, and any special circumstances that might be applicable.
<p>Clarification The previous policy did not state the Council's approach to unborn babies</p>	<p>3.4 The household</p> <p>Non-dependent children (aged 18 or over) or other adults joining the household will be considered as part of the household if they have lived in the property for a minimum of 12 months and will continue to do so for the foreseeable future.</p> <p>Dependent adult relatives who have joined the household because they are unable to live independently may be considered as part of the household. Such cases will need to be referred to the Council's independent medical adviser.</p> <p>The Council will check to make sure that any arrangement for access to children does take place and will need to see proof such as court papers or a letter from both parties' solicitors confirming the arrangements between the two parties. A child will not be considered part of the household if:</p> <ul style="list-style-type: none"> The applicant has staying contact with the child for less than 50% of the time; or In the case of equal contact time, the property will not be the child's main or principle home. <p>A baby will be considered a family member from the date of birth, and not during the pregnancy. However, some housing associations will consider an unborn baby as a family member at the point that the mother receives her MATB1 certificate. For this reason the Council will still take a record of the MATB1, and in these cases an applicant may be able to bid for larger housing association properties prior to the birth.</p> <p>Where the applicant is eligible (as per the criteria in sections 3.2 and 3.3) but there are other, non-eligible individuals living in the property, only dependent children and other dependant family members who are not eligible may be taken into account as part of the household. Any other non-eligible individuals living within the property will not be considered as part of the household.</p>
<p>Central Government legislation and guidance Amended to reference multiple codes of guidance</p>	<p>4.1 Qualification</p> <p>New legislation amending the Housing Act 1996 in the Localism Act 2011, and codes of guidance 2012 (Allocation of Accommodation: Guidance for Local Authorities 2012), has allowed local housing authorities to define criteria for qualification to their housing registers.</p> <p>Dacorum Borough Council has chosen to operate an 'Active Register' as the main housing register for all qualifying applicants and a 'Deferred Register' for all non-qualifying applicants. All applicants on both registers will be written to at the point of registration to confirm their housing register status, and will be required to renew their application every 12 months at least.</p> <p>The criteria relating to qualification are in addition to the eligibility criteria, and do not apply to applicants being made an offer through the Housing Act 1996, Part 7, or where re-housing in specialist accommodation has been agreed on the provision of a future move-on allocation through Part 6. The qualification criteria only apply to applicants,</p>

	<p>not to their dependents or others in the household, who may appear on the application to be housed with them.</p> <p>In contrast to the eligibility restrictions, while an allocation may not be made to a non-qualifying person as a sole applicant, a joint tenancy may be granted as long as both of the joint tenants are eligible, and one of the applicants is an eligible and qualifying person.</p> <p>The qualification criteria are explained in more detail below.</p>
<p>1) Clarification Employment criteria clarified.</p> <p>2) Policy change A new exemption introduced to permit current tenants to transfer if they have a housing need irrespective of time in the borough.</p> <p>3) Policy change Sheltered housing local connection exemption extended to those between 50 and 59 if a medical or social isolation need has been recognised by the housing panel.</p>	<p>4.3 Local connection</p> <p>Demand for affordable housing in Dacorum local housing authority area far out-strips supply – both locally and from outside the Borough. The Council has made a commitment through one of its Housing Principles, that: “The Council will maximise the use of our housing stock to meet local priorities”</p> <p>The Council has reflected the above principle by introducing qualification criteria for local connection.</p> <p>To meet the local connection criteria an applicant must have proof of at least one of the following criteria:</p> <ul style="list-style-type: none"> • 10 years residency within the Borough at some point in their lifetime; • Family connection where immediate family members (parents, siblings or children) have been continuously resident within the Borough for the last 10 years; or • Currently in permanent employment, of more than 16 hours per week, continuous for the last 24 months. Where the applicants regular place of work is within the Borough. • 24 months of permanent continuous employment within the Borough of more than 16 hours per week. <p>Applicants who cannot demonstrate a local connection will be placed on the Deferred Register. These applications will have an opportunity for review at a 12 month renewal date.</p> <p>The local connection criteria is not required to be met by current council and housing association residents living within the borough.</p> <p>The local connection criteria is not required to be met by applicants to sheltered housing aged 60 years and over, or between 50 and 59 if there is a medical or social isolation need that has been recognised by the housing panel. This decision reflects a local need to meet an increasing housing demand from older people requiring specialist housing. These applicants will not be allocated general needs properties.</p> <p>The local connection criteria is not required to be met by members of the armed forces and former service personnel, where the housing application is made within 5 years of discharge, including bereaved spouses and civil partners leaving service family accommodation following the death of their spouse or partner. Cases where the discharge was long than five years ago will be assessed on a case by case basis by the housing panel. (Please see ‘Armed Forces’ section 4.12).</p>

<p>4) Policy change Armed forces exemption extended to those discharged more than five years ago where a case has been approved by the housing panel.</p>	<p>Note: Further local connection criteria are applied to certain villages, however these criteria are applied at the short-listing stage and give priority to applicants with a village connection, rather than 'qualification' (please see 'Village lettings' section 8).</p>
<p>Policy change Exceptions to be considered by housing panel where flexibility will benefit the Council and the meeting of its policy objectives</p>	<p>4.7 Rent arrears</p> <p>Applicants will not qualify where there is evidence that a member of the household has a property-related arrear owed to the Council, a housing association, or a private rented sector landlord, <i>unless</i> six months of regular repayments have been made.</p> <p>Applicants will also be placed on the Deferred Register if they, or any members of their household:</p> <ul style="list-style-type: none"> • Have been evicted on the grounds of rent arrears from council or housing association property in the last 5 years; or • There is an existing notice or a possession order on the property. <p>Applicants with a property-related arrear will be placed on the Deferred Register. Due to the nature of the criteria there will be six monthly review opportunities for applicants, to allow for repayments to be reviewed.</p> <p>Property-related arrears will be considered whether from current or former tenancies. Exceptions may be made in circumstances where current council and housing association residents within the borough are downsizing, or where a resident needs to move because the council intends to demolish or carry out major works to their home (this list is not exhaustive). These situations will be considered by the housing panel.</p>
<p>Policy change Armed forces exemption extended to those discharged more than five years ago where a case has been approved by</p>	<p>4.12 Armed forces</p> <p>The Council is committed to providing access to housing accommodation to members of the armed forces.</p> <p>Members of the armed forces and former service personnel, making an application for housing within five years of discharge, will qualify to the Council's Active Register whether or not there is a local connection. Cases where the discharge was long than five years ago will be assessed on a case by case basis by the housing panel.</p> <p>This includes bereaved spouses and civil partners leaving service family accommodation following the death of their spouse or partner.</p>

<p>the housing panel.</p>	<p>Any lump sum payment made to a current or former member of the armed forces as compensation received for injury or disability sustained in active service will not be included in an assessment of financial means.</p> <p>The Council also recognises its duty to provide additional priority to those members of the armed forces and former service personnel on its Active Register (please see 'Armed Forces priority' section 6.6)</p>
<p>1) Policy change Only siblings or step-siblings to be expected to share bedrooms, not other relations or non-relations.</p> <p>2) Authority change Exceptions to the bedroom criteria on medical ground to be considered by the housing panel, rather than going to the Assistant Director for Housing</p>	<p>5.1 The bedroom standard</p> <p>One of the Council's Housing Principles is that: "The Council will maximise the use of our housing stock to meet local priorities".</p> <p>The 'bedroom standard', as defined within the Government's Code of Guidance 2012, will be used to meet this principle.</p> <p>The bedroom standard allocates a separate bedroom to each:</p> <ul style="list-style-type: none"> - Married or cohabiting couple; - Adult aged 21 years or more; - Pair of children aged 0-20 years of the same sex; and - Pair of children aged under 10 years regardless of sex. <p>For the purpose of this policy the reference to children sharing a room shall be considered to mean siblings or step-siblings, not other relations or non-relations.</p> <p>One of the Council's Housing Principles is that: "The Council will maximise the use of our housing stock to meet local priorities".</p> <p>The Council is committed to ensuring that at the point of allocation households are allocated to properties for which they have the need of all the bedrooms available, while not allocating households to properties where they would be overcrowded.</p> <p>The Council's procedure is to allocate one bedroom (two bed-spaces) to the main applicant on the housing register, and then any partner sharing this bedroom will not receive any further bed-space award. Additional adults and children making up the household will then be allocated bed-space in accordance with the bedroom standard.</p> <p>Exceptions to the bedroom criteria will be considered if medical evidence is provided to the housing panel showing that a member of the household is unable to share a room.</p>
<p>Clarification Status of applicants with no points clarified</p>	<p>6.1 How points are used</p> <p>Points are given to applicants on the Active Register who meet certain levels of need within the priority categories, plus certain other additional factors (please see 'Points' sections 6.3 – 6.7). At the point of bidding, applicants with the highest points will be considered above otherwise equal applicants.</p> <p>If an applicant does not meet any of the qualification criteria to gain points they will be considered not to qualify for the active register and be placed on the deferred register.</p>
<p>Clarification Bedroom standard to be used to assess</p>	<p>6.3.2 Overcrowding</p> <p>The Council uses the 'bedroom standard' that came from the Code of Guidance 2012 in defining its bedroom criteria. The bedroom criteria determine which properties applicants may bid for dependent on the size of their household (please see 'Bedroom criteria' section 5.1).</p>

<p>best use of rooms, irrespective of actual room use by a household</p>	<p>The Government recommends that this standard is used to provide an appropriate definition of overcrowding to meet modern expectations.</p> <p>The Council will give additional priority to those applicants who are overcrowded, according to the bedroom standard.</p> <p>Overcrowded applicants will receive a set points total for each bed-space by which the household is overcrowded (please see table in appendix 1).</p> <p>The points the Council gives for overcrowding are to reflect the stress and anxiety arising from this situation. Therefore the Council would not expect applicants to also meet additional priority welfare criteria for reasons of overcrowding (please see 'Medical and welfare' section 6.4).</p> <p>These points may not reflect how an applicant's household actually make use of the bedrooms within their house, but how the rooms could best be made use of in accordance with the bedroom standard (please see 'Bedroom criteria' section 5.1).</p>
<p>Central Government legislation and guidance Updated to reflect that housing benefit regulations are now in force</p>	<p><u>6.3.3 Under-occupation</u></p> <p>One of the Council's Housing Principles is that: "The Council will maximise the use of our housing stock to meet local priorities".</p> <p>To reflect this principle the Council incentivises its tenants currently under-occupying their homes to downsize (please see the Council's Under-occupation Policy).</p> <p>In addition, at this time Central Government is proposing to introduce new bedroom eligibility criteria for housing benefit claimants below the pension credit qualifying age, to take effect from April 2013. These regulations will In addition, new under-occupancy regulations contained in the Welfare Reform Act 2012, and brought into force in April 2013, impact how much rent a household can claim through housing benefit, depending on how many of the bedrooms within the dwelling they are eligible to have.</p> <p>For the purposes of housing benefit (where the claimant is below pension credit qualifying age) these proposed regulations will mean that from April 2013 one bedroom will be is allowed for each person or couple living as part of the household with the following exceptions:</p> <ul style="list-style-type: none"> • A child of 15 or under will be expected to share with another child of the same sex; and • A child of 9 or under will be expected to share with one other child aged 9 or under, regardless of sex. <p>No exemption or account will be is taken of children whose main residence is elsewhere. When the regulations come into effect in April 2013 h Households under-occupying their properties, and in receipt of housing benefit (where the claimant is below pension credit qualifying age), are likely to experience financial hardship. The Council considers that this situation will make their housing condition unsatisfactory.</p> <p>The regulations will affect:</p> <ul style="list-style-type: none"> • Cases where single tenants and couples in receipt of housing benefit (where the claimant is below pension credit qualifying age) are continuing to live in a family home after some or all of their children move away; and • Cases where a family in receipt of housing benefit (where the claimant is below pension credit qualifying age) may be occupying all bedrooms, but the new regulations require two of the household to now share.

	<p>The Council will provide points (please see table in appendix 1) for under-occupation for each bedroom a household is under-occupying, according to the bedroom eligibility criteria for housing benefit. This will apply equally to all households whether or not they are in receipt of housing benefit.</p> <p>To incentivise single tenants and couples downsizing from three, four and five bedroom properties, a household that is under-occupying by two bedrooms will be able to bid for properties with one bedroom above their need (please also see 'The bidding process' section 5.2).</p> <p>Note: If applicants in receipt of housing benefit (where the claimant is below pension credit qualifying age) are under-occupying by two bedrooms, and choose to move to a property with one bedroom more than their needs, there will continue to be some shortfall in their rent under the new regulations. The Council gives all tenants the right to make this decision based on their own personal situation as tenants will be required to pay any remaining shortfall in their rent.</p> <p>All other applicants in receipt of under-occupation points, where they are under-occupying by one bedroom, will only be able to bid for those properties with the number of bedrooms for which they are eligible. For example, in the case of an applicant with two daughters, both under 15 years of age, occupying separate bedrooms in a three bedroom house, the applicant will only be able to bid for two bedroom properties.</p>
<p>Team structure change The Housing Service now includes a tenancy sustainment team and the team leader forms part of the housing panel</p>	<p><u>6.4.2 Welfare grounds</u></p> <p>The Council will award additional priority on welfare grounds when there is evidence that it is the current housing condition of the applicant, or a member of their household, which itself creates a particular need for the applicant to move.</p> <p>The Council considers 'welfare grounds' to refer to care and support needs or other social needs that do not require medical care or support.</p> <p>The additional priority will be awarded as points (please see table in appendix 1) based on meeting criteria for one of four categories to reflect the level of risk to the applicant, or a member of their household, from remaining in the current accommodation:</p> <ul style="list-style-type: none"> • extreme; high; medium; and low. <p>Where appropriate, information is to be sought in the first instance from relevant professionals involved in an applicant's case.</p> <p>Welfare cases are to be presented to and assessed by an internal Housing Panel made up of the following staff representatives:</p> <ul style="list-style-type: none"> • Group Manager – Tenants and Leaseholders or Group Manager – Strategic Housing; • Team Leader – Tenants and Leaseholders; • Team Leader – Income Management; • Strategic Housing Team Leader (People) or Strategic Housing Team Leader (Property); and • Team Leader – Property and Place (Tenancy Sustainment Team Leader). <p>The Council considers 'welfare grounds' to include (this list is not exhaustive):</p> <ul style="list-style-type: none"> • Domestic violence; Harassment; Threat of violence; Relationship breakdown; Social isolation; No or limited access to facilities; Access to child care; Caring responsibilities

	(with proof of receipt of Carers' Allowance); Adoption and fostering; and Issues associated with culture and/or identity.
<p>1) Policy change Points are now available to applicants over 60 wanting to move from bedsits into sheltered.</p> <p>2) Clarification Points given to applicants moving from bedsits into sheltered, or from Category 1 to Category 2, are in addition to any medical points to reflect social needs.</p>	<p>6.7 Other additional priority criteria</p> <p>The Council is committed to recognising a number of other criteria and in all cases the additional priority will be awarded as points (see table in appendix 1).</p> <p>The additional priority criteria are as follows:</p> <ul style="list-style-type: none"> Existing tenants of sheltered accommodation who wish to move from a Category 1 to Category 2 or existing tenants aged 60 or over in general needs bedsit accommodation who wish to move into sheltered accommodation (where there is a medical condition present these 25 points are in addition to any given on medical grounds, as they are to reflect the applicant's feelings and social needs); Children in flats without a lift (first floor and above only); Applicants meeting the qualifying criteria for the Active Register who have also completed a pre-tenancy training course; Existing tenants at the end of their Flexible Tenancy who have been assessed as needing to transfer to meet a change in housing need; and Length of time on the Active Register.
<p>Policy change and procedural clarity The Council is now allocating adapted properties through the CBL system except in extreme cases where direct offers will be used. The amendment provides procedural clarity relating to how this will</p>	<p>7. Ground floor and Adapted properties</p> <p>In drawing the short list for a ground floor or adapted property, applicants with a specific need for the type of property will be considered above applicants without any specific need before points are taken into account.</p> <p>If there are no bids made by applicants with a specific need for the type of property being advertised, the allocation will be offered to the applicant who has bid with the highest level of points.</p> <p>Due to the low number of properties available in the borough that are suitable to meet the needs of people who have mobility and physical health conditions, the Council is committed to making sure that people who need adapted properties are prioritised for them. In order to achieve this the Council has introduced three 'levels' (low, medium and high, please see Appendix 2), that correspond to both applicants and properties. The property adverts on the bidding system 'Moving with Dacorum' will identify which homes meet one of the three levels.</p> <p>Applicants will be advised to only bid on those properties that state on their adverts that they will be suitable for their needs. This will limit the number of properties these applicants bid on, but applicants will be prioritised for any suitable properties that they do bid for.</p> <p>Applicants with mobility and physical health needs receive medical points, awarded using criteria based on guidelines provided by Occupational Therapists (professional experts in the</p>

<p>be achieved.</p>	<p>housing needs of people with mobility and physical health conditions), and these points relate to the extent to which an applicant's current housing situation cannot meet their mobility or physical health needs.</p> <p>Those applicants who bid on a 'low', 'medium' or 'high' property will be shortlisted according to the following priority order:</p> <ul style="list-style-type: none"> • 'Low' properties <ul style="list-style-type: none"> 1st 'Low' applicants 2nd People with no specific need. • 'Medium' properties <ul style="list-style-type: none"> 1st 'Medium' applicants 2nd 'Low' applicants 3rd People with no specific need. • 'High' properties <ul style="list-style-type: none"> 1st 'High' applicants 2nd 'Medium' applicants 3rd 'Low' applicants 4th People with no specific need. <p>From the prioritised shortlist the Council will allocate to the person with the highest points.</p> <p>There is also a fourth category, 'extreme', for those applicants with very complex needs, where only very few properties would be appropriate for the extent of adaptations required. In these cases the Council will make use of direct offers to allocate appropriately.</p>
<p>Clarification Employment criteria clarified.</p>	<p>8. Village lettings</p> <p>In drawing the short-list for a village property, applicants with a local connection to the specific village (within Dacorum area) will be considered above applicants without a local connection, where they meet the following criteria (applied using a cascade approach and listed in priority order):</p> <ul style="list-style-type: none"> • 10 years residency within the village at some point in their lifetime; • Family connection where immediate family members (parents, siblings or children) have been continuously resident within the village for the last 10 years; or • Currently in permanent employment, of more than 16 hours per week, continuous for the last 24 month. Where the applicants regular place of work is within the Borough. • 24 months of permanent continuous employment within the village of more than 16 hours per week. <p>If there are no bids made by applicants with a connection to the village within which the property is located, the same cascade approach will be applied to those living and/or working in neighbouring parishes.</p>
<p>1) Policy change Applicants younger than 50 will no longer be considered for sheltered</p>	<p>10. Sheltered Housing and Flexi Care</p> <p>Sheltered housing properties are designed for people aged 60 or over, or for younger applicants of any age Applicants aged between 50 and 59, if there is a medical or social isolation need that has been recognised by the housing panel, will be considered only where a property has first been advertised to applicants over 60. Sheltered housing will be available to applicants who wish to transfer and downsize from a general needs property or can demonstrate in an assessment that they require the level of housing related support offered in this type of accommodation.</p>

<p>housing irrespective of need.</p> <p>2) Policy change All sheltered housing properties will be advertised to over 60s before being considered for applicants between 50 and 59.</p>	<p>Applicants to sheltered housing are exempt from the local connection criteria, however at the point of shortlisting applicants who have a local connection will be prioritised before points are taken into consideration. This is to reflect the Council's commitment to prioritising local housing need.</p> <p>Flexi Care sheltered housing services provide an alternative form of care for older people whose needs are beyond the provision available within traditional sheltered housing. A Flexi Care Housing Panel will determine and prioritise the housing related support and care needs of applicants. (Further information can be found in the Flexi Care policy).</p>
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2.2 The data analysis has confirmed that the policy has, in general, been operating as the Council intended. If an applicant comes onto the housing register with a housing need and commences bidding there is a good chance they will be housed within six months. Exactly how soon an applicant will be housed depends on the level of housing need, the frequency of bids placed and the type and location of properties bid for.

2.3 There is a new recognition of the need to communicate to applicants that they can influence their chance of being housed by changing their bidding patterns.

3) PROPOSED POLICY AMENDMENTS

4. COMMUNICATION TO RESIDENTS

The Council will communicate policy changes and findings from the data analysis to residents and partners of the Council. As a result of consultation the Council also recognises that it needs to invest in communication that:

- Tackles the perception that the first bidder will be considered first for a property being advertised.
- Further explains why points changed in November 2013 and why there are no points for local connection.
- Further explains why different ages are used to define overcrowding and under-occupancy.

5. RECOMMENDATION

That the Housing and Community Overview and Scrutiny Committee provide their feedback prior to a report to Cabinet in May.



AGENDA ITEM: 10

SUMMARY

Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	18 March 2015
PART:	1
If Part II, reason:	

Title of report:	Safeguarding Children and Young People – Policy and Procedures
Contact:	Councillor Neil Harden, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officer Julie Still/David Austin
Purpose of report:	1. To consider the approval of the revised Safeguarding Children and Young People Policy and Procedures and seek the views of the Committee
Recommendations	1. That the Committee note the revised Safeguarding Children and Young People Policy.
Corporate objectives:	Clean and safe environment Community capacity Dacorum delivers
Implications:	<u>Financial</u> Within existing budgets.
'Value For Money Implications'	<u>Value for Money</u>
Risk Implications	The intention of this report is to comply with legislation and to ensure therefore that children and young people are safeguarded and protected from abuse when they are engaged in services organised and provided by, or on behalf of, the Council.
Equalities Implications	
Health And Safety	The health and safety implications are contained within the

Implications	policy.
Consultees:	All Designated Officers within Dacorum Borough Council Adventure Playgrounds Human Resources Community Safety Partnership
Background papers:	Hertfordshire Safeguarding Children Board's advice and Children Act 2004, s11 self-audit required standards. Dacorum Borough Council Safeguarding Children and Young People Policy and Procedures 2011. Operation Halo Counter Terrorism and Security Bill
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	This policy and associated procedures are a review of the existing policy and procedures and take account of new legislation, guidance and best practice
Glossary of acronyms and any other abbreviations used in this report:	

Background

1. Dacorum Borough Council is not a Children's Services Authority and therefore does not lead on the Safeguarding of children and young people, it does however, have a statutory duty to work with Hertfordshire County Council and Hertfordshire Safeguarding Children's Board under section 11 of Children Act 2004.
2. The Safeguarding policy and procedures reflect the requirements of section 11 of the Children Act 2004 for which Dacorum Borough Council is required to complete a self-audit, including supporting evidence, on a regular basis. The audit is reviewed and monitored by Hertfordshire Safeguarding Children's Board.
3. The Safeguarding Children and Young People Policy and Procedures was written in 2011 and has been reviewed following changes in, legislation, good practice and specific areas of concern and priority.
4. The revised documents are attached at appendix A and appendix B, the key areas of change are: -
 - a. Specific requirement relating to national and local operations to target child sexual exploitation.
 - b. The requirement identified in the Counter Terrorism and Security Bill that all Local Authority policies should have regard to their responsibilities under

Prevent which is one of four streams of work under CONTEST – the United Kingdom’s counter terrorism strategy.

5. There will be additional training requirements to address the new areas of Safeguarding, namely the areas of child sexual exploitation and Prevent and to address this Officers from Resident Services are being trained as trainers to deliver this to front line staff.

Appendix A – Children and Young People Safeguarding Policy and Procedures

Appendix B – Safeguarding Policy and Procedures, Supporting Appendices



Children and Young People Safeguarding Policy and Procedures

2015 - 2018

February 2015

Version Control	Version 2
Status of Policy	Draft
Sponsor	Sally Marshall, Chief Executive
Author/Reviewer	Julie Still
Approved	
Review Date	January 2018

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Children, young people and vulnerable adults have the right to participate, have fun and be safe, in the services provided for them and the activities they choose, or their parents/carers choose for them.

Dacorum Borough Council will work with Hertfordshire County Council who is the lead safeguarding agency for children, young people and vulnerable adults. The Council will also work with Hertfordshire's Safeguarding Children and Safeguarding Vulnerable Adults Boards as required under the Children Act 2004, and the amendments made in to this act in the Apprenticeships, Skills, Children and Learning Act 2009, and in line with the multi-agency policy, procedure and practice for working with adults at risk of abuse or neglect in Hertfordshire (June 2014).

2. Safeguarding Policy Statement

Dacorum Borough Council is committed to safeguarding children, young people and vulnerable adults and protecting them from abuse when they are engaged in services organised and provided by, or on behalf of, the Council.

We will endeavour to keep children, young people and vulnerable adults safe from abuse and suspicion of abuse, reports will be responded to promptly and appropriately. We will act in the best interest of the child, young person or vulnerable adult and we will proactively seek to promote the welfare and the protection of all children, young people and vulnerable adults living in the community at all times.

Dacorum Borough Council will ensure that unsuitable people are prevented from working with children, young people and vulnerable adults through its Recruitment and Selection Code of Practice and will take any concern reported by a Member, employee, volunteer grant funded or contracted service provider or child/vulnerable adult seriously and deal with it sensitively.

Referrals made by a Member, employee, volunteer, grant funded or contracted service provider or child/vulnerable adult cannot be anonymous and should be made in the knowledge that, during the course of enquiries, the agency and individuals who made that referral will be made known. This is because individuals may be required to give evidence and on occasion be required as a prosecution witness.

Dacorum Borough Council will not tolerate harassment of any Member, employee, volunteer, grant funded or contracted service provider or child/vulnerable adult who raises concerns of abuse and it will be addressed through the most appropriate course of action or under the most appropriate policy.

3. Definitions

The phrase children and young people in this document refers to: Any person under the age of 18 years.

The phrase vulnerable adult refers to: - Any person over the age of 18 who is, or may be in need of care services by reasons of mental health or other disability, age

or illness and is, or may be unable to take care of him or herself against significant harm or exploitation. (Lord Chancellor's Department, 1997)

When using the term 'parents' in the context of this document it will be in the broadest sense to include parents, carers and guardians.

The phrase 'Members, employees, volunteers and grant funded or contracted service providers' is used to refer to all Borough Councillors, employees and people working on behalf of the Council either paid or voluntarily.

Commissioned, contracted or grant funded organisations will be expected to have policies and procedures in place commensurate with the level of contact and involvement with children and young people. As a minimum, any organisation receiving funding from the Council, will be expected to have a statement of policy and procedure regarding safeguarding in place. This needs to be understood by employees and volunteers and available to service users. Commissioned, contracted or grant funded organisations with minimal contact with children and young people may wish to adopt the Council's Policy (Appendix 7).

The phrase 'contracted service provider' used subsequently in this document will refer to those organisations that have appropriately adopted this policy.

Abuse covers physical, emotional, sexual abuse and mental abuse including bullying and exploitation.

This policy is inclusive of all children and young people irrespective of the age, gender, race or ethnicity, religion, disability or sexual preference. Children and young people, no matter what their circumstances have the right to be protected from abuse.

The details for the Safeguarding of Vulnerable Adults are dealt with in a separate policy which can be found on the Council's website or is available from Dacorum Borough Council, Civic Centre, Marlowes, Hemel Hempstead, Herts HP1 1HH and Hertfordshire Safeguarding Adults Board website under the multi-agency policy, procedure and practice for working with adults at risk of abuse or neglect in Hertfordshire (June 2014).

<http://www.hertsdirect.org/your-council/hcc/healthcomservices/acspolicies/safeadults/>

4. Aims

Dacorum Borough Council will promote the welfare of children and young people by:

- ❖ Respecting the rights, wishes, feelings and privacy of children and young people by listening to them and minimising risks that may affect them.
- ❖ Preventing abuse by adopting good practice and creating a safe and healthy environment to avoid situations where abuse, or allegations of abuse may occur.

- ❖ Ensuring that Members, employees and volunteers understand the relevant Codes of Conduct and Safeguarding Policy.
- ❖ Monitoring accountability and governance through the Council's procedures and through the Community Safety Partnership's Responsible Officers Group.
- ❖ Raising awareness among members and officers of the safeguarding duty the Council has in relation to the Children Act 2004 where Hertfordshire County Council has the lead responsibility.
- ❖ Ensuring that contracted, commissioned and grant funded services have policies and procedures commensurate with the level of involvement they have with children and young people.
- ❖ Responding to any allegations appropriately and implementing the appropriate reporting, disciplinary and appeals procedures.
- ❖ Promoting and supporting the National Campaign – Tackling Child Sexual Exploitation and “Say Something If You See Something” to raise awareness and reporting of child sexual exploitation.
- ❖ Supporting the National Prevent agenda by working with partner agencies to identify and support Children and Young People who are vulnerable to radicalisation.

To achieve these aims, Dacorum Borough Council will endeavour to:

- ❖ Ensure that training appropriate to the level of involvement with children and young people is available for Members, employees and volunteers and where appropriate contracted service providers which includes training of staff to raise awareness of the Prevent agenda and those vulnerable to radicalisation.
- ❖ Respond appropriately to any concerns reported
- ❖ Develop and implement effective procedures for recording and responding to incidents and accidents
- ❖ Develop and implement effective procedures for recognising, responding, recording and referring any allegations or suspicions of abuse to Hertfordshire County Council and Hertfordshire's Children's Safeguarding Board and the District sub group.
- ❖ Promote the welfare and wellbeing of children and young people within services including in the planning of services.
- ❖ Maintain a good level of safe working practice at all times to minimise risk to children and young people that come into contact with Members, employees, volunteers and grant funded and contracted service providers.
- ❖ Support all County and National initiatives to promote the Safeguarding of Children and Vulnerable Adults.
- ❖ Hold regular Safeguarding and DBS meetings with designated officers from across the Council

5. Scope of the Policy

This Policy and Procedure cover all Members, employees, volunteers and grant funded and contracted service providers (who have appropriately adopted this policy). However, few Members, employees or volunteers will be working directly with children and young people as part of their duties or activities for or on behalf of the Council. Safe working practices, as detailed in the following procedure, should be used on all occasions where Members, employees, volunteers or contracted services come into contact with children or young people.

There are some areas when using Safe Working Practice is of particular importance: -

- ❖ Working in Adventure Playgrounds
- ❖ School talks and events
- ❖ Work experience placements
- ❖ Community engagement including working with youth councils, diversionary activities and events.
- ❖ Housing visits for repairs, existing or new housing applicants
- ❖ Revenue and Benefits home visits
- ❖ Visits to any home for inspections or enforcement purposes. This will include all visits eg: Planning, housing repairs, Regulatory Services and grant applications.
- ❖ Volunteers training and knowledge as required
- ❖ Parks and grounds maintenance
- ❖ Anti-social behaviour – enforcement and diversion

This list is indicative only and there may be other occasions when particular importance should be paid to safe working practices.

6. Obligations and responsibilities

Section 11, of The Children Act 2004 places certain obligations on the Council and a Hertfordshire wide action plan has been drafted to implement the obligations for safeguarding and the promotion of children's welfare in Dacorum which include the following:

- ❖ To have senior level responsibility for Safeguarding Children and Young People. The Chief Executive fulfils this role at Dacorum Borough Council.
- ❖ To have a senior officer lead for Safeguarding Children and Young People – Dacorum have a team of officers responsible for safeguarding which is led by the Group Manager Resident Services and supported by the Anti-social Behaviour Team Leader and the Supported Housing Team Leader .
- ❖ An elected member to champion Safeguarding – Dacorum's champion is The Portfolio Holder for Regulatory and Resident Services
- ❖ Information to be available on intranet and Sharepoint

- ❖ All corporate, community and team plans must ensure that safeguarding is a key priority.
- ❖ A clear structure must be in place to deal with all issues around safeguarding
- ❖ A clear policy on safeguarding must exist and be supported by procedures.
- ❖ There should be a clear statement on information sharing with partners with regard to safeguarding.
- ❖ There should be an appropriate programme of training for all staff and a full record of training undertaken should be maintained.
- ❖ Safe recruitment procedures/guidance should be followed for the recruitment of all staff.
- ❖ A whistle blowing policy must be in place and staff should be aware of the procedure – there is an existing whistle blowing policy and a copy is available on share point.
- ❖ All records relating to children or young people must be stored in a safe and secure place and only named persons should have access to these files.
- ❖ Each service area that is responsible for contracting work out on behalf of the Council must ensure that via the service level agreements or contract that the above provisions of section 11 of the Children Act 2004 are complied with.
- ❖ Each service area is responsible for monitoring compliance by contractors of these provisions.

7. Housing

In discharging a range of duties in the management of their housing stock the Council will have regard to the above obligations and responsibilities. In addition to this there are also requirements under the following legislation: -

- ❖ The Housing Act 1996 as amended by the Homelessness Act 2002 section 213A ensures that a housing authority contacts social services (with or where appropriate without consent) when a family with children is ineligible or intentionally homeless. This section also ensures that housing authorities cooperate with social service to provide advice and assistance to help ineligible or intentionally homeless households with children.
- ❖ The Housing Act 2004 gives local authorities powers and duties to take action against bad housing conditions and Environmental Health Officers will assess the impact of health and safety hazards in light of hazards that occupants are vulnerable to and consider safeguarding children as part of this process.

8. Domestic Abuse

Domestic abuse has been found to be a significant indicator of child abuse. The Adoption and Children Act 2002 identifies a child witnessing the suffering of another, including domestic abuse in to the Children Act 1989 definition of significant harm.

9. Preventing Radicalisation and Violent Extremism.

The Counter Terrorism and Security Bill is recommending a number of new areas for Local Authorities including a requirements that frontline staff should understand Prevent, be able to recognise vulnerability to radicalisation, and know where to go to seek further help. Training will be available for front line staff – this will be provided by the Resident Services Team.

10. Disclosure and Barring Service checks.

Dacorum Borough Council is not a Children's Services Authority, therefore the scope for working directly with children and young people is limited and the majority of direct work takes place within Children's Services in the Adventure Playgrounds.

Disclosure and Barring Service (DBS) checks can only be sought where the criteria is met. A list of the relevant posts are maintained and reviewed by Human Resources and, where necessary, the application of a DBS forms part of the safe recruitment process.

There is a group of employees for whom an enhanced Disclosure and Barring Service (DBS) check is necessary. This relates to services where there is a regulated activity, or regular contact which may be unsupervised such as the officers at Adventure Playgrounds where children and young people are concerned or Supported Housing Officers where vulnerable adults are concerned.

It is a requirement of the Licensing of Hackney Carriages and for Personal Licenses that an enhanced DBS check forms part the application process. Details regarding this are contained within the relevant licensing policies available from the Licensing department at the Council.

Contracted, commissioned and grant funded organisations will need to undertake any checks commensurate with the level of their involvement with children, young people or vulnerable adults and have their own safe recruitment procedures.

11. Recognising potential incidences of abuse

It is not always easy to recognise a situation where abuse may occur or has already taken place even for those experienced in working with abuse cases. Dacorum Borough Council acknowledges its' members, employees, volunteers, grant funded and contracted services are not experts at such recognition.

It is important therefore to recognise that it is not Members, employees, volunteers, grant funded or contracted services responsibility to decide whether or not abuse is taking place, but to report where they have concerns or suspicions, or where an allegation has been made and be aware of what the signs could be.

In addition it is not the role of any Member, employee, volunteer, grant funded or contracted service to investigate or judge any allegation.

It is everyone's responsibility is to REPORT concerns or allegations to the relevant officer (see Safeguarding contacts list at appendix 1) . The Lead Designated Safeguarding Officers should be advised of all referrals for the purposes of recording and reporting.

PART TWO: PROCEDURE

SAFEGUARDING CHILDREN AND YOUNG PEOPLE

(A separate document deals with Safeguarding vulnerable adults)

1. Prevention

1.1 Safe Working Practice

When dealing with children and young people the corporate codes of conduct /customer care standards of behaviour should always be maintained as it is possible to reduce situations where abuse or allegations of abuse may occur.

As a Member, employee, volunteer, grant funded or contracted service provider (in this document this reference relates to those contracted service providers that have adopted this policy and procedure) you should apply best practice and follow these guidelines:-

- ❖ Where ever possible, always be publicly open when working with children and young people.
- ❖ Avoid any situations where you and a child are completely unobserved (encourage an open environment).
- ❖ Never leave children and young people unattended whilst they are in your care;
- ❖ Wear a name badge, employee identification badge and/or uniform to be easily recognised by children and young people;
- ❖ You must respect the rights, dignity and worth of every person and treat everyone equally within the context of their activity or the service they undertake with the Council.

Members, employees, volunteers grant funded and contracted service providers should never in the course of their duties:

- ❖ Engage in rough, physical and sexually provocative games or activities;
- ❖ Share a bedroom with a child or young person;
- ❖ Allow or engage in any form of inappropriate physical contact;
- ❖ Allow children or young people to use inappropriate language unchallenged.
- ❖ Make sexually suggestive comments to a child or young person even in fun.
- ❖ Allow allegations made by a child or young person to go unchallenged, unrecorded or not acted upon.
- ❖ Do things of a personal nature that a child can do for themselves.
- ❖ Enter areas designated only for the opposite sex.
- ❖ Solicit personal information other than that required for health and safety reasons, such as data required for registration purposes to attend facilities or applications for courses etc. on courses. This information must be dealt with in accordance with the requirements of all current Data Protection legislation.

Occasions may arise where an employee and/or volunteer does things of a personal nature for a child or young person particularly if they are very young or have disabilities. These duties should only be carried out with the full understanding and consent of parents/carers and the child/young person involved.

If a child or young person is accidentally injured as a result of your actions, seems distressed in any manner, misunderstands or misinterprets something you have done, such incidents should be reported as soon as possible to another colleague and documented. Parents/carers and line managers should be informed of all incidents.

All Members, employees, volunteers, grant funded or contracted service providers should be aware that they should not be in a situation where they are ever alone with a child and to always have a responsible adult or other children or young people with them in a group.

To be aware they do not:

- ❖ Spend any time alone with Children and young people away from others.
- ❖ When talking to children on your own ensure you can be seen by others.
- ❖ Take children or young people alone on car journeys, however short.
- ❖ Take children or young people to your home where they will be alone with you.

1.2 Safe working procedures

Good standards of maintenance, hygiene and safety should be maintained at all times within Council buildings where children and young people use and have access to our services.

In order to support its Health and Safety Policy the Council ensures that general safety arrangements are supplemented by comprehensive safe working procedures within each service area.

Such procedures will incorporate an identification of hazards, assessment of risks, use of personal protective equipment, training, supervision and safe systems of work. These will be regularly reviewed by responsible officers.

1.3 Operational Procedures and Standards

The safety of children and young people taking part in any meeting/activity and/or organised session on Council premises is paramount. If children and young people are attending Council premises or events without the supervision of a parent/carer/guardian, the following practices must be applied: -

- ❖ All children and young people must be supervised at all times by an employee or volunteer who has undergone the appropriate DBS disclosure.
- ❖ Standard risk assessments are conducted prior to the organisation of any meetings, courses or activities.
- ❖ All employees, volunteers, members or contracted services must be aware of the procedure for the arrival and departure at any meeting/activity/course undertaken with the Council and any particular control measures identified in the risk assessment process.
- ❖ Any Supervisor or volunteer working with children and young people should familiarise themselves with the emergency evacuation procedures relevant to the area in which they work and take responsibility for those children and young people should an emergency arise.
- ❖ A DBS checked employee/volunteer must accompany a child or young person should they wish to leave the main group for whatever reason (e.g. first aid).
- ❖ All relevant safety checks must be made on the facilities and equipment prior to the start of each day or session.
- ❖ Parental consent should be sought – see form at appendix 3
- ❖ All emergency contact details/medical information must be kept current for each child or young person.
- ❖ The correct ratio of adults to children and young people should be applied as published in guidelines by Ofsted.

Notwithstanding the above procedures, there will be a need for specific operational procedures relative to each site, service and activity.

1.4 First Aid and accidents

Child welfare is of paramount importance and although usual, parental consent for the administration of first aid is not always possible or necessary but without the relevant consent it must be a last resort. See the guidance attached in appendix 6.

All accidents and incidents must be recorded in accordance with the Councils accident reporting procedures.

1.5 Photography

When taking photographs of any child or young person precautionary measures should be taken and the appropriate authority sought from parents or guardians. Measures and a consent form are contained in appendices 4 and 5.

1.6 Off Duty Contact

Employees, elected Members, volunteers grant funded organisations and contractors must maintain a professional relationship with children and young people during any off-duty contact, continuing to follow the guidelines and policies set out for contact during work and where relevant should adhere to the ICT usage guidance as detailed in Appendix 7

1.7 Breach of safe working practice and procedures

Dacorum Borough Council take its responsibility very seriously. Employees who breach any of the code above will result in investigation and may be a matter of disciplinary action which could lead to dismissal and the possibility of criminal investigation where there is evidence of illegal activity.

Volunteers in breach of the above will have their services terminated with immediate effect. Where there is evidence of illegal activity, the volunteer will be reported to the relevant authorities and may face criminal investigation.

If a Member does not adhere to the policy, there may be grounds for reporting their behaviour to the Standards Committee, who may require an investigation under the Member Code of Conduct. Where there is evidence of illegal activity, the Member will be reported to the relevant authorities and may face criminal investigation.

2. Recognise, Respond, Refer

2.1 Recognise - How?

It is not the role of any Member, employee, volunteer, grant-funded or contracted service provider to take individual responsibility for deciding whether or not abuse is actually taking place. However, there is a responsibility to protect Children and young people by referring concerns to the appropriate agency.

This procedure for reporting a concern or allegation informs all Dacorum Borough Council, Members, employees, volunteers, grant funded or contracted service providers (that have adopted this policy and procedures) of the actions they should take if they have concerns about, or encounter, a case of alleged or suspected abuse of a child or young person.

Recognising a safeguarding concern can also relate to the environment that a child or young person is living in and this is often referred to as neglect. Visiting Officers may have concerns about what they see when carrying out an inspection or home visit to a property or whilst carrying out their duties.

Some of the more obvious signs of abuse, neglect or bullying could be:

- ❖ Unexplained bruising, marks or injuries on any part of the body
- ❖ Bruises which reflect hand marks or fingertips (from slapping or pinching)
- ❖ Cigarette burns
- ❖ Bite marks
- ❖ Constant hunger, sometimes stealing food
- ❖ Constantly dirty or smelly condition
- ❖ Inappropriate dress for conditions
- ❖ Fear of parents or carers being approached for explanations
- ❖ Aggressive behaviour or severe temper outbursts
- ❖ Flinching when approached or touched
- ❖ Reluctance to get changed, for example long sleeves in hot weather
- ❖ Neurotic behaviour e.g. Rocking, hair twisting
- ❖ Being unable to play
- ❖ Fear of making mistakes
- ❖ Self-harm
- ❖ Sudden or unexplained changes in behaviour e.g. becoming aggressive or withdrawn
- ❖ Fear of being left with a specific person or group of people
- ❖ Sexual knowledge which is beyond their development age
- ❖ Sexual drawings or language
- ❖ Saying they have secrets they cannot tell anyone about
- ❖ Not allowed to have friends
- ❖ Neglect – unacceptable living conditions

Vulnerable adults can also be subject to financial abuse (see Safeguarding Vulnerable Adults Policy).

2.2 Child Sexual Exploitation

In addition to the above the following signs can be a sign of child sexual exploitation which can take place up to the age of 18 years old.

- ❖ Regularly going missing from home
- ❖ Truancy from school
- ❖ Friends with significantly older people
- ❖ Being collected from home or school by people you don't know
- ❖ Unexplained injuries of bruising
- ❖ Unexplained gifts or money
- ❖ Secretive mobile phone use
- ❖ Sexually transmitted infections
- ❖ Associating with other young people who are vulnerable or are known to be involved in sexual exploitation
- ❖ Drug or alcohol misuse
- ❖ Evidence of sexual bullying or vulnerability through the internet or social networking
- ❖ Self-harming

- ❖ Suicide attempts
- ❖ Overdosing
- ❖ Eating disorders

Tackling Child Sexual Exploitation and 'Say Something If You See Something' are national campaigns. Safeguarding Children and Young People from Sexual Exploitation, HM Government 2009 tells us "Sexual exploitation is not limited to particular geographical areas and all Local Safeguarding Children Boards should assume it is an issue in their area".

2.3 Prevent – Radicalisation and Violent Extremism

Radicalisation is defined as the process by which people come to support terrorism and violent extremism and, in some cases, to then participate in terrorist groups.

Children and young people are vulnerable to exposure to or involvement with groups or individuals who advocate violence as a means to a political or ideological end. Examples of extremist causes that have used violence to achieve their ends include animal rights, the far right and international terrorist organisations such as Al Queda.

Children and young people can be drawn into violence or they can be exposed to the messages of extremist groups by many means. These can include family members or friends, direct contact with groups and organisations or, increasingly through the internet. This can put a young person at risk of being drawn into criminal activity and has the potential to cause significant harm.

Work to safeguard children and adults, providing early intervention to protect and divert people away from being drawn into terrorist activity, is at the heart of the revised *Prevent* strategy. Channel is a national programme which forms part of Prevent and further information can see obtained from the link below.

<http://www.acpo.police.uk/documents/TAM/2012/201210TAMChannelGuidance.pdf>

Potential indicators identified in the Channel guidance include: -

- ❖ Use of inappropriate language
- ❖ Possession of violent extremist literature
- ❖ Behavioural changes
- ❖ The expression of the extremist views
- ❖ Advocating violent actions and means
- ❖ Association with known extremists
- ❖ Seeking to recruit others to an extremist ideology

If you have any concerns about any situation or a discussion with a child, young person or vulnerable adult always speak to your Designated Safeguarding Officer or a Lead Safeguarding Officer – Appendix 1. Remember it is not your responsibility to make any decisions or investigations – it is your responsibility to respond and refer by discussing with a Designated Officer.

In the case of concerns about child sexual exploitation or where practitioners are unsure whether the social care threshold has been met or safeguarding needs are unclear the Targeted Advice Service (TAS) has a consultation line. It is however an expectation that practitioners would have contacted their Designated Safeguarding Officer before contacting the TAS. See Appendix 1 for contact details.

2.4 Respond and refer – How?

To a child or young person disclosing

Children and young people who are being abused will only tell people they trust and with whom they feel safe. By listening to, and taking seriously what a child or young person is telling you, you will already be helping to protect them.

Create a safe environment by:

- ❖ Staying calm and not rushing into actions that may be inappropriate.
- ❖ Confirming you know how difficult it must have been to confide in you and that they have done the right thing.
- ❖ Reassuring the child or young person and stressing he/she is not to blame.
- ❖ Listening to what the child or young person tells you, show you are taking what is being said seriously.
- ❖ Where possible remain in view, do not go somewhere on your own.
- ❖ Be honest and do not make promises you cannot keep. Explain you will have to tell other people in order to stop what is happening;
- ❖ Ensure you are quite clear about what the child or young person says so you can pass it on to the professionals. Use open questions to encourage the child/young person to use their own words but do not press for detailed information.

NB The law is very strict and an abuse case can be dismissed if it appears the child/young person has been led or words have been suggested.

Record exactly what the child/young person has said to you, on an incident referral form (Appendix 2) as soon as possible after the incident. As far as possible use the child's/young person's own words. Stick to the facts and do not give your opinion and record:

- ❖ The child's/young person's name, address, date of birth.
- ❖ The nature of the allegation.
- ❖ A description of any visible bruising or other injuries.
- ❖ Your observations (e.g. a description of the individual's behaviour and physical and emotional state).
- ❖ Exactly what the child/young person has said and what you said. Record the account of what has happened and how any bruising or other injuries occurred.
- ❖ Any action you took as a result of your concerns (e.g. who you spoke to and resulting action, including any contact with your immediate line manager, internal protection officer). Where possible include names, addresses and telephone numbers;
- ❖ Sign and date what you have recorded.

- ❖ The form should then be given to the appropriate designated officer for the safeguarding of children/young people the first instance.
- ❖ **Do not** take sole responsibility – consult the designated officer in your service area or in their absence one of the designated lead officers should be contacted as detailed in appendix 1.

Where there are concerns regarding child sexual exploitation or radicalisation always discuss with the designated Lead Officers or the Community Safety Partnership Co-ordinator (see Appendix 1 for contact details).

NB: In determining your actions, remember that only experienced and specifically qualified and trained professionals should deal with cases or suspicions relating to abuse. Your role is to recognise, respond and refer to your designated officer. See appendix 1 for contact details.

All referrals must be reported to the Designated Lead Safeguarding Officers for recording and reporting purposes.

2.5 Allegations against members, employees, volunteers or contracted service providers.

Should an employee, elected member, volunteer or contracted service provider become aware of an allegation (against a colleague) of an incident of abuse taking, or having taken place, it is vital that the following procedures are followed:

- ❖ Take the allegation seriously. It is your duty to consider any allegation to be potentially dangerous to the child/young person and therefore report it
- ❖ Make a written record on an incident referral form (Appendix 2) of any details of which you are aware, as part of your report.
- ❖ Do not approach the alleged perpetrator or the alleged victim yourself.
- ❖ Report the allegation to your designated officer or to the Lead Safeguarding Officer by completing the referral form giving details of the allegation, how you became aware of it and any other relevant details.
- ❖ In a case where your manager may be involved, report it to the Lead Safeguarding Officer, Group Manager – Resident Services, directly and/or the Group Manager - People who is the senior officer for Human Resources. It is likely that they will need to get advice and support from the Local Authority Designated Officer (LADO) at Hertfordshire County Council (contact details appendix 1).

Do not judge or investigate. As an employee, elected member, volunteer or contracted service provider it is important not to lose focus of your role. By reporting an allegation quickly, any necessary investigations and/or judgement can then be made by trained professionals;

It is paramount that you maintain confidentiality throughout this whole process. It is extremely important that any allegations are not discussed (unless absolutely

necessary and only with specified persons) as any breaches could be damaging to both the alleged perpetrator, the child/young person and to any investigation that may follow.

Once the incident has been reported to the designated officer or Lead Safeguarding Officer they will inform Human Resources and the report will be suitably investigated. The Council's Conduct Procedure will be followed and, where appropriate, other relevant agencies such as the police will be informed

2.6 Dealing with other allegations

Should an employee, elected Member, volunteer or contracted service provider be informed by a third party that an incident of abuse may be occurring the procedure outlined above will apply. In no circumstances should you attempt to contact the alleged victim or the alleged perpetrator yourself. Your role is to recognise and report any concern to your designated officer or to one of the Lead Safeguarding Officers.

2.7 ICT including Internet and email

The Adventure Playgrounds have a specific policy on e-safeguarding which relates to the children and young people who are service users which is visible to them and reviewed on a regular basis.

For Dacorum Borough Council systems please refer to Dacorum Borough Council's IT policies and refer any concerns to the designated Safeguarding Officers.

2.8 Complaints

Complaints about general service issues should be dealt with through the Council's corporate complaints procedures. Any complaint that makes a specific reference to concerns about a specific child or a young person and their welfare should be dealt with through the safeguarding procedure in the first instance. Where it is not clear where the responsibility lies the matter should be referred to one of the designated Lead Safeguarding Officers who will advise. (contact details on appendix 1)

2.9 Dealing with malicious accusations

Malicious complaints about an employee(s) and/or serious and/or persistent abuse of these safeguarding policies and procedures will not be tolerated and will be dealt with through Dacorum Borough Council's relevant disciplinary processes and where there is evidence of illegal actions the Police will be informed.

2.10 Confidentiality

When dealing with any case/suspicion/allegation relating to abuse, confidentiality is of the highest importance as any breaches can have severe consequences and the protection of the persons involved is paramount.

It is important that only those persons who need to know are given the relevant information to protect the rights of the victim and alleged perpetrator. Employees, Members, volunteers and contracted service providers **must not**:

- ❖ Discuss any allegation of abuse of bullying, substantiated or not, with anyone from Dacorum Borough Council other than a designated Safeguarding Officer, Lead Safeguarding Officer or Director.
- ❖ Discuss any allegations of abuse or bullying, substantiated or not, with any member of an external agency, other than as part of a formal investigation.
- ❖ Discuss any allegation of abuse or bullying, substantiated or not, with any other interested party, including parents, carers and relatives of the child, or young person without the express permission of the person with overall responsibility for the investigation. This person may be part of the Hertfordshire Safeguarding Team.

This does not exclude any employee from the need or right to consult with a solicitor, trade union representative or other bona fide legal adviser.

Please make yourself aware of the Council's Whistle Blowing Policy document which is available on the intranet / sharepoint.

2.11 Sharing of information

Employees, Members, Volunteers, grant funded or contracted service providers may be anxious about the legal and ethical restrictions on sharing information, particularly with other agencies. However, the sharing of information for the purposes of safeguarding and promoting the welfare of children and young people is essential. In many cases it is only when information from a range of sources is put together that a child or young person's needs or risk of harm can be seen.

The main restrictions on disclosure of information are:

- ❖ Common law duty of confidence
- ❖ Human Rights Act 1998
- ❖ Data Protection Act 1998

Each of these areas need to be considered separately. Other statutory provisions may also be relevant but in general the law will not prevent you from sharing information with other practitioners if:

- ❖ Those likely to be affected consent
- ❖ The public interest in safeguarding the child or young person's welfare override the need to keep the information confidential
- ❖ Disclosure is required or necessary under a court order or other legal obligation.

Sections 27 and 47 of the Children Act 1989 enables local authorities to request help from specified authorities (other local authorities, education authorities, housing authorities, NHS bodies) and place an obligation on those authorities to co-operate. A request could be for information in connection with an s17 assessment or an s47

enquiry. Neither provision would require an unjustified breach of confidence. But an authority should not refuse a request without considering all the circumstances.

Section 115 of the Crime and Disorder Act 1998 enables any person to disclose information to a relevant authority for any purposes of the Act if they would not otherwise have the power to do so. Relevant authorities include local authorities, NHS bodies and police authorities. The purpose of the Act broadly covers the prevention and reduction of crime and the identification or apprehension of offenders.

All copies of the Safeguarding Reporting Form (appendix 2) must be sent to and retained by the Lead Designated Safeguarding Officers. These documents must be stored securely to ensure confidentiality and will be retained in accordance with Retention Policy Periods as defined in the organisations retention schedule. No other copies should be kept.

2.12 Dealing with the Media

All enquiries from the media regarding specific Safeguarding issues must be dealt with through one of the Lead Safeguarding Officers and the Team Leader – Communications and Consultation or Group Manager, People. See appendix 1 for the contact list.

3 Safe Recruitment, Contracts, Grants and Commissioning.

All recruitment and selection activity is required to comply with the Council's Recruitment and Selection Code of Practice and the Disclosure and Barring Service Policies.

It is the policy of the Council that no person shall work or volunteer to work with children and young people within or on behalf of Dacorum Borough Council who has been convicted or who has received a formal Police caution concerning an offence against children.

There is a list of posts for which Disclosure and Barring checks are required and under no circumstances should an employee commence work until the checks have taken place. Disclosure and Barring (DBS) checks are also compulsory for volunteers where the criteria are met.

The Council also has a duty to protect any young people who undertake work, whether temporary, part time or full time for the Council. Students and schoolchildren under 18 years including those engaged in work experience are covered by the Health and Safety at work regulations.

For all contracted, commissioned, grant funded services, a risk assessment will be taken regarding the availability and the implementation of appropriate safeguarding policies and procedures. Contracts and grants will be awarded when the Council is assured that satisfactory checks have been undertaken where appropriate. This will form part of the contract/tender/application process.

In addition to the initial checks, ongoing monitoring of continued compliance will be made and information relating to the following areas will be required on a regular basis: -

- Numbers of referrals to Hertfordshire County Council call centre/protected referrals
- Numbers of staff who have/have not been trained / refresher training
- Details of training provided – is the training accredited by Hertfordshire Safeguarding Children’s Board
- Safe recruitment policy

4 Induction and training

Before a new employee starts their employment with Dacorum Borough Council they will be asked to read the Safeguarding Policy and Procedures and sign to acknowledge this.

Basic Safeguarding Awareness training will be provided as compulsory training for all employees as part of the formal induction process – this training is available as an e learning package on DORIS.

This will also apply to volunteers, grant funded and contracted service providers where this policy is adopted or agreed as agreed as part of the contract/grant/commissioning process.

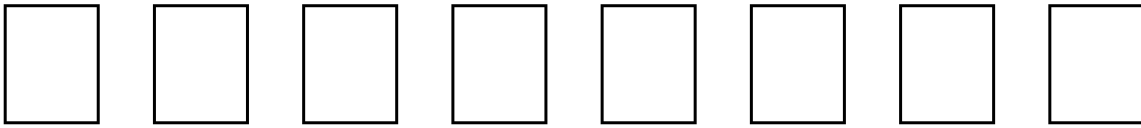
Safeguarding and the Promotion of Welfare of Children and Young People training will be provided to all staff who have any level of interaction with children and young people within their job role.

Employees, volunteers, contracted service providers and members whose work brings them into significant contact with Children and young people will undertake the relevant level of Child Protection and safeguarding training which should be identified by team leaders and lead officers at appraisals. Advice on this can be given by the Designated Lead Officers.

Managers, Team Leaders, Employees and volunteers should be aware of their role and responsibilities under these procedures and be aware of the need to keep the training up to date. If there are any queries of if any advice is required regarding the level or type of training, please consult the Designated Lead Officer for advice

5 Review

This policy and procedures will be updated annually and fully reviewed every 3 years. The next full review will be February 2018 or in response to changes in legislation.



DACORUM BOROUGH COUNCIL SAFEGUARDING POLICY 2015

DECLARATION

Dacorum Borough Council is fully committed to safeguarding the well-being of children, young people and vulnerable adults and promoting their welfare.

Working as an employee, volunteer or contracted service provider of Dacorum Borough Council, or representing Dacorum Borough Council as an Elected Member, it is important that you have taken the time to thoroughly read the Safeguarding Policy and Procedures document.

By being made aware of the policy it is our intention to ensure that we all are proactive in providing a safe and secure environment for the children, young people and vulnerable adults in our community.

.....

Declaration:

Having read and understood Dacorum Borough Council's Safeguarding Policy and Procedures document, I accept the principles therein.

Signed: _____

Name (please print): _____

Position in organisation: _____

Date: _____



Safeguarding Policy and Procedures

Appendices

- | | |
|---|--------------------------|
| 1. Safeguarding contacts | pages 1,2 & 3 |
| 2. Referral form | pages 4 & 5 |
| 3. Parental Consent form | Page 6 |
| 4. Photographic /Image guidance | Page 7 & 8 |
| 5. Photographic / Image consent form | Page 9 & 10 |
| 6. First Aid Guidance | Page 11 |
| 7. ICT – Professional Responsibilities | Page 12 |

For those working with children and young people

- | | |
|--|----------------|
| 8. Template for minimum standards | Page 13 |
|--|----------------|

Appendix 1

Safeguarding contacts

Designated Lead Safeguarding Officers:	Telephone/ Ext
<u>Children and Young People</u>	
Julie Still, Group Manager – Resident Services Julie.still@dacorum.gov.uk	01442 228453 / 2453
Nicola Bryant, ASB Team Leader Nicola.bryant@dacorum.gov.uk	01442 228377/ 2377

Vulnerable Adults

Julie Still, Group Manager – Resident Services Julie.still@dacorum.gov.uk	01442 228453 / 2453
Dharini Chandarana – Supported Housing Dharini.chandarana@dacorum.gov.uk	01442 228672 / 2672
Nicola Bryant, ASB Team Leader Nicola.bryant@dacorum.gov.uk	01442 228377/ 2377

These officers are responsible for giving advice to reporting officers and dealing with reports or concerns about the protection of children, young people and vulnerable adults in the appropriate way.

<u>Group/Service Designated Safeguarding Officers:</u>	Tel ext:
Natasha Brathwaite, Team Leader, Strategic Housing	2840
Isobel Connolly, Team Leader, Strategic Housing	2151
Cynthia Hayford, Lead Officer, Strategic Housing	2061
Craig Thorpe, Group Manager, Environmental Services	2027
Fiona Webb, Asst. Team Leader, Strategic Planning and Regeneration	2509
Lindsey Walsh, Team Leader, Tenants and Leaseholders	2462
Layna Carmen, Team Leader Tenancy Sustainment	2156
Dharini Chandarana, Team Leader, Supported Housing	2672
Nick Egerton, Team Leader, Environmental Protection & Housing	2288
Tracy Aldridge-Jones, Environmental Health Officer	2857
Gill Grace, Manager, Bennetts End Adventure Playground	01442 242301
Graham Rayner, Manager, Chaulden Adventure Playground	01442 213864
Veronica Hackett, Manager, Woodhall & Grovehill Adventure P/ground	01442 215872
Matt Steadman, Manager, Adeyfield Adventure Playground	01442 242852

Nicola Bryant, Team Leader, ASB	2377
Madeleine Green , Solicitor Advocate	2620
Andy Linden, Commissioning, Procurement & Compliance	2263
Anne Stunnell, Human Resources, Performance, Policy & Projects	2089
Liz Hine, Property and Place	2646
Elaine Hopkins, Team Leader, Revenues, Benefits & Fraud	2291
Sara Hamilton, Team Leader, Communications & Consultation	2504
Emma Lee, Team Manager, CSU	3400
Claire Lynch Team Leader, Partnerships, Policy and Innovation	2743
Linda Dargue, Insurance & Risk manager, Finance	2320
Paul Newton, Team Leader, Planning	2380
Fiona Bogel, Team Leader, Planning	2520
Richard Butler, Asst. Team Leader, Planning	2580
Joanne Freeman, Lead Officer, Planning Support	2674
Lee Biggerstaff, Lead Officer, Building Control	2439
Andrew Howard, Lead Officer, Building Control	2428

These officers should be first point of contacted within the individual service areas for guidance, advice or support. If they are unavailable then you should contact one of the Lead Safeguarding Officers who are listed above.

Team Leader – Communications and Consultation 2504

To be advised

Local Authority Designated Officer

Tony Purvis

Child Protection Statutory Review and Performance Team.

County Hall, Peggs Lane, Hertford, SG13 8DF.

01992 556979

07920 283106

tony.purvis@hertfordshire.gov.uk

anthony.purvis@hertscc.gcsx.gov.uk

Senior Management Team Are:

Sally Marshall – Chief Executive

Sally.Marshall@dacorum.gov.uk

01442228000

Julie Still
Group Manager - Resident Services
Julie.still@dacorum.gov.uk

01442 228453 / 2453
07786505251

Councillor Neil Harden
Portfolio Holder, Resident and Regulatory Services
Neil.harden@dacourm.gov.uk

Useful contacts:

Children Services

Including out of hours service	0300 123 4043
Customer Service Centre	0300 123 4043
Targeted Advice Service	01438 737511
Police (Emergency)	999
Police non emergency	101
Police Child Abuse Investigation Unit	0845 33 00 222
Safeguarding Adults	0300 123 4042
HALO Referrals via police	101 / 999
Prevent Advice – Dave Moore	ext 2641
Julie Still	ext 2453
Nicola Bryant	ext 2377

Hertfordshire Safeguarding Children Board

General enquiries or information, please contact us:

HSCB Office, Room 127, County Hall, Hertford, Hertfordshire. SG13 8DF


Telephone: 01992 588757, Fax: 01992 588201

Website: www.hertssafeguarding.org.uk

Childline	0800 11 11
NSPCC	0808 800 5000

Appendix 2 - Safeguarding referral form

	<h3 style="text-align: center;">Refer</h3> <p style="text-align: center;">INFORMATION TO BE PROVIDED WITH A REFERRAL</p> <p>As much of the following information as possible should be obtained, but do not delay referral if you cannot find it. Page one, priority information, page two, secondary information that may be required. The formal HSCB Form should be used to make the referral this form is for guidance on the type of information that is required only. Please discuss referrals with the Lead Designated Officers prior to referral.</p>
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

		
Date and time of referral:		Referral made by:
Referral made to:		
Information required	Details	
Full name/s of the child/children, date/s of birth and gender First language of family		
The cause for concern, including details of any allegation, the source, time and location of incident/s		
Child's current location, emotional and physical condition		
Does the child need immediate protection?		
Family address (include any previous addresses if you know the family have recently moved)		
Names of those with parental responsibility		
Parents/carers know of and agree to referral?		

Inform Ofsted of referral	
Special needs of child/other family members?	

Names and dates of birth of household members	
Details of child's extended family or community of significance to the child	
Ethnicity, first language and religion of child, parents/carers	
Interpreter/signer/other aid needed?	
Any significant/important recent or past events, background information to referral, e.g drug/alcohol abuse, mental health problems, domestic violence, threats/violence towards professionals	
Details of any alleged perpetrators (if relevant)	
Any known current/previous involvement of other agencies/professionals	

Appendix 3

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DACORUM BOROUGH COUNCIL SAFEGUARDING POLICY 2015

CONFIDENTIAL - Parental/Carer Consent Form

It is essential that this form is completed and returned to the address below as soon as possible.

PERSONAL DETAILS

Name _____ Date of birth _____

Address _____

Postcode _____ Tel No _____

School Attending _____

HEALTH

Emergency Contact _____

Tel No _____

Relationship to child/young person/vulnerable adult _____

Please list any allergies the child/young person/vulnerable adult suffers from

I confirm that the child/young person/vulnerable adult is in good health and I consider him/her fit to participate.

I consent to any first aid treatment required by the child/young person/vulnerable adult during the course of the event.

Please indicate any medication that the child/young person/vulnerable adult needs to take or have administered during the day _____

NB. Please ensure that the child/young person/vulnerable adult has all the relevant medication with him/her on the day including inhaler (if required) and sunscreen.

The information you provide will be used to ensure the safety of all participants and may be shared with other people/organisations involved with the delivery of these activities, if appropriate. By signing this form you are consenting to the Council using the information which you have supplied in the manner stated above.

Signed _____(Parent/Guardian/Carer)

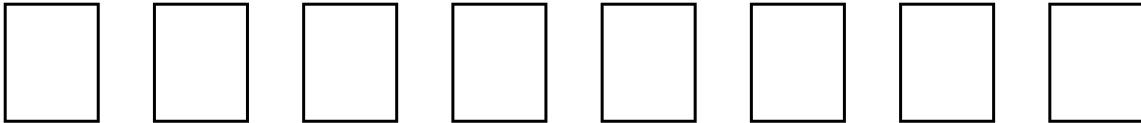
Date _____

Name (in capitals) _____

Please return this form by _____ to:

Officer: _____ Address: Dacorum Borough Council, Civic Centre, Marlowes, Hemel Hempstead, Herts HP1 1HH

Appendix 4



DACORUM BOROUGH COUNCIL SAFEGUARDING POLICY 2015

MEDIA/ PHOTOGRAPHY/IMAGE GUIDANCE

It is an unfortunate fact that some people have used children and young people's events as opportunities to take inappropriate photographs or footage of children and young people.

Members, employees, volunteers and contracted service providers should be vigilant at all times. Anyone using cameras or film recorders for or on behalf of the Council must have received completed media consent forms from the parents of children being photographed or filmed before the activity commences.

If you are providing open access events where children, young people and their families can come and go as they please and it is impossible to get their permission for photographs and forms signed please/ you must clearly display polite notices informing participants that photographs may be taken and it will be their responsibility to ensure they make themselves known to the photographer (see sample notice below).

When commissioning professional photographers or inviting the press to cover Council services, events and activities you must ensure that you make your expectations clear in relation to child protection.

There are some easy steps to take:

- 1 Check credentials of any photographers and organisations used
- 2 Ensure identification is worn at all times
- 3 Do not allow unsupervised access to children, young people or vulnerable adults one to one photographic sessions
- 4 Do not allow photographic sessions outside of the activities or services, or a child or young person's home
- 5 It is recommended that the names of children, young people or vulnerable adults should not be used in photographs or footage, unless with the express permission of the parent/carer of the child, young person or vulnerable adult.
- 6 Where the event is open access and it is not possible to source permission a suitable notice should be displayed giving polite advice.

POLITE NOTICE

PHOTOGRAPHS

Please be aware that photographs will be taken of the events and activities of the day, for media purposes and by other parents. If you prefer your child/children or any member of your party not to be included in the

**photograph please make yourself
known to the photographer.**

Appendix 5

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DACORUM BOROUGH COUNCIL SAFEGUARDING POLICY 2015

MEDIA CONSENT FORM

Individuals Details			
Title	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other: <input type="checkbox"/>		
Surname		Forenames	
Address		DOB (if under 16 years of age)	
Details of photographic images			
Date of Images		Location	
Types of Images	Photograph <input type="checkbox"/> Video <input type="checkbox"/> Other: <input type="checkbox"/>		
Description of images (include date taken, if known)			
Use of Images			
Yes	No		
<input type="checkbox"/>	<input type="checkbox"/>	Release to media	

<input type="checkbox"/>	<input type="checkbox"/>	Publicity/promotional material in printed form
<input type="checkbox"/>	<input type="checkbox"/>	Publicity/promotional material on the internet
<input type="checkbox"/>	<input type="checkbox"/>	Publicity/promotional material in the form of Film/Video/DVD footage

Consent to the use of the images is limited to the following specific purpose/event:

Data Protection

Dacorum Borough Council is a Data Controller for the purpose of the Data Protection Act 1998. This Act regulates how we obtain, retain and use personal information about individuals. Photographic images of individuals may, in certain circumstances, be classified as personal data. To comply with the Act, we may require your consent to make use of these images.

In law, if the image is of someone under 16 years of age, that person has the capacity to give consent for that image to be used, if they are of sufficient age and maturity to understand fully, what is involved. However, best practice suggests that where possible, the consent of a person who has parental responsibility is obtained. This is particularly relevant if the image is a close up shot of an individual or if personal details will accompany the image.

The images to which this consent form relates, will only be used for the purposes you have agreed and will only be retained for as long as required for those purposes. Consent will be valid for a period of five years but this does not remove your right to withdraw your consent at any time, should you wish to do so. Further information on data protection can be obtained by contacting the Council's Data Protection Officer.

Person Giving Parental Consent (if required)

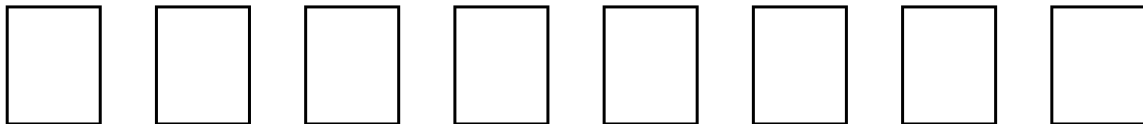
Title	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Mr	Mrs	Miss	Ms	Other:
Name				Relationship	

Declaration

I confirm that I consent to the use of the images of **me*/the above mentioned young person*** as detailed above, being used for the purpose stated. I understand that any images placed on the internet may be accessible by anyone, anywhere with internet access.

Signature		Date	
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Appendix 6



DACORUM BOROUGH COUNCIL SAFEGUARDING POLICY 2015

FIRST AID - GUIDANCE

Under ordinary circumstances, a child or young person can be administered with first aid only if their parent or guardian expressly permits this course of action through the completion of the Parental Consent Form (appendix 3). Incomplete consent forms may prevent the child or young person from being able to participate in an activity.

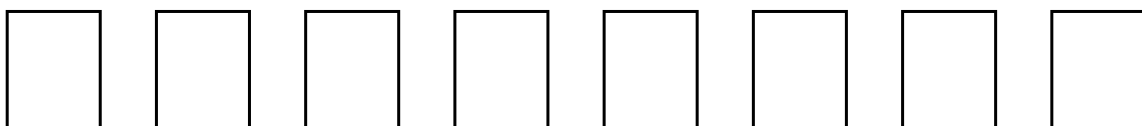
Consent to the administration of first aid to vulnerable adults is more complex. This should be discussed and arrangements/consents agreed before activities are undertaken with vulnerable adults and/or their carers, as part of a risk assessment.

When administering first aid, wherever possible, employees should ensure that another adult is present, or is aware of the action being taken. Parents/carers should always be informed when first aid is administered.

Child welfare is of paramount importance. In certain circumstances, consent forms will not have been obtained for example, open access play days. In such cases, Members, Employees, volunteers or contracted service providers may

undertake first aid as a last resort, following the guidelines above and notifying parents/carers as soon as possible to minimise a child's, young person's or vulnerable adults distress.

Appendix 7



PROFESSIONAL RESPONSIBILITIES for Officers Working with Children and Young People

When using any form of ICT, including the Internet

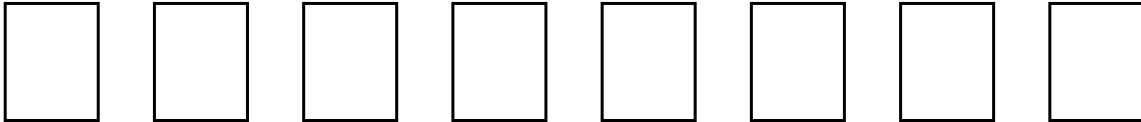
For your own protection we advise that you:

- Ensure all electronic communication with children, parents, carers, staff and others is compatible with your professional role and in line with setting policies.
- Do not talk about your professional role in any capacity when using social media such as Facebook and YouTube.
- Do not put online any text, image, sound or video that could upset or offend any member of the whole community or be incompatible with your professional role.
- Use setting systems and resources for all professional business. This includes your work email address, work mobile phone and work video camera.
- Do not give out your own personal details, such as mobile phone number, personal e-mail address or social network details to children, parents, carers and others.
- Do not disclose any passwords and ensure that personal data is kept secure and used appropriately in line with Dacorum Borough Council Policies.

- Only take images of children and/ or staff for professional purposes, in accordance with setting policy and with the knowledge of Lead Officers.
- Do not browse, download, upload or distribute any material that could be considered offensive, illegal or discriminatory.
- Ensure that your online activity, **both in setting and outside**, will not bring your organisation or professional role into disrepute.

You have a duty to report any eSafety incident which may impact on you, your professionalism or your setting.

Appendix 8



DACORUM BOROUGH COUNCIL SAFEGUARDING POLICY 2015

TEMPLATE FOR SAFEGUARDING POLICY AND PROCEDURE

Template for Safeguarding Policy and Procedure (voluntary organisations, commissioned services and contracted service providers are free to use all or any sections of Dacorum Borough Council’s Safeguarding Policy. Below is the minimum acceptable for any organisation receiving funding, contracts or commissioned services from Dacorum Borough Council)

Policy Statement

Children, young people and vulnerable adults have the right to participate, have fun and be safe in the services provided for them and the activities they choose, or their parents/carers choose for them.

(Name of organisation) is committed to safeguarding children, young people and vulnerable adults and protecting them from abuse when they are engaged in services organised and provided by (name of organisation). We will endeavour to keep children, young people and vulnerable adults safe from abuse and suspicion of abuse will be responded to promptly and appropriately. We will act in the best interest of the child, young person or vulnerable adult at all times.

We will actively seek to promote the welfare and protection of all children, young people and vulnerable adults permanent resident or temporarily living in the community at all times. (Name of Organisation) will

ensure that unsuitable people are prevented from working with children, young people and vulnerable adults through using safe recruitment and selection processes.

(Name of organisation) will take any concern made by a service user, employee, volunteer or child/young person/vulnerable adult seriously and sensitively. Concerns cannot be anonymous and should be made in the knowledge that, during the course of any enquiries, the agency that made that referral will be made clear.

(Name of organisation) will not tolerate harassment of any service user, employee, volunteer or child/young person/vulnerable adult who raises concerns of abuse.

Procedure

Any concerns will be brought to the attention of (named senior person) who will report the concern to a Dacorum Borough Council's Lead Safeguarding Reporting Officer or to Herts County Council Children's Services or Adult services departments.

Those raising the concern must be made aware that the concern will be shared with appropriate people but will be treated in confidence as far as possible.

Officers, employees and volunteers must not discuss the concern except with the designated officer and any agent of the organisation responsible for investigating the concern.

12. EXCLUSION OF PUBLIC

To consider passing a resolution in the following terms: That, under s.100A (4) of the Local Government Act 1972 Schedule 12A Part 1, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded during the items in Part II of the Agenda for this meeting, because it is likely, in view of the nature of the business to be transacted, that if members of the public were present during these items there would be disclosure to them of exempt information relating to: information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.(Item 13).

Appendix A

HOUSING AND COMMUNITY Overview & Scrutiny Committee: Work Programme 2015/16

Scrutiny making a positive difference: Member led and independent, Overview & Scrutiny Committee promote service improvements, influence policy development & hold Executive to account for the benefit of the Community of Dacorum.

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information	Outcome of Discussion
10 June 2015	28 May 2015	<p>Quarter 4 Performance Reports (& Quarter 4 Operational Risk Reports)</p> <p>Quarter 4 Financial Report</p> <p>Complaints Annual Report</p> <p>Update on Tring and</p>	PM	<p>E Brooks, Assistant Director, Housing</p> <p>J Still, Group Manager, Resident Services</p> <p>C Troy, Regulatory</p> <p><i>(PH – M Griffiths, N Tiley, N Harden)</i></p> <p>R Baker, Group Manager, Finance</p>		

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information	Outcome of Discussion
		Berkhamsted Sports Centre				
8 July 2015	25 June 2015	Mobile Homes Policy		Nicholas Egerton		
16 September 2015	3 September 2015	Quarter 1 Performance Report (& Q1 Operational Risk Reports)		E Brooks, Assistant Director, Housing J Still, Group Manager, Resident Services C Troy, Regulatory <i>(PH – M Griffiths, N Tiley, N Harden)</i>		

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information	Outcome of Discussion
		Q1 Financial Report		R Baker, Group Manager, Finance		
14 October 2015	1 October 2015					
11 November 2015	29 October 2015	Quarter 2 Performance Report (& Q2 Operational Risk Reports)	PM	E Brooks, Assistant Director, Housing J Still, Group Manager, Resident Services C Troy, Group Manager Regulatory <i>(PH – M Griffiths, N Tiley, N Harden)</i>		

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information	Outcome of Discussion
		Quarter 2 Financial Data Report		R Baker, Group Manager, Finance		
Joint Budget 8 December 2015	23 November 2015	Joint Budget OSC Budget 2015-2016 <i>Ideally no further items to be added</i>		James Deane		
27 January 2016	14 January 2016					
Joint Budget 2 February 2016	18 January 2016	Joint Budget 2015-2016 <i>Ideally no further items to be added</i>		James Deane		

PM – Performance management

PD – Policy Development

SC – Scrutiny

Items to be scheduled:

- Complaints annual report – June 2015
- Update on Tring and Berkhamsted Sport Centre – June 2015

