



HOUSING AND COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE

AGENDA

WEDNESDAY 11 SEPTEMBER 2013 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
Bassadone	Mahmood (Vice-Chairman)
Conway	Marshall (Chairman)
Douris	McLean
Flint	Organ

Co-Opted Members: S Parker & M Cook (Substitute)

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

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

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1. MINUTES

To confirm the minutes of the meeting held on 17 July 2013.

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 and Community Overview & Scrutiny Committee
Date of meeting:	11 September 2013
PART:	1
If Part II, reason:	

Title of report:	Quarter 1 Performance Report - Resident Services
Contact:	Neil Harden, Portfolio Holder for Residents and Regulatory Services Julie Still - Author/Responsible Officer
Purpose of report:	Monitoring and information
Recommendations	<ol style="list-style-type: none"> 1. That Members note the report 2. That Members identify any areas of the services or specific projects where they require additional information.
Corporate objectives:	<ul style="list-style-type: none"> • A Safe and Clean Environment • Building Community Capacity • Dacorum Delivers • Regeneration and Economy
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	Equality Impact Assessment reviewed/carried out* Individual projects are assessed
Health And Safety Implications	Managed within existing services – individual projects are risk assessed.
Consultees:	Individual Service Team Leaders and Community Safety Co-ordinator, District Commander Hertfordshire Fire and Rescue.
Background papers:	Service reports, Police reports, Fire and Rescue Service Reports and CorVu.

Historical background	This report relates to quarter one performance from 1 st April 2013 to 30 th June 2013
Glossary of acronyms and any other abbreviations used in this report:	CSP – Community Safety Partnership ASB – Anti Social Behaviour NA – Neighbourhood Action

Housing and Community Overview and Scrutiny Quarter 1, 2013 – 2014

1. Introduction

1.1 This is the first quarter performance report for the Residents Services Group which forms part of the wider Neighbourhood Delivery service area and covers the period 1st April 2013 to 30th June 2013.

1.2 The services within the Resident Services group are: -

Neighbourhood Action, Anti-Social Behaviour, Community Safety, The Old Town Hall, Children’s Services, Community Cohesion, CCTV, Town Centre Management and Youth Democracy, Town Centre events and management.

1.3 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.

1.4 Further information on Resident Services can be found at www.dacorum.gov.uk/residents

2 Community Safety

2.1 **Dacorum Crime Summary – 1/4/13 to 30/6/13 compared with same period in previous year showing percentage increase/decrease and number of crimes (increase +/decrease -) followed by the total number of crimes in the period.**

	Hemel Hempstead	Berkhamsted	Tring	Dacorum	Position In County (10 districts) per 1000 population
All Crime	-17.7% (-266) 1241	+12.3% (+20) 182	-26.4% (-37) 103	-15.6% (- 283) 1526	6 th
Burglary Dwelling	-38.5% (-30) 48	+460% (+23) 28	+87.5% (+7) 15	0% (0) 91	9 th
Vehicle Crime	-20.5% (-32) 124	-23.8% (-5) 16	-65.7% (-23) 12	-28.3% (-60) 152	3 rd
Violent Crime	-19.4% (-57)	+10.3% (+3)	+5.6% (+1)	-15.5% (-53)	Not available

	237	32	19	288	
Criminal Damage	-6.5% (-19) 275	+39.1% (+9) 32	-13.6% (-3) 19	-3.8% (-13) 326	8th
Anti Social Behaviour	-30.6% (-339) 769	-50% (-62) 62	-46.5% (-46) 53	-33.6% (-447) 884	5th

2.2 Please note that Anti-Social Behaviour Incidents are NOT Crimes and therefore do not form part of the All Crime Figures.

2.3 The Community Safety Partnerships continues to work towards reducing crime and disorder in the areas identified through the annual strategic assessment.

2.4 For 2013/14, those priorities are: -

- Anti Social Behaviour and Criminal Damage
- Dwelling Burglary
- Vehicle Crime
- Alcohol Misuse
- Drug Misuse
- Managing Offenders/ Reducing Re Offending

3 Hertfordshire Fire and Rescue Service Performance Summary:- April 2013 – July 2013

3.1 Hertfordshire Fire and Rescue Service have provided a comprehensive report regarding their work and performance within Dacorum which shows a comparison for Dacorum against the rest of Hertfordshire (Appendix A).

3.2 As you will see from the table below relating to several categories, relating to fire, Dacorum is performing exceptionally well.

	Deliberate Fires	Primary Fires	Fire Injuries
Hertfordshire	+22% (322 to 393)	+22% (423 to 516)	-36% (13 to 9)
Dacorum	-2% (52 to 41)	+5% (64 to 67)	Fallen (2 to 0)

4 Resident Services - Achievements.

4.1 The following achievements are a sample of the projects/work undertaken by this group of services during the first quarter of 2013/2014.

5 Dacorum Anti-Social Behaviour Team

5.1 As reported in the Community Safety report, anti-social behaviour has reduced by 33.6% for the first quarter of this year compared to 2012/13. This is a reduction of 447

reports for the first quarter and this follows a significant reduction in reports during 2012/13 (28% for the year).

- 5.2 Cases that are dealt with by the Council's Anti Social Behaviour (ASB) Team continue to be of complex and serious nature and involve a range of agencies to deal with these issues. The level of support required from officers can be intensive.
- 5.3 The Family Intervention Officer continues to work with the ASB Team and currently has a caseload of 6 families. The Officer works intensively with this small number of families who meet certain criteria and who have complex needs. Case studies will be provided as part of the quarter 2 report.
- 5.4 A new ASB Team Leader has been appointed, Nicola Bryant and recruitment has commenced for a replacement ASB Officer.
- 5.5 The ASB Team are working with a range of agencies to deliver the out of court disposals of minor or first offences perpetrated by young people to avoid them entering the criminal justice system. This system identifies a restorative approach to dealing with offences which if not complied with would result in the referral to the more formal court process.

6 ASB Priorities for 2013/14 – quarter 2 and on-going

- 6.1 Review policies and procedures in partnership with other DBC services in light of the proposed introduction of the new Anti-Social Behaviour legislation.
- 6.2 Work with Hertfordshire County Council's Thriving Families Project to deliver the Family Intervention project across the borough to the identified cohort.
- 6.3 To work with other agencies and our communities to deliver a restorative approach to dealing with low level anti-social behaviour.

7 Neighbourhood Action

- 7.1 Work commenced on the first areas of the verge hardening project. The first area was in Ritcroft Street and has been well received by residents.
- 7.2 An up to date progress report on the verge hardening project can be seen at appendix B. Works are continuing and the budget is delivering more areas than initially expected.
- 7.3 Comprehensive consultation takes place with all residents in the relevant areas prior to any works.
- 7.4 It is expected that this project will conclude at the end of quarter 3 having delivered more parking spaces than expected and the Housing Service has advised that should this project continue they will contribute a further £100,000 towards extending the project. There continues to be significant demand for additional parking provision and a large number of additional areas have been identified during this project.
- 7.5 There were 9 play parks upgraded in the last quarter of 2012/13 and very successful launch events took place over Easter.

7.6 Easter colouring competitions were held in the run up to the launches. 210 entries were received for the competitions and prizes were awarded at each play area launch.

7.7 333 children and 174 adults attended the play area launches in Jocketts Field, Butts Meadow, Miswell Lane, Hyde Lane, Coronation Fields, Lockers Park, Warners End Valley and Langley Meadow. Free face painting and arts and crafts were enjoyed by attendees despite some very chilly weather.

8 2013/14 quarter 2 priorities: -

8.1 Complete the Verge Hardening Project – quarters 2 and 3 2013/14

8.2 Public meetings to be held in all Neighbourhood Action areas – priorities refreshed and information exchanged – quarter 2.

8.3 Love Your Neighbourhood Pilot event – 19th July 2013

9 Children, Young People and Youth Democracy

9.1 The total number of attendances at the Adventure Playgrounds for the first quarter of 2013/14 was 21,155 and 931 young people aged between 11 and 16 years attended the Youth Clubs.

9.2 The new venture in partnership with Youth Connexions to use the Adventure Playgrounds as venues for additional youth clubs has achieved 614 attendances in the first quarter. This project has experienced some initial problems but close working with Youth Connexions is helping to resolve this.

9.3 Following the review, all staff implemented the changes to the service from 1st July 2013 in time for the busiest time of the year over the summer. The new structure increases the services provided by the playgrounds by mainstreaming the Youth Clubs which have been reliant on external/add hock funding. The new structure also delivers budget savings but does not reduce the opening hours of the service.

9.4 Dacorum Youth Forum has carried out the start of their recruitment campaign. There are now 19 young people registered for the Youth Forum.

9.5 Face Painting Training, 27th June 2013: - The long queue for face painting at community events was identified as an issue in April 2013. As a result the NA team decided to run free face painting training for young people who are interested in volunteering at community events in future. 10 young people took part in the training and will now be invited to volunteer at events over the summer holidays to practice their skills.

9.6 The Neighbourhood Action Team are continuing to work with the Hemel Skate park group and are also working with Youth Connexions to organise the skate bash on Saturday 17 August. There will be live music from local bands, competitions and stalls to raise money for the improvements to the skate park.

10 Quarter 2 priorities: -

- 10.1 Implement the review and new structure at the Adventure Playgrounds – quarters 3 and 3
- 10.2 To continue to monitor the partnership projects with Youth Connexions
- 10.3 To continue to develop the youth democracy agenda and offering to children and young people within Dacorum
- 10.4 To work with the Hemel Skate Park group to deliver the event on 17th August
- 10.5 National play week at all 4 Adventure Playgrounds

11 CCTV and Town Centre

- 11.1 The control room managed 289 separate incidents during the first quarter of this year and 76 arrests directly involving the CCTV control room.
- 11.2 Israr Ali, who is a CCTV Controller was commended for his public spirited action by His Honour Judge Plumsted at St Albans Crown Court. Israr's actions led to the apprehension of a criminal and his receiving a 4 year sentence but more importantly secured the safety of a vulnerable female. Israr received his award from the High Sheriff and Judge Plumsted at St Albans Crown Court.
- 11.3 Israr has also been nominated by the Gazette for the Pride of Dacorum Awards.
- 11.4 The Town Centre Support Officer is working with the Regeneration Team to consider the impact of the works in the Old High Street on the Halloween and Christmas events. Alternative options are being developed.

12 Quarter 2 priorities

- 12.1 Complete the transfer of CCTV control to the new Community Control Centre at Cupid Green, quarters 2 and 3
- 12.2 Deliver the summer programme of events in the Marlowes.
- 12.3 Work with the Regeneration Team to deliver the Halloween and Christmas events in the Old Town.

13 Old Town Hall

- 13.1 A successful quarter with a highly successful community event – 'Around the World in a Dozen Dances' - a sell-out celebration of dance from around the globe.
- 13.2 The inaugural Look-Out / Pop Up Festival. An on the road programme of performances and events which we presented in venues in Hemel Hempstead, Markyate and Berkhamsted. Feedback has been very, very positive, resulting in an increase in customers registering on our database for family performances.

13.3 A successful quarter in terms of audience attendance - achieving a figure of 62% for the April – June period

13.4 Preparations continue for the Phase 1 to the kitchen and Gallery Bar and the Phase 2 works to the Cellar in preparation for the reopening in Spring 2014.

14 Quarter 2 Priorities: -

14.1 To complete phase one work to the Gallery Bar and kitchen.

14.2 To meet PI's for quarters 2

14.3 Deliver the last of the Look Out Pop Up events for this year

14.4 To launch the new season in August

15 Service Concerns

15.1 There are no service concerns at this time

APPENDIX A

Dacorum – Community Safety Partnership (CSP)

Date: April 2013 to July 2013



Hertfordshire Fire & Rescue Service Performance Report

District Commander: Ian Markwell

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 2013 – July 2013

(Activity Comparison against previous year)

	Deliberate Fires	Primary Fires	Fire Injuries
Hertfordshire	+22% (322 to 393)	+22% (423 to 516)	-36% (13 to 9)
Dacorum	-2% (52 to 41)	+5% (64 to 67)	Fallen (2 to 0)

N.I.33 Deliberate Fires in Dacorum (April 2013 – July 2013)

Deliberate Fires in buildings, vehicles and other outdoor locations have risen by 22% across the County and in Dacorum this year have fallen by 2%, compared with the same period last year.

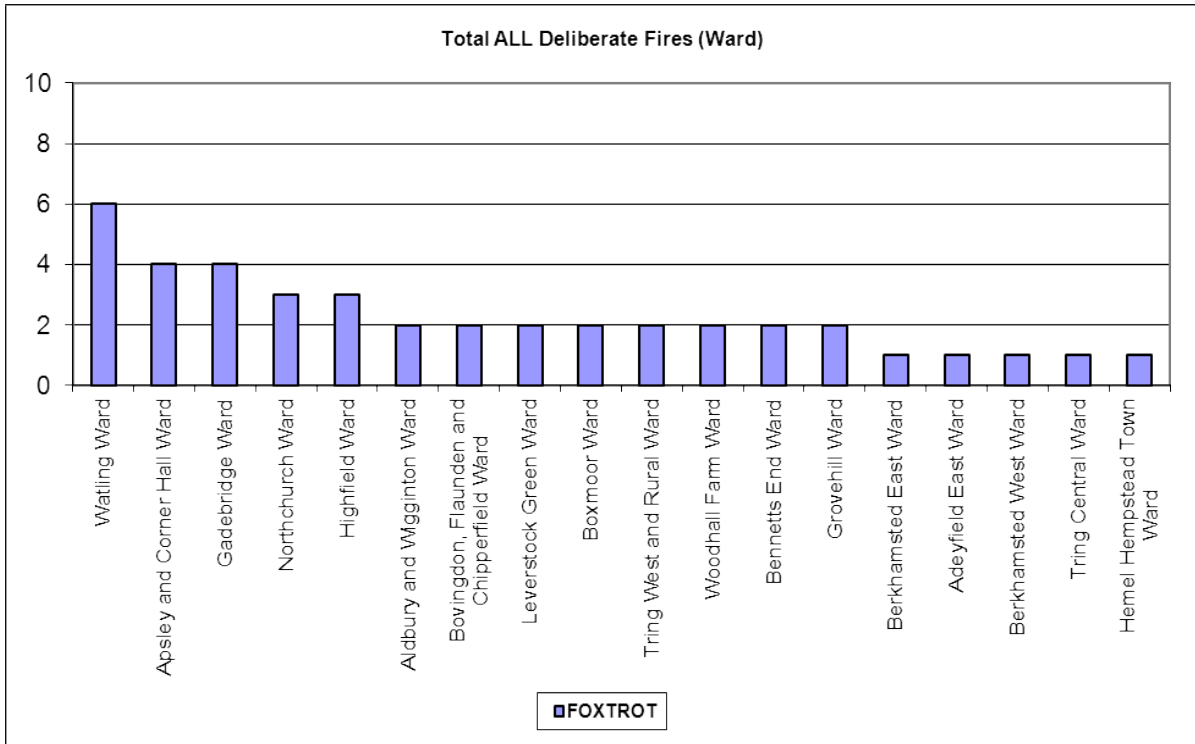
Tring West and Rural Ward had the highest number of Deliberate Primary Fires with 2. A number of Wards had 0.

Boxmoor Ward is the only Ward to have had a Deliberate Vehicle Fire.

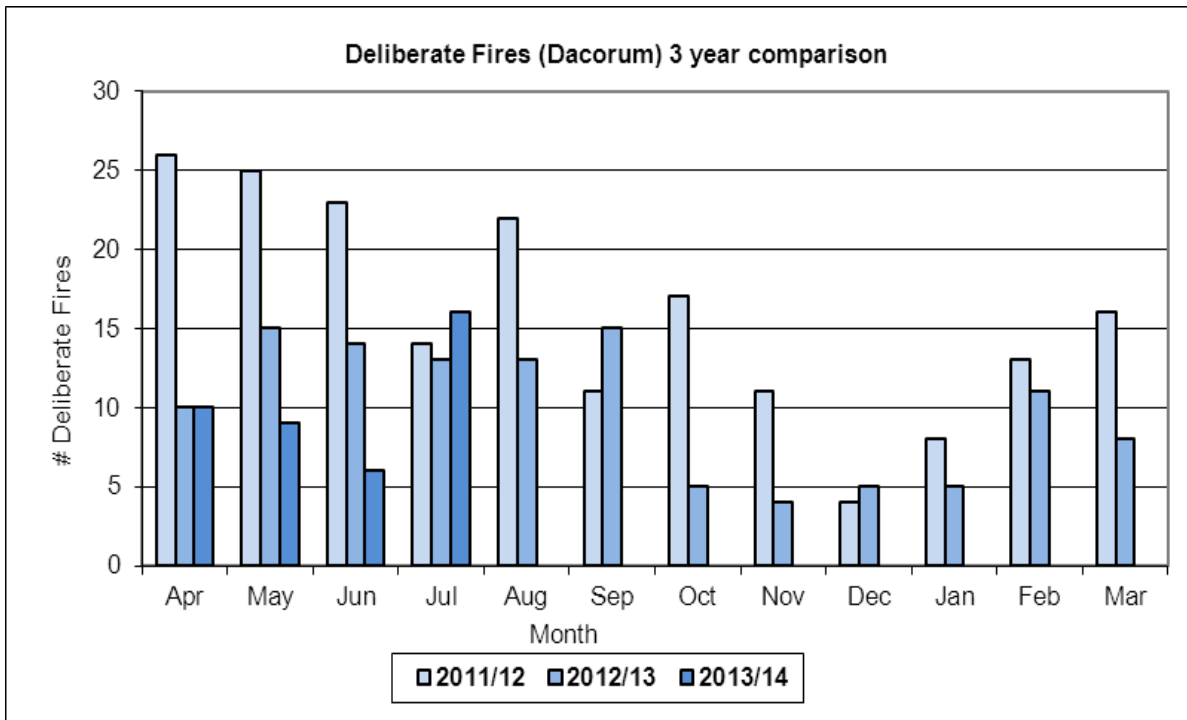
Watling Ward had the highest number of Deliberate Secondary Fires with 5. A number of Wards had 0.

Overall this year Watling Ward had the highest number of Deliberate Fires with 6 . A number of Wards had 0.

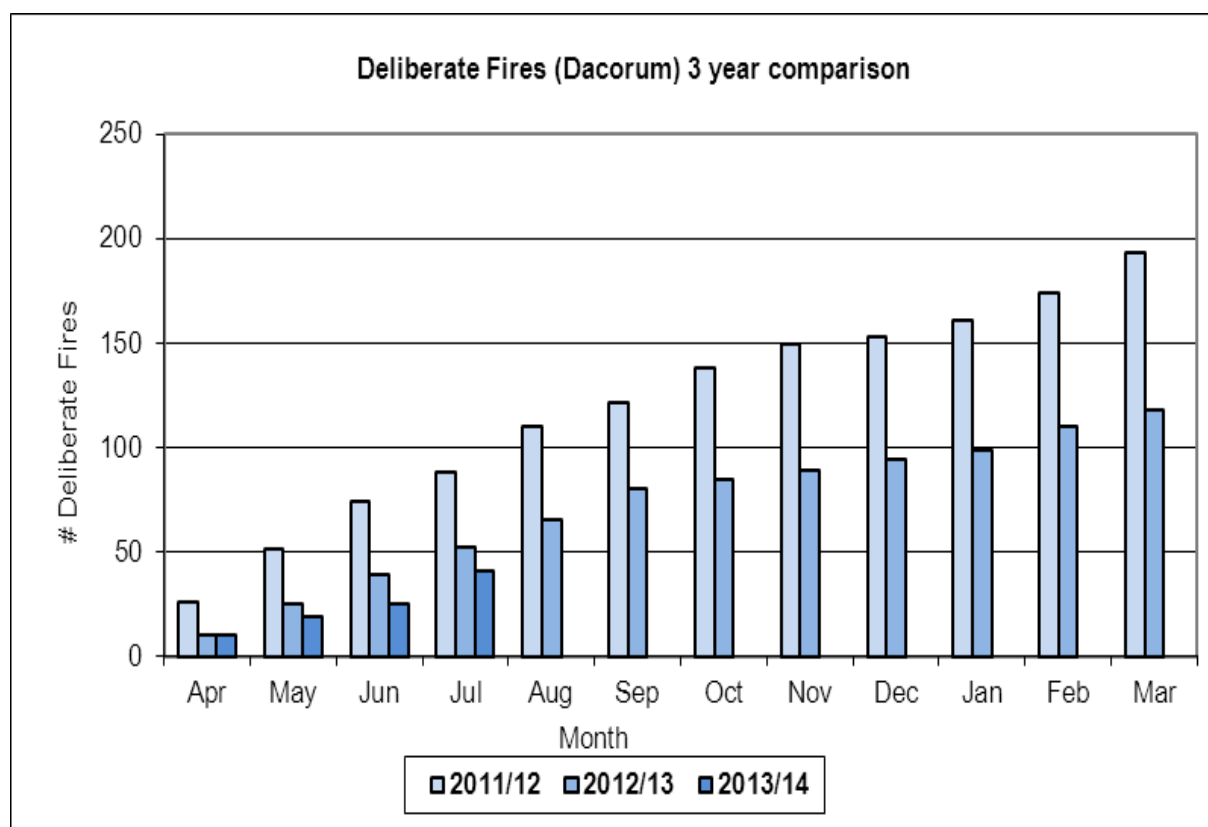
All Deliberate Fires in Dacorum by Ward (April 2013 – July 2013)



Deliberate Fires in Dacorum (Month on Month) (April 2013 – July 2013)



Deliberate Fires in Dacorum (Cumulative) April 2013 – July 2013



Watling

INCIDENT_NUMBER	Property Type	ADDRESS
011408-23072013	53 Private Garden / Allotment	HALF WAY ALONG ROAD /,COWPER ROAD,MARKYATE
010811-17072013	71 Other Outdoor Location	WINDMILL ROAD,PEPPERSTOCK,LUTON
010649-16072013	71 Other Outdoor Location	TROWLEY HILL ROAD,FLAMSTEAD,ST ALBANS
009922-07072013	55 Grassland / Meadow or Scrubland	SQUIRES RIDE,HEMEL HEMPSTEAD
007023-13052013	34 Private Garage Greenhouse / Shed	CORNER WOOD,MARKYATE,ST ALBANS
005903-24042013	57 Refuse Bin / Rubbish Tip Wheelie Bin / Skip	HICKS ROAD,MARKYATE

NI.49 Primary Fires in Dacorum (April 2013 – July 2013)

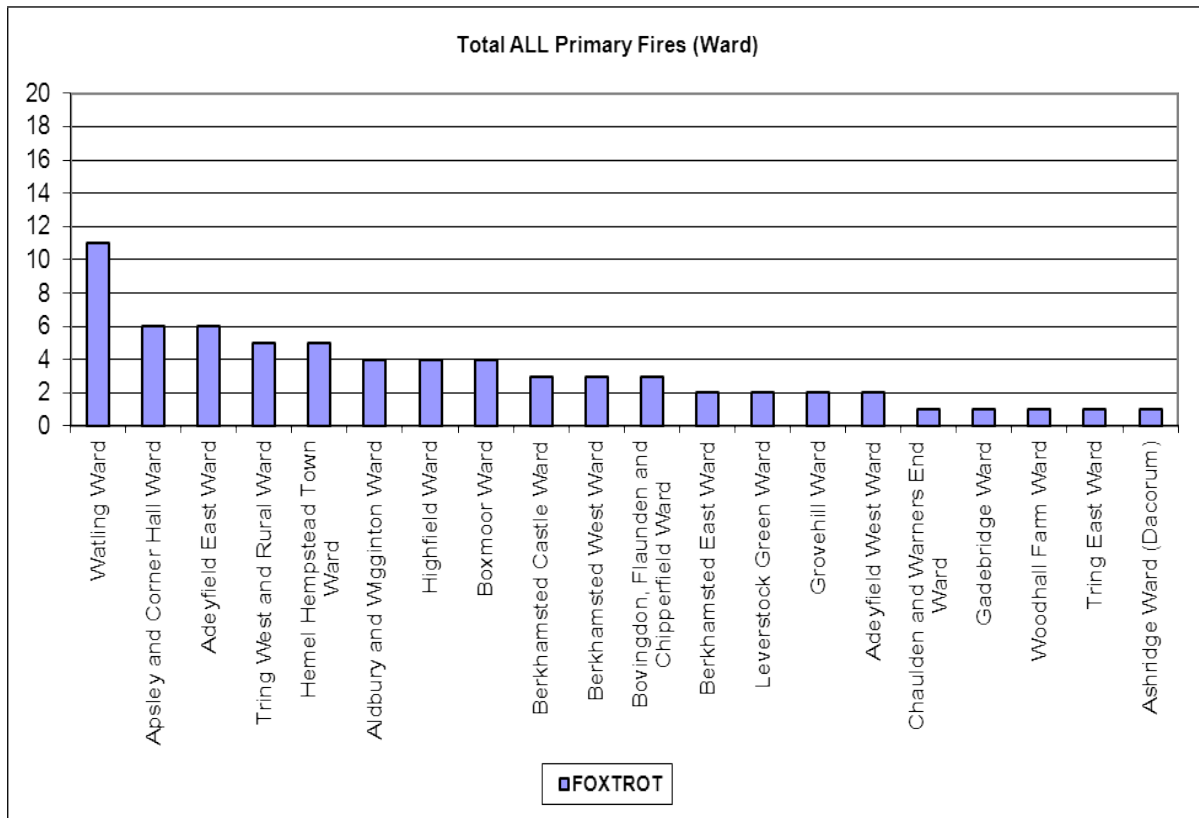
Primary fires across the County have risen by 22% and across Dacorum this year have risen by 5% compared with the same period last year.

Hemel Hempstead Town Ward had the highest number of Primary Fires this year with 5. A number of Wards had 0.

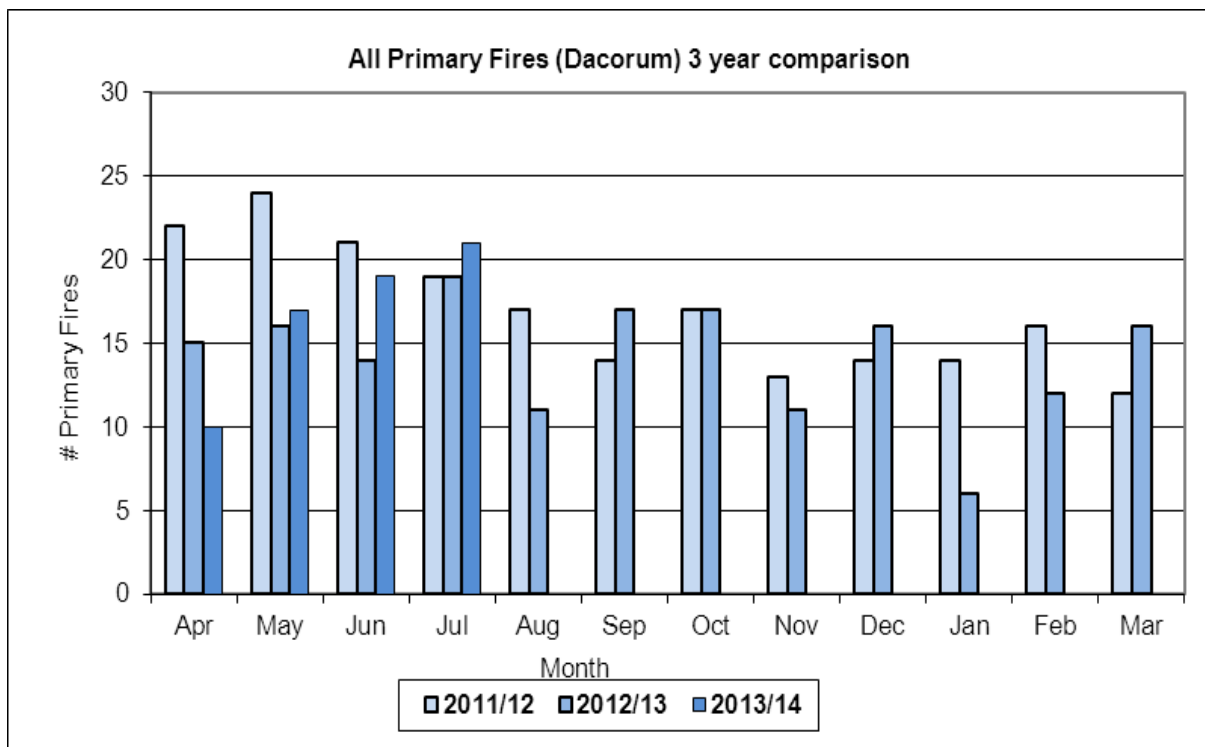
Watling Ward had the highest number of Vehicle Fires this year with 7. A number of Wards had 0.

Overall Watling Ward had the highest number of Primary Fires with 11. A number of Wards had 0.

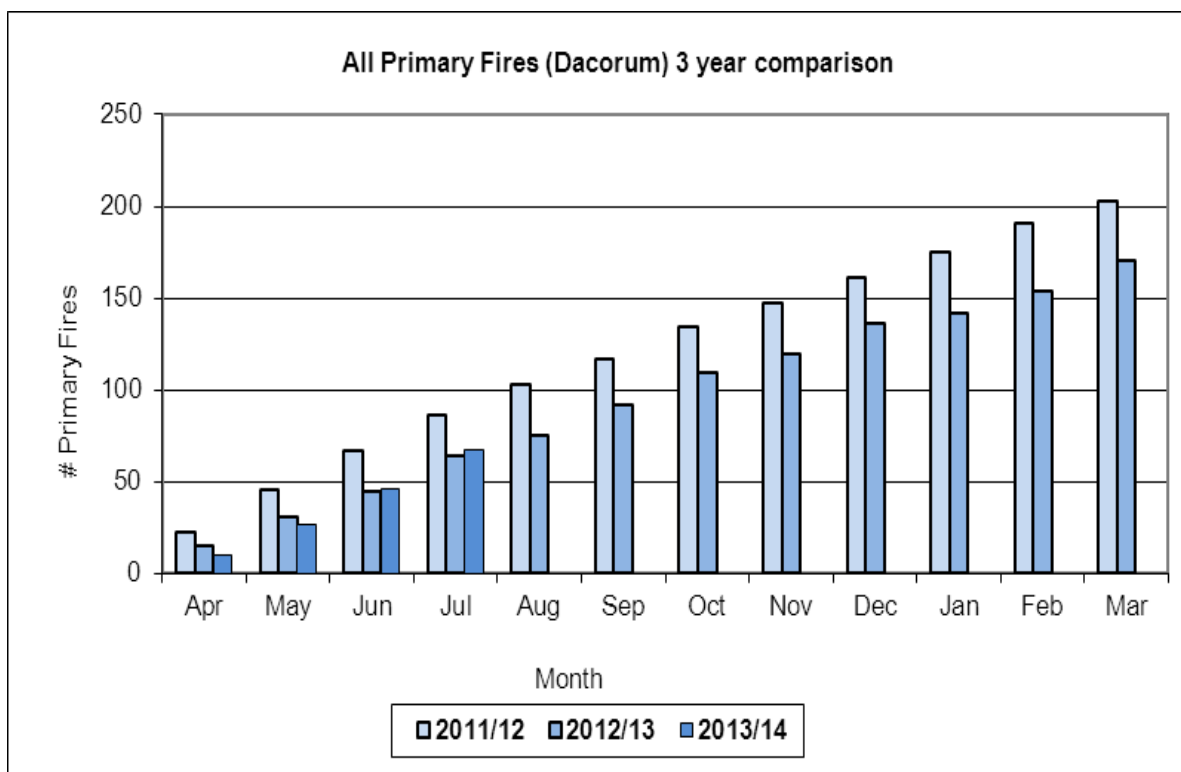
Primary Fires (incl. Vehicles) by Ward in Dacorum (April 2013 – July 2013)



Primary Fires in Dacorum (Month on Month) (April 2013 – July 2013)



Primary Fires in Dacorum (Cumulative) (April 2013 – July 2013)



Primary Fire Injuries

Primary Fire Injuries across the County have fallen by 36% this year, and across Dacorum they have fallen from 2 to 0 compared with the same period last year

RTC by Ward in Dacorum (April 2013 – July 2013)

Hertfordshire Fire and rescue have attended 106 Road Traffic Collisions during the period of (April 2013 to July 2013) 13 of those incidents have been in the Dacorum District

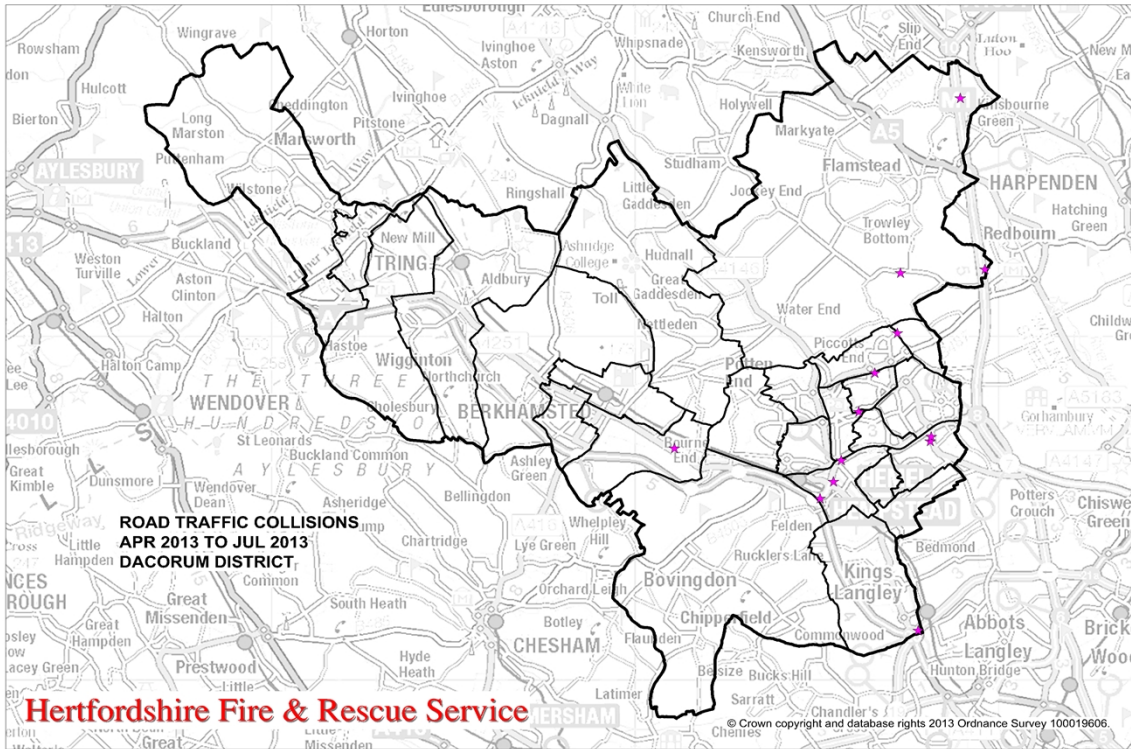
Apsley and Corner Hall and Watling Wards had the highest number of RTCs with 3. A number of Wards had 0

Apsley and Corner Hall

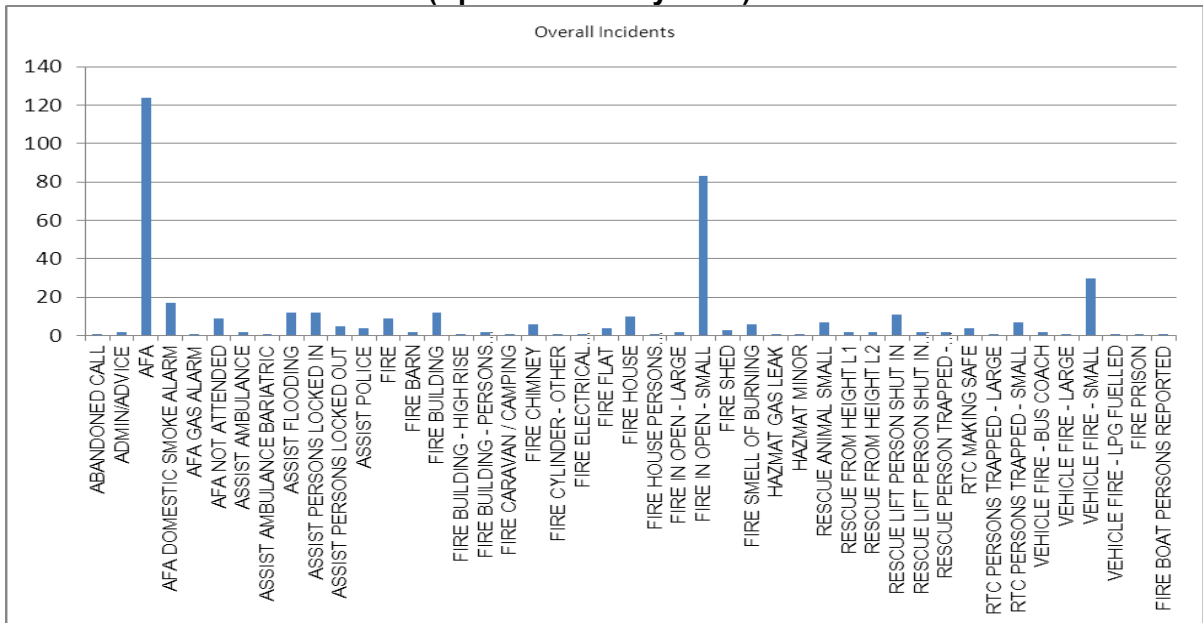
INCIDENT_NUMBER	Property Type	ADDRESS
010854-18072013	43 Multiple Vehicles	A414,TWO WATERS JUNCTION,A41,HEMEL HEMPSTEAD
005500-18042013	43 Multiple Vehicles	JUNC LONDON ROAD/,TWO WATERS ROAD,HEMEL HEMPSTEAD
005232-13042013	44 Road Vehicle	ST ALBANS ROAD,HEMEL HEMPSTEAD

Watling

INCIDENT_NUMBER	Property Type	ADDRESS
010186-10072013	43 Multiple Vehicles	JUNC 10 9 SOUTHBOUND,MW M1
010169-10072013	43 Multiple Vehicles	GADDESSEN LANE,GADDESSEN ROW,HEMEL HEMPSTEAD
004760-05042013	44 Road Vehicle	JUNC 9 8 SOUTHBOUND,MW M1



Overall Incidents in Dacorum (April 2013 – July 2013)



APPENDIX B

Verge Hardening Update 15 August 2013

Street	Price	Consultation ✓	How many bays	Planning Permission	Purchase Order	Waiting for
1. Marlins Turn	30,000.00 + 385.00 planning application Total: £30,385.00	Yes	10	Applied for		Planning permission
2. Ritcroft Street	Total: £38,196.08	Yes	22 and 4 double parking bays	Not required	Sent to Heather	Job complete
3. Cowper Road	Total: £850.00	Yes	Formalise only	Not required	Raised 11/6	Start date 23/9/13
4. Fennycroft Road	16,324.85 + 1560.00 to take down tree Total: £17,884.85	Yes	8 + 3	Not required	Sent to Heather	Job complete - just awaiting white lining on 23/9/13
5. Burns Drive	Total: £+12,724.75	Yes	5	Not required	Raised 11/6	Works start 2/9/13
6. Ritcroft Close	20295.79 + 385.00 planning application Total: £20,680.79	Yes	11 bays	Applied for		Planning permission
7. Butts End	Total: £12,579.08	Yes	10	Not required	Raised 11/6	Works start 9/9/13
8. Brickmakers Lane	Total: £9,294.44	Yes	Harden verge	Not required	Raised 11/6	Job complete
9. Plantation Walk	Rayburn -9188.09 Middleknights- 16,387.63 +385 planning application Total: £25,960.72	Yes Yes	6 10	Not Required Applied for	Raised 11/6	Completed – awaiting white lining 23/9/13 Planning permission for Middleknights
10. Roydon Court	Total: £12,252.40	Yes	5	Not required	Raised 11/6	Works start 27/8/13
11. The Thistles	Total: £ 9,591.33	Yes	6 bays	Not required	Raised 11/6	Completed
12. Hilldown Road	Total: £ 9,118.23	Yes	6 bays	Not required	Raised 11/6	Completed
13. Homefield		Yes		Not required	TBC	No parking required
14. Candlefield Road	Total: £30,710.43	To do	21	Not required	Sent to Heather	Start date

15. Candlefield Walk	27,040.87 + 385 planning application Total: £20,680.79	Yes	14 + access road	Applied for		Planning permission
16. Chapel Close	Total: £13,769.68	Yes	8	Not required	Sent to Heather	Works start 16/9/13
Grand total to date	£253,228.57					
17. Old Dean	23,928.87	To do	25	TBA		
18. Belsize Road	30,642.57	To do		TBA		
19.						
20.						

AGENDA ITEM: 7

SUMMARY

Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	11 September 2013
PART:	1
If Part II, reason:	

Title of report:	Quarter 1 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 1 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.
Equalities Implications	Equality Impact Assessment completed for each service area as part of service planning and reviewed quarterly.
Health And Safety Implications	None.
Consultees:	None.

Background papers:	Quarterly Performance Report – quarter 1 (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
- 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

2.0 Regulatory Services Performance Indicators

2.1 There has been slippage in one area:

REG05 (Amber) - Percentage of noise cases closed within 30 days.

The quarter 2 performance identified that there had been some slippage with respect to this indicator. There was a vacancy in Environmental Protection Section during this period which is now in the process of being filled. The new Environmental Health Officer is due to start in September.

3. Food Safety

3.1 Dacorum continues to support the Primary Authority Partnership with Tesco's and the company has approached Dacorum with respect to extending the arrangement to cover the 'Giraffe' national chain of restaurants. Tesco's recently brought out Giraffe and are keen to extend the partnership, building on the success of the existing arrangements. Discussions are currently taking place with Giraffe on the scope of the partnership and amount of support required from Dacorum. Empire Cinemas are also in negotiations and a meeting with them is scheduled to take place in September.

3.2 One simple caution was issued to the owners of a Restaurant for failure to maintain standards of hygiene & cleanliness. In addition there were two Food Hygiene Improvement notices served during this period which have now been complied with.

- 3.3 Two half day courses were organised by Regulatory Services on 'how to improve your food hygiene ratings' which targeted the worst performing restaurants and retail premises. The 'food hygiene rating system' (FHRS) is a national scheme which informs the public on levels of compliance with food safety. There is some evidence to show that the FHRS is an important incentive for businesses to raise standards. Although it is not yet mandatory to display the ratings most of the high performing businesses are proud to advertise these and the ratings for all premises are published on the Food Standards Agency website. Information on the highest performing food businesses can also be accessed on the Council's website.

4. Private Sector Housing

- 4.1 A landlord was prosecuted for failing to license a House in Multiple Occupation (HMO) along with failing to rectify a number of housing defects. Under the Housing Act 2004 landlords are required to provide housing that meets minimum safety standards using the Housing Health & Safety Rating System (HHSRS) and in this case there was a failure to meet fire safety standards & insufficient amenities.

Report Regulatory Services :1st Quarterly Report

Measure	Owner & Updater	Jun 2012 Result	Trend	Mar 2013 Result	Trend	Jun 2013 Result	Sign Off	Comments	Flag
REG01 - Percentage of abandoned vehicles removed within 24 hours	Chris Troy Nicholas Egerton	No Data (0/0) Target: 0		83.33% (5/6) Target: 0		100.00% (7/7) Target: 85.00		(Updater) Target achieved	
REG02 - Percentage of high risk (category A and B) food premises inspected that were due in the quarter	Chris Troy Nicholas Egerton	100.00% Target: 0		96.70% Target: 0		100.00% Target: 98.00		(Updater) All programmed inspections completed	
REG03 - Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	Chris Troy Nicholas Egerton	99.86% (721/722) Target: 0		98.67% (740/750) Target: 0		99.47% (933/938) Target: 98.00		(Updater) Target met, only 5 out of 938 did not receive a response within the target timescales	
REG04 - Health and Safety work programme milestones met	Chris Troy Nicholas Egerton	No Data Target: 0		100% Target: 0		No Data Target: 100		Comment option not selected	
REG05 - Percentage of Noise cases closed within 60 days	Chris Troy Nicholas Egerton	87.78% (79/90) Target: 0		83.52% (76/91) Target: 0		88.68% (94/106) Target: 90.00		(Updater) Result is below target. A post has recently been advertised for an EHO in the Environmental Protection & Housing Team. Once this post is filled it is anticipated that this target will be met.	
REG06 - Disabled Facilities Grants: percentage of final payments made within 6 months following approval	Chris Troy Nicholas Egerton	72.22% (13/18) Target: 0		90.91% (10/11) Target: 0		86.67% (13/15) Target: 80.00		Comment option not selected	

AGENDA ITEM: 8

SUMMARY

Report for:	Housing & Communities Overview & Scrutiny Committee
Date of meeting:	11 September 2013
PART:	1
If Part II, reason:	

Title of report:	Quarter 1 Performance Report - Risk Register & Service Plan Update - Housing
Contact:	Councillor Margaret Griffiths, Portfolio Holder for Housing Author/Responsible Officer – Elliott Brooks – Assistant Director - Housing
Purpose of report:	<ol style="list-style-type: none"> 1. To Update the Committee on the Performance of the Housing Service for the 1st Quarter of 2013/14 2. To Update the Committee on the progress of the 2013/14 Housing Service Plan 3. To inform the Committee of the status of the current Housing Service Risk Register
Recommendations	1. That the Committee note the Performance Report, Risk Register & 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 2 – Housing Operational Risk Register
Equalities Implications	Equality Impact Assessments are accrued 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 Calvin Fisher – Interim 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

1. Introduction

This report details the performance of the Housing Service during the 1st quarter of 2013/14 against performance indicators, as well as updating the Housing & Communities Overview & Scrutiny Committee regarding progress of the Housing Service Plan which was agreed with the Tenant & Leaseholder Committee in March 2013 following consultation.

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. Housing Performance Report – Quarter 1 2013/14

Appendix 1 shows performance against the ‘Service Critical’ performance indicators for the Quarter 1 period of April – June 2013.

2.1. Strategic Housing

For the first time the ‘Corvu’ report includes performance indicators for the Strategic Housing Service. In December 2012 Strategic Housing moved Assistant Directorates from Planning, Regeneration & Development to Housing.

3. Service Plan Progress

The Service Plan captures the key improvements or pieces of work to be delivered this year. It identifies how and when they will be done and who will be responsible. Below is a table summarising the current progress of each element.

	<i>What will be different once this work is done</i>	<i>Project Lead & Target Completion</i>	<i>Housing & Communities Overview & Scrutiny Committee September 13 Update</i>
<i>Asset Management Strategy</i>	<i>We will develop a long term plan which will detail how we expect to invest in Dacorum Borough Council owned homes, sheltered schemes, footpaths and drying areas over the next 10 years.</i>	<i>Asset Team Leader September 2013</i>	<i>Kick Start meeting held on 21st June involving staff and tenants. Draft strategy currently being produced.</i>
<i>Cross Tenure Energy Strategy</i>	<i>We will utilise grants where available to help improve the energy efficiency of privately rented, privately owned and Dacorum Borough Council owned homes. We will also ensure that when we undertake work to improve Dacorum Borough Council owned homes that we seek to improve their energy efficiency.</i>	<i>Asset Team Leader December 2013</i>	<i>This project is linked to the Asset Management Strategy and Ricky Lang (Home Energy Conservation Officer) is currently collating information for a draft strategy.</i>
<i>Digital access</i>	<i>We will improve the number of people who have access to the internet; by:-</i> <ul style="list-style-type: none"> <i>• Installing internet enabled computer terminals in each of our sheltered schemes</i> <i>• Working with Community Centres to install additional internet enabled computer terminals</i> <i>• Develop a training course to enable tenants to develop their IT skills</i> 	<i>Income Team Leader March 2014</i>	<i>This project will be launched in September and will be carried out by a Corporate Graduate</i>
<i>Homelessness - prevention and developing a new Homelessness Strategy</i>	<i>We want to help prevent households from becoming homeless. Our Housing Advice Team already provides services to help households from becoming homeless. During 2013/14 we will:-</i> <ul style="list-style-type: none"> <i>• Develop working with the local prison to ensure that when inmates finish their term that they have access to suitable accommodation.</i> <i>• Employ Welfare and Budget Advisors to help residents with the impact of</i> 	<i>Homelessness and Housing Advice Team Leader December 2013</i>	<i>All staff are</i>

	<p><i>the on-going economic difficulties and the introduction of changes to welfare benefits.</i></p> <ul style="list-style-type: none"> • <i>Adopt a Homelessness Strategy that will set long-term strategic objectives with a clear action plan for:</i> <ul style="list-style-type: none"> ➢ <i>Preventing homelessness,</i> ➢ <i>Improving temporary housing options, and</i> ➢ <i>Focusing on suitable and well-managed resettlement into more secure accommodation.</i> 		<p>security checked and advice surgeries will begin in October 13</p> <p>Draft strategy been to OSC and Cabinet and consultation finished – Final version of strategy to go to OSC and Cabinet in November 13</p>
<p><i>Developing the Private Rent Sector</i></p>	<p><i>We want to develop and run a Local Lettings Agency to improve and expand the current Deposit Guarantee Scheme. The aims of this work will be to:</i></p> <ul style="list-style-type: none"> • <i>Increase the number of local landlords working with the Council;</i> • <i>Provide more housing options to low income and vulnerable households;</i> • <i>Develop a modern, professional service with a good local reputation; and</i> • <i>Generate income to cover costs (remaining competitive over private agencies).</i> 	<p><i>Strategy & Private Sector Housing Team Leader</i></p> <p><i>December 2013</i></p>	<p>Help to Rent scheme to be launched end of September 13. Has been to July OSC for comments</p>
<p><i>Developing the Housing Options service</i></p>	<ul style="list-style-type: none"> • <i>Develop a new Enhanced Housing Options module on the Moving with Dacorum website which identifies the options available to a household when seeking alternative accommodation.</i> • <i>We will also provide more details on the website including developing a user guide and information leaflets on topics such as About Housing in Dacorum.</i> 	<p><i>Housing Options Team Leader</i></p> <p><i>December 2013</i></p>	<p>Enhanced Housing Options module goes live with new allocations policy in November 13.</p> <p>New website will be live from early</p>

			October 13.
<p><i>We will utilise the feedback we receive to improve the quality of the services we provide.</i></p> <p><i>(affects tenants, leaseholders and housing applicants)</i></p>	<p><i>We receive feedback in the form of satisfaction survey responses, complaints, comments at involvement events and complements.</i></p> <p><i>We will:</i></p> <ul style="list-style-type: none"> <i>• Delivering an improvement plan developed as a result of undertaking the Survey of Tenants and Residents (STAR) and publish progress within News and Views and our Annual Report.</i> <i>• Publish information on the themes that people are complaining about</i> <i>• Ensure that our 'Local Offers' continue to reflect our tenants priorities</i> <i>• Review how affective our satisfaction surveys are in capturing the views of our tenants</i> <p><i>We will use this information to review our policies and procedures and enhance the information that we provide to service users.</i></p>	<p><i>Policy and Participation Team Leader</i></p> <p><i>March 2014</i></p>	<p><i>Work has commenced to collate all the 'housing' intelligence together to get a full picture of what it is telling us.</i></p> <p><i>Work is progressing to ensure we can utilise the complaints system as an effective intelligence source.</i></p>
<p><i>Leasehold service review</i></p>	<p><i>Review the service that leaseholders receive; by:-</i></p> <ul style="list-style-type: none"> <i>• Comparing the service that leaseholders in Dacorum receive with other leaseholders across the county</i> <i>• Asking leaseholders' their view of the quality and costs associated with their existing service</i> <i>• Ensuring that all processes associated with providing services to leaseholders are as efficient as possible</i> 	<p><i>Leasehold Team Leader</i></p> <p><i>December 2013</i></p>	<p><i>Some work has commenced on this project to gather customer views and cost information</i></p>
<p><i>Older Persons Strategy</i></p> <p><i>(affects tenants, leaseholders, housing applicants and</i></p>	<p><i>We will look at the housing, support, care and health services available to older people across the borough.</i></p> <p><i>This work will seek to understand how well these services are working together and what is needed to be done to improve the co-ordination of these</i></p>	<p><i>Strategy & Private Sector Housing Team Leader</i></p> <p><i>March 2014</i></p>	<p><i>Housing Needs Study now complete, responses currently being analysed. Older Persons</i></p>

<i>residents across the borough)</i>	<p><i>services over the next 10 years.</i></p> <p><i>We will also identify whether there is sufficient provision of services for older people within the borough; whether new services are required or some are existing services are surplus to requirements.</i></p> <p><i>A new Older Persons Strategy will be developed and adopted by the Council.</i></p>		<p>Strategy update report to OSC in September linked to Sheltered Housing review. Strategy will be ready for OSC and Cabinet in Jan 14.</p>
<p><i>Repairs & Maintenance Procurement project delivery</i></p> <p><i>(affects tenants and leaseholders)</i></p>	<p><i>This work is designed to enable us to prepare for the end of our current maintenance contracts – and to ensure that a new contract(s) is in place from the spring of 2014.</i></p>	<p><i>Property and Place Group Manager</i></p> <p><i>July 2014</i></p>	<p>Gas Contracted Awarded August 2013</p> <p>Total Asset Management Contract currently subject to Competitive Dialogue</p>
<p><i>Vulnerable people</i></p> <p><i>(affects tenants)</i></p>	<p><i>We will look at how we deliver services to ‘vulnerable people’ – for example we may do certain repair work quicker if a tenant is known to be vulnerable or be able to provide support services to ensure they are able to sustain their tenancy.</i></p>	<p><i>Tenant and Leasehold Group Manager</i></p> <p><i>October 2013</i></p>	<p>This project will be launched in September and is being supported by the Housing Policy Officer</p>
<p><i>Develop phase 2 and 3 of the Council New Build Programme</i></p>	<p><i>We will develop phase 2 & 3 of the Council New Build programme including purchasing land, developing standard of the new homes and confirming the required budgets for the whole programme.</i></p>	<p><i>Housing Development Manager</i></p> <p><i>March 2014</i></p>	<p>Phases 2&3 finances approved in the HRA business plan review 2013. Further update report to Cabinet Sept 13</p>

4. Housing Risk Register

Appendix 2 details the Housing Service Operational Risk Register following the review carried out by the Assistant Director & Group Managers.

AGENDA ITEM:9

SUMMARY

Report for:	Housing and Communities Overview and Scrutiny Committee
Date of meeting:	11 September 2013
PART:	
If Part II, reason:	

Title of report:	Quarter 1 Outturn Report
Contact:	Cllr Nicholas Tiley, Portfolio Holder Finance & Resources James Deane, Assistant Director (Finance & Governance) Author: Paul Sutton, Group Manager (Financial Services)
Purpose of report:	To provide details of the forecast outturn position as at the end of Quarter 1 2013/14.
Recommendation:	That Committee note the forecast outturn position
Consultees:	Budget managers
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	Not Applicable.
Glossary of acronyms and any other abbreviations used in this report:	HRA – Housing Revenue Account GF – General Fund

1. Introduction

1.1 The purpose of this report is to outline Council's forecast outturn for 2013/14 as at 30 June 2013. 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. As costs will not be known until year-end, the forecast outturn for all areas is shown as on budget.

3. Housing & Community

3.1 The table below sets out the forecast outturn position for the Committee's services by subjective. This is supported by an analysis of major variances.

Housing & Community	Controllable Budget £000	Forecast Outturn £000	Forecast Variance	
			£000	%
Employees	2,960	3,065	105	3.5%
Premises	398	415	17	4.3%
Transport	57	46	(11)	-19.3%
Supplies & Services	2,198	2,213	15	0.7%
Third Parties	25	25	0	0.0%
Transfer Payments	4	4	0	0.0%
Income	(3,801)	(3,929)	(128)	-3.4%
	1,841	1,839	(2)	-0.1%

3.2 Employees - £105k over budget (3.5%)

- A £46k pressure is projected within Strategic Housing. This is due to temporary posts for Housing Options Officers. There is grant available within earmarked reserves for this and the pressure will be removed if members approve its use.

- A £51k pressure is projected due to Agency staff costs in Building Control to undertake additional checking following an increase in the number of applications received and maternity leave cover within Development Management.

3.3 Income - £128k over budget (3.36%)

There are three main variances:

- £65k from the provision of homelessness accommodation at Leys Road Hostel;
- £120k recovered housing benefit to off-set the cost of providing homelessness accommodation through private providers (Bed & Breakfast).

Partly offset by:

- A £63k underachievement within Regulatory Services due to the cessation of drainage service provision to the HRA following the retirement of an employee.

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 2013/14 is £2.549m. The forecast operating deficit is £228k – a change of £413k compared to the surplus of £185k originally budgeted. Significant variances are as follows:

4.3 Repairs and Maintenance - £410k over budget: (8.87%)

The repairs and maintenance budget is projecting an overspend due to an increase in responsive repairs and void repairs. There has been a sharp increase recently in the number of voids, which is attributed to the welfare reform changes and an increase in the number of tenants requesting to downsize. A review of planned maintenance projects is underway to try and identify savings to bring the overall budget back on track.

4 Capital Programme

4.1 The table below summarises capital forecast outturn for this committee. The detailed capital programme by scheme is set out at Appendix C.

	Current Budget £000	Forecast Outturn £000	Forecast Slippage £000	Forecast Variance	
				£000	%
Housing & Community	5,336	5,376	0	40	0.7%

4.2 The forecast variance is based upon the capital budget approved by Cabinet in February 2013 adjusted for slippage brought forward at outturn and items approved in year. The changes are detailed in the table below:

Amendments	£000	Approved
2013/14 GF Original Budget	4,829	
Affordable Housing Development Fund	524	Portfolio Holder Decisions
Slippage carried forward from 2012/13	-17	Audit Committee - June 2013
2013/14 GF Current Budget	5,336	
2013/14 HRA Original Budget	23,659	
Slippage carried forward from 2012/13	1,771	
Estate Improvements	750	Cabinet April 2013
Balcony Repairs	1,000	Cabinet April 2013
2013/14 Current Budget	27,180	

4.3. There are no major variances.

AGENDA ITEM: 10

SUMMARY

Report for:	Housing and Communities Overview and Scrutiny Committee
Date of meeting:	11 September 2013
PART:	1
If Part II, reason:	

Title of report:	Older People's housing strategy 2014 - 2024 and review of the work of the Supported Housing Project Group
Contact:	<p>Cllr Margaret Griffiths, Portfolio Holder for Housing</p> <p>Andy Vincent, Group Manager for Tenants and Leaseholders</p> <p>Julia Hedger, Group Manager for Strategic Housing</p> <p>Isabel Connolly, Team Leader for Strategy, Policy and Private Sector Housing</p> <p>Dharini Chandarana, Team Leader for Supported Housing</p>
Purpose of report:	<ol style="list-style-type: none">1. To update the Housing and Communities Overview and Scrutiny Committee members on the work undertaken by the Project Group established to consider the Future of the Supported Housing Service in Dacorum2. Provide an update on the replacement of community alarm in sheltered housing3. To update Members on the proposed scope and objectives for a new Older Persons' Housing Strategy 2014 – 2024 and its progress in relation to the work of the Supported Housing Project Group.
Recommendations	<ol style="list-style-type: none">1. Review the work of the Supported Housing Project Group has undertaken to modernise the service and to prepare it for the future.2. Identify that a review of the Council's existing sheltered accommodation will be undertaken to explore what is required to modernise the facilities that are provided and to ensure they are compliant with changing demands and expectations.3. To note the community alarm replacement programme4. For Members to consider the proposed scope and

	<p>objectives of the Older Persons' Housing Strategy 2012 - 2024 and give their feedback, which can then be used to inform the drafting process, before a first draft is presented by January 2014.</p> <p>5. For Members to acknowledge the work of the Sheltered Housing Project Group in contributing to the objectives of the Older Persons Strategy and in helping to move the quality of service delivered to older people forward.</p>
Corporate objectives:	Affordable Housing, Safe and Clean Environment, Regeneration
Implications:	<p><u>Financial</u></p> <p>This report has no financial implications. There will be consultation with finance in the development of the first draft of the Older Persons Strategy. The draft will be reported to Overview and Scrutiny by January 2014.</p> <p><u>Value for Money</u></p> <p>Value for money implications will be considered in all aspects of the draft strategy. The draft will be reported to Overview and Scrutiny by January 2014.</p>
Risk Implications	<p><u>Meeting housing needs</u></p> <p>Older residents are very valuable members of the Borough's communities. A risk of not responding to their need for suitable, attractive housing options is that the Borough may lose opportunities to harness their value. A lack of adequate housing may cause:</p> <ul style="list-style-type: none"> • Health deterioration and/or social isolation • Dissatisfaction with the Council • Disengagement from the community • Residents choosing to move out of the Borough <p>The Council has recognised the need to respond by developing a long-term plan to ensure future provision of suitable, high quality housing options for older people in the Borough.</p> <p>A full risk assessment will be completed as part of the formation of the draft strategy.</p>
Equalities Implications	A full equality impact assessment will be completed as part of the formation of the draft strategy.
Health And Safety Implications	This report has no health and safety implications.
Monitoring Officer s151 Officer	
Consultees:	<p>Supported Housing Project Group</p> <p>Mark Gaynor – Corporate Director Housing and Regeneration</p>

	<p>Elliott Brooks – Assistant Director Housing</p> <p>Andy Vincent – Group Manager for Tenants and Leaseholders</p> <p>Julia Hedger – Group Manager for Strategic Housing</p> <p>Fiona Williamson –Group Manager for Property and Place</p> <p>Jack Burnham –Development Manager</p> <p>Age UK</p> <p>Hertfordshire County Council Supporting People Team</p>
Background papers:	<p>Draft Core Strategy – 2013</p> <p>Affordable Housing SPD– 2013</p> <p>Housing Market & Needs Assessment 2012</p> <p>Economic Development Strategy 2009 - 12</p> <p>HRA Business Plan</p> <p>Housing strategy 2013-2018</p>
Glossary of acronyms and any other abbreviations used in this report:	<p>H&C OSC – Housing and Communities Overview and Scrutiny Committee</p>

1. Introduction

- 1.1 The aim of the Older Persons’ Housing Strategy 2014 - 2024 will be to deliver an integrated cross-tenure approach to meeting the housing needs of older people in the Borough over the next decade.
- 1.2 We want to ensure that people are not isolated and detached from the communities in which they live and have the help and support to remain independent for as long as possible.
- 1.3 People should have choice in whether they move into specialist housing or stay in their own homes. We need to provide a range of options regardless of whether people rent or own their own property. Many older people do not want to leave the homes where they have raised their families and enjoy living. However many would welcome the opportunity to move to a smaller property requiring less upkeep and expense, if attractive opportunities were available.
- 1.4 We also need to consider the existing supported housing stock that we have within the Borough, much of which was built 30 - 40 years ago. This strategy provides the opportunity to assess the stock appraisal information within a long-term strategy for meeting the future housing needs of older people in the Borough.
- 1.5 There have been innovative approaches developed for older people’s housing over the past decade, such as extra care housing and assistive technology. We want to ensure through this strategy that we explore these and ensure that there is adequate provision across the Borough.

1.6 To inform this strategy the Council has run a Housing Needs Survey, which closed on 22 August 2013. Due to the long-term nature of the strategy and a need to obtain a full picture of the aspirations of the population, all over-50s in the Borough were asked to respond. An analysis of the data from this survey will inform the direction and priorities for strategy. We will then work in partnership with older people, the charity sector, and statutory organisations to develop a draft strategy with an action plan to meet our priorities.

2. Background

2.1 Local demographics

2.1.1 The population moving into the 'new town' of Hemel Hempstead over the last 60 years has consisted of many young families, who have since remained in the area as their home town. That population now means that Dacorum has a high proportion of over 50s, as well as an overall older age-profile since 2001 in line with national trends.

Age Band	Number of people in Dacorum (2001)	Number of people in Dacorum (2011)
50-64	23,516	27,327
65-74	11,133	11,310
75-84	7,313	8,198
85 and over	2,366	3,375

Source: Census 2001 and 2011 data.

Age Band	Percentage of 2011 population (Dacorum)	Percentage of 2011 population (England)
50-64	18.87	18.06
65-74	7.81	8.59
75-84	5.66	5.52
85 and over	2.33	2.22

Source: Census 2011 data.

2.1.2 The table below shows the projected population increase for older people in Dacorum. These changes are likely to impact on local services, including the provision of housing suitable for older people.

	2010	2015	2020	2025	2030
People aged 65-69	6,000	7,600	7,000	8,000	8,900
People aged 70-74	5,100	5,500	7,000	6,500	7,400
People aged 75-79	4,600	4,600	5,100	6,400	6,000
People aged 80-84	3,600	3,800	4,000	4,400	5,700
People aged 85 and over	3,300	3,900	4,600	5,400	6,300
Total population 65 and over	22,600	25,400	27,700	30,700	34,300

Source: ONS 2009 Mid Year Population estimates and Projecting Older People's Population Information (POPPI) System Figures are taken from Office for National Statistics (ONS) subnational population projections by sex and quinary age

2.1.3 As the overall numbers of older people in the Borough have increased, there have been related rises in the numbers of older people with long-term illnesses such as dementia, and in the numbers of older people experiencing strokes and other health related traumas.

2.2 Demand and provision

2.2.1 The demographic change will affect services provided by both central and local government. Health and social care will be the two services most directly impacted, followed by housing.

2.2.2 Under pressure from funding demands over the last decade, social housing providers across the country have carried out strategic and critical reviews of the accommodation and services they provide for older people. The main drivers have been:

- Decent Homes standards,
- The Supporting People programme, and
- The changing accommodation choices of older people.

2.2.3 The reductions in funding from the Supporting People grant for all providers of older people's services has triggered a number of social housing providers to evaluate support services. Many providers have experienced high level of voids in their sheltered housing stock, most of which was built pre-1980s, and which in some cases has been deemed no longer fit-for-purpose.

2.2.4 In considering the needs of their local populations some organisations have chosen to re-provide older persons' housing where they have had to decommission sites no longer fit-for-purpose, including re-visiting the sheltered scheme model with modern standards. Leading housing associations in the older persons' housing sector, such as Hanover, Anchor and the Extracare Trust have built 'retirement villages', which offer mixed-tenure housing with care and support. Housing in these developments is of a very high quality with excellent space standards and facilities.

2.2.5 Older people who continue to live in their own family-sized homes may face difficulties such as isolation and poverty, struggling to meet the costs of fuel and the upkeep of their property. Properties can also become unsuitable due to frailty and/or disability. In some cases aids and adaptations can be provided in the home that may alleviate some problems with mobility around the house and using household appliances. Residents can also receive outreach services from visiting care and support agencies. Telecare and telehealth technologies have increased the options available to residents with regard to receiving support in the home.

2.2.6 People seek to plan and make decisions about retirement and later life at all ages. It is therefore important to make sure that information and resources about housing options are widely available for all residents to support informed decision-making and adequate planning in relation to housing.

2.3 Existing supported housing stock

2.3.1 Around a quarter of the Council's housing stock is either category one or category two sheltered housing.

2.3.2 Pre-2011 the supported housing service was 83% funded by the Supporting People grant awarded by Hertfordshire County Council, and 17% funded by the Housing

Revenue Account (HRA). In reality the cost of the service to the HRA was increasing due to the absence of any uplifting in the grant awarded by the commissioners over time.

2.3.3 Currently the service is 40% funded by the HRA, with grant from Hertfordshire County Council making up 60%, which amounts to £446,000 of grant per annum. The current contract with Hertfordshire is in place until March 2015. Grant funding is expected to diminish substantially from 2015, and it is possible that there will no grant funding available for this service at some point.

2.3.4 Following the announcement of funding reductions from Hertfordshire County Council in 2011a full review of the supported housing service was undertaken. A number of changes followed this review, including:

- The creation of a Development Officer post,
- The introduction of the 'hub and spoke' model for service delivery,
- Funding granted to Age UK to deliver both a handyperson scheme and friendship teas to residents living in sheltered housing,
- The withdrawal of the existing out-of-hours service, and
- A reduction in the service of six frontline posts (Mobile Supported Housing Officers).

3.0 The work of the Supported Housing Project Group

A project group designed to review the Council's supported housing service and to design the service for the future needs of service users was set up in November 2011 following a report to Housing and Communities Overview and Scrutiny Committee.

The group was set up with the following remit:-

1. To review the current service; being specific over what is meant by support and to review access to the service
2. To review the charging structure, ensuring that charges are linked to support arrangements and access to the alarm call system
3. To ensure the service is working in partnership with particularly the social care and health sectors
4. To ensure that the sheltered housing schemes managed by Dacorum Borough Council are fit for the future needs of service users.

The Working Group has achieved the following outcomes:

1. Defined support and influenced the change in age eligibility within the allocations policy
2. Defined the components of the support charge and set the support and community alarm charges accordingly
3. Agreed the following vision for the service

The choice to live in sheltered housing will remain a positive one for older people, and people wishing to access support services from their family home will be able to do so.

Work has now been concluded with the group on two elements of the work plan; the current service and charging structure. Work will continue to strengthen relationships with partners in the social care and health sectors. Finally the group agreed preliminary criteria with a view that detailed work will commence in autumn 2013 on reviewing the individual sheltered housing

schemes and assessing what is required to ensure they meet the housing needs of older people.

4 Next steps

4.1 The Council will analyse the data from its recent over-50s Housing Needs Survey to inform the priorities for its Older Persons' Housing Strategy, which will set out three broad strategic objectives:

- To ensure that the Borough offers a range of suitable, high quality housing options for older people, including specialist housing for those who need extra support and care.
- To allow older people to live independently in their homes for as long as they choose or it is safe to do so.
- To provide older people with easy-to-access high quality advice on the housing options and support available to them.

4.2 This strategy will provide the framework and strategic direction for taking forward the work of the Supported Housing Project Group and therefore has a link to the part two report "Findings of the Sheltered Housing Review".

5.0 Recommendation

5.1 The recommendation of this report is for Members to consider the proposed scope and objectives of the Older Persons' Housing Strategy 2012 - 2024 and give their feedback.

5.2 For Members to acknowledge the work of the Sheltered Housing Project Group in contributing to the objectives of the Older Persons Strategy and in helping to move the quality of service delivered to older people forward.

5.3 For Members to acknowledge the work of the Supported Housing Project Group

5.4 For Members to identify that a review of the Council's existing sheltered accommodation will be undertaken to explore what is required to modernise the facilities that are provided and to ensure they are compliant with changing demands and expectations.

6.0. Community Alarm upgrade

Following a dilapidation report from the Community Alarm Maintenance contractor, Cirrus Communications, a replacement programme has been drafted (see appendix 1).

The Council will be tendering this work with a view to it commencing in 2014.

Schedule for Community Alarm Replacement

Scheme	Expected date of replacement
Rice Close	2013/14
Evelyn Sharp House	2014/15
Two Beeches	2014/15
Phyllis Courtnage House	2014/15
Southernwood Close	2014/15
Varney Road	2014/15
Saturn Way	2014/15
William Crook House	2014/15
The Drift Way	2014/15
Old House Road	2014/15
Mayflower Avenue	2014/15
Dudley House	2014/15
Lagley House	2015/16
Gravel Lane	2015/16
Elizabeth House	2015/16
Sursham Court	2015/16
Pond Close	2015/16
Oaklawn	2016/17
Compass Point	2016/17
Florence Longman House	2016/17
Cranford	2016/17
Christopher Court	2016/17
Emma Rothschild Court	2016/17
Holly Tree Court	2016/17
Betty Patterson House	2016/17
Leys Road	2017/18
Willow Edge	2017/18
Gilbert Burnet House	2017/18
Chapel Street	2017/18
Douglas Gardens	2017/18

AGENDA ITEM: 11

SUMMARY

Report for:	Housing & Communities Overview & Scrutiny Committee
Date of meeting:	11 September 2013
PART:	1
If Part II, reason:	

Title of report:	Mobility Scooter Policy
Contact:	Cllr M Griffiths, Portfolio Holder for Housing Simon Smith, Asset Team Leader, Property & Place, Housing and Regeneration
Purpose of report:	1. To inform the Committee of the proposed Mobility Scooter Policy
Recommendations	1. The Committee comment on the Mobility Scooter Policy
Corporate objectives:	
Implications:	<u>Financial</u> Provision of purpose built, safety compliant scooter storage will be met from the Aids and Adaptations capital budget
'Value For Money Implications'	<u>Value for Money</u> Dealing with Mobility Scooter issues effectively and consistently will ensure that the appropriate level of resource is devoted to ensuring effective service delivery. Without an effective policy and procedure the likelihood of significant additional resources being devoted to Mobility Scooter problems is possible. The effective use of resources being devoted to Mobility Scooter issues ensures value for money for tenants.
Risk Implications	By developing a policy and ensuring that there is a consistent approach when dealing with Mobility Scooter issues will minimise the risk to the Council and Housing Landlord Service. Failure to adhere to this policy could result in Tenants, Staff and visitors to HRA assets being at risk of Health & Safety breaches including fire, trip hazards and damage to HRA assets Risk Assessments were completed during the Sheltered

	Housing review project in 2013/2013
Equalities Implications	
Health And Safety Implications	Mobility Scooters can combust without warning. They need to be stored in areas that are compliant with fire risk precautions and must be easily accessible to the users of the stores.
Consultees:	Compliance/Risk and Health and Safety Officer, Housing and Regeneration Portfolio Holder for Housing Supported Housing Manager, Housing & Regeneration Asset Team Leader, Housing and Regeneration
Background papers:	Mobility Scooter Policy
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	<p>The recent Sheltered Housing Review and the adoption of a clear landings policy in Sheltered Housing highlighted the growing issue of Mobility Scooter storage in both Sheltered Housing and General Needs Housing.</p> <p>Mobility Scooters are becoming more popular with tenants and residents of HRA stock and where to store them safely in compliance with Fire Risk assessments and Health and Safety matters has become a major concern. The Council recently commissioned the construction of a purpose built Mobility Scooter storage facility at Rice Close in Adeyfield, this is now being used successfully by tenants of this scheme.</p> <p>The development of a Mobility Scooter Policy ensures the approach taken by Dacorum Borough Council in assessing the individual requests from tenants for Mobility Scooter storage is consistent and fair. The aim of this policy is to protect the safety of all residents, visitors, staff and contractors in DBC Housing premises whilst not restricting a person's independence.</p>
Glossary of acronyms and any other abbreviations used in this report:	

Housing Landlord Mobility Scooter Policy

□□□□□□□□

Signed: _____

Chief Executive. _____

MOBILITY SCOOTER POLICY

Introduction

Dacorum Borough Council (DBC) recognises that a number of its tenants/leaseholders may wish to own a mobility scooter to allow them to be fully mobile and live independently.

Due to an ageing population and the increase in the availability of mobility scooters it is important that a policy is put in place to ensure scooter users understand what is required of them while living in council owned properties.

There have been a number of fires caused by mobility scooters that have been reported in the press. All mobility scooter users, Housing staff and Councillors need to be aware of the potential risks involved. As a landlord, DBC has a duty to ensure residents comply with all the

requirements placed on them by the council relating to the storage and use of their mobility scooters.

The aim of this policy is to protect the safety of all residents, visitors, staff and contractors in DBC Housing premises whilst not restricting a person's independence.

General

To comply with the Regulatory Reform (Fire Safety) Order 2005, DBC carries out Fire Risk Assessments at Sheltered Housing Schemes and general needs blocks. The increasing presence of mobility scooters in DBC buildings has become apparent and requires management.

Fire Risk

Government fire safety recommendations state that escape routes must not be compromised by items that could act as a source of ignition or trip hazard. DBC has adopted a "zero tolerance" approach and has implemented a clear landings policy and procedure to manage this effectively. Hertfordshire Fire and Rescue Service and DBC's fire safety consultant, Safety Solutions (Northampton) Ltd have advised that mobility scooter storage and charging should not be permitted in escape routes. The fire service has the right to issue enforcement notices if these conditions are not met.

When mobility scooters are stored and charged in sterile areas this places an unacceptable risk to occupiers, visitors, staff and contractors. Mobility scooters present a potential source of ignition and increased fire loading. If involved in fire they can release large amounts of highly toxic smoke and gases. A fire in a mobility scooter could affect the means of escape and place an unacceptable risk to all occupiers within the building. The Regulatory Reform (Fire Safety) Order 2005 would expect such risks to be mitigated. Therefore DBC storage of scooters is prohibited in communal areas.

Before Purchasing a Mobility Scooter

None of DBC's existing council housing stock has been designed or adapted to accommodate the safe storage, charging and use of mobility scooters. Storage inside tenants/leaseholders dwellings may not be advisable, particularly where space is limited and the scooter obstructs safe evacuation from the property in an emergency.

Existing residents who owned a scooter before this policy was introduced –

Residents who already owned a scooter before the introduction of this policy will be able to use storage facilities in supported housing schemes where available. However, they must undergo an annual proficiency test and their scooter must be annually serviced. Although there is no provision for scooter storage in general needs properties, DBC will work with these residents to find alternative suitable storage, particularly if the scooter is being stored in a communal area. Residents in general needs properties must undergo the same proficiency test and servicing arrangements as those in supported housing.

Existing residents wishing to transfer –

If existing residents wish to transfer to alternative accommodation, DBC will advise them where to go for an Occupational Therapist's (OT) assessment. This must be carried out before a scooter is brought to a scheme or block of flats and will cost the resident up to £40. This involves a proficiency test to ensure the user can drive a scooter safely and must be repeated annually with the servicing of the scooter. This ensures residents they are still able to drive the scooter safely. Scooter users must provide copies of their service and assessment documents to the council on request.

- **Supported Housing Schemes:** If the assessment indicates a genuine need for a scooter, the request will be referred to the Supported Housing Officer (SHO) who will check if storage is available. The SHO will manage a waiting list with places to be allocated on a first come first served basis. When a scheme has no further storage capacity, no more requests will be granted until another space becomes available. If a resident wishes to pass their scooter on to another resident, this should be brought to the attention of the SHO who can ensure the space is allocated fairly. This process is explained in the Procedure – managing scooter spaces within Supported Housing.
- **General needs properties:** If the assessment indicates a genuine need for a scooter, the request will be directed to the Aids and Adaptations Surveyors. This process is explained in the Procedure for identifying safe storage locations for mobility scooters.

Potential tenants – As with existing tenants all home seeker applicants must have an assessment and proficiency test by an organisation specified by DBC before they buy a scooter.

- **Supported Housing Schemes:** Housing Options will liaise with the SHO to establish whether a suitable storage space is available. Where no space is available, the applicant will be advised that the scheme or property is not suitable. This process is explained in the procedure for allocating property to mobility scooter owners.
- **General needs properties:** These applications must also be assessed. This process is explained in the procedure for allocating property to mobility scooter owners. Home seeker applicants owning a scooter will not be offered flats above ground floor. Scooters are not permitted within lifts due to the increased fire risk and damage caused to the lift mechanism. Tenants with scooters need to be aware of this when bidding for properties online.

Right to refuse requests

DBC has defined which of its' Supported Housing Schemes have the potential for scooter storage and those which do not (see Appendix 1). If an application is made at a scheme that has been defined unsuitable for scooters, the request will be declined. It will also be declined if any existing storage facility is full.

Requests will be refused if a scooter cannot be located safely and may cause a risk to its owner or other residents. DBC reserves the right to enforce this policy and remove any scooter that is brought into its premises without permission.

Tenants must be able to use a mobility scooter and control it safely. The ability of a tenant to get either on or off a mobility scooter must be achieved without assistance from DBC staff. Should the health of the scooter owner deteriorate and affect their ability to operate it safely, DBC reserves the right to remove the scooter. DBC may claim against a tenant for any damage caused by to its property by the use of their scooter.

Maintenance

Scooter owners must ensure their scooters are serviced annually. This service will ensure the scooter is safe and in good working order. Evidence of this should be provided on request.

Implementation

Once the policy has been implemented it will apply to all future requests from tenants/leaseholders that do not already own a scooter. Those tenants/leaseholders who currently own a scooter and/or have undergone adaptations to their property will not require a retrospective OT assessment unless there is a safety issue with their existing storage arrangements.

Appendix 1

SCHEME	Is the scheme suitable for someone with a mobility scooter?	Comments
Bede Court	Yes	In individual gardens
Betty Patterson House	Yes	Only one space available at the moment
Chapel Street	No	Not suitable
Christopher Court	Yes	No facilities currently
Compass Point	Yes	No facilities currently
Cranford	Yes	Garage will be converted by Autumn 2013
Douglas Gardens / Lagley House	Yes	Some charging sheds available but limited
The Driftway	Yes	No facilities currently
Dudley House	Yes	No facilities currently
Elizabeth House	Yes	No facilities currently
Emma Rothschild Court	Yes	No facilities currently
Evelyn Sharp House	Yes	Garage will be converted by Autumn 2013
Florence Longman House	Yes	No facilities currently
Gilbert Burnet House	Yes	Limited space available
Gravel Lane / The Rowans	Yes	Bungalows only as they have a garden
Grovehill	No	Not suitable
Holly Tree Court	No	Not suitable
Leys Road	No	Not suitable
Mayflower Avenue	Yes	No facilities currently
Oaklawn	Yes	No facilities currently
Old House Road	Yes	Bungalows only as they have a garden
Phyllis Courtnage House	Yes	No facilities currently
Pond Close	Yes	Some facilities subject to availability
Rice Close	Yes	7 Spaces available in new storage
Saturn Way	Yes	No facilities currently
Southernwood Close	Yes	Bungalows only as there is a large shed

Sursham Court	No	Not suitable for MS
Two Beeches	Yes	Garage will be converted by end of summer 2013
Varney Road	Yes	No facilities currently
William Crook House	Yes	Some facilities subject to availability
Willow Edge	Yes	Some facilities subject to availability

Appendix 2

Powered scooters are defined as “invalid carriages” under the Use of Invalid Carriages on Highways regulations 1988. Before purchasing a mobility scooter from a reputable supplier, users should undergo training on the usage and control of the scooter. This should be provided by the company selling the scooter. Regulations separate these vehicles into three classes:

- **Class 1** - manual wheelchairs; (not covered by this policy)
- **Class 2** - machines designed for use on the pavement, travelling at a speed of up to 4mph. They may also be used on the road to cross from one pavement to another or where no pavement is available.
- **Class 3** – applies to machines that can be used both on the pavement where, like class 2 vehicles, they are limited to 4mph and on the road where they can travel at up to 8mph. These vehicles are required by law to be registered with the DVLA for road use. These vehicles will be licensed in the disabled taxation class and must display a nil duty tax disc. Class 3 vehicles can only be used by a disabled person aged 14 or over. Users must have insurance and be registered with the DVLA if their vehicle is in class 3.

12. EXCLUSION OF THE 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:

- i. An individual which is likely to reveal their identity. (Agenda item 13)
- ii. The financial and business affairs of a number of private companies. (Agenda item 14).