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

Title of report:	2013/14 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:	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: 'Value For Money Implications'	Financial 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 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 *(please give a brief background to this report to enable it to be considered in the right context).*	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

	What will be different once this work is done	Project Lead & Target Completion	Housing &Communities Overview & Scrutiny Committee September 13 Update
Asset Management Strategy	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.	Asset Team Leader September 2013	**Kick Start meeting held on 21st June involving staff and tenants. Draft strategy currently being produced.**
Cross Tenure Energy Strategy	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.	Asset Team Leader December 2013	**This project is linked to the Asset Management Strategy and Ricky Lang (Home Energy Conservation Officer) is currently collating information for a draft strategy.**
Digital access	We will improve the number of people who have access to the internet; by:- • Installing internet enabled computer terminals in each of our sheltered schemes • Working with Community Centres to install additional internet enabled computer	Income Team Leader March 2014	**This project will be launched in September and will be carried out by a Corporate**

	terminals • *Develop a training course to enable tenants to develop their IT skills*		***Graduate***

Homelessness - prevention and developing a new Homelessness Strategy	*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:-*
	
	• *Develop working with the local prison to ensure that when inmates finish their term that they have access to suitable accommodation.*
	• *Employ Welfare and Budget Advisors to help residents with the impact of the on-going economic difficulties and the introduction of changes to welfare benefits.*
	• *Adopt a Homelessness Strategy that will set long-term strategic objectives with a clear action plan for:*
	  ➢ *Preventing homelessness,*
	  ➢ *Improving temporary housing options, and*
	  ➢ *Focusing on suitable and well-managed resettlement into more secure accommodation.*
		Homelessness and Housing Advice Team Leader
		
		December 2013
			All staff are security checked and advice surgeries will begin in October 13
			
			Draft strategy been to OSC and Cabinet and consultation finished – Final version of strategy to go to OSC and Cabinet in November 13

Developing the Private Rent Sector	*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:* • *Increase the number of local landlords working with the Council;* • *Provide more housing options to low income and vulnerable households;* • *Develop a modern, professional service with a good local reputation; and* • *Generate income to cover costs (remaining competitive over private agencies).*	*Strategy & Private Sector Housing Team Leader* *December 2013*	***Help to Rent scheme to be launched end of September 13. Has been to July OSC for comments***
Developing the Housing Options service	• *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.* • *We will also provide more details on the website including developing a user guide*	*Housing Options Team Leader* *December 2013*	***Enhanced Housing Options module goes live with new allocations policy in***

	and information leaflets on topics such as About Housing in Dacorum.		**November 13. New website will be live from early October 13.**
We will utilise the feedback we receive to improve the quality of the services we provide. *(affects tenants, leaseholders and housing applicants)*	*We receive feedback in the form of satisfaction survey responses, complaints, comments at involvement events and complements.* *We will:* • *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.* • *Publish information on the themes that people are complaining about* • *Ensure that our 'Local Offers' continue to reflect our tenants priorities* • *Review how affective our satisfaction surveys are in capturing the views of our tenants* *We will use this information to review our policies and procedures and enhance the information that we provide to service users.*	*Policy and Participation Team Leader* *March 2014*	**Work has commenced to collate all the 'housing' intelligence together to get a full picture of what it is telling us.** **Work is progressing to ensure we can utilise the complaints system as an effective intelligence source.**
Leasehold service review	*Review the service that leaseholders receive; by:-* • *Comparing the service that leaseholders in Dacorum receive with other leaseholders across the county* • *Asking leaseholders' their view of the quality and costs associated with their existing service* • *Ensuring that all processes associated with providing services to leaseholders are as efficient as possible*	*Leasehold Team Leader* *December 2013*	**Some work has commenced on this project to gather customer views and cost information**
Older Persons Strategy *(affects tenants, leaseholders, housing applicants and residents across the borough)*	*We will look at the housing, support, care and health services available to older people across the borough.* *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 services over the next 10 years.* *We will also identify whether there is sufficient*	*Strategy & Private Sector Housing Team Leader* *March 2014*	**Housing Needs Study now complete, responses currently being analysed. Older Persons Strategy update report to OSC in**

	provision of services for older people within the borough; whether new services are required or some are existing services are surplus to requirements. *A new Older Persons Strategy will be developed and adopted by the Council.*		***September linked to Sheltered Housing review. Strategy will be ready for OSC and Cabinet in Jan 14.***
Repairs & Maintenance Procurement project delivery *(affects tenants and leaseholders)*	*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.*	*Property and Place Group Manager* *July 2014*	***Gas Contracted Awarded August 2013*** ***Total Asset Management Contract currently subject to Competitive Dialogue***
Vulnerable people *(affects tenants)*	*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.*	*Tenant and Leasehold Group Manager* *October 2013*	***This project will be launched in September and is being supported by the Housing Policy Officer***
Develop phase 2 and 3 of the Council New Build Programme	*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.*	*Housing Development Manager* *March 2014*	***Phases 2&3 finances approved in the HRA business plan review 2013. Further update report to Cabinet Sept 13***

4. Housing Risk Register

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