

**HOUSING AND COMMUNITY
OVERVIEW AND SCRUTINY COMMITTEE
AGENDA**

WEDNESDAY 12 SEPTEMBER 2012 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	Mahmood (Vice-Chairman)
Bassadone	Marshall (Chairman)
Conway	McLean
Flint	Organ
Hearn	R Sutton

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

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

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

Part I

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1. MINUTES

To confirm the minutes of the meeting held on the 18 July 2012.

2. APOLOGIES FOR ABSENCE

To receive any apologies for absence

3. DECLARATIONS OF INTEREST

A member with a disclosable pecuniary interest or a prejudicial 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
- (ii) may not participate in any discussion or vote on the matter and must withdraw to the public seating area.

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

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

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 A CALL-IN

None

AGENDA ITEM: 6

SUMMARY



Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	12th September 2012
PART:	1
If Part II, reason:	

Title of report:	Resident Services Quarter 1 Performance Report
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 for Resident Services and allocation to 2012 Diamond Jubilee and Olympic events from reserves.
'Value For Money Implications'	<u>Value for Money</u>
Risk Implications	As per Neighbourhood Delivery Service Plan
Equalities Implications	
Health And Safety Implications	Individual risk assessment undertaken for events such as Diamond Jubilee and Torch Relays
Consultees:	Service Team Leaders, Community Safety Co-ordinator

Background papers:	Service Reports, Police reports, CorVu
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Housing and Community Overview and Scrutiny Quarter 1, 2012 – 2013

Introduction

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 1 April 2012 to 30 June 2012.

The services within this 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.

In addition to the above services Resident Services have had responsibility for the Diamond Jubilee celebrations, the Olympic and Paralympic Torch relays and some of the associated events.

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.

Quarter 1 Performance Report – CorVu

See Appendix 1

Quarter 1 Operational Risk Reports

See Appendix 2

First Quarter Achievements:

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

Community Safety

Dacorum Crime Summary – Quarter 1 2012-20123

1/4/12 to 30/6/12 compared with same period in previous year showing percentage increase/decrease followed by rise/fall in number of crimes, followed by total number of crimes in period

THESE ARE 1st QUARTER FIGURES

	Hemel Hempstead	Berkhamsted	Tring	All Dacorum	Position in County (10 Districts)per 1000 population
All Crime	-13.5% (-238,1527)	-20.7% (-43,165)	-16.5% (-28,142)	-14.4% (-309,1834)	6 th
Burglary Dwelling	-14.9% (-14,80)	-37.5% (-3,5)	+12.5% (+1,9)	-14.5% (-16,94)	7 th
Vehicle Crime	-28.5%% (-63,158)	-32.3% (-10,21)	+28.6% (+8,36)	-23.2% (-65,215)	9 th
Violent Crime	-3.6% (-11,298)	No change (0, 29)	+12.5% (+2,18)	-2.5% (-9, 345)	6 th
Criminal Damage	-15.4% (-54,296)	-16.7% (-5, 25)	-35.3% (-12, 22)	-17.1% (-71, 343)	8 th
Anti-Social Behaviour	-23.9% (-149, 1113)	-29.3% (-51, 123)	-18.2% (-22, 99)	-24% (-422, 1335)	6 th

Highlights are that all crime is continuing to reduce showing a decrease across the borough of 14.4%.

Increases in Burglary, Vehicle Crime and Violent Crime are showing in Tring – the actual numbers are very small which is why percentages can look large. However these will be examined by the Joint Agency Group and options for focused activity will be considered where appropriate.

Anti-Social Behaviour

The ASB Team continue to pilot the new IT system to monitor severe cases of ASB and vulnerable residents in partnership with the Police.

Three events have been held in Tring, Berkhamsted and Hemel Hempstead to raise awareness of Hate Crime incidents and how to report them. One of the key aims of these events was to encourage the wider community to report such matters where they witness them. Over 300 people received information from the ASB Team, Police and Accessible Dacorum.

The Family Intervention Officer continues to work with families at risk of losing their homes and causing unacceptable behaviour. During this quarter the officer has worked with 6 families and recovered £7047.41 in outstanding benefits for rent and Council Tax. The Family Intervention Officer has provided support to families and some of the key achievements and a case study are attached at **appendix 3**.

As far as more formal actions are concerned there have been 1 Acceptable Behaviour Contract (ABC), 2 Anti-Social Behaviour Injunctions with the power of arrest attached to them which gives protection to vulnerable victims of ASB in within the borough. Breach of these injunctions is contempt of court and punishable with a fine and imprisonment.

An ASB officer has completed training to deliver Domestic Violence Awareness training and 2 training sessions for 30 officers are arranged with 3 further courses planned.

Funding was obtained from Hertfordshire County Council to deliver a further SKID's project at Bovingdon Airfield (Steering Kids to Drive Safely) over Easter 2012. Thirteen young people were identified by the ASB Officer in partnership with schools and the Police Community Support Officers.

The nature of the ASB cases at this time is very complex and contentious. With the holiday period coming up, and demands on the ASB team so high, the team will be under increasing pressure.

A white paper was published in May – Putting Victims First, More Effective Responses to Anti-Social Behaviour. The paper details the proposals for new tenure neutral legislation which reduces the 19 pieces of legislation to 6 and introduces a Community Trigger. A full report of these changes will follow in a later report.

Quarter 2 - 2012/13 priorities: -

Continued pilot of new joint ASB software with Hertfordshire Police.
Delivery of Domestic Violence Training
Establish a working group for the new White Paper – Putting Victims First

Neighbourhood Action

The Street Champions project was launched in Adeyfield on 21 April 2012 and 29 volunteers have signed up to this project. Safety information and equipment have been issued and Champions information packs will be available in the next quarter.

Adeyfield Neighbourhood Action Group celebrated the Queens Diamond Jubilee on Sunday 3rd June. Despite pouring rain the community came out to celebrate with a church service early morning and a Big Jubilee Lunch and community fair. Memorabilia was collected from local residents which recorded the Queens visit in 1952 which, along with a film of the event, formed an exhibition in the Community Centre.

Neighbourhood Action public meetings have been held in Gadebridge/Warners End/Chaulden and a new format has been introduced with a wide range of agencies attending from the community and voluntary sectors to inform and support residents. A new consultation method was used which has provided very localised details and information regarding satisfaction of a wide range services (not only DBC services), local concerns and priorities. Consultation Report is attached at **Appendix 4**.

Verge Hardening project is progressing with the top areas having had initial environmental inspections and the Corporate Environmental Group agreeing that the Verge Hardening Group examine alternative/additional options to address parking issues across the borough. Three additional pilot projects were agreed and are being developed at this time. The three pilots are: -

1. Preventative measures such as barriers, bollards etc. to prevent obstructive parking and damage to amenity greens – pilot areas are Long Chaulden Hemel Hempstead and Everest Way, Hemel Hempstead.
2. Traffic Regulation Orders to legally restrict parking – Cavendish Road and Cowper Road both in Markyate.
3. A Bye Law to legally restrict parking – Several roads in Woodhall Farm all identified on this project.

Areas from the current listings have been selected as the pilot areas for these projects and at this time the options are being evaluation to see if they are feasible.

Quarter 2 - 2012/13 priorities: -

Neighbourhood Action Public Meetings in Bennetts End, Bourne End, Town Centre, Adeyfield, Grovehill and Woodhall Farm and consultation reports.

Progress Verge Hardening project.

Progress Play Park improvements in partnership with CSG.

Children, Young People and Youth Democracy

With the spring came increased numbers of children and young people to the 4 adventure playgrounds. From 1st April to the 30th June there were 17,134 attendances with 972 of those attendances by children with special needs.

The 4 Youth Clubs are going from strength to strength and have doubled the attendances during the first quarter to 984 with Adeyfield and Chaulden being particularly successful.

Berkhamsted Youth Town Council updated local residents at the Town Council AGM about what they have been involved in over the last year. This included the Berkhamsted Ideas Delivered (BID) project, young people's survey and installation of lighting at Canal Fields.

Youth Action Entertainers went to William Crook House where 14 residents and 20 young people. Singers, Piano/ Guitar Players and Irish dancers performed for the residents and the individual volunteers helped co-ordinate and chat with older residents. Housing have now joined the partnership between Neighbourhood Action and Age Concern. The housing team are keen to develop the project as are Age Concern so they will add additional sessions to the 4 per year that already run.

43 students from Cavendish School year 11 came to the Council Chamber at the Civic Centre for Cavendish Future Thinking Day. The pupils came as a reward for high-achievement and the Mayor gave special permission for the Charters to be opened for the day, and gave certificates to the students for their achievements.

Quarter 2 2012/13 Priorities: -

Working with Neighbourhood Action Groups on Olympic Torch event

Youth Action Events

Secure funding for Youth Club sustainability

National Play Days at all 4 Adventure Playgrounds

CCTV and Town Centre

The control room managed 519 separate incidents during the first quarter of this year. There were 94 arrests directly involving the CCTV control room, 116 calls regarding lost, found or stray dogs and 347 visitors to the CCTV control room.

124 DVD's were provided for evidential purposes to Hertfordshire Constabulary.

The CCTV tender closed and tenders were evaluated and the report and recommendations were referred to the portfolio holder for decision.

Quarter 2, 2012/13 priorities: -

- Formally Appoint CCTV contractor
- Start works

Old Town Hall

A new ticketing/box office system has seen on-line bookings increase to 33% of all bookings.

Overall attendance for 2011/12 reached just over 58% which is high given the economic situation and the satisfaction rating was 95%. The last quarter saw a 100% satisfaction response.

Mosaic making has been introduced as part of the programme at the Old Town Hall and it has been a great success.

Quarter 2, 2012/13 priorities: -

To introduce creative writing and animation workshops to drive forward our ambition to be a creative 'hub' for the borough.

To go out to tender for the proposed improvements for access to the cellar and the improvements to the Gallery Bar.

Diamond Jubilee

A range of Diamond Jubilee Celebrations in Dacorum took place in Dacorum over the long bank holiday weekend. Once again Hertfordshire had the highest number of street parties recorded in England and Dacorum was the joint highest district in Hertfordshire with Three Rivers.

Dacorum Borough Council led events were over 2 days on 3rd and 4th June. Starting in Adeyfield on 3rd June (Neighbourhood Action) followed by a celebratory event in Gadebridge Park on 4th June.













This event went ahead despite poor weather and over 300 people took part in the carnival parade with many more joining in along the route. The carnival floats were made by a range of community groups and warmly welcomed on their journey as well as being accompanied by majorettes, Police Cadets and led by the Mayor and the Carnival Prince and Princess who were voted for by the Community.









The Community Stage hosted a range of talent from across the borough and entertained people all afternoon. The Royal Artillery's Parachute Team, the Black Knights made an exciting twilight entrance to the park.

Finally the professional stage took over from the Black Knights with performances from Hank Wangford and the Lost Cowboys, Ahab and Shooglenifty and the evening finished with a spectacular firework display and the Scouts lit one of 2012 beacons to mark the Jubilee.

Olympics - Preparations are again in the advanced stages for the torch relay.

Service Concerns - There are no service concerns at this time.

COMMENTS	INDICATOR SIGN OFF /COMMENTS	TARGET	QTR1 RESULT	QTR4 RESULT	UPDATER
Performance, Improvement & Transformation >> Neighbourhood Delivery >> Resident Services - Julie Still					
 ASB01a	Number of reports of incidents of anti social behaviour across the borough	1,723 Report(s)	949 Report(s)	1,358 Report(s)	 Approved.
 ASB02	Percentage of people responding to the survey who are satisfied with the service they have received following a report of Anti Social Behaviour	Info only	No data	No data	 Approved.
 CYP01a	Number of children attending Adventure Playgrounds	Info only	17,134 attendances	No data	 Approved.
 CYP01b	Number of children attending Youth Clubs at Adventure Playgrounds	Info only	984 attendances	No data	 Approved.
 CYP02	Number of young people involved in Youth Democracy events	Info only	80 people	54 people	 Approved.
 NA01	Number of projects relating to NAG's action plans	Info only	No data	No data	Highfield, Moving forward with the youth club and allotments. Town Centre, Road marking on Leighton Buzzard Road.  Approved.

					Adeyfield, Diamond Jubilee and Street Champions project. Bourne End SID in, also Highways improvements.	
 NA02	Number of attendances of Neighbourhood Action meetings by residents	Info only	270 attendances	No data	Numbers are far better than expected given the short time I have changed the process. Numbers have been helped by the diamond jubilee event at the Queen Square.	 Approved.
 OTH01	Average attendance at the Old Town Hall theatre	Info only	63.00%	58.52%	Uplift on previous quarter figures. Good season with good attendance	 Approved.
 OTH02	Old Town Hall User Satisfaction	Info only	100.00%	100.00%		 Approved.
 OTH03	Number of private hire bookings of the Old Town Hall	Info only	39 bookings	35 bookings	Up on last quarter, but building was closed over the additional bank holiday period. In addition, June is usually quiet as regular hirers break for the summer	 Approved.

Operational Risk Report

Neighbourhood Delivery

Quarter 1, 2012

Consequences	Inherent Probability	Inherent Impact	Inherent Risk Score	Controls	Residual Probability	Residual Impact	Residual Risk Score	Assurance
Performance, Improvement & Transformation >> Neighbourhood Delivery - David Austin								
ND_F01 - Failure to monitor the variation in projected levels of income for recyclables.								
Category of risk: Financial Risks			Portfolio Holder: Cllr Julie Laws - Environment & Sustainability					
Budget overspends Difficulty in predicting budgets	4 - Very Likely	3 - High	12 - Red	- Regular meetings with Accountant - Organising longer term contracts/consortia	3 - Likely	2 - Medium	6 - Amber	
Status of this risk: Treating			Corporate Priority: Dacorum Delivers					
Risk Owner Comments: Income streams continue to be monitored against market trends. There has been issues with plastic prices and tonnages of newspapers declining.								
ND_F02 - Lack of budget to develop services								
Category of risk: Financial Risks			Portfolio Holder: Cllr Julie Laws - Environment & Sustainability					
Services performance ratings could suffer More complaints Demotivated staff	4 - Very Likely	3 - High	12 - Red	- Medium Term Financial Plan - Robust business cases put in place to justify expenditure - Linking spend to council priorities	3 - Likely	2 - Medium	6 - Amber	
Status of this risk: Tolerating			Corporate Priority: Dacorum Delivers					
Risk Owner Comments: Bid made to DCLG Weekly Collection Support Scheme for future service improvements.								
ND_F03 - Lack of Capital Funding								
Category of risk: Financial Risks			Portfolio Holder: Cllr Julie Laws - Environment & Sustainability					
Unable to deliver improved service Failure to take advantage of opportunities for income generation	2 - Unlikely	2 - Medium	4 - Green	- Full research and business case - Opportunities with Partners	2 - Unlikely	1 - Low	2 - Green	
Status of this risk: Treating			Corporate Priority: Dacorum Delivers					

Operational Risk Report

Neighbourhood Delivery

Quarter 1, 2012

Consequences	Inherent Probability	Inherent Impact	Inherent Risk Score	Controls	Residual Probability	Residual Impact	Residual Risk Score	Assurance
Risk Owner Comments: No longer significant risk as all current requirements contained in capital programme.								
ND_I01 - Failure to achieve Headline Service Objectives								
Category of risk: Infrastructure Risks				Portfolio Holder: Cllr Julie Laws - Environment & Sustainability				
Poor service quality, lessened resident satisfaction.	2 - Unlikely	2 - Medium	4 - Green	- Service Plan ownership at AD level and regular reviews with GMs. - Staff involved in setting milestones	1 - Very Unlikely	1 - Low	1 - Green	
Status of this risk: Tolerating				Corporate Priority: Dacorum Delivers				
Risk Owner Comments: Good progress on objectives in first quarter.								
ND_I02 - Failure to manage relationships with Service areas across the Council								
Category of risk: Infrastructure Risks				Portfolio Holder: Cllr Julie Laws - Environment & Sustainability				
Duplication of activities, resident dissatisfaction.	3 - Likely	2 - Medium	6 - Amber	- New Corporate working groups - Talking point meetings - Cross cutting service plan objectives	2 - Unlikely	2 - Medium	4 - Green	
Status of this risk: Tolerating				Corporate Priority: Dacorum Delivers				
Risk Owner Comments: Progress made via ADs meetings / Corporate Working Groups.								
ND_I03 - Failure to manage sickness levels and staff retention								
Category of risk: Infrastructure Risks				Portfolio Holder: Cllr Julie Laws - Environment & Sustainability				
Increase use of agency staff Higher Complaints Cost implications	3 - Likely	3 - High	9 - Amber	- A robust system to manage sickness and absence - Sickness management	3 - Likely	2 - Medium	6 - Amber	

Operational Risk Report

Neighbourhood Delivery

Quarter 1, 2012

Consequences	Inherent Probability	Inherent Impact	Inherent Risk Score	Controls	Residual Probability	Residual Impact	Residual Risk Score	Assurance
				- Programme of inoculation against diseases - Robust provider of temporary labour				
Status of this risk: Treating Corporate Priority: Dacorum Delivers								
Risk Owner Comments: Sickness levels within budget but continued focus required .								
ND_I04 - Lack of fuel due to shortages, unavailability or price								
Category of risk: Infrastructure Risks Portfolio Holder: Cllr Julie Laws - Environment & Sustainability								
Service disruption Health hazards Staffing issues	3 - Likely	3 - High	9 - Amber	- National agreements in place	2 - Unlikely	2 - Medium	4 - Green	
Status of this risk: Tolerating Corporate Priority: Dacorum Delivers								
Risk Owner Comments: No current threat of strike action affecting supplies.								
ND_M01 - Failure to respond to opportunities presented by Localism Bill								
Category of risk: Marketplace Risks Portfolio Holder: Cllr Neil Harden - Residents & Regulatory Services								
Missed efficiencies from inappropriate allocation of resources	3 - Likely	3 - High	9 - Amber	- Analysis of localism bill proposals	2 - Unlikely	3 - High	6 - Amber	
Status of this risk: Tolerating Corporate Priority: Dacorum Delivers								
Risk Owner Comments: Proposals continue to be monitored by Localism CWG.								
ND_R01 - Lack of capacity to deliver Neighbourhood Action								
Category of risk: Reputational Risks Portfolio Holder: Cllr Neil Harden - Service & Performance Improvement								

Operational Risk Report

Neighbourhood Delivery

Quarter 1, 2012

Consequences	Inherent Probability	Inherent Impact	Inherent Risk Score	Controls	Residual Probability	Residual Impact	Residual Risk Score	Assurance
Failure to on priorities identified at a local level by residents	3 - Likely	2 - Medium	6 - Amber	- Create new apprentice position - Create generic JDs for ASB and Neighbourhood Action - Regular appraisals to assess individual needs/requirements	2 - Unlikely	1 - Low	2 - Green	
Status of this risk: Tolerating		Corporate Priority: Dacorum Delivers						
Risk Owner Comments: No longer significant risk as new structure is delivering.								

Family Intervention Project (FIP) – 01st April 2012 – 30th June 2012

Key achievements:

Ms X had wanted a fresh start after having had 3 miscarriages and separating from her husband of 15 years. To her, a fresh start was a new house that wasn't tainted by bad memories. However, due to over £2000 rent arrears this was not possible. After successfully winning an appeal to have her housing benefit backdated, Ms X and her 6 children moved to a new home in May 2012.

Ms Y's eldest son (aged 13) would regularly assault his mother. The worker sourced an appropriate anger management course for the child and he is now far calmer with his mother and has learnt new ways to deal with his emotions.

Ms Z was the victim of regular domestic violence at the hands of her partner. The worker supported Ms Z through the process of pressing charges with the Police and giving evidence in court. The perpetrator was found guilty and is now on remand in Bedford Prison awaiting sentence.

Mr X's partner had died and the family were facing the threat of eviction as the tenancy was in the deceased ladies name. The worker liaised with the family, his line manager and the housing department to ensure the tenancy was transferred to the family.

Case study

Ms Q had been referred to the project due to ongoing ASB and rent arrears. The family comprised Ms Q, her 11 year old son who had learning difficulties and her partner Mr X who had been an alcoholic for 20 years.

When the FIP Officer first met with the family, the condition of the home was awful. The little boys' bedroom had a faulty radiator which had been leaking onto the carpet for over 6 months. The result of this was damp and mould all over the bedroom carpet and walls, causing the boys asthma to become unbearable which was affecting his schoolwork.

There was huge conflict within the family due to the pressure caused to them by her partners drinking and they resolved their conflicts by shouting abuse at each other. This impacted on the neighbours.

Steps taken by FIP worker:

- A successful appeal was submitted to the benefits team to have her rent backdated and this resulted in approximately £800 being refunded to the family (see above)
- The council contractors replaced the leaking radiator
- The council contractors treated the mould and damp in the bedroom and completely redecorated it
- The worker liaised with a local charity and organised funding for a new carpet in the boys bedroom
- The worker sourced a new double bed for the boy

- The mother attended a parenting course entitled 'Managing Conflict and Anger Within the Family' which had been sourced by the worker
- The mother attended a parent support group to meet with parents of other children with learning difficulties which had been sourced by the worker
- The worker sourced a drug and alcohol support group for Mr X which resulted in a 10 day stay at a detox centre (he has now been sober since 6th June 2012)
- The worker sourced a free training course for Mr X in order to get him a Construction Skills Safety Certificate (CSCS) and he is now actively looking for employment
- The boys' academic ability at school has increased considerably. A place had been allocated to him at Collett School in Hemel (a school for children who have a statement of educational needs), however if he had been assessed by the school 4 months after the intervention by the worker commenced, he would have not been allocated a place due to his far higher levels of ability.
- The number of complaints about the family and their behaviour in the neighbourhood has reduced considerably.



Neighbourhood Action

Gadebridge, Warners End and Chaulden Consultation Results
July 2012



Contents

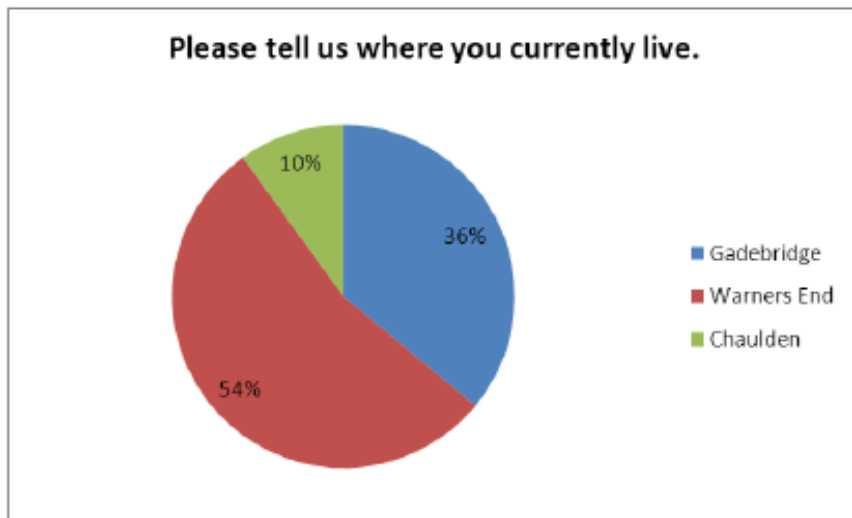
Page 2	Q.1 Please tell us where you live Q.2 Overall, how satisfied or dissatisfied are you with your area as a place to live?
Page 3-4	Q.3 Thinking about where you live, which, if any of the below do you think needs improving?
Page 5	Q.4 Please tell us why you consider your top five priorities from Q3 need improving
Page 6	Q.5 Thinking about your area, how satisfied or dissatisfied are you with each of the following services?
Page 7	Q.6 Thinking about your area, how much of a problem do you think each of the following are? Q.7 Please tell us what you like about your area? Q.8 Is there anything else you would like to tell us about living in your area? Q.9 Are you interested in the free prize draw and/ or joining the steering group?
Appendices	

Gadebridge, Warners End and Chaulden
Consultation Results

50 surveys were completed in Gadebridge, Warners End and Chaulden between 21 May and 11 June. 32 were completed on the night, 13 were returned via post and 5 were completed online.

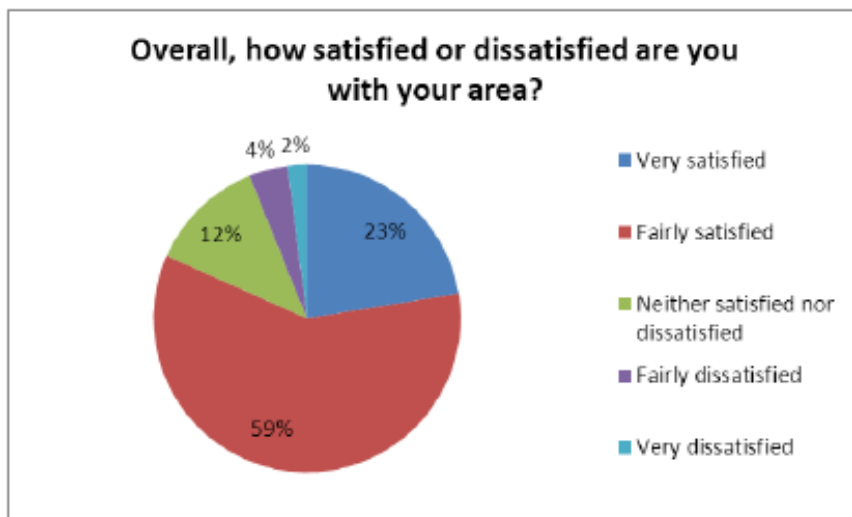
The results from this consultation will be used to inform the action plan for Gadebridge, Warners End and Chaulden. The action plan will be delivered on by the Neighbourhood Action Steering Group.

Q1.



The majority of people who completed the consultation (54%) live in Warners End, 36% in Gadebridge and only 10% in Chaulden.

Q2.



The majority (82%), are very (23%), or fairly (59%) satisfied with the area. 12% are neither satisfied nor dissatisfied and only 6% are fairly (4%) or very (2%) dissatisfied.

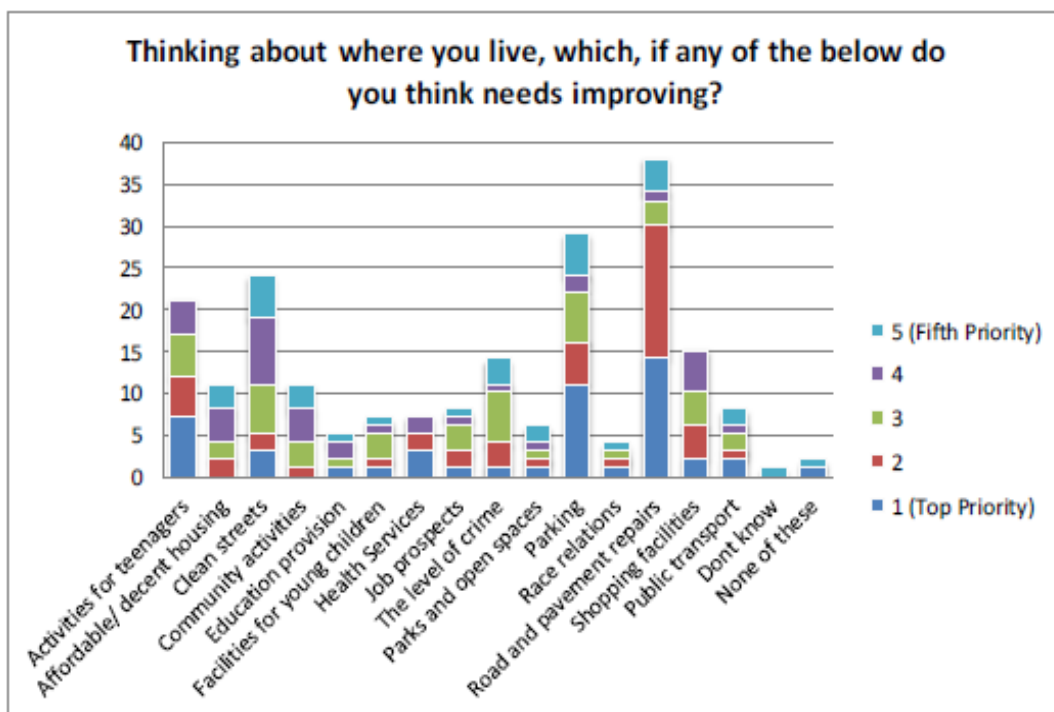
Q.3

Thinking about where you live, which, if any of the below do you think needs improving?

The top five priorities voted for by respondents are;

	1 (Top Priority)	2	3	4	5 (Fifth Priority)
1. Road and pavement repairs	14	16	3	1	4
2. Parking	11	5	6	2	5
3. Activities for teenagers	7	5	5	4	0
4. Clean streets	3	2	6	8	5
5. Shopping facilities	2	4	4	5	0

Please see the graph and table below for a full breakdown of priorities voted for by residents.



	1 (Top Priority)	2	3	4	5 (Fifth Priority)
Activities for teenagers	7	5	5	4	0
Affordable/ decent housing	0	2	2	4	3
Clean streets	3	2	6	8	5
Community activities	0	1	3	4	3
Education provision	1	0	1	2	1
Facilities for young children	1	1	3	1	1
Health Services	3	2	0	2	0

Job prospects	1	2	3	1	1
The level of crime	1	3	6	1	3
Parks and open spaces	1	1	1	1	2
Parking	11	5	6	2	5
Race relations	1	1	1	0	1
Road and pavement repairs	14	16	3	1	4
Shopping facilities	2	4	4	5	0
Public transport	2	1	2	1	2
Don't know	0	0	0	0	1
None of these	1	0	0	0	1
Total Number of responses	49	46	46	37	33

8 people responded with a literal response identify 6 areas;

- 2 x reduce speed limit to 20 mph outside schools and shops
- Post Office Facilities
- Cultural
- Grass cutting
- Housing Maintenance
- Phone lines for internet

Q.4

Please tell us why you consider your top 5 priorities from Q.3 need improving

40 people wrote a literal response. Please see **appendix 1** for the breakdown of literal responses.

	Number of responses
Priority 1	40
Priority 2	36
Priority 3	34
Priority 4	28
Priority 5	28

Q.5

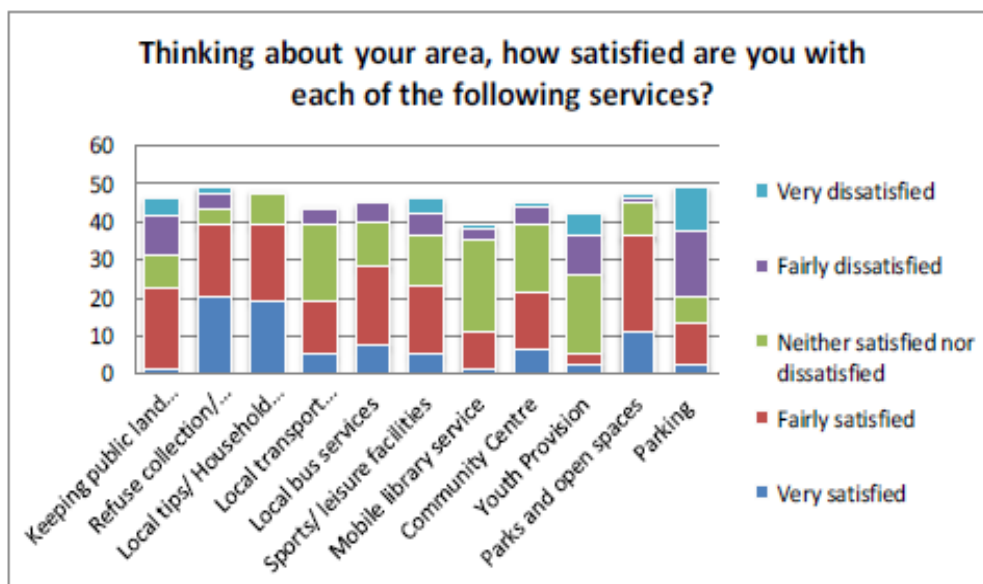
Thinking about your area, how satisfied or dissatisfied are you with each of the following services?

From those surveyed residents are most satisfied with 'Refuse collection/ doorstep recycling'. 79.6% are very (40.8%) or fairly (38.8%) satisfied with the service. This is closely followed by 'Local tips and Household waste recycling centres'. 81.3% are very (39.6%) or fairly (41.7%) satisfied. Respondents are also very/ fairly satisfied with the 'Local bus service' (46.6%) and 'Community Centre' (61.3%).

Residents are most satisfied with;	
'Refuse collection/ doorstep recycling'	79.6%
'Local tips and Household waste recycling centres'	81.3%
'Local bus service'	46.6%
'Community Centre'	61.3%

Respondents are most dissatisfied with 'Parking'. 59.2% are fairly (34.7%) or very (24.5%) dissatisfied. 'Youth provision' is also identified as an issue with 38.1% indicating that they are very (23.8%) or fairly (14.3%) dissatisfied. Respondents are also very/ fairly dissatisfied with 'Keeping public land clean of litter and refuse' (32.6%) and 'Sports/ leisure facilities' (21.7%).

Residents are most dissatisfied with	
'Parking'	59.2%
'Youth Provision'	38.1%
'Keeping public land clean of litter and refuse'	32.6%
'Sports/ leisure facilities'	21.7%

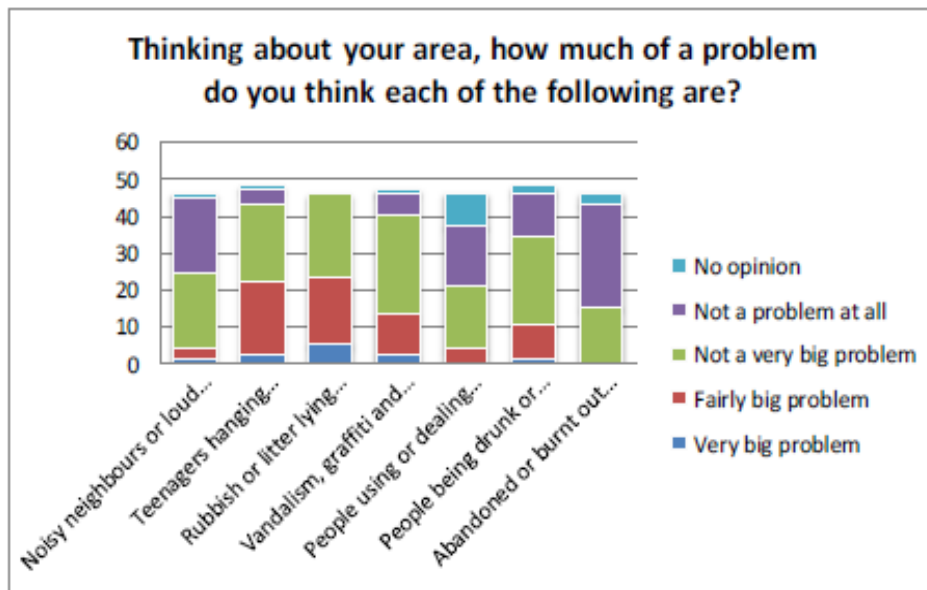


Appendix 2: Table with raw numbers and percentages for all categories in Q5.

Q6.

Thinking about your area, how much of a problem do you think each of the following are?

From those surveyed the biggest problem is 'Rubbish/ litter lying around'. 50% of people thought this was a very (10.9%) or fairly (39.1%) big problem. 'Teenagers hanging around the streets' have also been identified as problematic. 46.9% feel that it is a very (4.3%) or fairly (42.6%) big problem. 'Vandalism, graffiti and other deliberate damage to property and vehicles' was also highlighted (27.7%) as very (4.3%)/ fairly (23.4%) problematic.



Appendix 3: Table with raw numbers and percentages for all categories in Q6.

Q.7

Please tell us what you like about your area?

41 people responded about what they like. See appendix 4 for a full breakdown of literal responses.

Q.8

Is there anything else you would like to tell us about living in your area?

23 people responded. See appendix 5 for a full breakdown of literal responses.

Q.9

Are you interested in the free prize draw and/ or joining the steering group?

Free Prize Draw	27
Steering Group	6

Appendices

Gadebridge, Warners End and Chaulden Neighbourhood Action Consultation

Appendix 1	Literal Responses Q4. Please tell us why you consider your top 5 priorities from Q.3 need improving?
Appendix 2	Table with raw number and percentages Q.5 Thinking about your area, how satisfied or dissatisfied are you with each of the following services?
Appendix 3	Table with raw number and percentages Q.6 Thinking about your area, how much of a problem do you think each of the following are?
Appendix 4	Literal Responses Q7. Please tell us what you like about your area
Appendix 5	Literal Responses Q8. Is there anything else you would like to tell us about living in your area?

Appendix 1: Literal Responses

Q4. Please tell us why you consider your top 5 priorities from Q.3 need improving

"Priority 1"		"Priority 2 "	
"State of road from winter before last still awful - e.g. Haseldines"	1	"road and safety repairs - safety"	1
"road and pavement repairs generally low standard"	1	"Pot holes and general condition of roads is pretty poor. Dog fouling and uneven slabs"	1
"Footpath & paving - safety & appearance"	1	"Pavements around Gadebridge are generally in disrepair"	1
"Road repairs do not last"	1	"Copious pot holes in the above parking areas. Pavements now damaged. Disrepair, broken irregular bricks/ slabs/"	1
"Pavements are dangerous"	1	"Recently in my road 3 holes have been filed and other holes have been left unrepaired"	1
"Uneven pavements - easy to trip over"	1	"Cracks in pavements and roads"	1
"Most roads and pavements are in a poor state"	1	"Road and pavement repairs"	1
"When walking to the local shops the pavements are very uneven"	1	"Some small roads off the main routes are in a dreadful state."	1
"Roads and pavements in the area are in desperate need of repair and renewal"	1	"Road and pavement, worse in this area. Fennycroft road has been repaired 3 times this year"	1
"Dangerous walking on paths and pavements and potholes"	1	"Too many uneven surfaces and pot holes"	1
"Road and footpaths are dangerous and as a chronic pain sufferer they are a great hindrance to me"	1	"There are some very bad pavements around. Certain areas of Hemel. When repaired do not last long. Waste of time and money."	1
"Pot holes in roads"	1	"Roads and pavements - clear the pavements of snow and ice."	1
"We are running out of parking spaces in Gadebridge"	2	"There are some very bad pavements around Hemel"	1
"Parking - too many roads with double parked cars, cause bad congestion along roads and poor virility on corners"	2	"Parking becoming difficult - cars on pavements"	2

"Lack of parking spaces"	2	"Too many cars for driveways and parking bays"	2
"In my road parking is a big problem"	2	"Far too many vans & lorries parked"	2
"Continual problems with parking. Not enough space for this. I live in a cul-de-sac - pavements are used continually. What would happen if emergency services needed access? Perhaps some grass areas could be implemented for this."	2	"When walking, a lot of cars are parked on the pavement. When driving sometimes the road is blocked by people parking on the road."	2
"Roads that are parked up on both sides allowing only cars through with difficulty in one direction are bad for drivers and bad for those living there."	2	"Parking on pavements, up kerbs and broken concrete tiles, etc. causes wear and tear enough but the horrendous disrepair of the roads adds immeasurably to this."	2
"Roadside parking often on pavement should be reduced or eliminated for safety and general consideration of neighbours"	2	"Local of youth clubs"	3
"Parking in general in HH is atrocious, mainly due to the period of time in which HH was built. Sensitive re-modelling of some green spaces to accommodate more cars is a priority."	2	"From the above, I feel that teenagers need to have things to do, if there is nothing to do, they hang around shops."	3
"Parking spaces are totally inadequate; more need to be added to allow each household to be able to park in close."	2	"Teenagers hanging around shops - need activities"	3
"Not enough parking spaces to accommodate all the cars. 3 Disabled drivers who need to park in the close. Do not like looking for parking after midnight outside close."	2	"Clean Streets - litter Dog Fouling are all too evident"	4
"Not enough parking spaces to accommodate all cars"	2	"Shopping - not bad now"	5
"provide activities for young people"	3	"Shopping - not a lot in local parade. Fresh veg and meat very limited. not good for people who cant get anywhere else"	5
"activities for teenagers -they are non existent in the Warners End area"	3	"Loss of post office is meaning less shoppers at facilities"	

"When I was young there was a youth club behind stoneycroft shops and me and my friends liked going there. But there aren't any now."	3
"Activities for Teenagers - Promote the only building in North West - provide support for YC"	3
"There is NOTHING for teenagers and young people in the area."	3
"clean street - broken glass and rubbish everywhere"	4
"Local shop facilities/ empty shops"	5
"Make the shopping area more up to date"	5
"Difficult to get GP appointments in less than a week. Hospital facilities in terminal decline."	
"DBC getting larger, Watford unable to cope with demand"	
"No A&E - Watford very difficult to get to."	
"Post office for elderly"	
"Too much litter in woods"	
"There just aren't many places i can't take my 2 young children. The closest playground may be in a huge space but there isn't much in it."	
"My Partner has over the few years living in Warners End has on a number of occasions received racist verbal abuse from teenagers at the shops area. He also witnessed the Chinese takeaway shop also has had the same abuse from teenagers on a few occasions"	
"Bus connections could be better to town, Berkhamsted and station."	
"It affects everyone"	

"Keeping a 'reasonable' bus service"	
"crime - 7% is still too much"	
"crime - not strict enough sentencing"	
"affordable decent housing - there is an overall short fall"	
"There isn't anywhere that i could go out to work in the evening within walking distance when my husband is home from work"	
"Urgent care facilities are nominal, hospital access difficult"	
"Parks - not even a cup of tea in Gadebridge park - look at St Albans"	
"Many roads are in a poor state. For safety and less pollution what about speed limits and better bike access to town - the cycle path is in atrocious state of repair."	
"The issue has been raised with me"	
"There is no real local community, just strangers living together."	

How is anybody under 30 supposed to afford a house in this area

"Priority 3"	
"road/pavements - far too many potholes - this part of Hertfordshire is a disgrace"	1
"I have noticed the state of the roads full of potholes that need fixing."	1
"Pavement pose a problem for less mobile constituents"	1
"Parking - pavement parking causing obstruction"	2
"People are always blocking my driveway"	2
"Parking - grass cutting the verge would improve the appearance of the area and would allow parking without obstructing the pavement"	2
"My road is not passable at times due to cars and vans just left wherever people think is acceptable. A Fire Engine would not be able to get passed."	2
"Parking - Make sure all parked cars are taxed."	2
"Some places always have teenagers hanging around, riding motorbikes on footpaths and in parks."	3
"activities teenagers - kids hanging around causes trouble"	3
"Teenagers need to be kept busy to prevent ASB"	3
"Youth Facilities"	3

"Priority 4"	
"Chaulden Terrace entrance really needs repairing."	1
"Some areas parking at a premium"	2
"Parking a problem, in shopping area and many streets"	2
"Self-evident - activities needed to get them away from playing football on the streets."	3
"Litter everywhere. Hedges with dumped food wrappers"	4
"Litter and fly tipping especially in the lanes"	4
"Usually litter and cars parked on open spaces"	4
"clean street - have deteriorated over the past 12 months - particularly close to the shopping centres"	4
"We need people to be employed in street cleaning"	4
"Train children not to drop litter and to respect the area to keep clean streets"	4
"Clean streets"	4
"When the hedgerows are cut in the communal areas it makes a mess. No-one wants to litter pick anymore."	4

"Chaulden shops offers just the basics and Warners End, although better, increasingly have teenagers hanging around."	3	"Bin collection needs to be re-thought as these are often full and placed in unsightly areas in front of houses for litter to blow around. Perhaps areas earmarked for community 'pride' such as litter picks, helping elderly neighbours with front gardens? Perhaps cut price summer bedding? Encourage veg. growing with children/families? (Am I still within the realms of reality)?"	4
"3 and 4 Facilities for young children and activities for teenagers - We have a youth centre in Gadebridge that has no funding at all. This should be made possible to open daily"	3	"Clean streets - Alleyways from the Thistles to Butts End, always full of rubbish, graffiti."	4
"Clean streets - The back of Saffron Lane always full of rubbish"	3	"Gadebridge shops have become used for other purposes than resident shopping"	5
"Once the streets need cleaning and repairing it brings the area down."	4	"Shopping facilities - Stoneycroft, looking tired in need of investment"	5
"Too much litter everywhere"	4	"Shopping - needs some new venues and post office."	5
"Clean streets - Gutters and drains"	4	"Are there any community activities? We don't hear about them."	
"Clean streets - litter, fine people for dropping it"	4	"Hope the Health Services will stay near by"	
"Limited choice of shops, insufficient for all requirements."	5	"Maintain a suitable level of secondary schools"	
"Shopping - No post office Gadebridge shops needs an enticing makeover. Always looks dirty. Need some new venues."	5	"education provision - school pick up sites"	
"Vandals Hanging about and causing damage to street signs and property"		"housing - more housing needed"	
"crime isn't bad but its always an important area"		"Affordable homes to me is council housing and I feel what is left of these houses must not be sold off, but remain as council houses, so that those on very low wages have a place to live."	

"A reasonable transport service to be available from all times of the day."	
"Provision of bottom end office/ workshop jobs"	
"Particularly car damage due to parking difficulties/ congestion allows for this"	
"Creators of more jobs"	
"No public sector cuts and all jobs should be well paid"	
"As we are getting older good bus service is necessary"	
"More use could be made of the Chaulden Lane fields during the summer."	
"Crime - do not feel safe - cold callers, never see policeman walking"	
"shopping - Fresh fruit, meat limited choice, poor choice of shops"	
"There is good community focus regarding areas to shop and play areas. Perhaps this could be enhanced by encouraging 'community projects'? Building on the 'feel good' factor from the Jubilee and Olympics?"	
"It follows on from 2)"	

"Community activities - since college closed to leisure activities little for mature local people"	
"Community Activities - must never be cut - only time many people go out"	
"It is of concern to people"	
"Children have some local bit, but need more."	
"Community Activities - more information needed"	

"Priority 5"	
"Pavement uneven. Easy to trip. Roads utter disgrace"	1
"road and pavement terrible"	1
"The roads and pavements could use a lot of repairs, especially where cars park on the pavements."	1
"Car owners to be more considerate of mobility scooters and wheelchairs and stop parking completely on the footpath"	2
"Parking limited at shops and cars overflow into my road."	2
"Much litter in the streets and parks"	4
"Litter, gum, fouling by animals. Bins on pavements for storage. Looks unsightly, litter blows around. Dog/ cat pulling litter out. Need better bin collection"	4
"Clean streets - I moved to Hemel in 1957 so clean and taken care of. now in many places neglected"	4
"Clean Streets - doing a good job keep it going."	4
"Keep Hemel green"	
"Houses with a minimum 3659m floor plan"	
"I personally have no other complaints"	
"Crime - do you best"	
"More affordable housing needed in the area"	
"Bus services are fine in the daytime but we need late everyday and on Sundays"	
"Parks and opens spaces are quite good now"	
"Affordable rented housing"	

"Co-op my local shop is really over priced"	
"Again, Chaulden Lane could be used more."	
"Public transport is okay, but would like to see a weekly ticket including Sunday, regardless if it's another company running it from the Monday to Saturday. We need more joined up thinking!"	
"Internet access and speed affects quality of life. The phone lines in parts of Chaulden are known to be very slow for the Internet. BT is known to react to publicity and the Council should shout publicly about this."	
"Cultural Focus - since demise of the pavilion cultural vacuum in town centre not helped by reduced college leisure and cultural courses"	
"Housing - need affordable rented accommodation."	
"Level of crime - Burglaries appear to be increasing"	
"I suppose this interface with the above. Encouraging close communities will engender stronger bonds, understanding and learning."	
"It has been raised as an issue with me since 2005"	
"Community activities - need to be more activities in the area. Especially for over 60's."	
"crime around Gade shops"	

Appendix 2: Table with raw number and percentages

Q.5 Thinking about your area, how satisfied or dissatisfied are you with each of the following services?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Keeping public land clean of litter and refuse	1 (2.2%)	21 (45.7%)	9 (19.6%)	10 (21.7%)	5 (10.9%)
Refuse collection/ doorstep recycling	20 (40.8%)	19 (38.8%)	4 (8.2%)	4 (8.2%)	2 (4.1%)
Local tips/ Household waste recycling centres	19 (39.6%)	20 (41.7%)	8 (16.7%)	0 (0.0%)	1 (2.1%)
Local transport information	5 (11.4%)	14 (31.8%)	20 (45.5%)	4 (9.1%)	1 (2.3%)
Local bus services	7 (15.6%)	21 (46.7%)	12 (26.7%)	5 (11.1%)	0 (0.0%)
Sports/ leisure facilities	5 (10.9%)	18 (39.1%)	13 (28.3%)	6 (13.0%)	4 (8.7%)
Mobile library service	1 (2.6%)	10 (25.6%)	24 (61.5%)	3 (7.7%)	1 (2.6%)
Community Centre	6 (13.3%)	15 (33.3%)	18 (40.0%)	5 (11.1%)	1 (2.2%)
Youth Provision	2 (4.8%)	3 (7.1%)	21 (50.0%)	10 (23.8%)	6 (14.3%)
Parks and open spaces	11 (23.4%)	25 (53.2%)	9 (19.1%)	1 (2.1%)	1 (2.1%)
Parking	2 (4.1%)	11 (22.4%)	7 (14.3%)	17 (34.7%)	12 (24.5%)

Appendix 3: Table with raw number and percentages

Q.6 Thinking about your area, how much of a problem do you think each of the following are?

	Very big problem	Fairly big problem	Not a very big problem	Not a problem at all	No opinion	Total number of responses
Noisy neighbours or loud parties	1 (2.2%)	3 (6.5%)	20 (43.5%)	21 (45.7%)	1 (2.2%)	46
Teenagers hanging around the streets	2 (4.3%)	20 (42.6%)	21 (44.7%)	4 (8.5%)	1 (2.1%)	48
Rubbish or litter lying around	5 (10.9%)	18 (39.1%)	23 (50.0%)	0 (0.0%)	0 (0.0%)	46
Vandalism, graffiti and other deliberate damage to property and vehicles	2 (4.3%)	11 (23.4%)	27 (57.4%)	6 (12.8%)	1 (2.1%)	47
People using or dealing in drugs	0 (0.0%)	4 (8.7%)	17 (37.0%)	16 (34.8%)	9 (19.6%)	46
People being drunk or rowdy in public places	1 (2.1%)	9 (18.8%)	24 (50.0%)	12 (25.0%)	2 (4.2%)	48
Abandoned or burnt out cars	0 (0.0%)	0 (0.0%)	15 (32.6%)	28 (60.9%)	3 (6.5%)	46

Appendix 4: Literal Responses

Q7. Please tell us what you like about your area

"Please tell us what you like about your area."
"Clean, quiet and safe"
"The park, trees and the neighbours"
"Near to park land, near to open fields"
"I AM OPPOSITE THE SHOPS"
"The open field along Galley Hill, Local Shops, close to Gadebridge Park, quite quiet, feels safe."
"There's a lot of good things, countryside, good publicity"
"A pleasant area with green spaces, local authority try to maintain standards"
"General ambience is first class, well looked after by LA"
"I live in a nice area, a quiet part of the street and have very nice neighbours"
"Position of school for my daughter, local shops, green spaces & my neighbours."
"Secluded"
"Its ok"
"Valley between Gadebridge and Warners End"
"good neighbour, good bus service"
"quiet and clean"
"Easy access to Watford and London"
"Generally a pleasant area to live in, but now appears to being neglected"

"When grass in public areas is mown. Owners and tenants take care of their front gardens. Green space between areas."
"Safe, quiet with trees and open spaces"
"it is at the edge of town with plenty of green space around the area and beyond"
"Pleasant surroundings Friendly neighbours"
"Grass"
"Children's youth club"
"Everyone seems quite friendly and there are some nice walks that aren't too hilly"
"It is very green. Lots of trees and grassed areas. Quiet. Friendly neighbours."
"Warners End has a wonderful green space by the shops and the space connecting Warners end to Gadebridge. Looking at Hemel as a whole, if we loose our green spaces, Hemel Hempstead would have nothing more to offer people to live there."
"It is fairly quiet and clean. We don't have problems with teenagers hanging around and people are respectful of each other"
"The dumping of free newspapers, presumably by the deliverers, is an occasional but growing problem."
"Green space, generally well maintained, good range of local facilities"
"Open green spaces. We are particularly pleased with the tree planting that has happened over the last year. Peace and quiet of where we live. Easy access to local shops."
"More shops than a lot of areas"
"Lots of parks and green space"
"Surroundings are very natural. The woodland areas create a special atmosphere of tranquillity and that contributes to low crime rates."
"For my particular needs I am quite satisfied. My daughter attends the local school, my home is situated in a good position for this and we have nice neighbours. There is mixed housing which I like and nice green areas around. The local shops are not too far away and provide a good selection."
"The views onto the Warners End valley (the Dip. The friendly people in the area."
"The valley at Gadebridge"
"Good shops, east access to buses, quiet, clean"
"Rather quiet and peaceful area"
"Green trees and fields. Friendly neighbours close to amenities. good steering group"
"Lots of green space, walking distance, very good neighbours"
"Friendly neighbours, fields and Trees"

Appendix 5: Literal Responses

Q8. Is there anything else you would like to tell us about living in your area?

"Is there anything else you would like to tell us about li..."
"The area has detonated over the last five years due to above answers"
"Too many cars for driveways and parking bays. Almost continuous building work going on in close of 10 houses. Parked vehicles blocking access and blocking visibility."
"There is no speed limit on a sat and sun"
"I am very fed up with cleaning up other peoples dog mess from along the roads in my area. I regularly clean up after my dogs - and other peoples. I think there should be more signs to discourage this and fixed penalties."
"Black bins only fortnightly"
"Where there is grass on Kerbsides why cant these be concreted over and made so that cars can be parked"
"Some vandalism and damage to property i.e. St Pauls Church, Garden fences"
"some local houses not maintained & looking run down"
"Road repairs and resurfacing very poor"
"We need to protect the green spaces and green belt"
"Louis music from open windows in summer months"
"We need to promote the youth club at Gadebridge - open fortnightly. We need 3 volunteers for Friday junior club"
"There is an issue of race relations, my partner who is south east Asian has received abuse on a number of occasions and has seen it at the Chinese takeaway at Warners end. In this I have become more aware as a white person and have seen abuse towards Indian staff at the Tesco's. This seems sadly to say from White teenagers."
"Would like more activities for teenagers."
"Increasing level of thoughtlessness, lack of consideration for others"
"One negative issue we have is the recent dog fouling which extends, on the pavement and outside homes, from Galley Hill end of Spring Lane and right up to junction of Galley Hill with the Bosted Road. Report made to local dog warden but no action taken."
"Just so sad how Hemel has been neglected no hospital, no cinema in town, no entertainment. Just more and more flats. Old market should be bus station, take a look"
"Overgrown grass and hedges - litter and over flowing bins/ dog bins away from shop area"
"Cash point - where no charge is given"
"The Rossgate shopping arcade is dark and dingy. If it was open and welcoming it could attract more custom. Why can't something be done with the abandoned church plot? More parking, a play area for children? WE don't need more flats we need more facilities...."
"Stop large vans parking everywhere, over night."
"Just to reiterate that the general consensus is again parking issues"
"When I come home late and the lights are off. Don't like looking for parking outside my close."

AGENDA ITEM: 7

SUMMARY



Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	12th September 2012
PART:	1
If Part II, reason:	

Title of report:	Quarter One Performance Report – Regulatory Services
Contact:	Cllr Neil Harden, Portfolio Holder for Residents and Regulatory Services Author/Responsible Officers: Steven Baker, Assistant Director (Legal, Democratic & Regulatory) Rita McGinlay, Group Manager (Regulatory Services)
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:	
Background papers:	Quarterly Performance Report – quarter 1 (attached)
Glossary of acronyms and any other abbreviations used in this report:	HEEP – Herts and Essex Energy Partnership HMO – House in multiple occupation

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)
- Home Energy Conservation
- Pest Control
- Stray Dogs / Dog Warden Services
- Clinical Waste
- Cesspool Emptying
- Enviro Enforcement and High Hedges
- Emergency and Business Continuity Planning.
- Street Trading

2. Regulatory Services Performance Indicators

There are no significant performance issues to bring to Members' attention arising in quarter 1. There has been slight slippage in a couple of areas, but despite the computer terminal server issues reported at the last meeting (9th May 2012), the slippage has been less than was anticipated. In addition, resources have been temporarily diverted from the Health and Safety service to assist with enforcement action within the Food Safety service. In relation to reference REG06 – Disabled Facilities Grants – each of these non conformances have been investigated. These were largely due to circumstances outside the Council's control, for example, works were halted due to the unfortunate death of a client, or bespoke equipment had to be sourced, or a client requested that certain works did not proceed until a more convenient time.

3. Food Safety Enforcement

There have been a number of applications to the Magistrates Court for Food Condemnation Orders, to condemn unfit seized food and a food premises Prohibition

Order, to close a food premises that presented a significant health risk due to a serious rat infestation. The Magistrates granted orders in all of these actions. Sentencing for a food hygiene prosecution at Crown Court was also handed down during the quarter, with resultant fines of £50,000 (plus the Council's prosecution costs). This generated a lot of media interest locally, as well as nationally within the Environmental Health professional journals and farming journals.

4. Emergency Planning and Business Continuity

Arrangements for responding to civil contingencies and for ensuring business continuity were reviewed, with our Hertfordshire County Council partner, prior to the start of the Olympic Games. An internal audit of the service has been programmed for quarter 2.

5. Home Energy Conservation

5.1 There have been a number of changes to the Council's delivery of home energy conservation measures within private sector dwellings. The Herts Essex Energy Partnership (HEEP) scheme is coming to an end and will be succeeded by new government initiatives, including the Green Deal, Energy Company Obligation, Renewable Heat Incentive and other initiatives. A separate report on the agenda provides further information on these.

5.2 The Council joined 13 other local authorities to form HEEP. In the last three years, HEEP has spent around £390,000 in Dacorum on energy saving grants, loans and discounts to help customers save energy, money on their fuel bills and make a positive difference to the environment. The funding (which came from a central pot from the government and energy companies in the area), has gone towards installing loft, cavity wall and external wall insulation, replacing boilers over 15 years old and fitting solar panels. In total across Dacorum, it has supplied over 1,000 energy saving measures, adding to the Council's efforts to tackle climate change.

6. Private Sector Housing

Officers have noted some positive trends emerging in the private rented sector during quarter 1. There has been increased interest from managing agents on the statutory requirements for operating houses in multiple occupation, (HMOs). This is encouraging, as this sector is notoriously difficult to regulate and support from the managing agents could make a valuable contribution to ensuring the health and safety of private sector tenants. Furthermore, officers have noted a drop in complaints of illegal eviction from private rented properties. These trends will be monitored.

7. Operational Issues

Members may wish to note that Regulatory Services is now located on the second floor of the main building. The Team Leader (Operations), Dawn Rhoden, is now on maternity leave. Should Members have any queries regarding Dawn's service areas (dog warden, pest control, drainage and cesspools, or emergency planning), then either Nicholas Egerton, Emma Walker or Rita McGinlay would be able to assist.

Quarterly Performance Report
Housing and Community OSC - Steve Baker/Cllr Neil Harden - Residents & Regulatory Services
Qtr 1, 2012

Ref	Indicator	Target	Qtr 1 Result	Qtr 4 Result	Trend	Updater Comments	Sign Off	Approval Comments
Finance & Governance >> Legal Democratic & Regulatory >> Regulatory Services - Rita McGinlay								
REG01	Percentage of abandoned vehicles removed within 24 hours	Info only	No workflow (0/0)	No workflow (0/0)				Approved. No work flow this period.
REG02	Percentage of high risk (category A and B) food premises inspected that were due in the quarter	Info only	100.00%	100.00%	→			Approved.
REG03	Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	Info only	99.86% (721/722)	99.51% (1022/1027)	↑			Approved. A very pleasing result despite challenges with the IT equipment.
REG04	Health and Safety work programme milestones met	Info only	No data	No data		The majority of the milestones have been met. There is slight slippage on 3 of the projects.		Approved. Resources have been diverted to deal with the emergency closure of a food premises, the formal seizure of foods and the publicity surrounding the successful prosecution of the operator of an illegal food slaughterhouse.
REG05	Percentage of Noise cases closed within 60 days	Info only	87.78% (79/90)	100.00% (95/95)	↓			Approved.
REG06	Disabled Facilities Grants: percentage of final payments made within 6 months following approval	Info only	72.22% (13/18)	92.00% (23/25)	↓			Approved. Each of the 6 non-compliances are being looked in to.

Operational Risk Report

Regulatory Services

Quarter 1, 2012

Consequences	Inherent Probability	Inherent Impact	Inherent Risk Score	Controls	Residual Probability	Residual Impact	Residual Risk Score	Assurance
Finance & Governance >> Legal Democratic & Regulatory - Steve Baker								
LDR_M01 - Failure to reach our most vulnerable citizens, in particular the elderly and disabled, in the provision of housing assistance, (i.e. grant aid and loan schemes)								
Category of risk: Marketplace Risks			Portfolio Holder: Cllr Neil Harden - Residents & Regulatory Services					
Leads to essential repairs and disabled adaptations not being undertaken, resulting in (non Council owned) dwellings remaining unfit for purpose and a reduction in the quality of the housing stock	3 - Likely	4 - Severe	12 - Red	<ul style="list-style-type: none"> - The housing assistance scheme being completely reviewed to offer a comprehensive package - The Private Sector Housing Renewal Strategy being reviewed to reflect this - IT system being re-programmed to capture more sophisticated performance data - Staff training - Phase II realignment improving resource allocation - Partnership opportunities being sought - Equity release schemes being researched 	2 - Unlikely	3 - High	6 - Amber	
Status of this risk: Tolerating			Corporate Priority: Safe and Clean Environment					
Risk Owner Comments:								
LDR_R04 - Failure to have a robust system in place to deal with contingencies								
Category of risk: Reputational Risks			Portfolio Holder: Cllr Neil Harden - Residents & Regulatory Services					
Leads to the inability to respond to a civil contingency or an incident that affects the continuity of the Council's operations, resulting in non-compliance with the Council's statutory and other obligations, service disruptions and system failures	4 - Very Likely	2 - Medium	8 - Amber	<ul style="list-style-type: none"> - Training programme for officers who would be involved in the emergency plan in place - regular training exercises - regular testing of business continuity call out - Existing arrangements with Herts CC - Up to date business continuity plans in place 	3 - Likely	2 - Medium	6 - Amber	
Status of this risk: Tolerating			Corporate Priority: Dacorum Delivers					

Operational Risk Report

Regulatory Services

Quarter 1, 2012

Consequences	Inherent Probability	Inherent Impact	Inherent Risk Score	Controls	Residual Probability	Residual Impact	Residual Risk Score	Assurance
Risk Owner Comments:								
LDR_R06 - Failure to maintain an effective business continuity plan for all relevant service areas								
Category of risk: Reputational Risks			Portfolio Holder: Cllr Neil Harden - Residents & Regulatory Services					
Disruption caused by service failure leading to hardship for individuals, potential loss of business and significant reputational damage	3 - Likely	4 - Severe	12 - Red	- Business continuity plans in place, revised at March 2011. - Annual review and update process. - Corporate business continuity process and procedures set out in emergency response toolkit.	1 - Very Unlikely	4 - Severe	4 - Green	
Status of this risk: Corporate Priority: Dacorum Delivers								
Risk Owner Comments:								

AGENDA ITEM: 8

SUMMARY



Report for:	Housing & Communities Overview & Scrutiny Committee
Date of meeting:	12th September 2012
PART:	1
If Part II, reason:	

Title of report:	1st Quarter Performance Report, Service Plan Update & Operational Risk Register – Housing Landlord
Contact:	Cllr Margaret Griffiths, Portfolio Holder for Housing Author/Responsible Officer: Elliott Brooks – Assistant Director, Housing Landlord
Purpose of report:	(2) To provide Members with the Quarter 1 performance information (2012/13), update on progress of the Service Plan and introduce the Operational Risk Register for the Housing Landlord Service Area.
Recommendation	2) That Members note the Quarter 1 Performance Report, Service Plan update and Operational Risk Register.
Corporate objectives:	Effective Performance Monitoring will have a positive impact on all corporate objectives directly or indirectly.
Implications:	<u>Financial</u> None.
'Value For Money Implications'	<u>Value for Money</u> Monitoring Performance supports the Council in achieving Value for Money in all areas of service delivery.
Risk Implications	The Housing Landlord Operational Service Risk Register was reviewed during the 1st Quarter of 2012/13 and will be reviewed quarterly.

Equalities Implications	Equality Impact Assessment completed for each Service Area and reviewed annually or as and when there is Policy change
Health And Safety Implications	None
Consultees:	Fiona Williamson – Group Manager, Property & Place Andy Vincent – Group Manager, Tenancy & Leasehold
Background papers:	None

1. Introduction

This report details the performance of the Housing Landlord Service during the 1st quarter of 2012/13 against Performance Indicators, as well as updating the Housing & Communities Overview & Scrutiny Committee regarding progress of the Housing Landlord Service Plan which was agreed with the TLC in March 2012 following extensive consultation.

The report also for the first time details the Housing Landlord 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 Landlord Performance Report End Quarter 1 2012/13

Table 1 shows performance against the 'Service Critical' Performance Indicators for the Quarter 1 period of April – June 2012. Appendix 1 shows this information in more detail with additional comments.

There have been for new indicators introduced:

- Acknowledgement of a report of ASB within 24 hours
- Percentage of tenants satisfied with planned replacement works
- Repair appointments kept as a percentage of appointments made
- Number of Mutual Exchanges undertaken

As well as these new indicators there has been a separation of the re-let times for sheltered and adapted properties.

Table 1**❖ Tenancy & Leasehold**

Indicator	Target	Quarter 1 2012/13	Qtr 4 2011/12
Current rent arrears as a percentage of the annual debit	3.05%	3.24%	3.08%
Rent collected as a percentage of rent owed (excluding arrears brought forward)	100.00%	98.72%	99.82%
Void loss as a percentage of rent roll	1%	0.62%	0.61%
Percentage of new tenants visits completed in target (6 weeks)	98%	98%	100%
Percentage of community alarm calls answered within 1 minute	97.50%	98.05%	98.03%
Acknowledgement of a report of ASB within 24 hours	98%	88%	n/a
The number of Mutual Exchanges undertaken	info	43	n/a

❖ Property & Place

Indicator	Target	Quarter 1 2012/13	Qtr 4 2011/12
Percentage of repair completed right first time	98.50%	99.30%	99.21%
Percentage of tenants satisfied with the level of repair	97%	98.52%	98.00%
Percentage of dwellings with a valid gas safety certificate	100%	99.56%	99.46%
Percentage of tenants satisfied with gas servicing	97%	99.30%	98.00%
Value of capital type installations, replacements or major repairs for year to date	Info	£2,240,978	n/a
Percentage of tenants satisfied with planned replacement works	97%	98.68%	n/a
Percentage of urgent repairs completed within government time limits	98%	98.95%	97.68%
Average time taken to complete non urgent repairs	15 Days	12.9 Days	10 Days
Percentage of non urgent repairs completed within target	97%	97.94%	97.79%

Appointments kept as a percentage of appointments made	97%	99.73%	n/a
Average cost of a void	£1998.00	£2416.00	£1520.95

❖ Housing Landlord

Indicator	Target	Quarter 1 2012/13	Qtr 4 2011/12
Average time taken to let a property (general needs)	25 Days	27.34 days	24.58 days
Average time taken to let a property (sheltered)	35 Days	60.42 days	n/a
Average time taken to let a property (adapted)	50 Days	39.80 days	n/a
Average time taken to let a property (all)	35 Days	36.40 days	37.90 days
% of stage 1 complaints responded to in full within target – Housing Landlord	80%	97.06% 33/34	72.41%

3. Quarter 1 Performance Highlights

Responsive Repairs

During the 1st quarter the performance of the Responsive Repairs contract with MITIE has been excellent. All 5 indicators relating directly to the contract are exceeding target for the three month period. This is down to initiatives brought in last year by MITIE now showing the full benefits and a better working relationship between DBC officers and MITIE.

Percentage of Community Alarm calls answered within 1 minute

This indicator has been subject to intense scrutiny over the past year triggered by a sustained period when the target was not being achieved.

Closer contract monitoring and an increase in resources from the contractor has resulted in an increase in performance that has now been maintained for the whole first quarter, as was the case for quarter 4 of 2011/12.

4. Quarter 1 Performance Below Tolerance Level

Acknowledgement of a report of ASB within 24hours

This new indicator was allocated a very high target due to the importance of reassuring our tenants that their report will be taken seriously and acted on. The performance is improving and management are monitoring closely to ensure we are soon achieving the target consistently.

Average time to re-let a property (sheltered)

The 1st quarter has seen some very long term sheltered properties let and 'washed through' the system which has resulted in a very high average turnaround time. There have also been properties subject to a number of refusals for a variety of reasons.

There will be an analysis of demand for all sheltered housing blocks carried out as part of the Future of Sheltered Housing Working Group. This will feed into the HRA Asset Management Strategy.

4. Housing Landlord Service Plan

Appendix 2 details progress against the 2012/13 Service Plan.

5. 2012/13 Housing Landlord Operational Risk Register

Appendix 3 details the key risks identified to monitor and report against. They will be reviewed quarterly by the Housing Landlord Management team whereby work undertaken to mitigate will be reflected in the assessments.

Quarterly Performance - Housing Landlord
Q1, 2012

Ref	Indicator	Q1 Target	Q1 Result	Quarterly Trend	Updater Comments	Sign Off	Approval Comments
Housing & Regeneration >> Housing Landlord >> Property & Place							
COMP1A-PP	Percentage of stage 1 complaints responded to within target - Property and Place	80.00%	96.00% (24/25)	↑		✓	Approved. Very good performance considering volume and the introduction of the new system having teething problems
COMP1B-PP	Number of Stage 1 complaints received – Property and Place	Info only	33 complaint(s)	↓		✓	Approved.
PP01	Percentage of dwellings with a valid Gas Safety Certificate	100.00%	99.56%	↑		✓	Approved. Slight improvement over the quarter
PP02	Average Cost of a repair	£93.47	£89.23	↓		✓	Approved. Within target
PP07	Value of capital type installations, replacements, or major repairs for year to date	Info only	£2,240,978.00	↓		✓	Approved
PP08	Percentage of tenants satisfied with Gas Servicing	97.00%	99.30%	↑	Overall improvement	✓	Approved. Good and improved performance
PP09	Average Time taken to relet a Council Property (General Needs)	25.00 day(s)	27.34 day(s)	↑		✓	Approved. There had been a few properties that were returned in very poor condition and some where a local connection reduced the number of suitable applicants. The team continue to work on all properties in the system to reduce as far as possible any delays in re-let times.
PP10	Percentage of Urgent repairs completed within government time limits	98.00%	98.95%	↑		✓	Approved. Improved performance this quarter
PP11	Average Time taken to complete non urgent repairs	15.00 day(s)	12.90 day(s)	↑		✓	Approved. Performance within target
PP12	Percentage of non-urgent repairs completed within target	97.00%	97.94%	↑		✓	Approved. Performance within target
PP13	Percentage of responsive repairs completed right first time	98.50%	99.30%	↑		✓	Approved. Good and improved performance
PP14	Appointments kept as a percentage of appointments made	97.00%	99.73%	↑		✓	Approved. Good performance this quarter
PP15	Percentage of Tenants satisfied with the level of repair	97.00%	98.52%	↑		✓	Approved. High level of tenant satisfaction which is positive
PP16a	Average time to relet a Council Property (Sheltered)	35.00 day(s)	60.42 day(s) (1873/31)	↑		✓	Approved. This is the first quarter this indicator had been reported separately and has provided information to target improvements which have been implemented.
PP16b	Average time to relet a Council Property (Adapted)	50.00 day(s)	39.80 day(s) (398/10)	↓		✓	Approved. First quarter this category of property has been reported separately and provided a very positive result.
PP17	Average Time to relet all properties	35.00 day(s)	38.40 day(s)	↓		✓	Approved. Slightly over target due to the impact of sheltered accommodation, where there are multiple offers made and therefore often tenants wait for the "perfect property" and a number are refused more than once.
PP18	Average cost of voids (empty homes)	£1,998.00	£2,416.60	↑		✓	Approved. The new relet standard, combined with a number of properties returned in a poor state have resulted in a higher than average spend on voids in this quarter.
PP19	Percentage of Tenants satisfied with planned replacement works	97.00%	98.68%	↑		✓	Approved. Good level of tenants satisfaction with the planned programmes of work.

Quarterly Performance - Housing Landlord
Q1, 2012

Ref	Indicator	Q1 Target	Q1 Result	Quarterly Trend	Updater Comments	Sign Off	Approval Comments
Housing & Regeneration >> Housing Landlord >> Tenants & Leaseholders							
COMP1A -TL	Percentage of stage 1 complaints responded to within target – Tenants and Leaseholders	80.00%	100.00% (9/9)	↑		✓	Approved. Very good performance
COMP1B -TL	Number of Stage 1 complaints received – Tenants and Leaseholders	Info only	12 complaint(s)	↑		✓	Approved.
TL01	Current rent arrears as a percentage of the annual debit	3.05%	3.24%	↑	The increase in arrears over the first quarter is expected due to the pattern of DD payments although further increases are likely this should even out over the year. Rent Officers are continuing to work to minimise arrears and work is being done on Financial Inclusion projects	✓	Approved. The arrears performance has been impacted by the collection of Direct Debit payments. Due to the reporting cycle these have not been collected for July by the time performance has been reported. As a consequence rent arrears are slightly higher than last month. At the end of the financial year Direct Debits will be included giving the most favourable possible arrears performance.
TL02	Rent collected as a percentage of rent owed (excluding current arrears brought forward)	100.00%	95.72%	↓	Collection rates have reduced over the quarter due to the pattern of Direct Debit payments. This should smooth out over the year and collection target should be achieved	✓	Approved. The reduction in collection performance as been impacted by the Direct Debit cycle. The 1 of the month payments have not been collected and therefore are not included in the performance. At the end of the financial year they will be included in the year end performance.
TL04	Void loss as a percentage of the rent roll	1.00%	0.62%	↑	Within target - the good performance reflects the work done to reduce void turnaround times	✓	Approved. This excellent performance reflects the success in letting properties as soon as they become empty. This also demonstrated the success in letting sheltered properties that have previously been 'harder to let'.
TL12	Percentage of New Tenant visits completed in target (within 6 weeks) for general needs properties	98%	98% (50/51)	↓	1 visit was completed out of target for quarter 1 as the officer had difficulty contacting tenant to make appointment. This has now been completed	✓	Approved. New tenant visits are essential in building relationships with new tenants. The very high percentage of new tenancy visits conducted illustrates the efforts that DBC go to, to ensure new tenancies are established and sustained.
TL13a	Percentage of Community Alarm calls answered within 1 min	97.50%	98.05%	↑	Performance is very pleasing and continues to improve. Officers and Eldercare are working together to ensure performance standards are maintained.	✓	Approved. Good performance is being sustained in responding to alarm calls within sheltered properties.
TL16	Acknowledgement of a report of ASB within 24 hours	95%	88% (112/127)	↓	figures are down for this quarter due to figures in May. 2 cases were updated incorrectly and one case was not ASB so three cases were reported as out of target incorrectly.	✓	Approved. Performance has improved across the quarter. The annual performance target is likely to be achieved as long as current performance is sustained.
TL19	The number of Mutual Exchanges undertaken in the financial year to date	Info only	43			✓	Approved. 43 Mutual Exchanges have been reported as completed in the first quarter. Approximately 120 mutual exchanges are anticipated to be completed in the year - this demonstrates the popularity of the mutual exchange scheme

Service Plan Objectives Report - Active Milestones

Housing Landlord Service Plan 2012-13

Quarter 1, 2012

Milestone	Responsible Officer	Planned Start/End	Status	Progress	Actual Completion	Comments
Housing Landlord Service Plan 2012-13 - Elliott Brooks						
Objective HL01 : To involve tenants effectively to make sure tenants and leaseholders monitor, challenge, shape and help us to provide an excellent service						
Overall status of this objective : On track						
Sign Off : Approved						
AD Comments :						
Develop and implement a Strategy for Tenant Involvement for 2012-15	Andy Vincent	Qtr 1	Started	Behind Schedule		A strategy for tenant involvement is being developed in conjunction with the Tenant and Leaseholder Committee. An update report on progress is going to the Housing and Communities Overview and Scrutiny Committee on 18th July.
Develop a programme of involvement activity within sheltered housing	Andy Vincent	Qtr 1	Completed	On Schedule	Jun 2012	A programme of involvement activities have been developed for sheltered housing residents. This included activities for the Jubilee and will include activities for the Olympics and Older Persons Awareness week, plus darts competitions and activities to foster better relations between younger and older people.
Objective HL02 : To give the tenants and leaseholders the best value for their rent and service charges.						
Overall status of this objective : On track						
Sign Off : Approved						
AD Comments :						
Make sure the major works programme is delivered on time and within budget	Fiona Williamson	Qtr 2	Started	On Schedule		This will be ongoing throughout the year.
Carefully monitor the management of the major repairs programme and our performance in delivering it	Fiona Williamson	Qtr 4	Started	On Schedule		Ongoing monitoring and reporting in place.
Use the baseline satisfaction gathered as part of the STAR survey to put in place an action plan to target improvement across the service	Andy Vincent	Qtr 1	Started	Behind Schedule		An action plan is being developed to support the results of the STAR survey. This where possible will be incorporated within the service plan.
Review the current arrangements for providing estate services and considering options for providing those services in the future	Fiona Williamson	Qtr 3 - Qtr 4	Started	On Schedule		Cleaning service review undertaken and on track for completion. Estate improvements and tenant involvement review has been commenced.
Objective HL03 : To make sure the repairs and maintenance contracts we award in 2014 result in the most efficient and effective service						
Overall status of this objective : On track						
Sign Off : Approved						

Service Plan Objectives Report - Active Milestones

Housing Landlord Service Plan 2012-13

Quarter 1, 2012

Milestone	Responsible Officer	Planned Start/End	Status	Progress	Actual Completion	Comments
Objective HL03 : To make sure the repairs and maintenance contracts we award in 2014 result in the most efficient and effective service						
AD Comments :						
DELIVER THE PROJECT PLAN Complete the options appraisal of procurement strategies that maximise the benefits of the commercial arrangements	Fiona Williamson	Qtr 1	Completed	On Schedule	Jun 2012	For consideration and approval of the recommendation by Cabinet on July 24th.
Procure external advisors to support the process and compile the contract documentation for tender	Fiona Williamson	Qtr 2 - Qtr 3	Started	On Schedule		
Continue to monitor and manage the performance of the contract and introduce improvements where identified	Fiona Williamson	Qtr 1 - Qtr 4	Started	On Schedule		Ongoing management and performance monitoring in place.
Objective HL04 : To make the most of opportunities to make our housing more energy efficient						
Overall status of this objective : On track						
Sign Off : Approved						
AD Comments :						
Identify appropriate retrofit installations of renewable energy sources and funding mechanisms to address fuel poverty and improve both the energy efficiency and sustainability of Council Properties	Fiona Williamson	Qtr 2 - Qtr 3	Started	On Schedule		Grant funding for Renewable Heat Incentive funding submitted. Ongoing review of the various options for renewable energy and retrofit upgrading.
Identify partner agencies who are able to invest in providing gas supplies to off gas properties to improve the SAP rating	Fiona Williamson	Qtr 3 - Qtr 4	Started	On Schedule		Ongoing research work to identify potential partners and any grant funding opportunities underway.
Objective HL05 : To complete our Asset Management Strategy with details of our self-financing business plan and our approach to managing our housing						
Overall status of this objective : On track						
Sign Off : Approved						
AD Comments :						
Using the stock condition data, self financing business plan, national, corporate and Housing priorities draft the Asset management Strategy to provide an overarching approach to the management of the Housing stock	Fiona Williamson	Qtr 3	Started	On Schedule		Initial structure and format being developed.

Service Plan Objectives Report - Active Milestones

Housing Landlord Service Plan 2012-13

Quarter 1, 2012

Milestone	Responsible Officer	Planned Start/End	Status	Progress	Actual Completion	Comments
Objective HL06 : To develop a Housing Landlord IT work plan to cover the short medium and long term need						
Overall status of this objective : Falling behind						
Sign Off : Approved						
AD Comments :						
Develop a work plan with detailed milestones for delivery	Andy Vincent	Qtr 1	Started	Behind Schedule		A work plan has been developed to enhance the Orchard Housing Management IT system. A meeting has been arranged with Orchard for July following this meeting the work plan will be 'signed off'.
Objective HL08 : To make sure all areas of our service provide excellent customer service						
Overall status of this objective : On track						
Sign Off : Approved						
AD Comments :						
Establish formal relationships with independent organisations to review and challenge the quality of our service	Elliott Brooks	Qtr 3	Started	On Schedule		Current evaluation and consideration of most suitable organisations taking place
Objective HL10 : To produce a plan for communicating positive messages to tenants and leaseholders, councillors, residents and the housing industry						
Overall status of this objective : On track						
Sign Off : Approved						
AD Comments :						
Publish and monitor a communications plan for the housing landlord service	Andy Vincent	Qtr 1	Completed	On Schedule	May 2012	A communications plan has been developed and published. This plan was developed in conjunction with the Communications Team, Resident Services, Housing Strategy and Revenues and Benefits.
Objective HL11 : Develop a positive can do staff culture						
Overall status of this objective : On track						

Service Plan Objectives Report - Active Milestones

Housing Landlord Service Plan 2012-13

Quarter 1, 2012

Milestone	Responsible Officer	Planned Start/End	Status	Progress	Actual Completion	Comments
Objective HL11 : Develop a positive can do staff culture						
Sign Off : Approved						
AD Comments :						
Ensure team meetings and 121's are undertaken regularly	Elliott Brooks	Qtr 1	Completed	On Schedule	Jun 2012	All Housing Landlord Appraisals were completed by end of June and 1-1's/team meetings diarised
Objective HL12 : Clear procedure documents exist for each of the Housing Landlord Services						
Overall status of this objective : On track						
Sign Off : Approved						
AD Comments :						
Develop a list of the required procedure documents	Andy Vincent	Qtr 1	Completed	On Schedule	Apr 2012	A list of the required procedure documents has been developed.
Develop individual procedure documents in each service area, including EIA's	Andy Vincent	Qtr 1	Started	Behind Schedule		The vast majority of the numerous procedure documents have been developed in the Tenant and Leasehold Group. This procedure documents include standard letters and supporting documentation such as forms. A small number of documents remain outstanding and will be completed as soon as possible.
Objective HL13 : To make best use of the land and assets we own, in line with published priorities						
Overall status of this objective : On track						
Sign Off : Approved						
AD Comments :						
Following the pilot officially launch the Estate Improvement Budget – gather feedback and evidence to submit as a case for Housemark	Andy Vincent	Qtr 1	Completed	On Schedule	Jun 2012	A case study of the how the Estate Improvement Budget has been spent in 2011/12 has been submitted to Housemark. The budget was spent following tenants request and has promoted many positive comments and feedback.

Operational Risk Report

Housing Landlord

Quarter 1, 2012

Consequences	Inherent Probability	Inherent Impact	Inherent Risk Score	Controls	Residual Probability	Residual Impact	Residual Risk Score	Assurance
Housing & Regeneration >> Housing Landlord - Elliott Brooks								
HL_F01 - Failure to closely monitor operational and financial factors affecting the delivery of the HRA Business Plan								
Category of risk: Financial Risks Portfolio Holder: Cllr Margaret Griffiths - Housing								
	2 - Unlikely	4 - Severe	8 - Amber	Quarterly review of Business Plan in partnership with Finance Yearly reporting to Scrutiny & Cabinet	1 - Very Unlikely	2 - Medium	2 - Green	
Status of this risk: Treating Corporate Priority:								
Risk Owner Comments: 1st Quarter Review set up for 19th July 2012								
HL_I03 - Failure to adopt a service specific best practice approach to Health and Safety (Housing Landlord)								
Category of risk: Infrastructure Risks Portfolio Holder: Cllr Margaret Griffiths - Housing								
Death or injury to staff, residents or contractors' staff; reputation; litigation and charges of corporate manslaughter.	3 - Likely	4 - Severe	12 - Red	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 & Safety Committee Quarterly at DMT Standing Items on Team Meeting Agendas	2 - Unlikely	4 - Severe	8 - Amber	
Status of this risk: Tolerating Corporate Priority: Safe and Clean Environment								
Risk Owner Comments:								
HL_I04 - Failure to upgrade the housing IT management system and Orchard Upgrade Implementation project								
Category of risk: Infrastructure Risks Portfolio Holder: Cllr Margaret Griffiths - Housing								
An unsupported system would result in significant management risks; unable	4 - Very Likely	4 - Severe	16 - Red	Project Group progressing - budget allocated	2 - Unlikely	4 - Severe	8 - Amber	

Operational Risk Report

Housing Landlord

Quarter 1, 2012

Consequences	Inherent Probability	Inherent Impact	Inherent Risk Score	Controls	Residual Probability	Residual Impact	Residual Risk Score	Assurance
to develop the service and become more customer focussed.				Role out of some modules started June 12				
Status of this risk: Tolerating Corporate Priority: Dacorum Delivers								
Risk Owner Comments:								
HL_M01 - Failure to have systems in place which exert effective financial and operational control over current contracts in the lead-in period to 2014 expiry								
Category of risk: Marketplace Risks Portfolio Holder: Cllr Margaret Griffiths - Housing								
Poor audit external and internal reports; reputation; unable to demonstrate value for money; lack of credibility, less improvements to stock / homes	3 - Likely	4 - Severe	12 - Red	- Regular meetings with contractors and housing accountant. - Budget transparency and monthly monitoring in place. - Post inspection checks of charges undertaken. - Support from AD and Corporate Director. Procurement Project Plan includes Exit Strategy from Current Contract - Initial related discussions started	1 - Very Unlikely	4 - Severe	4 - Green	
Status of this risk: Tolerating Corporate Priority: Dacorum Delivers								
Risk Owner Comments:								
HL_R01 - Failure to adapt to the new regulatory framework and requirements for tenant scrutiny								
Category of risk: Reputational Risks Portfolio Holder: Cllr Margaret Griffiths - Housing								
	3 - Likely	3 - High	9 - Amber	Recent Review of Tenant Involvement Structure included the introduction of a Tenant Scrutiny Panel by April 2013	1 - Very Unlikely	3 - High	3 - Green	
Status of this risk: Treating Corporate Priority:								

Operational Risk Report

Housing Landlord

Quarter 1, 2012

Consequences	Inherent Probability	Inherent Impact	Inherent Risk Score	Controls	Residual Probability	Residual Impact	Residual Risk Score	Assurance
Risk Owner Comments:								
HL_R02 - Failure to deliver key milestones on time within the Housing Repairs, Maintenance and Improvement Procurement Project								
Category of risk: Reputational Risks			Portfolio Holder: Cllr Margaret Griffiths - Housing					
	3 - Likely	4 - Severe	12 - Red	Approved PID Project Plan on Target Report for Cabinet submitted recommending progression direction	2 - Unlikely	2 - Medium	4 - Green	
Status of this risk: Treating			Corporate Priority:					
Risk Owner Comments:								



AGENDA ITEM: 9

SUMMARY

Report for:	Housing and Community Overview and Scrutiny Committee
Date of meeting:	12 September 2012
PART:	<i>1</i>
If Part II, reason:	

Title of report:	Quarter 1 Outturn Report 2012/13
Contact:	Cllr Nicholas Tiley, Portfolio Holder Finance & Resources Sally Marshall, Corporate Director (Finance & Governance) Author: James Deane, Group Manager (Financial Services)
Purpose of report:	To provide details of the forecast outturn position for the Housing and Community Overview and Scrutiny Committee as at the end of Quarter 1, 2012/13.
Recommendation:	That Committee note the forecast outturn position
Consultees:	Budget managers
Glossary of acronyms and any other abbreviations used in this report:	DCLG – Department of Communities and Local Government GF – General Fund H&C – Housing & Community HRA – Housing Revenue Account OSC – Overview and Scrutiny Committee PWLB – Public Works Loan Board

1. Introduction

1.1 The purpose of this report is to update the Housing & Community (H&C) Overview and Scrutiny Committee (OSC) on its forecast outturn for 2012/13, as at 30 June 2012. The report covers the following budgets:

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

1.2 Revenue analysis within this report is based on the variance between forecast outturn and the budget approved by Full Council in February 2012. Capital analysis is based on variance between forecast outturn and the revised capital budget approved by Cabinet in June 2012.

2. General Fund Revenue Account

2.1 The General Fund (GF) 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) (Section 3).

2.2 To provide Committee with some council-wide context, a summary of the GF forecast outturn position, analysed by OSC, is shown in Appendix A.

2.3 Appendix A separates expenditure into controllable and non-controllable categories in order to focus scrutiny on those areas where Officers are able to influence the outturn position, i.e. the controllable.

2.4 The majority of non-controllable costs result from year-end accounting adjustments, e.g. depreciation charges, which are required to show the true value of resources used to provide the Council's services, but which do not result in a cash charge to taxpayers. As these costs will not be known until year-end, the forecast outturn for all areas is shown as on budget.

2.5 The table below shows the forecast outturn position for the controllable element of the H&C GF budget, by type of expenditure/income:

	Controllable Budget £'000	Forecast Outturn £'000	Forecast Variance £'000
Housing & Communities			
Employees	3,122	3,136	14
Premises	356	358	2
Transport	57	61	4
Supplies & Services	2,404	2,427	23
Third Parties	24	24	0
Transfer Payments	5	6	1
Income	(3,980)	(4,031)	(51)
	1,988	1,981	(7)

- 2.6 The forecast outturn position for H&C is £7k (0.35%) under budget.
- 2.7 Material variances within each category of expenditure are explained below.

Supplies & Services - £23k over budget (1%)

- £22k overspend in Community Cohesion relating to Olympics and Diamond Jubilee celebrations.

Income

- £50k over achievement within Anti-social Behaviour and Neighbourhood Action team due to additional grant funding secured, including £30k from Hertfordshire County Council and £10k from Herts. Constabulary towards a Community Safety Coordinator role.

3. Housing Revenue Account (HRA)

- 3.1 The HRA is a ringfenced account relating to the Council's Landlord functions, which falls within the H&C Scrutiny area. 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.
- 3.2 The HRA balance at the end of 2012/13 is forecast to be £8.732m, which is £6.359m higher than the anticipated closing balance when the budget was set by Council in February 2012.
- 3.3 £816k of the £6.359m favourable variance results from a higher opening balance at the start of 2012/13 than had been forecast at the time the budget was set. This resulted from a net underspend within the HRA in 2011/12.
- 3.4 Significant variances contributing to the remaining £5.543m variance are:

Revenue Contribution to Capital - £1.196m (30.3%) underspend

- The Revenue Contribution to Capital reflects that element of revenue surplus which is required to 'top up' capital funds so that investment plans are adequately financed.

Around £1m of this variance arises because the actual 2012/13 opening balance on the Major Repairs Reserve (which is the first source of capital financing) was £1m higher than anticipated at the time the budget was set. This means that £1m less 'top up' is required from revenue surpluses.

Interest Payable - £4.317m (27%) underspend

- This relates to the interest payable on the loan of £354m taken to finance the payment to Department for Communities and Local Government (DCLG) for the transition to Self Financing. The interest rates of the loans taken from the Public Works Loan Board (PWL) could not be finalised until 26 March 2012, after the budget had been set. Therefore, for budgeting purposes a prudent view of the likely rates was taken, and the budget was set to reflect an assumed flat rate of 4.5%.

On the date the loans were booked, the Council was able to secure an average interest rate of 3.3%. The difference between the forecast rate and the actual rate resulted in a saving on the interest payable of £4.317m for 2012/13.

- 3.5 The £4.317m underspend arising from the lower interest rates was reported to Cabinet at its meeting of 27 March 2012, as soon as the rates were finalised by PWLB. Cabinet resolved to review the performance of the business plan throughout 2012/13 before considering how best to invest this additional capacity. A report will follow later in the current financial year.

4. Capital Expenditure

- 4.1 The capital programme, in Appendix C, shows the revised capital budget approved by Cabinet in June 2012.
- 4.2 As at 30 June 2012, the forecast outturn for all projects within the H&C remit remains on budget, with the exception of the following project:

Hemel Gym refurbishment – line 74 on Appendix C

Around £600k on this project is now expected to slip into 2013/14 due to delays in the procurement process.

AGENDA ITEM: 10

SUMMARY



Report for:	Housing & Community Overview & Scrutiny Committee
Date of meeting:	12 September 2012
PART:	1
If Part II, reason:	

Title of report:	'STAR' Progress & Responsive Repairs Satisfaction Questionnaires
Contact:	Councillor Margaret Griffiths, Portfolio Holder for Housing Responsible Officer: Elliott Brooks, Assistant Director, Housing Landlord Author: Carolyn Leech, Team Leader, Policy and Participation
Purpose of report:	<ol style="list-style-type: none"> 1. To inform the committee of the progress with STAR 2. To inform the committee of the questions used by the Service to monitor satisfaction with the repairs delivered by MITIE
Recommendations	<ol style="list-style-type: none"> 1. That the committee note the information contained within the report
Corporate objectives:	<p>High levels of customer satisfaction supports the Council's corporate objectives and contributes to:</p> <ul style="list-style-type: none"> • Our Community capacity • Economic development and regeneration • Resources and value for money • Affordable Housing <p>Enhancing our profile and reputation</p>
Implications:	<u>Financial</u>
'Value For Money Implications'	<p>Whilst there are no financial implications poor Customer Satisfaction may result in an increase in complaints which would ultimately have resource implications which could impact financially.</p> <p><u>Value for Money</u></p> <p>Good levels of Customer Satisfaction add to increased value for money.</p>

Risk Implications	Poor satisfaction in areas of service delivery could ultimately impact on the image and reputation of Dacorum Borough Council. By undertaking satisfaction testing and acting on the results we are ensuring that improvements are made as and when required, and in doing so maintain the image and reputation of the service and the organisation.
Equalities Implications	Equality Impact Assessment reviewed/carried out as part of the STAR project.
Health And Safety Implications	There are no health and safety implications identified.
Consultees:	Tenants and Leaseholders.
Background papers:	STAR Presentation
Glossary of acronyms and any other abbreviations used in this report:	STAR – Survey of Tenants and Residents

Background

In January 2012 a Survey of Tenants and Residents, STAR, was sent to all tenants and leaseholders to gauge their satisfaction with the services provided to them by Dacorum Borough Council's Housing Landlord Service. This is a robust survey and in order to further improve services the Service has committed to undertake the STAR survey on a two yearly basis.

The STAR survey gives all tenants and leaseholders the opportunity to express their satisfaction with the service generally and also more specifically on the service they may have experienced in specific areas such as cleaning, landscaping etc. With regards to the responsive repairs service it asks tenants and leaseholders to rate their experience of a repair that they have received in the last 12 months.

In addition to STAR the service undertakes satisfaction testing in other parts of the service such as the responsive repairs maintenance contract to ensure that repairs are being completed first time and to a good standard. The survey is undertaken on our behalf by the Council's Customer Contact Centre and MITIE within a week of a repair being completed.

STAR Survey

The STAR survey was sent out to all tenants and leaseholders. It covered a wide range of areas, see appendix one. From the results that we received we have been able to create a plan to improve the areas where there are the highest levels of dissatisfaction; see appendix two. Whilst some of the improvements could be achieved relatively quickly the majority of areas highlighted for improvement will form part of our service planning for next year.

The STAR survey also gave the ability for tenants and leaseholders to let us know their priorities for the Housing Service; see appendix three. These priorities will also form a significant part of our service planning for 2013/14 to ensure that we are

tackling tenant and leaseholder priorities and ensuring the improvements that they need and want to their housing service.

Responsive Repairs Satisfaction Questionnaires

As part of the monitoring process for the responsive repairs contract we contact tenants to undertake a satisfaction questionnaire within a week of their repair. The questionnaire, see appendix four, is undertaken by the Council's Customer Contact Centre and MITIE on our behalf.

Previously the Housing and Communities Overview and Scrutiny Committee had expressed concern that the results relating to satisfaction with the repairs service from the STAR survey were lower than that of the satisfaction surveys carried out by MITIE and the Council's Contact Centre.

The two surveys asked very different questions and the purpose of STAR was not an attempt to verify other satisfaction surveys. The surveys carried out by MITIE and the Council are only asked of people who have had repair carried out at that time, STAR was sent to all tenants and leaseholders.

Improving the standard of repairs is a local offer and as a result of this the Tenant Inspectors have been commissioned to undertake a mystery shop in this area. The results of the mystery shop will be presented to the Maintenance Focus Group and the Tenant and Leaseholder Committee. If the results of this highlight any potential problems then the Tenant and Leaseholder Committee may request that a full inspection of this area be undertaken.

**Customer Satisfaction Survey with Repairs Questions
Post Inspections**

Q1.Were you happy with the way your enquiry was dealt with when you reported your repair - Y/N

Q2.Was the repair carried out to your satisfaction - Y/N

Q3.Did we keep your appointment - Y/N

Q4.Did the tradesman show their ID - Y/N

Q5.Did you find the tradesperson polite, friendly and helpful - Y/N

Q6.Was the work area left clean and tidy - Y/N

Q7.How would you rate the work that was carried out - 1-10

Q8.Do you have any comments (add in any comments as a result of a 'N' response)

AGENDA ITEM: 11

SUMMARY



Report for:	Housing & Community Overview & Scrutiny Committee
Date of meeting:	12 September 2012
PART:	1
If Part II, reason:	

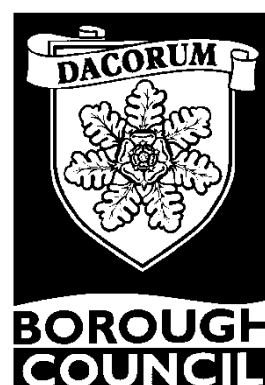
Title of report:	Development of a Cross Tenure Housing Energy Strategy
Contact:	Councillor Margaret Griffiths, Portfolio Holder for Housing Councillor Neil Harden, Portfolio Holder for Residents and Regulatory Services (Service & Performance Improvement) Fiona Williamson, Group Manager (Property and Place) Rita McGinlay, Group Manager (Regulatory Services) Ricky Lang, Home Energy Officer Vicki Nash, Home Energy Conservation Officer (private sector housing)
Purpose of report:	<ul style="list-style-type: none"> • To provide Members with an update on recent changes in Government policy in relation to energy efficiency within residential dwellings; • To provide an opportunity to Members to provide comments on the draft Cabinet report on the Development of a Cross Tenure Housing Energy Strategy.
Recommendation:	That Members consider the attached draft Cabinet report relating to the development of a cross tenure housing energy strategy and provide officers with any views or comments which they wish to make.
Corporate objectives:	Affordable Housing Safe and Clean Environment Building Community Capacity
Implications:	<u>Financial</u> None relating to this report

	<u>Value for Money</u> None relating to this report
Risk Implications	None relating to this report
Equalities Implications	None relating to this report
Health And Safety Implications	None relating to this report
Consultees:	Councillor Margaret Griffiths, Portfolio Holder for Housing Councillor Neil Harden, Portfolio Holder for Residents and Regulatory Services (Service & Performance Improvement) Mark Gaynor, Corporate Director (Housing and Regeneration) Sally Marshall, Corporate Director (Finance and Governance) James Doe, Assistant Director (Planning, Development and Regeneration)
Background papers:	Please see attached draft Cabinet report
Glossary of acronyms and any other abbreviations used in this report:	CERT – Carbon Emissions Reduction Target CESP – Community Energy Savings Programme DECC – Department of Energy and Climate Change ECO – Energy Company Obligation HECA – Home Energy Conservation Act

Background

1. The attached draft report for Cabinet aims to provide Members with an update on recent changes in Government policy in relation to energy efficiency within residential dwellings. The report proposes the development of a strategy for delivering energy efficiency measures across all housing tenures, including Council owned, private sector and registered social landlord stock.
2. In particular, the Cabinet report highlights that the Government have established the legal framework for the Green Deal in the residential sector through secondary legislation passed in June 2012 and that local authorities are expected to be key players in the delivery of the Green Deal.
3. Paragraph 12 of the draft Cabinet report sets out the three possible delivery options for the implementation of the Green Deal in Dacorum. Officers are recommending at this stage that option 2 should be explored further. Option 2 would involve the Council signing an agreement with a Green Deal Provider or a Panel of Providers and actively marketing the Green Deal to residents, possibly financed through referral fees. From early discussions with potential Green Deal Providers, this could either be at no cost to the Council or the Council may be charged an annual membership fee of approximately £10k.

4. The draft Cabinet report will be presented in October. Members are invited to provide officers with any views or comments which they may wish to make on the draft report before it is finalised.



Report for:	DRAFT AGENDA ITEM
Date of meeting:	
PART:	SUMMARY
If Part II, reason:	

Title of report:	Development of a cross tenure Housing Energy Strategy
Contact:	<p>Councillor Margaret Griffiths, Portfolio Holder for Housing</p> <p>Councillor Neil Harden, Portfolio Holder for Residents and Regulatory Services (Service & Performance Improvement)</p> <p>Fiona Williamson, Group Manager (Property and Place)</p> <p>Rita McGinlay, Group Manager (Regulatory Services)</p> <p>Ricky Lang, Home Energy Officer</p> <p>Vicki Nash, Home Energy Conservation Officer (private sector housing)</p>
Purpose of report:	<ul style="list-style-type: none"> • To provide Members with an update on recent changes in Government policy in relation to energy efficiency within residential dwellings; • To provide an opportunity to Members to provide comments on the draft Cabinet report on the Development of a Cross Tenure Housing Energy Strategy.
Recommendations:	<p>That Cabinet -</p> <ol style="list-style-type: none"> 1. Approve a strategic approach to delivering energy efficiency measures across all housing tenures,

	<p>including Council owned, private sector and registered social landlord stock.</p> <p>2. Agree that officers explore opportunities to form a partnership with a Green Deal Provider, to offer Green Deal loans and Energy Company Obligation grants, as the preferred delivery model.</p> <p>3. Agree that a draft cross tenure Housing Energy Strategy be drawn up by officers and presented to Members at a future meeting.</p>
Corporate objectives:	<p>Affordable Housing</p> <p>To produce a robust and sustainable Housing Energy Strategy in line with current best practice and one that provides value for money and most economical use of resources.</p> <p>To promote tenant involvement in the development of the strategy.</p> <p>To consult with private sector landlords and RSLs with regard to the development of the strategy.</p> <p>To ensure new affordable homes are developed in line with current code 4 sustainability targets.</p> <p>Safe and Clean Environment</p> <p>To produce a strategy for implementing energy conservation measures into existing housing, which delivers a high quality, low carbon environment, helping to make homes warmer and healthier.</p> <p>Building Community Capacity</p> <p>To work with local communities and partnerships to reduce fuel poverty through implementing energy efficiency measures, using a cost effective, area-based approach across all tenures of housing, (particularly in wards in the lowest quartile of the indices of deprivation and in areas which are off-gas).</p> <p>To support the local economy through providing employment opportunities for installing energy conservation measures in the Borough.</p>
Financial Implications:	There are no direct financial implications relating to this report.
Value For Money Implications:	<p>A strategic approach will ensure efficient use of resources by co-ordinating the work carried out by Property and Place and Regulatory Services across all housing tenures.</p> <p>The development of the strategy will provide opportunities for home energy conservation measures to be installed at lower cost for all tenures, through bulk purchasing and making the best use of external funding.</p>
Risk Implications:	The intention of this report is to comply with legislation and therefore avoid the risk of non-compliance. (A full risk assessment will accompany the draft cross tenure Housing

	Energy Strategy.)
Equalities Implications	None arising from this report, although an Equalities Impact Assessment will accompany the draft cross tenure Housing Energy Strategy.
Health and Safety Implications	There are no health and safety implications with this report. However, they will be given due consideration in the draft cross tenure Housing Energy Strategy.
Monitoring Officer/S.151 Officer Comments	Monitoring Officer: S.151 Officer
Consultees:	Councillor Margaret Griffiths, Portfolio Holder Housing Landlord Councillor Neil Harden, Portfolio Holder for Residents and Regulatory Services (Service & Performance Improvement) Mark Gaynor, Corporate Director (Housing and Regeneration) Sally Marshall, Corporate Director (Finance and Governance) James Doe, Assistant Director (Planning, Development and Regeneration)
Background papers:	None

Glossary

CERT – Carbon Emissions Reduction Target
CESP – Community Energy Savings Programme
DECC – Department of Energy and Climate Change
ECO – Energy Company Obligation
HECA – Home Energy Conservation Act

BACKGROUND

1. The Department of Energy and Climate Change (DECC) acknowledges that local authorities are uniquely placed to assess local needs and to use their position to improve the energy efficiency of all residential accommodation, (owner occupied, privately rented and social housing) in their areas.
2. To date, the Council has pursued separate initiatives for funding energy conservation measures for private sector housing and for its own stock. Recent changes in legislation, Government policy and new funding streams, encourage a more strategic approach to the implementation of energy efficiency measures across all tenures, using an area-based roll out. This will enable improved inter-departmental working. It provides the opportunity for home energy conservation measures to be installed in all tenures at lower cost through bulk purchasing, and make the best use of external funding. Green Deal Providers will be looking to invest in areas with this joined up

approach across different housing tenures in order to make economies of scale.

3. The existing Carbon Emissions Reduction Target (CERT) and Community Energy Saving Programme (CESP) are both due to expire this year. The Warm Front scheme, funded by Government, is also due to end in December, (although this may get extended until March 2013).
4. The Climate Change Act 2008 set specific targets for reductions in carbon emissions. The Carbon Plan (December 2011) sets out how the Government aims to achieve these reductions. To support the ambitions in the Carbon Plan, there are several significant drivers for action in the residential sector, including the Green Deal, the new Energy Company Obligation (ECO), Renewable Heat Incentive and other initiatives. The Renewable Heat Incentive is a proposed tariff for domestic properties that produce renewable heat using technologies such as solar thermal panels. The tariff is expected to be introduced by Government in summer 2013. A Renewable Heat Premium Payment is available for domestic properties in the interim.
5. Using powers under the Home Energy Conservation Act 1995 (HECA), the Secretary of State for Energy and Climate Change requires all English authorities to prepare a report by 31st March 2013, setting out the energy conservation measures that the authority considers practicable, cost-effective and likely to result in significant improvement in the energy efficiency of residential accommodation in its area, ("The HECA report"). A further progress report will be required at two yearly intervals. These reports must be published on the Council's website.
6. Guidance issued by DECC in July this year, on preparing the reports, states that local authorities should have regard to:
 - measures that take advantage of financial assistance and other benefits offered from Government initiatives, such as the Green Deal, ECO, Renewable Heat Incentive or other initiatives, to help result in significant energy efficiency improvements of residential accommodation; and
 - measures which an authority has developed to implement energy efficiency improvements cost-effectively in residential accommodation by using area based/street by street roll out involving local communities and partnerships (e.g. social housing partners, voluntary organisations and town/parish councils).
7. It is intended that Dacorum's HECA report will form the basis of the cross tenure Housing Energy Strategy. It will draw on the expertise of different departments to deliver a cohesive corporate strategy for all tenures of

housing. It will address all current and known future statutory requirements in relation to energy conservation and carbon reduction and fuel poverty.

8. The Government established the legal framework for the Green Deal and a new ECO in the residential sector through secondary legislation passed in June 2012. Local authorities are expected to be key players in the delivery of the Green Deal.
9. The Green Deal aims to remove key barriers to householders carrying out energy efficiency improvements to their properties by providing upfront capital, which householders repay through resulting savings on their energy bill. The Green Deal is, therefore, expected to provide an opportunity to significantly improve the energy efficiency of local homes.
10. The Golden Rule, whereby expected savings from measures repay the costs, is key to the Green Deal. There are some cases where the Golden Rule will not work, but where there are still strong policy reasons to promote energy efficiency measures. The key supporting mechanism in these cases will be a new Energy Company Obligation (ECO). ECO will be entirely focussed on:
 - the needs of the lower income and most vulnerable, (where Green Deal is less likely to work); and
 - those properties needing the next most cost-effective measures that do not meet the Golden Rule – for example, solid wall insulation.
11. Nationally, the Green Deal and ECO are to have a 'soft' launch from 1st October this year, with an anticipated lead in of between 3 and 5 months. The launch of the Green Deal for the commercial sector has been delayed. At present officers are focusing on how the Council might use the Green Deal and ECO to improve the residential sector. Officers will consider how the commercial sector may be incorporated when this becomes applicable.
12. There are three possible delivery options for the Green Deal, (including ECO). These can be summarised as follows:
 - Option One - Green Deal Promoter

The Council provides householders with information on the Green Deal. There are no financial costs associated with this option and it would use minimal staff resources. However, less energy conservation measures would be installed in the Borough and the Council would have less power to intervene on residents' behalf.
 - Option two - Green Deal Partner

The Council signs an agreement with a Green Deal Provider/ Panel of Providers and actively markets the Green Deal to residents, (possibly financed through referral fees). From early discussions with potential Green Deal Providers, this could either be at no cost to the Council or the Council may be charged an annual membership fee of approximately £10k.

This option would enable the Council to attract investment into the Borough and ensure high quality, appropriate energy conservation measures are installed in residents' homes.

- Option three - Green Deal Provider

The Council (or a Consortium of local authorities across Hertfordshire), use their capital to invest in the Green Deal and use prudential borrowing for set up costs and financing the work to properties. In order to be financially viable, the Council would need a budget of £100m and look to deliver a 15,000 house eco-refurbishment programme, (source: "Local Authority Green Deal delivery model" Energy Saving Trust and Marksman Consulting, Available online at: <http://www.energysavingtrust.org.uk/Publications2/Local-authorities-and-housing-associations/Funding-and-finance/Local-authority-Green-Deal-delivery-model> 29/11/11).

The option of being a Green Deal Provider would be outside of the Council's core business and therefore pose a significant financial risk. However, the risk could be reduced by forming a consortium with other local authorities in Hertfordshire. A large local authority (such as Hertfordshire County Council) could potentially act as the "Anchor" Authority, for example.

13. The Council has been approached by a range of providers that are looking to partner with local authorities to deliver energy conservation measures through the Green Deal and ECO. At this time, the 'partnership' option appears to be the most suitable and presents little risk to the Council. This report recommends that this option is explored further, as the most likely basis for a cross tenure Housing Energy Strategy.
14. Should the partnership option be accepted as integral to the future Housing Energy Strategy, then there is the potential in the longer term, to form a Green Deal / ECO Consortium of local authorities across Hertfordshire, through the Hertfordshire Sustainability Forum.

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 item 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 this item there would be disclosure to them of exempt information relating to:

HOUSING AND COMMUNITY: Overview & Scrutiny Committee: Work Programme 2012/13

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information
31 October 2012 COUNCIL CHAMBER	19 October 2012	Quarter 2 Performance Report	PM	E Brooks, Assistant Director, Housing Landlord J Still, Group Manager, Resident Services S Baker, Assistant Director, Legal, Democratic & Regulatory S Flynn, Assistant Director, Finance and Resources	
		Old Town Hall	PM	S Railson, Arts Manager	
		Sports Centre Trust Annual Report (including Little Hay & XC)	PM	David Gill, Group Manager, Partnerships & Citizen Insight	
		Planned Maintenance Programme		E Brooks, Assistant Director, Housing Landlord F Williamson, Group Manager, Property & Place	
5 December 2012	23 November 2012	Strategic Tenancy Policy	Sc	J Hedger, Group Manager, Strategic Housing	
13 December 2012		Budget 2013-2014	Sc	S Marshall, Corporate Director, Finance & Governance	

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information
<i>Joint OSC meeting</i>		<i>Ideally no further items to be added</i>			
23 January 2013	11 January 2013	Quarter 3 Performance Report	PM	E Brooks, Assistant Director, Housing Landlord J Still, Group Manager, Resident Services S Baker, Assistant Director, Legal, Democratic & Regulatory	
		Equalities Strategy		J Milsom, Assistant Director Strategy & Transformation, Community & Organisation.	
		Council House Building Programme & Homeless Hostel	Sc	J Hedger, Group Manager, Strategic Housing	
5 February 2013 <i>Joint OSC meeting</i>		Budget 2013-2014 Quarter 3 Financial Performance Data	Sc	S Marshall, Corporate Director Finance & Governance S Flynn, Assistant Director, Finance and Resources J Deane, Group Manager, Financial Services	
13 March 2013	1 March 2013	Old Town Hall	PM	S Railson, Arts Manager	

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information
		Housing Strategy and Review of Allocations Policy	Sc	J Hedger, Group Manager, Strategic Housing	

PM – Performance management

PD – Policy Development

Sc – Scrutiny

Items to be scheduled:

- Review of Homelessness Strategy
- Update report on Supported Housing
- Update report on Tenant Involvement Strategy
- Review of Under Occupation