



# HOUSING AND COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE AGENDA

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

**WEDNESDAY 12 NOVEMBER 2014 AT 7.30 PM**

**BULBOURNE ROOM, CIVIC CENTRE, HEMEL HEMPSTEAD**

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

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

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

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

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

## **PART I**

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**1. MINUTES**

To agree the minutes of the meeting held on 15 October 2014 which can be viewed at:

<http://www.dacorum.gov.uk/docs/default-source/council-democracy/housing---15-10-14---draft-minutes-v3-final.pdf?sfvrsn=0>

**2. APOLOGIES FOR ABSENCE**

To receive any apologies for absence

**3. DECLARATIONS OF INTEREST**

To receive any declarations of interest

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

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

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

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

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

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

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

**4. PUBLIC PARTICIPATION**

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

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

None



## AGENDA ITEM: 6

### SUMMARY

<b>Report for:</b>	<b>Housing and Community Overview &amp; Scrutiny</b>
<b>Date of meeting:</b>	<b>12 November 2014</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter 2 Performance Report - Resident Services</b>
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services  Author/Responsible Officer, Julie Still, Group Manager – Resident Services
Purpose of report:	(1) Monitoring and information
Recommendations	1) That members note the report and identify any areas where they require additional information or reports of specific projects.
Corporate objectives:	Safe and Clean Environment Building Community Capacity Dacorum Delivers
Implications:	<u>Financial</u>  Within existing budgets
'Value For Money Implications'	<u>Value for Money</u>
Risk Implications	As per Neighbourhood Delivery Service Plan
Equalities Implications	
Health And Safety	

Implications	
Consultees:	Service Team Leaders, Community Safety Co-ordinator
Background papers:	Service Reports, Police reports (JAG), CorVu

## **Housing and Community Overview and Scrutiny Quarter 2, 2014 – 2015**

### **1 Introduction**

1.1 This is the second quarter performance report for the Residents Services Group which forms part of the wider Neighbourhood Delivery service area and covers the period 1<sup>st</sup> July to 30<sup>th</sup> September 2014.

1.2 The services within this group are: -

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

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

### **3 Quarter 2 Performance Report – CorVu**

3.1 See Appendix A

### **4 Resident Services – 2nd Quarter Achievements.**

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

### **5 Community Safety Partnership**

5.1 Performance 2<sup>nd</sup> Quarter 2014-15

All Crime	UP	16%	(+ 518)
Residential Burglary	UP	4%	(+ 6)
Vehicle Crime	UP	22%	(+ 79)
Violent Crime	Up	45%	(+ 197)
Criminal Damage	Down	3.5%	(- 22)
Anti Social Behaviour	Down	5%	(-94)

5.2 Due to changes in the recording procedures for certain crime categories, the figures for 2014/15 CANNOT be compared to the figures for 2013/14 at this stage. The above table shows what that comparison is but the comparison is based upon two different datasets so it is like comparing apples and pears.

5.3 The figures obtained in 2014/15 will be used as a baseline for 2015/16 when the comparison will be valid. What is more useful at this stage is to see where Dacorum sits out of the 10 Districts in Hertfordshire when the crimes per 1000 population ratio is used as the comparator.

All Crime	5th
Residential Burglary	4th
Vehicle Crime	10th
Violent Crime	5th

- 5.4 These rankings have indicated to the partnership that the areas for focus should be Vehicle Crime and Criminal Damage as these categories are showing Dacorum as sitting below the middle position in the county.

## **6 Anti-Social Behaviour**

- 6.1 Reports of anti-social behaviour continue to reduce overall with a 5.5% reduction overall up to the end of the second quarter of 2014/15. Figures for anti-social behaviour are not included in the all crime total.
- 6.2 The Anti-Social Behaviour team are working with a range of strategic partners including DENS and CRI Spectrum to reduce the number of street homeless. 3 individuals have been housed and are receiving support to maintain their tenancies and prevent any unacceptable behaviour.
- 6.3 Following a number of reports of poor behaviour in the walled garden in Gadebridge Park, some sympathetic target hardening of the wall took place which has reduced the reports from this area.
- 6.4 Early meetings with Police, Fire, Trading Standards have been taken place to start Silver Street Meets – a programme to help safeguard elderly and vulnerable residents against rogue traders, distraction burglars, scams and from being victims of anti-social behaviour.
- 6.5 There have been a number of enforcement actions including a suspended possession order and support for victims continues with Victim Support along with a range of measures provided by Dacorum Borough Council.
- 6.6 The ASB Team are mentoring student police officers through Herts Constabulary Learning and Development department and this will continue over the next year.

## **7 Quarter 3 – 2014/15 priorities for ASB: -**

The introduction of new legislation – Crime, Policing and Anti-Social Behaviour Act 2014.

## **8 Neighbourhood Action**

- 8.1 The remaining of the public meetings for the Neighbourhood Action areas took place during this quarter and the Neighbourhood Action consultation commenced concluded on 31<sup>st</sup> July. The feedback indicates a high level of satisfaction with Council services and identifies parking and highways issues as the main concern. A full report of these results can be found on the Dacorum Borough Council web site and were reported to this committee in the Neighbourhood Action report in September 14.
- 8.2 In August the Love Your Neighbourhood events in Woodhall Farm continued with the Sunflower competition for the tallest sunflower planted at Easter. Again the event was very well attended, partnership focused and offered more planting of vegetables, healthy eating, art and craft opportunities and family sports/activities. Again this project continues with a Harvest Festival event in October 14.

- 8.3 Partners included Sportspace, Sunnyside Trust, Childrens Centre, Junior Wardens and of course the families who attended in high numbers and enjoyed a picnic lunch.
- 8.4 Young people from the Dacorum Youth Forum had a busy summer and met with the Hemel Evolution Team about the Water Gardens and becoming involved in the project. Members of the Forum also attended a conversation café to voice young people's opinions about Health following an invitation from the Clinical Commissioning Group.
- 8.5 The Youth Forum also planned an event for European Democracy Week in October and volunteered when the Tour of Britain came to Dacorum.
- 8.6 The Youth Action Entertainers continue to provide a service to older residents within the Borough both within Dacorum Borough Council sheltered schemes and at private venues
- 8.7 Dacorum Interfaith Network met 3 times in this quarter and had a range of speakers as well as attending the Housing Tenant and Leaseholder conference.
- 8.8 The verge hardening project continues with 32 additional spaces provided this quarter in Stonelea Road (Bennetts End), Allandale (Highfield) and Parkfield (Markyate). This project receives very good feedback from residents.
- 8.9 There is reduced capacity in the Neighbourhood Action Team due to long term absence and a member of the team being successful in obtaining a team leader post within the Council.

## **9 Tour of Britain**

- 9.1 On 12<sup>th</sup> September 2014 Dacorum Borough Council hosted the finish of The Chilterns, stage 6 of Tour of Britain.
- 9.2 It was very well supported and attended throughout the route from Berkhamsted to Hemel Hempstead with numbers exceeding 25,000.

The race organisers SweetSpot have said,

*"The crowds turned out in force across all of the route and the Chilterns stage really was a highlight of the event overall, with huge crowds, beautiful scenery and a wonderful atmosphere on the climbs, as well as a hugely exciting finale into Hemel. Many of our commissaries and officials noted after the stage that it was one of the best in the Tour's eleven year history"*

- 9.3 Hosting the Tour of Britain has certainly put Dacorum on the map

## **10 Quarter 3 2014-15 priorities: -**

- 10.1 Prepare for the multi agency, evidence based project in Highfield to take place 16<sup>th</sup> to 20<sup>th</sup> February 2014
- 10.2 Continue with next stage of verge hardening project
- 10.3 Tender play area refurbishments

## **11 Adventure Playgrounds**

- 11.1 The summer holidays at the playgrounds saw good attendance and the National Playdays again were very successful. At Chaulden alone there were over 1000 people attending in one day which is a reflection of the staff's year on year commitment to these events.
- 11.2 At Adeyfield a volunteer has started a dance class which is proving to be very popular with the young people and is now a regular addition to their offer.
- 11.3 The playgrounds are now attracting volunteers from their previous service users and we have a bank of young people helping at the settings. In addition to this we are working with West Herts College on their GAP programme which places young volunteers in work experience positions for a set number of hours which meets the requirements of their chosen course.
- 11.4 Community payback have been working at the Adventure Playgrounds on a range of needs from removing old structures to clearing wooded areas.
- 11.5 Youth Clubs continue to attract large numbers (up to 80 at Adeyfield) of young people at all 4 venues on Wednesday nights. Youth Connexions Sessions have recommenced at Adeyfield and Chaulden and work continues to ensure that the offer to the young people is maximised but that the venues are respected.

## **12 CCTV**

- 12.1 The new service has been well received by partners and has had a number of successes. Police are now working with the service to task on priorities and enquiries are increasing regarding external opportunities.
- 12.2 A radio system is now in operation from the Control Centre and it deals with the Shopsafe scheme in Hemel Hempstead Town Centre and the neighbourhood shopping centre in Grovehill and has the potential to extend across the whole of Dacorum using the WiFi network.
- 12.3 During this quarter there have been 780 incidents captured and 109 requests for footage.

## **13 Quarter 3, priorities: -**

- 13.1 Ongoing planning and implementation of code of practice
- 13.2 Development of CCTV/Community Control services

## **14 Old Town Hall**

- 14.1 The works to the Old Town Hall and the Cellar were completed in September and the reopening took place on 13<sup>th</sup> September. A full report is brought to this Committee on as an item on this meetings agenda.

# QUARTERLY PERFORMANCE

## Resident Services

September 2014

All Measures



Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Nicola Bryant	964 Reports Target: 1304		724 Reports Target: 867		858 Reports Target: 830		<b>Owner</b> A slight increase but 5% lower than last year for first 2 quarters	
ASB02 - Percentage of people responding to the survey who are satisfied with the service they have received following a report of Anti Social Behaviour	Julie Still Nicola Bryant	No Data Info Only		No Data Info Only		No Data Info Only		<b>Updater</b>	
ASB03 - Number of current flare cases open for ASB	Julie Still Nicola Bryant	No Data Info Only		117 Cases Info Only		46 Cases Info Only		<b>Updater</b>	
CCTV01 - Requests for CCTV footage	Julie Still Jim Guiton	No Data Info Only		80 Requests Info Only		109 Requests Info Only		<b>Updater</b>	
CCTV02 - Number of Incidents Recorded	Julie Still Jim Guiton	No Data Info Only		708 Reports Info Only		780 Reports Info Only		<b>Updater</b>	
CYP01a - Number of children attending Adventure Playgrounds	Julie Still Pat Fox	30095 Attendances Target: 30000		25219 Attendances Target: 22284		27258 Attendances Target: 30095		<b>Owner</b> A quiet second half of the school holidays this year	
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	984 Attendances Target: 1086		1391 Attendances Target: 1300		1082 Attendances Target: 1004		<b>Owner</b> Attendance at youth clubs continues to increase	



CYP02 - Number of young people involved in Community and Youth Democracy events	Julie Still Joe Guiton	190 People Target: 250		60 People Target: 400		115 People Target: 200	<b>Updater</b> Numbers are up due to school involvement in the Tour of Britain. However, numbers would have been low due to school summer holidays
NA01 - Number of projects relating to NAG's action plans	Julie Still Joe Guiton	No Data Target: 0		1 Projects Target: 2		0 Projects Target: 2	<b>Updater</b> Annual Public meeting have been held so action plans will be updated with new priorities
NA02 - Number of attendances of Neighbourhood Action meetings by residents	Julie Still Joe Guiton	417 Attendances Target: 379		170 Attendances Target: 300		230 Attendances Target: 600	<b>Owner</b> There is a pilot project in progress which is looking to deliver Neighbourhood Action in a more targeted way which will be complete by Marh 15
OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	58.00% Target: 62.00		51.30% Target: 57.00		59.00% Target: 62.00	<b>Updater</b> Due to over-running building works. We had to cancel some performances. Outdoor performances were adversely affected by the weather
OTH03 - Number of private hire bookings of the Old Town Hall	Julie Still Sara Railson	12 Bookings Target: 0		9 Bookings Target: 5		10 Bookings Target: 5	<b>Updater</b>



## AGENDA ITEM: 7

### SUMMARY

<b>Report for:</b>	<b>Housing and Community Overview &amp; Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>12 November 2014</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter Two Performance Report – Regulatory Services</b>
Contact:	<p>Cllr Neil Harden, Portfolio Holder for Residents and Regulatory Services</p> <p>Author/Responsible Officers:</p> <p>Chris Troy, Group Manager, Regulatory Services</p> <p>Dave Austin, Assistant Director (Neighbourhood Delivery)</p>
Purpose of report:	To provide Members with the performance report for quarter 2 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'	<p>Value for Money:</p> <p>Monitoring Performance supports the Council in achieving Value for Money for its citizens.</p>
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:	

## 1. Background

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

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

## 2. Regulatory Services Quarter 2 Performance Indicators

2.1 There has been significant slippage in the following area Q2:

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

A combination of vacancies and illness have contributed to the slippage in the PI's relating to food Inspections (48.7%). Vacancies have now been filled but newly appointed officers are required to undergo a three month lead in period of supervision, in accordance with Government guidelines. This has meant that there have only been two fully operational officers out of four covering this period and some of their time would have been taken up training new officers. The section is now fully staffed and the officers are dealing with the backlog of inspections.

### **3. Environmental Protection**

- 3.1 There are ongoing appeals taking place in relation to Enforcement notices served on Bovington Airfield. The notices were served earlier in the year as a result of noise complaints and the change of use of the site with respect to intensified motor sport activity. The planning appeal was heard by the Government Inspector in September and the final decision will be made over the coming months, in the meantime we are continuing to monitor noise levels from the site and are dealing with the ongoing appeal against the noise abatement notice.
- 3.2 A noise abatement notice was served on the licensee of a public house in Old Hemel. A notice was also served on the Old Post Office construction site.
- 3.3 We received several complaints about farm yard odour – the issue was reported in the press and radio. The complainants and media alleged it was due to the spreading of human waste but actually it turned out to be rotting manure. We worked with the farmer to ensure that the manure was incorporated into the soil without any further complaints.

### **4. Air Quality Action Plan**

- 4.1 Dacorum Borough Council's Air Quality Action Plan was circulated for comments. This sets out the Council's strategy over the next three years for managing poor air quality and focuses primarily on the three Air Quality Management Areas (AQMA's) where levels of NO<sub>2</sub> exceed prescribed limits.

### **5. Environmental Enforcement**

- 5.1 There are currently four cases which have been referred to legal for prosecution.

### **6. Food Safety**

- 6.1 Food Safety Audit

The Food Standards Agency Carried out an Audit of the Council's food safety enforcement arrangements covering in particular our database and documented management systems. The FSA were generally happy with our arrangements and highlighted a number of areas of good practice.

- 6.2 Two premises were served with Food Hygiene improvement notices in this period and this included pest control issues, requirement to put in place and implement food safety management systems and notices for lack of hand washing facilities. Also a caution was issued against a proprietor of a non-compliant restaurant.

### **7. Corporate Health and Safety**

- 7.1 New Corporate H&S arrangements are in place and the first meeting of the Health and Safety Committee took place in August. Key issues currently being addressed include: fire safety, fire evacuation plans, first aid, asbestos, setting up an electronic database for accidents and delivering H&S training.

Other longer term projects include:

- Review the organisation & arrangements for delivering H&S

- Develop more detailed corporate H&S plans
- Electronic DSE assessments

## **8. Private Sector Housing**

- 8.1 DBC continues to manage a property subject to Final Management Order which will last for five years. DBC will continue to manage the property in terms of the tenancies and it is also maintaining the property and remedying any defects so it is fit for habitation. DBC have also carried out works in default to rectify a number of hazards. Officers are now dealing with another property owned by the same person which is in a similar state of disrepair. Officers have served improvement notices and in all likelihood will be taking similar action as before.
- 8.2 As a result of more effective partnership arrangements with other departments there have been other HMO's which have come to our attention as requiring action.
- 8.3 More caravans have been inspected during this period which has resulted in action by officers to remedy defects. The main issues have been to do with fire safety.

## **9. Primary Authority**

- 9.1 A meeting took place with 'One Stop' to finalise arrangements before the contracts for Primary Authority are agreed.

## **10. Sustainability**

- 10.1 An external audit of the Civic Centre took place on the 9<sup>th</sup> Sept which was satisfactory except for three minor non compliances:
- Could not provide documentation of actions following internal audits, actions had been completed but not documented. This has now been incorporated into Entropy
  - No F Gas register for air con units- This is now compliant.
  - Waste Transfer notes did not contain all the information required.

Also an update was given to CMT in June on progress with the corporate workplan. The Environmental Management System is now fully embedded in the majority of Council buildings and the progress towards ISO 14001:2004 compliance is on track. It has been agreed that DBC will install more water meters which will enable issues such as leaks to be identified. In July 9 Solar tubes were installed at Grove Hill Adventure playground.

# QUARTERLY PERFORMANCE

Regulatory Services

September 2014

All Measures

Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
REG02 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	Chris Troy Nicholas Egerton	No Data Target: 0		85.71% (36/42) Target: 95.00		48.72% (38/78) Target: 95.00		<b>Owner</b> Vacancies in the Food & Health and Safety Section continue to have an impact on performance. Cover has now been provided for the team leader on maternity leave and the EHO vacancy has been filled	
REG03 - Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	Chris Troy Nicholas Egerton	99.32% (1020/1027) Target: 98.00		99.33% (744/749) Target: 98.00		99.09% (979/988) Target: 98.00		<b>Updater</b>	
REG05 - Percentage of Noise cases closed within 60 days	Chris Troy Nicholas Egerton	91.57% (163/178) Target: 90.00		85.51% (59/69) Target: 90.00		89.25% (83/93) Target: 90.00		<b>Updater</b>	
REG06 - Disabled Facilities Grants - percentage of final payments made within 6 months following approval	Chris Troy Nicholas Egerton	85.71% (12/14) Target: 80.00		75.00% (9/12) Target: 80.00		83.33% (15/18) Target: 80.00		<b>Updater</b>	



## AGENDA ITEM: 8

### SUMMARY

Report for:	<b>Housing &amp; Community Overview &amp; Scrutiny Committee</b>
Date of meeting:	<b>12 November 2014</b>
PART:	<b>1</b>
If Part II, reason:	

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

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

## **1.0 Introduction**

This report details the performance of the Housing Service during the 2nd quarter 2014/15 against performance indicators and an update regarding the Housing Service Plan 2014-2016

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

## **2.0 Housing Performance Report – 2014/15**

Appendix 1 shows performance against the 'Service Critical' performance indicators for 2014/15 for the period of July – September.

### **2.1 Repairs & Maintenance - Osborne**

The second quarter relates directly to the new contract managed by Osborne who took over both repairs and planned improvements as of July 1<sup>st</sup> under the new Total Asset Management partnership with DBC.



Over the first three months there has been extensive mobilisation in terms of the workforce, the new premises, fleet and IT and the upheaval has been significant.

Whilst not all Performance Indicators are currently achieving the target the performance has been better than expected during this period.

The performance indicators will be closely monitored over the coming months to ensure that the direction of travel is positive and that targets are achieved as soon as possible.

## **2.2 Empty Homes**

The new Empty Homes team has now been operating for about 6 months or so. Following initial teething problems progress is being made in reviewing processes and methods of work with all members of the team participating in the continuous improvement plan. Osborne have introduced ideas which are having a direct impact on the length of time it takes to carry our works to and empty home.

A full report detailing the changes and progress will be presented to the Housing & Communities Overview & Scrutiny

## **3.0 HRA Capital Programme**

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

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

So far since July 1<sup>st</sup> Osborne have completed the following:

- Kitchens & Bathrooms – 125 (ANOTHER 250 HAVE BEEN DESIGNED AND BOOKED IN)
- Doors - 347
- Re-wires – 17

## **4.0 Special Projects**

### **Summer Court – Energy Efficiency Refurbishment & Estate Improvements**

(Contractor – Kier)

This project has now started following extensive pre contract works and consultation with tenants and leaseholders.

Member of the TLC have been invited to a site visit to find out more on Saturday 8<sup>th</sup> November 2014

### **165 – 215 Longlands – External Refurbishment & Rooftop Development**

(Contractor – Keepmoat)

This contract involves full external refurbishment, some reconfiguration of communal facilities and the creation of 6 new homes on the roof. The site compound is currently being set up and works are due to start in earnest after Christmas.

#### **4.0 Housing Service Plan**

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

Appendix 2 shows progress of the Housing Service Pan as at end of October 2014

#### **5.0 Housing Risk Register**

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

# H&C OSC QUARTERLY PERFORMANCE REPORT

Housing Landlord

September 2014



Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
FIN12 - Garages Income ytd budget against ytd actual	Andy Vincent Marie Stokes	£1288984 Target: 1290581	↓	£584395 Target: 602731	↑	£1284919 Target: 1315015	✓	<b>Updater</b> On target (2%) variation.	
HL05a - Stage 1 Complaints responded to within target for Housing	Elliott Brooks Corvu Admin	95.92% (47/49) No Target	↓	93.26% (83/89) No Target	↓	84.48% (49/58) No Target	✗		
HL05b - Stage 1 Complaints received for Housing	Elliott Brooks Corvu Admin	48 Complaints Info Only	↑	81 Complaints Info Only	↓	62 Complaints Info Only	✗		
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	Fiona Williamson Adrian Hoole	99.97% Target: 100.00	↑	99.80% Target: 100.00	↑	99.99% Target: 100.00	✓	<b>Owner</b> Consistent management and intervention for hard to access properties has ensured the level of compliance has remained at a high level.	
PP08 - Percentage of tenants satisfied with Gas Servicing	Fiona Williamson Adrian Hoole	96.66% Target: 97.00	↑	No Data Target: 97.00		99.00% Target: 97.00	✓	<b>Owner</b> The gas servicing contract is consistently recording high levels of customer satisfaction and due to proactive management the compliance rate has remained high with the service provider Sun Realm providing some evening and weekend appointments	

Monitoring
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Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
PP10 - Percentage of emergency repairs completed within 4 hours	Fiona Williamson Graham Tookey	99.75% Target: 98.00	↓	98.02% Target: 98.00	↓	85.00% Target: 99.00	✓	<b>Owner</b> All urgent work is now within the 4 hr category, whereas previously there were two categories 4 and 24 hour. Due to the high volumes of calls which tenants regard as an emergency this has been difficult to achieve and is currently being reviewed.	
PP11 - Average Time taken to complete non urgent repairs	Fiona Williamson Graham Tookey	15.20 Days Target: 15.00	↑	14.80 Days Target: 15.00	↑	7.12 Days Target: 14.00	✓	<b>Owner</b> Excellent improvement on the average number of days to complete non urgent repairs.	
PP13a - Percentage of responsive repairs completed within target	Fiona Williamson Graham Tookey	No Data No Target		97.36% (6315/6486) Target: 97.00	↓	95.96% (5921/6170) Target: 97.00	✓	<b>Owner</b> Comment as above.	
PP13b - Percentage of responsive repairs completed right first time	Fiona Williamson Graham Tookey	99.53% Target: 98.50	↓	99.72% Target: 98.50	↓	96.00% Target: 96.00	✓	<b>Owner</b> The recalls rate has been low which is very positive. Further work is to be undertaken with the tenants to agree how they would wish to define this measure.	
PP14 - Appointments kept as a percentage of appointments made	Fiona Williamson Graham Tookey	99.73% Target: 97.00	↓	99.86% Target: 97.00	↓	86.00% Target: 98.00	✓	<b>Owner</b> Initially some of the appointments that were made prior to Osborne starting the contract did not interface over into their system which resulted in a number of missed appointments and operatives were not completing jobs on their hand held devices, which gave a false result in some instances. There has been work undertaken to improve the appointment system and additional training to operatives.	

Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
PP15 - Percentage of tenants satisfied with the service planned and responsive works	Fiona Williamson Graham Tookey	98.77% Target: 97.00	↗	96.57% Target: 97.00	↗	92.50% Target: 90.00	✓	<b>Owner</b> Generally the satisfaction has been high and Osborne have received a number of compliments on the service. There have been some problems with the kitchen and bathroom installations which have been identified and addressed.	
PP20 - Average time taken for major adaptations	Fiona Williamson Simon Smith	139.17 Days (21015/151) Target: 151.00	↘	127.24 Days (11579/91) Target: 151.00	↘	146.00 Days (1314/9) Target: 151.00	✓	<b>Updater</b> The performance is within target however it has declined in this quarter. There were 9 adaptations completed, 3 of which were cases carried out totally under the new contract with Osborne <b>Owner</b> Osborne are working closely with the Council and the occupational therapists to improve the time taken for adaptations and this will be closely monitored	
SH01 - Number of current Deposit Rent Guarantees	Julia Hedger Isabel Connolly	182 Dwellings Target: 180	↘	166 Dwellings Target: 170	↘	161 Dwellings Target: 170	✓	<b>Updater</b> <b>Owner</b> Work is ongoing to try and increase the number of available properties for this scheme. We have taken out an advert with the Gazette to promote scheme to potential new landlords	
SH03a - Average Time (calendar days) to re-let all properties	Julia Hedger Isabel Connolly	No Data No Target		39.1 Days (5234/134) Target: 35.0	↗	37.5 Days (5772/154) Target: 35.0	✓	<b>Updater</b> <b>Owner</b> Significant improvements already made but work continues to reduce this figure to within the set target.	

Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
SH03b - Average Time (calendar days) to re-let General Needs properties	Julia Hedger Isabel Connolly	No Data No Target		39.16 Days (3564/91) Target: 25.00	↗	34.19 Days (3248/95) Target: 25.00	✓	<b>Updater</b>  <b>Owner</b> Significant improvements have been made and work is ongoing to meet the target. OSC report in November will detail all of the improvements to date and ones still planned for the future.	
SH03c - Average time (calendar days) to re-let Sheltered properties	Julia Hedger Isabel Connolly	50.6 Days (2885/57) Target: 50.0	↗	38.4 Days (1538/40) Target: 50.0	↘	43.4 Days (2433/56) Target: 50.0	✓		
SH03d - Average time (calendar days) to re-let Adapted properties	Julia Hedger Isabel Connolly	0.5 Days (36/67) No Target	↗	44.0 Days (132/3) Target: 150.0	↗	30.3 Days (91/3) Target: 150.0	✓		
SH04a - Percentage of General Needs properties let within target	Julia Hedger Isabel Connolly	30.19% (32/106) Info Only	↗	24.18% (22/91) Info Only	↗	34.74% (33/95) Info Only	✓	<b>Updater</b>  <b>Owner</b> Increase within the quarter of properties let within the target set	
SH04b - Percentage of Sheltered properties let within target	Julia Hedger Isabel Connolly	No Data Info Only		76.19% (32/42) Info Only	↘	75.00% (42/56) Info Only	✓		
SH04c - Percentage of Adapted properties let within target	Julia Hedger Isabel Connolly	No Data Info Only		100.00% (3/3) Info Only	↗	100.00% (3/3) Info Only	✓		
SH05 - Number of new Affordable Homes completed	Julia Hedger Sarah Pickering	16 Dwellings Info Only	↗	24 Dwellings Info Only	↗	95 Dwellings Info Only	✓		
SH07a - Number of new cases seeking Housing Advice	Julia Hedger Natasha Brathwaite	519 Cases Info Only	↘	343 Cases Info Only	↗	362 Cases Info Only	✓	<b>Updater</b> Number of new cases seen for housing advice has increased on last quarter, however down from this point last year.	

Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
SH07b - Number of Housing Advice cases YTD	Julia Hedger Natasha Brathwaite	823 Cases Info Only	↓	343 Cases Info Only	↑	705 Cases Info Only	✓	<b>Updater</b> Number of new cases seeking advice increasing, high number of termination of AST's received in this quarter.	
SH08a - Number of new homelessness applications taken	Julia Hedger Natasha Brathwaite	58 Applications Info Only	↓	17 Applications Info Only	↑	21 Applications Info Only	✓	<b>Updater</b> Increase of new homelessness applications this quarter due to increase in termination of Assured Shorthold Tenancies and Domestic Abuse cases. <b>Owner</b> This is still significantly lower than last year due to the team restructure and positive focus on prevention work	
SH08b - Number of new homelessness applications taken YTD	Julia Hedger Natasha Brathwaite	119 Applications Info Only	↓	17 Applications Info Only	↑	38 Applications Info Only	✓	<b>Updater</b> As per previous, increase in homelessness applications, drive by termination of AST and domestic abuse. Unable to prevent homelessness in such instances. <b>Owner</b> as above also - very good prevention where possible is being achieved.	
SH09a - Percentage of homeless decisions in 33 days or less	Julia Hedger Natasha Brathwaite	No Data Target: 100.0		81.8% (36/44) Target: 70.0	↑	100.0% (54/54) Target: 70.0	✓		
SH09b - Average time taken to investigate a homeless application	Julia Hedger Natasha Brathwaite	32.6 Days Info Only	↓	19.2 Days Info Only	↓	7.7 Days Info Only	✓		

Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
SH11a - Percentage of Homelessness reviews upheld by Member's panel	Julia Hedger Natasha Brathwaite	No Data Target: 90		100% (12/12) Target: 100	↓	88% (7/8) Target: 100	✓	<b>Updater</b> 1 review of homelessness decision overturned by member review panel as members considered that the applicant was in Priority Need. <b>Owner</b> Further information to be provided to Members panel to define the difference between Priority Need and Medical need together with latest case law in this area	
SH12a - Total number of households in Temporary Accommodation	Julia Hedger Isabel Connolly	No Data Info Only		72 Households Info Only	↓	48 Households Info Only	✓	<b>Updater</b> <b>Owner</b> There has been a reduction in applicants in TA this quarter	
SH14 - Number of households with children (or pregnant) in B&B for more than 6 weeks	Julia Hedger Isabel Connolly	1 Households Target: 0	↑	1 Households Target: 0	↑	0 Households Target: 0	✓		
SH20a - Active Number of Applications	Julia Hedger Natasha Brathwaite	137 Applications Info Only	↑	4690 Applications Info Only	↑	4801 Applications Info Only	✓		
SH20b - Deferred Number of Applications	Julia Hedger Natasha Brathwaite	No Data Info Only		4385 Applications Info Only	↑	4540 Applications Info Only	✓		
SH27 - Value of rent guarantees paid out	Julia Hedger Isabel Connolly	£2938.25 Info Only	↓	£695.00 Info Only	↑	£2168.73 Info Only	✓		
TL01 - Current rent arrears as a percentage of the annual debit	Andy Vincent Katie Kiely	3.73% Target: 3.80	↓	3.17% Target: 3.50	↓	3.76% Target: 3.50	✓	<b>Updater</b> This is above target, but this is to be expected given the DD payment cycle and the timing of the free weeks. It is expected that the arrears will continue to increase until Christmas when the cycles will again start to co-incide and the arrears will reduce.	

 Monitoring
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Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	Andy Vincent Katie Kiely	99.91% Target: 98.50	↓	97.31% Target: 99.50	↑	97.67% Target: 99.50	✓	<b>Updater</b> This indicator remains below target but collection rates are projected to improve over the remainder of the financial year	
TL04 - Voids loss as a percentage of the rent roll	Andy Vincent Katie Kiely	0.70% Target: 1.00	↓	0.74% Target: 0.80	↓	0.76% Target: 0.80	✓	<b>Updater</b> This is a good result and within target - the setting up of a team specifically to deal with voids appears to be working well	
TL13a - Percentage of Community Alarm calls answered within 1 min	Andy Vincent Dharini Chandarana	97.26% Target: 97.50	↑	97.56% Target: 97.50	↑	97.61% Target: 97.50	✓	<b>Updater</b> Performance remains within target	
TL15 - Satisfaction with the outcome of medium level ASB cases	Andy Vincent Lindsey Walsh	96% (25/26) Target: 80	↓	92% (11/12) No Target	↑	95% (18/19) No Target	✓	<b>Updater</b> Levels of satisfaction have remained consistently high	
TL16 - Acknowledgement of a report of ASB within 24 hours	Andy Vincent Lindsey Walsh	97% (166/172) Target: 95	↑	97% (150/154) Target: 95	↑	98% (160/164) Target: 95	✓	<b>Updater</b> Target has been maintained throughout the year.	
TL19 - The number of Mutual Exchanges undertaken in the financial year to date	Andy Vincent Vivienne Cunningham	66 Info Only	↓	20 Info Only	↑	44 Info Only	✓	<b>Owner</b> Significantly fewer mutual exchanges taking place in this financial year compared to the last	
TL21a - Percentage of households formally involved with the Housing Service	Andy Vincent Jules Stevens	No Data No Target		0.5% (51/10500) Target: 0.2	↓	0.4% (43/10500) Target: 0.2	✓	<b>Owner</b> There are now significant formal opportunities for tenants to be involved with the Council. Work will continue to both strengthen these methods and to promote less formal methods of involvement	

Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
TL21b - Percentage of households informally involved with the Housing Service	Andy Vincent Jules Stevens	No Data Target: 0		2.1% (222/10500) Target: 2.8	↗	8.2% (866/10500) Target: 2.8	✓	<b>Updater</b> This quarter has seen a significant increase in the number of households that we have engaged with on an informal basis. This is largely down to the Tenant and Leaseholder Day and the Conference on the Road activity which has seen us engage with over 600 people. There has also been big attendance at the coffee morning that the Tenant Involvement Officers attend on a regular basis, as well as an increasing number of people getting involved through the local improvement grant. There has also been a number of informal events such as the Grow your own Garden Party and the communal garden improvements at one of our sheltered schemes, led by the YTI team and supported by Osborne's and the Tenant Involvement Officer.	
TL21c - Percentage of tenants on whom the organisation holds diversity information	Andy Vincent Carolyn Leech	No Data Target: 0		75% (7671/10184) Target: 80	↘	75% (7602/10118) Target: 80	✓	<b>Updater</b> We are currently awaiting the Core Benchmarking report from Housemark to see how we compare with our peers on this indicator. An action plan can then be created to address the gaps in Equality and diversity information that we hold.	
TL29 - Number of tenants who have moved to a smaller home this year	Andy Vincent Lindsey Walsh	92 Info Only	↗	73 Info Only	↗	158 Info Only	✓	<b>Updater</b> This figure includes Mutual Exchanges and Mutual Transfers	

## Appendix 2 Housing Service Plan (13 Pages)



























# OPERATIONAL RISK REGISTER

September 2014



Housing Landlord - Elliott Brooks					
HL_F01 Failure to closely monitor operational and financial factors affecting the delivery of the HRA Business Plan					
Category: Financial		Corporate Priority:		Risk Owner: Elliott Brooks	Portfolio Holder: Cllr Margaret Griffiths
				Tolerance: Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
2 Unlikely	4 Severe	8 Amber	1 Very Unlikely	2 Medium	2 Green
Consequences		Current Controls		Assurance	
Delivery of the Business Plan would not be achieved if income and financial control is not closely managed		Regular and then formal end of year review of Business Plan in partnership with Finance. Any policy changes or govt announcements that may impact the plan or its assumptions are quickly analysed and reflected into the Business Plan  This enables for long term financial viability to always be visible and if there are foreseen issues in certain years programmes can be altered as needed or issues taken to mitigate		HRA Business Plan	
Sign Off and Comments					
Sign Off Complete					
2014/15 Business Plan recently approved at the Council's September Cabinet meeting following consideration by TLC and Housing & Communities OSC					



# OPERATIONAL RISK REGISTER

September 2014



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

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

# OPERATIONAL RISK REGISTER

September 2014



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

Sign Off Complete

Early indications are that the new contractor is fully committed to achieving the maximum benefits for the Council and its tenants and leaseholders through the Total Asset Management Approach -First Strategic Core Group Meeting took place September 2014

### HL\_I03 Failure to adopt a service specific best practice approach to Health and Safety (Housing Landlord)

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

# OPERATIONAL RISK REGISTER

September 2014



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

# OPERATIONAL RISK REGISTER

September 2014



The service involves the tenants who live in our Supported Housing more and more in the delivery of services. The Supported Housing Forum meets regularly with DBC officer to discuss a variety of issues

HL_R03 Failure to Deliver the Council's New Build Programme					
Category:	Corporate Priority:	Risk Owner:	Portfolio Holder:	Tolerance:	
Reputational	Affordable Housing	Elliott Brooks	Cllr Margaret Griffiths	Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
2 Unlikely	4 Severe	8 Amber	1 Very Unlikely	4 Severe	4 Green
Consequences		Current Controls		Assurance	
Reputational and financial impact with public and HCA regarding grant allocations and due to the high profile of the project		Monthly Financial meetings to monitor budgets, Fortnightly AD update, monthly project group, seconded team concentrating solely on development.  This allows full debate on key issues and involves legal, finance, procurement at the early stages of any discussions		All Schmes have project worksheets updated fortnightly	
Sign Off and Comments					
Sign Off Complete					
'Phase 1 of the Council's New Build Programme - 71 homes and a homeless hostel is progressing to timescales and the first new homes will be completed in April 2015					



## AGENDA ITEM: 9

### SUMMARY

<b>Report for:</b>	<b>Housing and Community Overview and Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>12 November 2014</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter 2 Budget Monitoring Report</b>
Contact:	Cllr Nicholas Tiley, Portfolio Holder for Finance and Resources  James Deane, Assistant Director (Finance & Resources)  Richard Baker, Group Manager (Financial Services)
Purpose of report:	To provide details of the projected outturn for 2014/15 as at Quarter 2 for the: <ul style="list-style-type: none"> <li>• General Fund</li> <li>• Housing Revenue Account</li> <li>• Capital Programme</li> </ul>
Recommendations	That Committee note the forecast outturn position.
Corporate objectives:	Dacorum Delivers
Implications:	Financial and Value for Money implications are included within the body of the report.
Risk Implications	Risk implications are included within the body of the report.
Equalities Implications	There are no equality implications.
Health And Safety Implications	There are no health and safety implications.
Consultees:	Budget Managers.
Glossary of acronyms and any other abbreviations used in this report:	GF – General Fund HRA – Housing Revenue Account

## 1. Introduction

1.1 The purpose of this report is to outline the Council's forecast outturn for 2014/15 as at 30 September 2014. The report covers the following budgets:

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

## 2. General Fund Revenue Account

2.1 The General Fund revenue account records the income and expenditure associated with all Council functions except management of the Council's own housing stock, which is accounted for within the Housing Revenue Account (HRA) (see Section 4).

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

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

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

<b>Amendments</b>	<b>£000</b>	<b>Approved</b>
<b>2014/15 Original budget</b>	<b>19,416</b>	
Community Sport Activation Fund	22	Council November 2013
Replacement Street Name Plates	40	Council February 2014
Graduate Development Programme	36	Cabinet April 2014
Apprentices	68	Audit Committee June 2014
EDRMS	90	Audit Committee June 2014
Dacorum Sports Trust	100	Council July 2014
Category Management	75	Council July 2014
Garage Strategy	100	Council September 2014
Grant Funded Agency Costs	120	Council September 2014
Pensions Backfunding	(1,019)	Council September 2014
Reserve Funded Staff Costs	(15)	Council September 2014
Redunancy Costs	32	Council September 2014
Waste Services Implementation	219	Council September 2014
<b>2014/15 Current Budget</b>	<b>19,284</b>	

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

	Adjusted Budget £000	Projected Outturn £000	Variance	
			£000	%
Finance & Resources	11,570	11,828	258	2.2%
Strategic Planning & Environment	6,159	5,684	(475)	-7.7%
Housing & Communities	1,555	1,732	177	2.9%
<b>Total</b>	<b>19,284</b>	<b>19,244</b>	<b>(40)</b>	<b>-0.2%</b>

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

### 3 Housing and Community

Housing & Community	Controllable Budget £000	Projected Outturn £000	Forecast Variance	
			£000	%
Employees	3,193	3,243	50	1.6%
Premises	402	383	(20)	-4.8%
Transport	43	39	(4)	-9.3%
Supplies & Services	1,985	2,050	64	3.2%
Third Parties	25	25	0	0.0%
Income	(4,094)	(4,007)	87	-2.1%
	<b>1,555</b>	<b>1,732</b>	<b>177</b>	<b>11.4%</b>

#### 3.1 Employees - £50k over budget (1.6%)

Pressure £50k - A pressure of £30k across services is projected linked to the vacancy provision. This target is set at 5% of direct salary costs for 2014/15. This position will continue to be monitored. In addition, a redundancy payment of £20k has been made.

#### 3.2 Supplies & Services - £64k over budget (3.2%)

Pressure £102k - There is a projected overspend on garages. Of this, £46k relates to contractual spend on planned repairs, entered into during 2013/14 but not completed within the financial year. A further £56k relates to spend on the options appraisal of garage sites.

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

#### 3.3 Income - £87k under budget (1.1%)

Pressure £44k - Clinical commercial waste collections have ceased during the first quarter of this year, resulting in a loss of income. This was part of a wider initiative to focus operations on higher revenue generating streams over the longer term within Environmental Health – namely Pest Control which has implemented a charging policy. Growth in this service is expected to yield significantly increased income over the coming years.

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

#### **4 Housing Revenue Account (HRA)**

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

4.2 The projected HRA balance at the end of 2014/15 is £3.72m. The forecast operating surplus is £994k – an increase of £755k compared to the surplus of £239k originally budgeted. Significant variances are as follows:

##### **4.3 Dwelling Rents - £249K surplus (0.5%)**

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

##### **4.4 Interest and Investment Income - £34K surplus (34%)**

Higher capital balances due to lower capital expenditure are forecast to generate additional investment income.

##### **4.5 Contribution towards expenditure - £154K surplus (33.5%)**

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

##### **4.6 Repairs and Maintenance – £180K over budget (1.4%)**

There is a projected pressure on the drainage budget of £180K. This continuing trend from previous years suggests that this pressure reflects an underestimation of budget requirement rather than an increase in drainage works.

##### **4.7 Supervision and Management – £504k under budget (3.2%)**

The expected underspend relates to:

- Underspend £210k – A one off pension back-funding payment was made in 2013/14 as part of the triennial review. This had originally been budgeted for payment in 2014/15.
- Underspend £100k - Generated from the implementation of energy efficiency projects such as the installation of solar panels at flats and LED lighting in communal areas.
- Underspend £80k - The number of voluntary moves due to the impact of the benefit welfare reforms have been lower than anticipated on the under occupation incentive scheme.
- Underspend £189k - Salaries are forecast to be underspent, £67k of which is due to vacancies within the service and £122k relates to the TUPE of staff to Osborne.



- Pressure £74k - Uninsured losses relating to insurance claims from tenants for damages to buildings, storm damage and water leaks. Based on historical data and the trend of overspends against this budget, it may need to be revised upwards for 2015/16.
- Pressure £30k - Some software maintenance costs were excluded from the budget on the assumption that there would be a reduction in the internal software requirements under the new Total Asset Management contract.

## 5 Capital Programme

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

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

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

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

	Adjusted Budget £000	Projected Outturn £000	Rephasing £000	Variance	
				£000	%
Housing & Community	5,331	6,042	355	356	6.7%
<b>G F Total</b>	<b>5,331</b>	<b>6,042</b>	<b>355</b>	<b>356</b>	<b>6.7%</b>
<b>HRA Total</b>	<b>35,050</b>	<b>31,113</b>	<b>(2,776)</b>	<b>(1,161)</b>	<b>-3.3%</b>

## 5.2 General Fund Major Variances

As at Quarter 2 there is an overall projected pressure of £711k on the General Fund capital programme. This is a combination of overspending of £356k, and re-phasing of budgets from future year allocations into 2014/15 of £355k.

The projected net overspend of £356k is comprised of:

- Pressure £350k (line 102) - Additional areas for filling have been identified on the Highbarns Land Stabilisation project, and it is anticipated that after these works a certificate for completion can be provided to the Council. A report was taken to Cabinet on 21 October 2014 to recommend a Supplementary Estimate be approved by Council.
- Underspend £80k (line 119) – Budget on the Hemel Hempstead Gym Refurbishment was incorrectly slipped forward from 2013/14 after project completion.
- Pressure £110k (line 130) - Old Town Hall refurbishment costs are higher than budgeted due to tendered prices, reflecting an upturn in the construction market since the budget was set. The works were also more complex than planned (the tunnelling for example cost £30k more than budgeted).

The projected re-phasing of £355k from future years includes:

- £100k slippage (line 132) on youth centre provision. Options for this project are still being considered, so work will not be undertaken during 2014/15.

These are off-set by pressures requiring funding to be brought forward from the future budget allocations approved for these projects:

- Pressure £55k (line 131) – The works undertaken on the Verge hardening project are moving at a faster rate than forecast in the Capital Programme, and budget will need to be brought forward from 2015/16.
- Pressure £431k (line 138) – The tender price for the Elms Hostel development at Redbourn Road was higher than budgeted (£300k). In addition the refinement of fixtures and fittings specifications has generated an in year pressure.

### **5.3 Housing Revenue Account Major Variances**

There is a projected underspend on the HRA capital program of £1.161m. This includes:

- Underspend £830k (lines 196-199) - The strategic acquisitions allocation for the transfer of the Point between the General Fund and HRA is no longer required as provision for this transaction will be made as an accounting adjustment through financing section of the capital programme.
- Underspend £331k (line 191) – The tender price for new build at Farm Place Berkhamsted was lower than budgeted.

Projected re-phasing of £2.776m to future years includes:

- £2.776m slippage due to delays on the New Build scheme at London Road. Construction works have been delayed due to difficulties relocating the substation during the initial phase of the scheme. Works are due to commence in October

Budget Monitoring Report Appendices A, B & C (4 Pages)









## AGENDA ITEM: 10

### SUMMARY

<b>Report for:</b>	<b>Housing and Community Overview &amp; Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>Wednesday 12<sup>th</sup> November 2014</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Old Town Hall</b>
Contact:	<p>Cllr Neil Harden, Portfolio Holder for Residents and Regulatory Services</p> <p>David Austin, Assistant Director Neighbourhood Delivery Ext: Sara Railson, Arts Team Leader, Resident Services, Old Town Hall Ext 2093</p>
Purpose of report:	1. Old Town Hall Update report
Recommendations	<ol style="list-style-type: none"> <li>1. Members note the report</li> <li>2. Members agree that officers pursue a mid – term marketing strategy from 1/4/15 to 31/3/18</li> </ol>
Corporate objectives:	<p>Regeneration</p> <p>Dacorum Delivers</p>
Implications:	<p><u>Financial</u></p> <p>Within Agreed Budget</p>
‘Value For Money Implications’	The completed refurbishment will improve the ‘offer’ of the Old Town Hall and contribute towards the wider regeneration of Hemel Hempstead Old Town.
Risk Implications	Risk Assessment has been carried out as part of the Project Initiation Document for the Old Town Hall.

	Risk implications for staffing and marketing review have already been carried out. ?
Equalities Implications	The completion of the refurbishment has ensured accessibility throughout The Old Town Hall.
Health And Safety Implications	None
Consultees:	The Old Town Hall customers, staff Andrew Burton, marketing services
Background papers:	None
Glossary of acronyms and any other abbreviations used in this report:	None

## 1.0 Background

The Old Town Hall is a small scale receiving venue. It comprises of the Main House, The Cellar Club and the Robert Adams Gallery Bar. It provides a professional arts programme of drama, dance, comedy, film, music, children's and family theatre as well as a regular turnover of visual arts exhibitions.

Over the past 15 months, both the Gallery Bar and The Cellar Club have been refurbished to meet not just exacting health, safety and access regulations but also to give customers and visitors to the venue a better overall experience.

Post refurbishment it is anticipated that during our first full year of operation we will host between 230 and 250 events, as compared to the average rate of 130 – 150 events. This increase represents not only programmed professional arts events but also meetings, corporate events as well as celebratory occasions such as birthday parties and wedding / partnership receptions.

## 1.1 Budgetary Provision

Year	Arts Service Provision	Total Net Expenditure
2011/12	Old Town Hall	£428,200
2012/13	Old Town Hall	£428,200
2013/14	Old Town Hall	£400,000
2014/15	Old Town Hall	£408,000

## 1.2 Attendance Figures

The Old Town Hall main theatre has a capacity of 120 seats; the newly refurbished Cellar Club has a seating capacity of 65 seat and a standing capacity of 85.

Year	Old Town Hall Attendance (% of capacity)
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2011/12	52%
2012/13	54%
2013/14	62%
2014/15 (Apr – Oct)*	63.5%
20104/15 (Nov – Dec)**	50%

\*Figures are based on live performances sales / attendance for Main House only April to July and include both main House and Cellar Club for September through October.

\*\* Capacity sales figures for the live programme through to December 2014 (as of 30/10/14) October)

## **2 The Old Town Hall Refurbishment**

2.1 The regeneration of The Old Town Hall (TOTH) represented a key project for Dacorum Borough Council. There were two agreed strands of work:

a) Refurbishment of the Gallery Bar area / kitchen. Work commenced in June 2013 and finished in September 2013, in time for the beginning of the new season. Aside from opening up the service / hatch area, works also included the installation of appropriate work surfaces and kitchen equipment to meet standards expected of a café / bar serving the public.

b) Refurbishment of The Cellar Bar – installation of a new disabled lift and disabled toilet, new bar area and refit of the space to allow for appropriate air extraction/ventilation, new control room and equipment. Works were due to start in January 2014 but were delayed until March. The completion date was originally set for July but actually was September of this year.

The refurbishment threw up a number of challenges due to the age and listed status of The Old Town Hall. These challenges contributed to the delays in both stages of the works.

However the refurbishment is now complete and The Old Town Hall looks and feels like a venue more suited to the 21<sup>st</sup> century; crucially meeting health and safety requirements and regulations as well as the ability to offer all of our customers the opportunity to enjoy the full programme of events.

## **3 Updates:**

### **3.1 Programme Development**

#### **3.1.1 The Cellar Club**

Following on from the completion of works in the building, we have launched our new season both in the Main House and of course in the new Cellar Club. Our fortnightly comedy club, Screaming Blue Murder has once again taken up residence downstairs in the space in which it was so singularly successful during the 1990's. The improved facilities including full disabled access / disabled toilets, improved lighting and technical capability as well as much needed air quality controls have clearly demonstrated the Council's commitment to improving customer experience.

Aside from the Comedy Club, The Old Town Hall is delighted to be working in partnership with Herts Jazz to present a high quality monthly jazz event. The first two events enjoyed nearly 85% capacity and the trend looks likely to continue.

In addition, we are already taking enquiries for private hires in the space for both daytime and evening events. We would anticipate that through either direct programming or through private hires the Cellar club can enjoy up to 100 events per annum.

### **3.1.2 'Arts Award Discover - Dacorum' - An Arts Award project for local schools**

**What is Arts Award ?** Arts Award is...

- a great way for children and young people to be inspired by and enjoy the arts
- offered at five levels, four accredited and one introductory award
- a framework for learning new skills and sharing them
- an opportunity to develop creativity and leadership skills
- a link between young people and creative arts professionals

**Arts Award is a unique national qualification that helps young people to develop as artists and arts leaders. The programme develops their creativity, leadership and communication skills. It is open to anyone up to the age of 25 and embraces all interests and backgrounds. The award is managed by Trinity College London in association with Arts Council England with 10 regional bridge organisations.**

**The Old Town Hall has submitted an application to run the introductory Arts Award 'Discover'. This is an introductory level designed for ages 5 and above but is open to anyone aged up to 25. Work can be recorded in any format — from drawing to photography, collage to video**

If successful in our application it will develop the work already undertaken this year; earlier this year (June and again in October) we programmed and hosted two schools only performances. The additional funding will help us not only programme work which local schools can use as the base of the Discover Arts Award but will assist in giving a greater depth to their theatre experience.

Below are just some of the comments from teachers and pupils who attended the performance of I Believe in Unicorns on 16<sup>th</sup> October :

*"Thanks so much for organising it; it was a fantastic experience for the children, so many of whom haven't had the experience of live theatre before."* Year 6 teacher

*"It was weird because I normally sit in front of a screen but it was fun because you could get involved."*

*"It was exciting because when you have never been to the theatre before you don't know what to expect."*

*"It is better to go to the theatre than actors come to school because it is a whole new experience."*

*Pupils comments – Chaulden Junior School / Hammond Academy*

*"This was a really great trip for the children, it was affordable, it was local so meant for our classes we could do it and be back at school without a long coach trip. It is also fantastic to be using and supporting our local theatre. The children really want to go again!"* Year 5 Teaching Assistant

### **3.1.3 *Let's Dance***

In September this year we launched a dance/movement class for the over 55's. Health and well-being for our older customers in an arts context is as important to us as arts introduction to the 7 and 8 year olds of our Dacorum Discover initiative.

Working in partnership with a professional dance animateur and with Community Action Dacorum, The Old Town Hall hosts a 1.5hr dance workshop specifically aimed at the 55 years and over. Originally, our hope was for a capacity of 12 participants, but numbers are regularly 15 /16 participants and we have achieved this from our very first session. Participants range from 55 to 75 years in age and work on choreographed pieces set by our dance teacher. Aside from the obvious health benefits, the class has developed a strong social bond. Participants are already keen that this be a regular part of The Old Town Hall participatory programme.

### **3.1.4 *Independent Cinema Programme***

Following on from recommendations made at a member led Task and Finish group back in 2011 we have re-introduced film into The Old Town Hall programme.

We now have a number of strands of programming to meet differing needs:

Baby Blockbusters – aimed at parents and carers who want to see recent release films at a time that suits them and with their children in tow.

Recent films (within 4 – 6 months of general release) shown in the morning and early afternoon.

Added to this we are now introducing independent and world cinema; art house and foreign language films that have had limited cinema release, but that audiences would enjoy seeing on a big(ger) screen instead of via a DVD on their TV.

Developing audiences for cinema is a priority for The Old Town Hall but does take time. We want to make the experience a social as well as an artistic event. Our aim is to make the film programme cost neutral so that the costs of showing a film and the associated overheads are recouped through ticket income.

## **3.2 *Incentives and Discounts***

### **3.2.1 *Dacorum Card***

The Old Town Hall has been offering Dacorum Card Discounts for over a decade. Whilst uptake is limited, we still believe that it offers equality of access to the arts programme to our residents, especially those more financially challenged than others. We still see the greatest % of take up for our children's theatre programme.

### **3.2.2 *UpStaged***

At the beginning of the Autumn season 2014, we introduced the UpStaged discount scheme. Specifically aimed at younger audiences (between 16 and 25 yrs), we are attempting to encourage greater use of the facility and the programme by a younger demographic. The initiative is still in its infancy and take up is limited but a more robust marketing of the

scheme will form part of our new marketing strategy. Other arts venues offering a similar scheme are Watford Palace, The Roundhouse, Camden, the National Theatre and the Royal Shakespeare Theatre to name but a few.

### **3.2.3 *Dramatic License***

We are certainly aware that the vast majority of our bookers sit outside of the UpStaged age range. However, they are fiercely loyal to us and for that we have introduced an incentive for them. For the current season, we have created a discount scheme that offers a 10% reduction off the ticket total for customer booking for 3 or more drama shows from the autumn programme. This has been well received and nearly 5% of our total bookings for theatre have taken advantage of this offer.

Our aim is to drive up footfall, not just for The Old Town Hall but for the Old High Street. The recent, works have internal and external have had a negative impact on overall visitor numbers in the High Street.

### **3.3 *New Catering Offer***

Not since 2004 has The Old Town Hall had a full cafe/bar service. Whilst always being able to offer theatre customers a limited refreshment facility pre and post theatre, it was felt that once the refurbishment had been completed we would be a more attractive proposition for a commercial catering company.

Following procurement guidelines, the offer was advertised. We interviewed and appointed. The successful firm is First Catering, part of the First Service group. Even though we faced delays in the completion of the building works, First Service were up and running in time to offer a refreshment service to the journalists / press corp. in attendance for Stage 6 of the Tour of Britain. The following day, the Old Town Hall had its official re-opening and the café / bar was fully open to all our customers.

Dacorum Borough Council receive an annual rent for the service being provided by First Catering but just as importantly, we have a good quality, varied and reliable catering offer for our customers.

### **3.4 *New staffing arrangements to meet the increase in programme***

Given that the Old Town Hall will now increase its promotions /private hires by approximately 60% in a full year, we have had to expand our staffing structure (within budget) to meet this additional demand. As a consequence we took on a second technician in October 2014. This means that not only is our professional programme being resourced but we have capacity to offer a more robust technical service to private hirers – whether arts based or requiring back up for parties, receptions etc.

## **4 *Sponsorship***

The Old Town Hall is committed to attracting a level of external sponsorship /project funding from outside agencies. Within the 2015/16 financial year we would seek to attract a minimum of 5% of the total arts programme budget as inward investment

## 5 Marketing - Current

During our periods of closure ( Summer 2013 and again in Spring / Summer 2014), we decided that we should undertake only a short term marketing plan which we hoped would take us through the building works but at least maintain customer momentum until we fully re-opened in September of this year.

Our short term marketing plan was built around four drivers:

- **Accessibility**  
To ensure that our promotional material was written clearly and concisely.  
Removing barriers to customer visits, more accessible opening times, plain signage, and a welcoming feel to the building
- **Creative communications**  
Improving poster displays and expand our areas of print distribution  
To have an active and engaging on-line presence through increased use of social media – twitter, facebook etc., the creation of staff blogs
- **Retaining audiences**  
To improve the entire customer experience; whether through better on-line service or face to face encounter.  
Improve our café/ bar facilities to offer a greater choice of food as well as drinks.
- **Increase Old Town Hall presence**  
Promoting and supporting community arts – Dashfest, Adventure Playgrounds - National Playdays  
Offer support in kind (through box office resource/ equipment) to local events

These were perceived as ‘quick wins’ for us, as they all helped to establish a new energy for the service as well as raising our profile with customers and residents of the borough. We had anticipated being a reduced service for two blocks of three months within an 8 month period. As it transpired we were a greatly reduced service for the better part of 14 months.

### 5.1 Future Marketing Plans

Moving forward we are currently looking to develop our mid –term marketing priorities for April 2015 through to March 2018. Once completed we believe we will have the ‘road-map’ to capitalise on past successes, develop our future audiences and strengthen the offer of The Old Town Hall to the community.

Our vision is simple but ambitious – reflecting the trust and importance placed on us through the recent investment in our refurbishment.

**“The Old Town Hall’s mission is to be a beacon of excellence for the arts in Dacorum”**

Our broad objectives are three-fold:

- i) To present a dynamic and diverse professional programme of work that reflects and represents local, regional, national and international artists and art forms.
- ii) To attract and retain new audiences and participants whilst maintaining the venue’s core audience

- iii) To attract increased levels of inward investment.

As part of the Adopted Core Strategy 2006 – 2031, Dacorum Borough Council aims:

- i) To promote healthy and sustainable communities and high quality of life
- ii) To promote social inclusion and cohesiveness, embrace diversity and reduce inequalities
- iii) To provide a full range of social, leisure and community facilities and services

The Old Town Hall strives to support each of these key priorities.

We have recently worked with an independent marketing service to help us determine our current position and to therefore highlight the areas that need development and improvement so that we can attain our future ambitions. The conclusion of this ‘marketing audit’ has highlighted the following:

## **5.2 Strengths**

The Old Town Hall’s product is strong. Its eclectic programme reflects the organisations ambition to attract new audiences while retaining its core audience. The artistic and participatory products it provides (alongside the facilities it provides for commercial hirers) offer a suitable product proposition from which to build new audiences and users.

The Old Town Hall’s pricing policy is effective. It is both inclusive (having a very accessible entry level of £2.50 for film and a number of sales promotions such as the £5 UpStaged offer for 16 – 25 year old drama bookers) while at the higher end, customers appear to show little resistance to paying a top price of £16 for events with sufficient market appeal.

Press updates are sent out regularly and efficiently and the current Marketing Officer has developed effective on-going working relationships with some local journalists and press outlets.

Despite having limited aesthetic appeal, The Old Town Hall’s web-site is easy to navigate and the ‘select-a-seat’ facility offers customers freedom and clarity in the booking process.

The venue appears warm, friendly and inviting, offering a personalised audience to its predominantly loyal audience base. The recently completed refurbishments (and facilities such as the new Cellar Club bar, the opening of the Gallery Bar under new management) augment the quality of the customer experience once people have crossed the venue’s threshold.

However there are areas in which we can improve:

## **5.3 Challenges ( areas for development / improvement)**

The marketing activities currently in place are mainly geared to engage the already converted. Not enough resources or strategic marketing planning is in place to develop and retain new audiences.

There is a clear and pressing need for The Old Town Hall’s marketing and audience development to become as effective and ambitious as its programming.

Despite a hard working staff and evidence of good team working, the vast majority of the marketing and press work carried out at The Old Town Hall appears to be tactical and

reactive, resulting in a focus on short term fixes and trouble-shooting at the expense of a more strategic and longer term approach to marketing and audience development.

Audience numbers have declined slightly in the light of the recent refurbishments both internally at the Old Town Hall and externally to the High Street. No doubt these activities have had an adverse impact. Therefore the need to focus on future marketing and audience development activities are all the more pressing.

Print distribution outlets are limited and need to be significantly expanded as a part of a Strategic Marketing Plan and on-going audience development drive.

There should be a co-ordinated and concerted effort to increase the number of people who engage with The Old Town Hall via social media channels so that thousands rather than hundreds of people are actively engaged with the organisation in this way.

The Old Town Hall's web site offers little aesthetic or artistic appeal based as it is around a clunky and old fashioned 'frame' template. Whilst easy to navigate and the content of the web pages is interesting and informative, the graphic design of the web site itself is in urgent need of development if it is to help the organisation and retain new audiences.

There is significant scope to develop the press function at the venue, develop stronger contacts with local, regional and even national journalists, publications, web sites and using social media more (especially Twitter) to engage with journalists in this way.

The conclusion drawn is that now that we have completed the physical works to the building, we must decide upon the best course of action to further develop a constant and consistent interaction with our customers and stakeholders. To improve audience attendance, and to maximise ticket income.

#### **5.4 Recommendation from the audit**

Commission and complete a Strategic Marketing Plan to cover the period April 2015 to March 2018, setting out a series of SMART (Strategic, Measureable, Achievable, Realistic and Timetabled) Marketing Objectives which would act as Key Performance Indicators against which progress can be measured over time. This plan would demonstrate how The Old Town Hall's marketing operation will contribute to the organisation's strategic aims over this period

Areas of consideration include the development of our web-site, improving our visual and aesthetic appeal. The Old Town Hall website has been an on-going area of development for us. Not just ensuring up to date information on the Old Town Hall, but also how our customers interact with us (joining our database, buying tickets, giving online feedback, etc.) We work with our colleagues in web improvement services to continually develop our 'front face' to the public. To ensure that the online experience is a positive one and that they continue to return. But one look at other arts venue websites shows that we have to continually evolve and adapt to keep pace with new trends and social media fashions.

A review of our brand identity to ensure that it reflects the personality and brand values of the organisation and speaks more effectively to the new audiences it seeks to attract and retain

A review of pricing policy to explore whether ticketing income might be optimised in some areas whilst maintaining accessible and low priced entry level tickets

Explore the feasibility a developing a new programming strand of live and 'encore' satellite screenings (eg National Theatre Live) as this has proven to be extremely successful in other regional arts centres such as the 210 seat Haverhill Arts Centre and the 166 seat Stamford Arts Centre.

## **6 Conclusion**

Following on from the completion of the refurbishment work, The Old Town Hall has a clear view of its aims and objectives going forward:

- Increase audiences and other users of the building
- Attract Sponsorship
- Present a dynamic arts programme

The mid-term marketing plan will be our roadmap to achieving these ambitions. The improvements to the building coupled with a fresh and vigorous approach to our cultural offer, will I am sure bring an increase in visitors / customers to the Old Town and will go some way to ensure that local people continue to enjoy their Old Town Hall for generations to come





## AGENDA ITEM: 11

### SUMMARY

<b>Report for:</b>	<b>Housing and Communities Overview &amp; Scrutiny</b>
<b>Date of meeting:</b>	<b>12<sup>th</sup> November 2014</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Allocations and Empty Homes Team Update</b>
Contact:	Cllr Margaret Griffiths, Portfolio Holder for Housing  Julia Hedger, Strategic Housing Group Manager
Purpose of report:	To provide Members with an update of the improvement work the new Empty Homes Team have undertaken over the last six months; together with future plans to further improve the service.
Recommendations	1. For the Committee to note the report.
Corporate objectives:	Affordable Housing
Implications:	<u>Financial</u>  Fast void turnaround time reduces rent lost to the Council.
'Value For Money Implications'	<u>Value for Money</u>
Risk Implications	Risk Assessment – Team assessment on-going
Equalities Implications	Equality Impact Assessment - Team assessment on-going
Health And Safety Implications	Need to ensure lettable standard is achieved for new Council lettings to ensure the properties are safe for new tenants to move into.

Consultees:	Elliott Brooks – Assistant Director of Housing Natasha Brathwaite – Strategic Housing Team Leader (Property) Lesley Jugoo – Lead Officer Empty Homes Gemma Goacher – Lead Officer Allocations
Background papers:	Quarter 2 Performance Report
Glossary of acronyms and any other abbreviations used in this report:	GM – Group Manager PI – Performance Indicator CBL – Choice Based Lettings

## Background

- 1.1 Prior to April 2014 the responsibility for the key to key empty homes (void) process was split between three Group Managers and their teams (Housing Landlord, Property and Place, Strategic Housing). No one GM had the final responsibility for the team or the PI with performance not as good as it should have been.
- 1.2 In early 2014 the decision was taken by the Housing Senior Management Team (in consultation with the Portfolio Holder for Housing) to merge the teams into one; a new Empty Homes Team.
- 1.3 The Team now reports to one Group Manager (Julia Hedger – Strategic Housing) and sits within the Property Team in Strategic Housing. Natasha Brathwaite is currently the team leader while Isabel Connolly is on maternity leave, until May 2015. Lesley Jugoo is the Lead Officer of the team with a performance officer (Pat Coles) and three Lettings Officers (Gemma Baker, Michelle Challis & Dominique Angelo).
- 1.4 Within the property team there is an Allocations Team – Lead Officer is Gemma Goacher with two allocations officers. (Karen O Leary and Ryan Glanville). The two lead officers within the Property team work very closely together, and have been focusing on improving performance together.
- 1.5 In July 2014 a new maintenance contract began with Osborne’s. This enabled the team to develop new ways of working; however it also presented new challenges of working with a new organisation on such a key Council contract.

## 2.0 Performance Information

- 2.1 In April 2014 the empty homes performance indicator showed the average time taken to re-let all properties was **41** days (this includes general need, adapted and sheltered properties.)
- 2.2 For general needs properties only - the average time to re-let was **42.7** days.
- 2.3 At the end of September 2014 the average time taken to re-let all properties was **37.5** days.

- 2.4 For general needs properties only – the average time to re-let was down to **34.2** days.
- 2.5 Target for all properties to be let is **35** calendar days and general needs are **25** calendar days to be let. (Key to key – when keys are returned from previous tenants and tenancy is terminated to when new tenancy begins)
- 2.6 Further more detailed performance information is contained within the Housing performance report also to be discussed at this H&C OSC meeting and included within the meetings papers.

### **3.0 Improvement work to date**

#### **3.1 Procedural changes**

- Within the allocations team procedures relating to each process stream now have an associated target for action. These targets are clearly set out in a procedure document which provides clear guidance to staff on procedures to be followed with realistic target times to be achieved.
- Pre-void information is being used to advertise properties during the pre-void stage where possible.
- A new weekly 'work plan' spreadsheet for allocations has been developed and implemented within the team.
- No delay to tenancy commencement date for transfers under the 'Moving to a smaller home scheme' (saving around 14 days from each relevant letting)
- No delay to tenancy commencement date for transfer lettings where the sign up takes place on a Thurs / Fri (saving around 7 days from each relevant letting)
- Process mapping with clear procedures developed to ensure clarity for all staff within Osborne and DBC to ensure the responsibilities of both services are clear.

#### **3.2 Internal communication between teams**

- Development of lead officer relationship with more informal meetings each week and team building guidance.
- New mail groups set up to assist communication between all teams.
- Whiteboards in the office showing on-going performance which are updated daily.
- Real focus on general needs target of 25 days.
- Rationalisation of spreadsheet use; for example removed a spreadsheet duplicating information between allocations and lettings.

#### **3.3 External communications and messages to applicants**

- Letters have been developed and improved to make them clearer and provide more details to applicants.
- Websites have been updated (both DBC and Moving with Dacorum). Focus on providing relevant key information and updating websites regularly.
- Article in News and Views on promoting new team and clarifying the verification information needed at point of offer.

#### **3.4 Staff training**

- Property inspections training (Empty Homes Performance Officer and 2 x Lettings Officers attended training) to provide a greater understanding of the Lettable Standard expected when properties are ready to be let.

- Joint team meeting with all housing staff whose role may impact on lettings.
- Staff workshops to discuss areas for improvements and to generate ideas of how improvements can be made – this will happen regularly to improve communication and identify achievable improvements more quickly.
- Staff work shadowing between teams to raise awareness of team roles.

### **3.5 Developed Partnership with Osborne**

- Weekly operational meetings set up and attended between the two teams.
- 'Work in progress' spreadsheet updated and sent daily.
- Joint pre-void and pre-transfer visits between teams.
- Pre-void information sharing (e.g. repairs category, future planned works) this enables the team to use this information to inform potential tenants at offer and/or viewing if a new kitchen or bathroom will be installed post-void.
- Void specification sharing (including confirmation of pre-void repairs category, recharges, and details of works to be completed)
- Joint audit inspections to improve quality of works and prevent unnecessary refusals where possible.

### **4.0 Future improvement work currently planned**

- Continuous bidding cycles on CBL – this will allow some popular properties to be advertised for shorter periods of time. It will also allow properties to be advertised on each day of the week rather than work to the cycle we currently have (Thursday morning to Monday night).
- Letting of adapted properties through CBL and improving our relationship with Occupational Therapists.
- Further work on pro-active verification visits (further analysis of transfer visits which are still being requested as urgent)
- Work on lettings procedures – further develop new procedures relating to each process stream with associated target for action (this work has begun)
- Tenancy commencement form to be sent directly from Lettings Officers to Debit Control to prevent delays to tenancy set up on Orchard
- Remove Turn On and Test potentially which currently causes delays to tenancy commencement and can cause difficulties for new tenants moving into their property.
- Only drain down heating systems between Nov – April when weather is colder.
- Review contract management of Sunrealm and ensure they are working well with Osborne. This work will look at improving communication between Sunrealm and Osborne to prevent delays with Sunrealm requiring a vacant property after Osborne have completed their work. Ideally we would like to stop category 2 (non-emergency) installations being carried out during the void period also. This work can be scheduled once a tenancy has begun if non-urgent.



## AGENDA ITEM: 12

### SUMMARY

<b>Report for:</b>	<b>Housing and Community Overview &amp;Scrutiny</b>
<b>Date of meeting:</b>	<b>12 November 2014</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Governance Arrangements for the Community Infrastructure Levy (CIL)</b>
Contact:	<p>Cllr Andrew Williams, Leader of the Council and Portfolio Holder for Planning and Regeneration</p> <p>Heather Overhead – Assistant Team Leader, Strategic Planning and Regeneration Officer (ext 2083)</p> <p>James Doe – Assistant Director, Planning, Development and Regeneration (ext 2583)</p>
Purpose of report:	To provide Members with an update on progress towards CIL Governance and arrangements for S106 following implementation of CIL.
Recommendations	That the Committee notes and comments on the principles and proposals for CIL Governance as set out in the report for feedback to Cabinet.
Corporate objectives:	<p>Preparation and implementation of a CIL contributes to all of the corporate objectives.</p> <p><u>Affordable Housing</u> Affordable housing will be exempt from paying CIL and the CIL revenues cannot currently be used for provision of Affordable Housing. We will continue to secure Affordable Housing through the completion of planning obligations under S106 of the Town and Country Planning Act 1990 (as amended). Officers from the Strategic Housing service are involved in developing the CIL charging schedule, for which affordable housing requirements will be a key consideration. If CIL is set too high then developers may not be able to meet the affordable housing policy requirements identified in the Core</p>

	<p>strategy. A number of CIL Charging Schedules have been either amended or rejected for not adequately considering the implications of the Charging Schedule on delivery of Affordable Homes.</p> <p><u>Safe and Clean Environment</u> Open space and green infrastructure improvements have been identified as possible recipients of CIL funding within the Councils Draft Regulation 123 List Such works would contribute to a safe and clean environment.</p> <p><u>Building Community Capacity</u> CIL revenues may be used to social enterprise and local community infrastructure which supports those in the most deprived areas Local communities should feel empowered to carry out improvements within their neighbourhood by the delegated of a proportion of CIL funding to them under Regulation 59 of the CIL Regulations</p> <p><u>Regeneration</u> CIL will be used in combination with S106 to support the delivery of the key regeneration priorities for the Council.</p> <p><u>Dacorum Delivers</u> Developing the CIL represents Value for Money as it will become cost-neutral once it is up and running as explained below. It will lead to the delivery of infrastructure required to support new development so will improve the reputation of the Council.</p>
<p>Implications:</p> <p>'Value For Money Implications'</p>	<p><u>Financial</u> The cost of developing and implementing the Council's CIL Policies and Procedures is being borne by the Local Development Framework (LDF) budget, and may be repaid from future CIL receipts. Once implemented, up to 5% of CIL receipts may be used for its ongoing administration. The Council will not be able to charge for the monitoring of S.106 agreements with an associated loss in income. The project is expected to be cost-neutral in the long term.</p> <p>Once CIL is in place the Council will be responsible for collecting and allocating significant sums of money to the delivery of infrastructure.</p> <p><u>Value for money</u> Where possible, technical work that supports the CIL has been jointly commissioned with adjoining authorities to ensure value for money. The Council will be responsible for allocating CIL money for spend, and thus will have a responsibility to ensure efficient use of funds.</p>
<p>Risk Implications</p>	<p>The Project Initiation Document (PID) was updated in February 2013 and sets out full details of the risks associated with the introduction of a CIL. They include insufficient buy-in from infrastructure providers and key stakeholders, changes in</p>

	Government policy and team capacity.
Equalities Implications	An Equality Impact Assessment has been carried out for CIL in support of the PID. No significant issues have arisen, largely as any expenditure from CIL monies will need to be reflective of the need to develop infrastructure in the Borough, as set out in the Borough's Infrastructure Delivery Plan.
Health And Safety Implications	None
Consultees:	<p>The CIL Task and Finish Group have discussed the programme for the introduction of CIL and draft versions of the Regulation 123 List. They also discussed the CIL Governance proposals in July 2013.</p> <p>CIL Governance proposals have been developed by members of the CIL Working Group in liaison with officers at Hetfordshire County Council. The draft Memorandum of Understanding, CIL Governance Structure Diagram and Infrastructure Advisory Group Terms of Reference have been circulated to HCC for comment. Feedback from HCC is still awaited.</p> <p>Officers discussed the management and use of CIL funds with the Town and Parish Clerks at their meeting of the 26<sup>th</sup> February 2014. Initial views have been incorporated within the report.</p>
Background papers:	<ul style="list-style-type: none"> <li>• Inspector's Report on CIL – October 2014</li> <li>• Cabinet Report – 25<sup>th</sup> March 2014</li> <li>• Cabinet Report – 26<sup>th</sup> November 2013</li> <li>• CIL Guidance Notes June 2014 (Department for Communities and Local Government)</li> <li>• CIL Regulations 2010 (amended 2011, 2012 and 2013, 2014)</li> <li>• Full Council – 15<sup>th</sup> January 2014</li> <li>• Core Strategy 2006-2031</li> <li>• Dacorum Infrastructure Delivery Plan (June 2012)</li> <li>• Dacorum Infrastructure Delivery Plan Update (January 2014)</li> <li>• Infrastructure Funding Gap Assessment (December 2012)</li> <li>• Infrastructure Funding Gap Assessment Update (January 2014)</li> <li>• Draft Charging Schedule (May 2014)</li> <li>• Project Initiation Document</li> </ul> <p>Key documents can be located on the Council's CIL web pages.</p>
Glossary of acronyms and any other abbreviations used in this report:	<p>BCIS – Building Cost Information Service  CIL – Community Infrastructure Levy  CSSG – Capital Strategy Steering Group  DCLG – Department for Communities and Local Government</p>

	DCS – Draft Charging Schedule HCC – Hertfordshire County Council IAG – Infrastructure Advisory Group IBP – Infrastructure Business Plan IFGA – Infrastructure Funding Gap Assessment InDP – Infrastructure Delivery Plan LEP – Local Enterprise Partnership NPPF – National Planning Policy Framework PDCS – Preliminary Draft Charging Schedule
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## **BACKGROUND**

### **1.0 Introduction:**

- 1.1 The Community Infrastructure Levy (CIL) is a new way of collecting financial contributions from new developments to help fund the provision of infrastructure required to support growth in the Borough. It is a tariff style system applied to the area of the development as a cost per square metre and may vary by both use and location.
- 1.2 The Borough Council is the Charging Authority for CIL. It is responsible for setting the proposed CIL rate, collecting the charges and spending the CIL income. The level of charge must be informed by evidence of infrastructure need and scheme viability, and once set will be mandatory for developers to pay.
- 1.3 The Draft Charging Schedule (DCS) was submitted to the Planning Inspectorate in July 2014 and underwent an independent examination on 26 September 2014. On 21 October 2014 the Council received the Inspector's Report on the Council's Draft CIL Charging Schedule, which recommended its approval. The DCS and associated documents will be presented for adoption to the Cabinet and then Full Council either in December/January or February 2015, depending on the Cabinet work programme. Under the current timetable it is intended to start charging CIL from the 1<sup>st</sup> April 2015.
- 1.4 The Council has set out broad initial proposals for the spending of CIL through the publication of a draft Regulation 123 list and must set out this spending plan on its website prior to implementing the charge.
- 1.5 CIL will not be sufficient to bridge the majority of the identified infrastructure funding gap within the Borough and as such difficult decisions will need to be made in order to maximise the benefits of CIL towards the provision of key items of infrastructure. The proposed decision making process and importance of relevant documents to this process are set out below.
- 1.6 The rates at which CIL will be charged have been accepted by the Planning Inspector and cannot be changed. The associated policies and the Regulation 123 list (see section 2) have been approved in draft by cabinet, and have been subject to public consultation. Whilst it is possible to make minor tweaks to these, it is not considered appropriate to make any significant changes. At its meeting on 25 March 2014 Cabinet agreed the broad principles and proposals for the governance of CIL as reflected in this report.

### **2.0 The Role of the Regulation 123 List**



- 2.1 The Council is required under Regulation 123 of the CIL Regulations to publish a list of infrastructure types or specific infrastructure schemes that will be wholly or partially funded by CIL (the Regulation 123 List). As CIL is expected to become the primary source of infrastructure funding payable by developers, the CIL Regulations prohibit the use of CIL and S.106 monies to fund the same piece of infrastructure and seeks to limit the application of S.106 by introducing pooling restrictions upon its use.
- 2.2 The Regulation 123 list has become an important area of engagement and deliberation for external bodies and infrastructure providers alike as it establishes the agenda for the delivery of new infrastructure. The Council is expected to spend CIL on items included on its Regulation 123 list. The list is based on the Council's infrastructure evidence and there are clear links between the items on the Regulation 123 list and those identified in both the Infrastructure Delivery Plan (InDP) and Infrastructure Funding Gap Assessment (IFGA). It is expected that most CIL funding will be spent on projects that fall under the types of infrastructure specified on the Regulation 123 list.
- 2.3 The draft Regulation 123 list is set out at Appendix 1 to this report.

### **3.0 Allocation of CIL Funds**

- 3.1 The introduction of CIL necessitates the development of new governance arrangements for the allocation and spending of monies collected. Under CIL, Dacorum Borough Council will act as the designated 'Charging Authority' which confers new responsibilities on the Council as set out in the CIL Regulations and associated CIL Guidance. A close working relationship with partners will be required, but the Council is responsible for spending CIL monies on infrastructure and for deciding what infrastructure is needed (i.e. the priorities for CIL funding). The majority of such infrastructure works have historically been undertaken by Hertfordshire County Council.
- 3.2 The proposed Governance structure for CIL is attached at Appendix 2 to this report. The Governance proposals have been developed in consultation with the CIL Working Group, CIL Task and Finish Group and the Corporate Management Team.
- 3.3 The Governance diagram explains that funds will need to be allocated to three main purposes, administration (5%), local projects (15%) and Core funding (80%) and establishes that to make decisions on the use of CIL an advisory body (Infrastructure Advisory Group) and a decision making body (Council) are both required.
- 3.4 It is proposed that an Infrastructure Business Plan (IBP) will make the broad allocation of funds clear, and would be approved annually by Council and included in the Council's Capital Programme. This arrangement will mean that items of CIL expenditure do not need to be referred to the Corporate Strategy Steering Group (CSSG) as they will already have been through an extensive review process before being approved by Council.

#### CIL Administration

- 3.5 The introduction of CIL and the day-to-day discharge of the Council's duties as 'Charging Authority' is expected to be fairly resource intensive, particularly in the initial stages, and therefore in line with the CIL Regulations, it is advised that the Council authorises the use of the full 5% of the total CIL receipts for each year to finance expenses incurred during the administration of CIL. Such costs will include an on-going subscription to the BCIS All-In Tender Price Index which is necessary to

calculate the CIL charges. The percentage of CIL funding released for administrative purposes and the costs of administering the CIL charge should be kept under review.

#### Localised CIL

- 3.6 The Government expects CIL to incentivise communities to accept and encourage growth in their areas. The CIL Regulations thus place a duty upon the Council to pass 15% of the CIL receipts to Town and Parish Councils from developments that take place within their areas up to a cap of £100 per dwelling per year. Where there is a Neighbourhood Plan in place 25% of CIL receipts will be passed to the town or parish council, and this will not be subject to an upper cap. Members will note that there are no adopted Neighbourhood Plans in Dacorum although one is in preparation for Grovehill, Hemel Hempstead.
- 3.7 In non parished areas, such as Hemel Hempstead, the Council are bound to use the equivalent proportion of CIL receipts (i.e. 15% where there is no neighbourhood plan in place) to support the development of the relevant area. In March 2014 Cabinet agreed that authority should be delegated to ward councillors to determine the use of the local proportion of CIL receipts in consultation with local residents. The relationship between CIL receipts and neighbourhood plans is explained further in the table below.

#### Relationship between the levy and neighbourhood plans:

Parish Council ✓ Neighbourhood Plan ✓ = 25% uncapped, paid to Parish	Parish Council ✓ Neighbourhood Plan × = 15% capped at £100/dwelling, paid to Parish
Parish Council × Neighbourhood Plan ✓ = 25% uncapped, local authority consults with community	Parish Council × Neighbourhood Plan × = 15% capped at £100/dwelling, local authority consults with community

- 3.8 The local proportion of CIL may be spent on:
- the provision, improvement, replacement, operation or maintenance of infrastructure, or
  - anything else that is concerned with addressing the demands that development places on an area.
- 3.9 Officers have drafted guidance notes for town and parish councils and ward councillors on the use and administration of CIL. Advice is included on the appropriateness of CIL spending and on maximising the benefits derived from CIL. These draft guidance notes are attached at Appendix 3, and are subject to approval by Cabinet at their meeting on 25 November. Aside from the provision of these guidance notes and the provision of further informal advice it is considered appropriate that the Borough Council should have minimal involvement in the determination of local CIL priorities. The guidance notes will be kept under review and may be updated as necessary once CIL is in place.

#### Allocation of Core Funds

- 3.10 The remaining, or Core, CIL funds should be allocated by the Council towards the infrastructure requirements arising from the growth planned in the Council's Core Strategy. At a strategic level, these needs are identified in the Infrastructure Delivery Plan (InDP) which sets out the plans and funding arrangements of infrastructure providers and is updated annually.
- 3.11 The draft CIL governance structure diagram (Appendix 2) proposes that a new group called the Infrastructure Advisory Group (IAG) (see section 4) will be set up to make recommendations to Council on how CIL money is allocated. The recommendations will be made via a document called the Infrastructure Business Plan (IBP) which will set out the Council's priorities for allocating CIL money on a short, medium and long term basis. This document will focus on the delivery of infrastructure and making the best use of CIL funds.
- 3.12 As the demands on CIL monies will exceed the total income, it will be the responsibility of the infrastructure providers to inform the Council of their own priorities for use of CIL funds. This will be done via a process of providers submitting 'CIL project submissions' for the use of CIL funds which will initially be assessed by an officer in the Strategic Planning and Regeneration team. The submissions which meet the required criteria will be referred to the IAG for consideration, who will make recommendations to Council via the IBP about which infrastructure projects to support with CIL funds. The IBP will be published and considered by Cabinet and then Full Council annually.
- 3.13 The criteria that submissions must meet to be considered by the IAG are under development. It is likely that they will require that the proposed use of funds must:
- Meet the requirements of the CIL regulations;
  - Meet the conditions of the Council's Regulation 123 list;
  - Reflect a need identified through the InDP, or meets a need identified by a provider required to meet the needs of new development;
  - Be deliverable within a reasonable timescale.
- Please note that the above criteria are under development, and are subject to change.
- 3.14 It is envisaged that CIL monies will be allocated to funding pots to be administered by DBC (through the IAG), HCC and other infrastructure providers (in the event of CIL being allocated to a third party) in accordance with the IBP. Discussions are underway with senior officers about the best way of transferring CIL monies to providers, including the need for a legal agreement, the timing of transfer and a contingency position for a change in the proposed project. The outcomes of these discussions will be reported to members at a later date once the governance proposals have been firmed up.
- 3.15 In order to optimise the use of CIL funds, it is suggested that the Council and infrastructure providers should make use of opportunities for 'match funding'. The detailed governance procedures should explore possibilities and examine the potential to 'dovetail' the prioritisation and spend of CIL with other funding sources such as New Homes Bonus and those brought forward by the Local Enterprise Partnership (LEP).
- 3.16 To ensure that the levy is open and transparent, the Council must prepare a short annual report on the levy for the previous financial year which must explain how much CIL funding has been collected by the authority and how it has been spent. It is

envisaged that such reports will be prepared alongside the Council's Annual Monitoring Report.

#### **4.0 The Infrastructure Advisory Group (IAG)**

4.1 It is envisaged that an IAG should be established in order to consider the application of CIL funds over the course of a financial year.

4.2 The membership of the IAG should comprise both officers and members of Dacorum Borough Council and Hertfordshire County Council and should reflect the services that are most closely involved in the provision of infrastructure on which developments in Dacorum will most heavily depend. The precise membership of the group is yet to be finalised, but it is anticipated that it will comprise the following:

- DBC Portfolio Holder for Planning and Regeneration
- DBC Assistant Director, Planning, Development and Regeneration
- DBC Assistant Director for Chief Executive Unit
- DBC Assistant Director for Finance and Resources
- DBC Assistant Director for Neighbourhood Delivery
- DBC Strategic Planning and Regeneration Officer (Infrastructure Planning)
- HCC Executive Member for Resource, Performance and Transformation
- HCC Principal Infrastructure Officer
- Representative of other external infrastructure providers on an ad hoc basis
- Representative of the Herts LEP

4.3 The IAG would have the ability to invite representatives of other infrastructure providers to its meetings if it is considered that the attendance of a particular organisation or group would be beneficial to their discussions and the decision making process. The Town and Parish Councils have indicated that they would wish to be represented on this group, however, officers consider it would be more beneficial to invite a representative from a particular town or parish council where there are pertinent local issues to discuss.

4.4 The IAG would be tasked with assessing submissions received for CIL funding from providers, seeking additional information on the submissions and prioritising the infrastructure projects that need to be delivered during the coming financial year and over the medium (3 yr) and longer terms (5+ yr). It will make recommendations to Cabinet and Full Council via the IBP, which will be approved by Council as part of the budget setting process. It will then be the responsibility of the infrastructure provider (HCC, DBC or Others) to use the funds that have been delegated to them to deliver the IBP or seek additional approvals from the Council. In order to carry out the work required, the IAG will be expected to meet at least quarterly to discuss the application of CIL.

4.5 It is expected that appropriate officer sub-groups should prepare submissions on behalf of services provided by DBC and determine service priorities for consideration by the IAG.

4.6 A detailed report will be brought to Cabinet and then Council outlining the process and presenting the rolling programme of infrastructure works to which funds should be allocated. Cabinet and then Council will be asked to:

- Agree the content of the IBP,

- Agree the release of funding identified for the projects specified in year one of the programme within the IBP,
- Authorise consultation on any amendments to the Regulation 123 list that the IAG consider necessary to enable the allocation of CIL funding to worthy infrastructure projects.

4.7 Council may wish to pass instructions over the use of CIL funding to infrastructure providers through its approval of the IBP.

## **5.0 Partnership Working**

5.1 Improved partnership working with infrastructure providers is imperative to achieving greater transparency and the expedient delivery of infrastructure in the Borough. The Council has therefore tried to establish more formal and better working arrangements with infrastructure providers, particularly Hertfordshire County Council, throughout the adoption of CIL. Officers from the Council have met officers at Hertfordshire County Council and a Memorandum of Understanding has been drawn up outlining processes for working together through the IAG to ensure best use of CIL funds. The memorandum has been circulated to HCC for comments and feedback on this document is still awaited. A similar agreement may be entered into with Town and Parish Councils setting out the relevant statutory planning, accounting, auditing and other legal requirements of CIL.

5.2 It is likely that a legal agreement will be need to be entered into with infrastructure providers when a CIL transfer is made, which will commit them to spending and reporting on CIL in accordance with the IBP and other parameters<sup>1</sup>.

## **6.0 Monitoring**

6.1 The Borough Council should publish its Annual Monitoring Report during December and it is intended that this report should incorporate information on the total CIL receipts for the reporting year, the total CIL expenditure (items of infrastructure, amount of CIL expenditure, amount spent on administration) and the total amount of CIL receipts retained at the end of the reporting year. The Council is required to report on such matters in accordance with the CIL Regulations and it is logical to synchronise the publication of these reports where possible.

6.2 Town and Parish Councils must also publish each year their total CIL receipts; total expenditure; a summary of what CIL was spent on; and the total amount of receipts retained at the 31<sup>st</sup> December of the following financial year. These reports should be published on either the Town/Parish website or that of the Council and a hard copy of this information should also be forwarded to the Council.

## **7.0 Recommendations**

7.1 At this stage the committee are asked to note the work to date on CIL Governance arrangements in order that the detailed matters can be progressed further with the CIL Task and Finish group, and external organisations such as the County Council. Officers would welcome feedback from the Committee on the proposals for CIL governance contained within this report, which can be verbally reported to Cabinet on 25 November.

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<sup>1</sup> These parameters will reflect obligations under the CIL Regulations and discussions between the Council and the individual infrastructure providers (including Town and Parish Councils)

7.2 Critical to the progression of CIL Governance discussions is the approval of an IAG, the process of formulating an IBP and the idea that Council will approve such documents and allocate funding on this basis as part of the overall budget setting process.



## APPENDIX 1: DRAFT REGULATION 123 LIST

Under Regulation 123 of the Community Infrastructure Regulations 2010 (as amended) the Council is expected to publish a list of infrastructure projects that may benefit from CIL funding.

The purpose of the list is to differentiate between those types of infrastructure that the authority intends to fund through CIL and those areas where a planning obligation under S.106 of the Town and Country Planning Act 1990 (as amended) or another source of funding may be pursued to deliver the relevant infrastructure item.

The list below sets out those projects or types of infrastructure that Dacorum Borough Council intend will be, or may be, wholly or partially funded by CIL. In accordance with Regulation 123, developer contributions to the projects listed will not be sought through planning obligations under S.106 of the Town and Country Planning Act 1990 (as amended)

<b>Infrastructure Project or Type (to be secured through CIL)</b>	<b>Exclusions (to be secured through S.106 or alternative measures)</b>
Early Years Education and Childcare facilities	Except where Early Years Education and Childcare Facilities are provided alongside new schools secured under S.106
Primary Education Facilities	<p>Primary Education facilities associated with the development of land at West Hemel Hempstead (LA3) and Spencers Park</p> <p>The provision of a school to serve Hemel Hempstead town centre within the Hospital Zone .</p> <p>Any new primary education facilities arising from developments of 500 new homes or more.</p>
Secondary Education Facilities	
Further Education	

<p>Health Facilities including,</p> <ul style="list-style-type: none"> <li>- the provision of replacement hospital facilities on the hospital zone site</li> <li>- new GP facilities</li> <li>- mental healthcare</li> </ul>	<p>GP facilities associated with the development of land at West Hemel Hempstead (LA3) and Spencers Park</p>
<p>Other Social and Community Facilities including,</p> <ul style="list-style-type: none"> <li>- community halls,</li> <li>- youth facilities</li> <li>- libraries,</li> <li>- Indoor Sports and Leisure Facilities</li> </ul>	<p>Except the provision of community space and facilities directly associated with the development of Strategic and Local Allocations. (Reference is made in the CS to contributions towards community facilities)</p>
<p>Strategic and Local Transport Proposals</p>	<p>Any works necessary to directly access any site identified in the Site Allocations Development Plan Document (these may be secured through S.278 agreements, S.106 agreements or planning conditions)</p> <p>Transport proposals directly resulting from any site requiring a Transport Assessment<sup>1</sup>.</p> <p>The provision of junction improvements relating to the junctions of Kings Road/Shootersway/Kingshill Way, Berkhamsted and Durrants Lane/High Street, Berkhamsted (SS1 and LA4)</p> <p>The provision of Sustainable Transport measures associated with the development of land at West Hemel Hempstead (LA3) and Spencers Park</p>
<p>Green Infrastructure and Open Space</p> <ul style="list-style-type: none"> <li>- Including outdoor sports pitches</li> </ul>	<p>The provision and maintenance of public open space, Local Area of Play (LAP), Local Equipped Areas of Play (LEAP) and Neighbourhood Equipped Areas of Play (NEAP) on Strategic and Local Allocations</p>

<sup>1</sup> As set out within the County Council publication 'Roads in Hertfordshire'



	<p>The extension of Shrubhill Common Nature Reserve (LA3)</p> <p>The provision of allotments at LA4 (Hanbury's)</p>
Burial Space	
Waste Services	Sustainability Off-setting Measures (CS30)
Public Realm Improvements	Public Realm improvements within the East Hemel Area Action Plan and Maylands Masterplan area.

The inclusion of a project or type of infrastructure in the list does not signify a commitment from the Council to fund (either in whole or part) the listed project or type of infrastructure through CIL. Nor does the order of the table imply any order of preference for CIL funding. The Council may seek to secure contributions towards other projects not recorded in the list of exclusions where it is satisfied that the need is appropriate and not subject to CIL.

The Council will review the list to ensure that it accurately reflects the need for infrastructure as part of its annual review of CIL and will make any necessary alterations to the Regulation 123 list.

The Council considers that in most cases the preferred route for securing infrastructure improvements associated with large sites, particularly the development of Strategic and Local Allocations, will be through the use of S.106 agreements. Where such S.106 agreements would exceed the CIL Liability of the site it may be possible to gain relief from CIL through use of the Exceptional Circumstances Relief policy.





## APPENDIX 3A: Community Infrastructure Levy (CIL) – DRAFT Guidance Note for Town and Parish Councils

The following guidance note has been prepared to assist Town and Parish Councils with the use and administration of CIL.

### What is CIL?

CIL is a new way of collecting contributions from developments towards the provision of infrastructure required to support growth within the Borough. It is a tariff that will be applied per square metre of new development and varies by scale, use and geography. Different CIL charges for settlements and zones within the Borough have been established on the basis of scheme viability.

### Roles and Responsibilities

The Borough Council is the Charging Authority for CIL and is responsible for setting CIL rates, collecting the charge and allocating expenditure for CIL. The Town and Parish Councils, subject to this advice note, are recipients of CIL funds under the CIL Regulations and are responsible for spending and reporting on CIL.

The CIL Regulations (Regulation 59) require the Charging Authority (Dacorum Borough Council) to pass on a meaningful proportion of CIL to Town and Parish Councils in which the development takes place. According to the CIL Regulations (as amended), for areas where there is no neighbourhood plan in place this sum will equate to some 15% of CIL receipts from development within their administrative area up to a maximum of £100 per Council tax dwelling per annum. Caps for 2014/15 are set out in Annex A. This rises to 25% where a neighbourhood plan is in place.

### Borough Council

Financial – The Borough Council will make two payments to the Town or Parish Council covering the following payments periods for CIL:

- 1) For payments made between the 1<sup>st</sup> April and 30<sup>th</sup> September, monies will be transferred on or before the 28<sup>th</sup> October
- 2) For payments made between the 1<sup>st</sup> October and 31<sup>st</sup> March, monies will be transferred on or before the 28<sup>th</sup> April.

In view of the auditing and reporting requirements for CIL it is recommended that Town and Parish Councils set up a separate bank account for the receipt of these funds.

It should be noted that the payment of larger CIL sums may be subject to Instalments which in turn will delay payment to the Town or Parish Council.

Sharing Information – The Borough Council must report on the amount of CIL received and spent within their area for any financial year by the 31<sup>st</sup> December. Such information should be published on the Council's website.

The Borough Council is also committed to advising the Town and Parish Councils of the CIL sums secured within a financial year at appropriate times to enable them to prepare bids for the use of core CIL funding. These bids will be prepared and considered in accordance with the Council's governance arrangements.

### Town and Parish Councils

Financial - Town and Parish Councils must make proper arrangements for the proper administration of their financial affairs as set out in Section 151 of the Local Government Act 1972. They must have systems in place to ensure effective financial control in accordance with the Accounts and Audit (England) Regulations 2011. These requirements also apply when dealing with the neighbourhood funding payments under the CIL.

The Town or Parish Council are responsible for spending CIL funds within 5 years of their receipt or run the risk of the Borough Council recovering the charge. In the event of a Town or Parish Council wishing to hold CIL funds for longer than 5 years the Borough Council should be notified as soon as possible and agreement will be sought from Cabinet.

If a Town or Parish Council does not wish to receive some or all of its CIL funding it must write to the Borough Council informing them of their position. At any time a Town or Parish Council can resume their right to receive funding by writing again to the Borough Council.

Information – Town and Parish Councils are required under Regulation 62A of the CIL Regulations to publish via their website or that of the Charging Authority the amount of CIL received and spent within their area, a summary of the projects on which CIL was spent, details of any CIL returned to the Borough Council and any balances brought forward from previous years. This should occur no later than the 31<sup>st</sup> December following the reporting year (1<sup>st</sup> April to 31<sup>st</sup> March)

A copy of this report should be sent to the Borough Council. It would be good practice to also publish a copy of the report in any Town/ Parish newsletter or on local noticeboards.

There is no prescribed format for reporting on CIL. The income received from the CIL should also be included in the overall published accounts but is not required to be identified separately therein.

Should the Town or Parish Council wish to report on its CIL spending via the Charging Authorities website, it should provide a full copy of the relevant paperwork no later than the 1<sup>st</sup> December each year.

### **Spending CIL Receipts**

The CIL Regulations state that a local council must use CIL receipts passed to it in accordance with Regulation 59A or 59B to support the development of the local council's area, or any part of that area, by funding

- (a) the provision, improvement, replacement, operation or maintenance of infrastructure; or
- (b) anything else that is concerned with addressing the demands that development places on an area.

This gives Parish and Town Councils considerable freedom to spend their proportion of CIL on the things that address the impacts of development on their area. Notwithstanding this freedom there are a number of factors that should be considered when developing a CIL spending plan.

- *What are the Infrastructure Needs?*

Town or Parish Councils should carefully consider whether the expenditure addresses the extra demand on infrastructure and services that are caused by development within their area and be clear on the links between infrastructure and growth. CIL cannot be used as a replacement for everyday Town or Parish Council expenditure and misspent CIL can be claimed back by the Charging Authority.

The production of a Town or Parish Infrastructure Delivery Plan can be a useful starting point for the prioritisation of infrastructure projects and input into the Council's wider Infrastructure Delivery Plan is welcomed. A local IDP will assist in understanding how the needs of the town fit with the wider programme for infrastructure works.

- *What are our responsibilities?*

Does the Town or Parish Council understand the wider 'strategic' infrastructure requirements of the borough, and how this impacts on the potential scope for 'local' infrastructure? Neighbourhood expenditure should be agreed in the full knowledge of both the needs of a local area and, in so far as it is possible, an understanding of where other strategic investment will be made in the area by the Council and its partners. Town and Parish Councils should be clear that there may be on going operational and maintenance costs associated with the provision of new infrastructure and will need to be clear how such costs will be met for the life of the infrastructure.

- *How can we engage with the local community to determine their infrastructure needs?*

Town and Parish Councils will need to consider the capacity of existing groups and local residents to engage in the CIL process and to ensure that such processes are inclusive, that all members of the community contribute to determining how local CIL may be spent, including those who are least vocal and most vulnerable.

- *How can CIL funds be maximised?*

There is a temptation to spend CIL receipts quickly on short term/quick win infrastructure projects, however Town and Parish Councils should consider the long term housing growth and resulting infrastructure needs when developing plans for the spending of CIL. It may take some time for sufficient funds to accumulate for more strategic infrastructure or there may be other funding opportunities which will allow the delivery of more significant infrastructure projects which would benefit the local community.

While Town and Parish Councils are not required to spend their neighbourhood funds in accordance with the charging authorities priorities there are likely to be common infrastructure projects. It would be good practice to discuss the expenditure of CIL funds with the Borough Council as early discussions will ensure that projects are in line with the Regulations and will also allow other funding sources to be explored and whether any CIL funding managed by the Borough Council can go towards the project.

### **Neighbourhood Plans and CIL**

CIL is not only designed to pay for infrastructure needed to support growth, it is also designed to incentivise communities to welcome and promote development within their areas. Where development is in an area covered by a Neighbourhood Plan the proportion of CIL receipts received by the Town, Parish or Neighbourhood will increase to some 25%. Town and Parish Councils should carefully consider whether the benefits of introducing a Neighbourhood Plans (noting that such plans should comply with national and local planning policies) outweigh the costs for its introduction, examination and any referendum.



## **APPENDIX 3B: Community Infrastructure Levy (CIL) – DRAFT Guidance Note for Ward Councillors**

The following guidance note has been prepared to assist ward councillors for Hemel Hempstead over the use and administration of CIL. A separate note is available for Town and Parish Councils.

### **What is CIL?**

CIL is a new way of collecting contributions from developments towards the provision of infrastructure required to support growth within the Borough. It is a tariff that will be applied per square metre of new development and varies by scale, use and geography. Different CIL charges for settlements and zones within the Borough have been established on the basis of scheme viability.

The Borough Council is the Charging Authority for CIL and has set the following charges in Hemel Hempstead<sup>1</sup>

Residential - £100 per square metre

Large Supermarkets, Superstores and Retail Warehousing - £150 per square metre

Affordable housing, self-build housing, residential annexes and residential extensions are exempt from payment of CIL, but may need to claim an exemption.

The CIL Regulations (Regulation 59) require the Charging Authority (Dacorum Borough Council) to pass on a meaningful proportion (15%<sup>2</sup>) of CIL to town, parish and neighbourhood areas. The Borough Council is required to retain levy receipts and engage with communities over the use of the meaningful proportion where no Parish, Town or Community Council is in place. The Borough Council has concluded that local ward councillors should, in these situations, engage with local communities directly and agree how best to spend the neighbourhood funds.

### **CIL Collection**

The Borough Council will undertake the collection of CIL and a meaningful proportion of each CIL receipt will be set aside within individual Town, Parish and Neighbourhood (Ward) accounts in accordance with the CIL Regulations (as amended). It should be noted that the payment of CIL receipts may be subject to Instalments. Officers will advise ward councillors of the funds available under the "meaningful proportion" on an annual basis.

### **Spending CIL Receipts**

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<sup>1</sup> Excludes land at West Hemel Hempstead and Spencer's Park which are zero rated.

<sup>2</sup> This fund may rise to 25% where a Neighbourhood Plan is adopted.

The neighbourhood proportion of the CIL can be spent on a wide range of items required to support the development of an area. This gives ward councillor's considerable freedom to spend their allocated proportion of CIL on the items which address the impacts of development upon their constituents. Notwithstanding this freedom the use of neighbourhood funds must match the priorities expressed by local communities. There are a number of factors that should be considered when developing a CIL spending plan.

- *What are the Infrastructure Needs?*

Ward Councillors should carefully consider whether the expenditure addresses the demand on infrastructure and services that are caused by development within their area and be clear on the links between infrastructure and growth.

Active community groups, including Neighbourhood Action Groups, should consider producing a statement identifying community infrastructure projects to act as a useful starting point for the distribution of neighbourhood funds by their ward councillor. Individual ward councillors would be encouraged to lead the production of such plans.

- *What are our responsibilities?*

Neighbourhood expenditure should be agreed in the full knowledge of both the needs of a local area and, in so far as it is possible, an understanding of where other strategic investment will be made in the area by the Council and its partners. Ward councillors should be clear that there may be on going operational and maintenance costs associated with the provision of new infrastructure and will need to be clear how any costs will be met for the life of the infrastructure. Maintenance costs are unlikely to be borne by the Borough Council, although they are a legitimate use of CIL funding.

- *How can we engage with the local community to determine their infrastructure needs?*

The Council is expected to allocate neighbourhood funding to infrastructure projects in consultation with the local community.

Ward Councillors will need to consider the capacity of existing groups and local residents to engage in the CIL process and to ensure that such processes are inclusive and that all members of the community contribute to determining how local CIL may be spent, including those who are least vocal and most vulnerable. Ward Councillors should build on relationships and networks with existing community groups and would be encouraged to utilise Neighbourhood Action Groups as a forum for discussing the use of the "meaningful proportion" of CIL funds. This process will be supported by the Borough Councils Neighbourhood Action team who may also help to identify infrastructure projects based upon their experiences and interactions with the local community. There may be clear links between CIL projects and those requirements identified in Neighbourhood Plans.



Any public consultation on the use of CIL funds should be proportionate to the scale of funds identified to be spent, such consultation could range from discussions with neighbouring parties to a particular application site through to a formal vote for a preferred project within a local community building or at a public meeting. Ward councillors may be aware of projects which may benefit from funding through the daily interaction with members of the community and would be encouraged to assist in the delivery of these projects where appropriate. Ward Councillors should clearly identify the extent of consultation and mechanisms employed for consulting with the local community and document this process when requesting the releasing of CIL funds. Such applications should be made on the appended form.

- *How can CIL funds be maximised?*

Although ward councillors will not be required to spend their neighbourhood funds in accordance with the Charging Authorities priorities, it would be good practice for ward councillors to work closely with the CIL Officer to agree priorities for spending the neighbourhood funding element as these may be common to both parties. This will also allow other funding sources to be explored which could contribute to the delivery of the infrastructure project or be used as an alternative to CIL.

The Borough Council is committed to advising ward councillors of the CIL sums secured within a financial year at regular intervals and would encourage them to prepare or match CIL bids for core CIL funding where appropriate large scale infrastructure projects are identified within their wards. These bids will be prepared and considered in accordance with the Council's governance arrangements and should be received by the CIL Officer by 1<sup>st</sup> May each year.

### **Reporting CIL Expenditure**

The Borough Council are required to report on all CIL expenditure by them, including the neighbourhood funding held and spent by them on behalf of the local community. As such there will be an obligation on ward councillors to assist the Councils finance section record claims for their meaningful proportion of CIL and properly account for expenditure. Such matters will be reported annually on the Council website before the 31<sup>st</sup> December following the reporting year (1<sup>st</sup> April to 31<sup>st</sup> March) CIL funds should be recorded on the CIL Fund release form in Appendix A and copies should be sent to both the CIL/Infrastructure Officer and the Finance sections of the Council.

**Appendix A - CIL Fund Release Form**

<b>Project Type/Details</b>	<b>Details of Funding Request</b>	<b>Cost Code/Receipt(s)</b>	<b>Record of Public Consultation</b>

### **13. EXCLUSION OF PUBLIC**

To consider passing a resolution in the following terms: That, under s.100A (4) of the Local Government Act 1972 Schedule 12A Part 1, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded during the items in Part II of the Agenda for this meeting, because it is likely, in view of the nature of the business to be transacted, that if members of the public were present during these items there would be disclosure to them of exempt information relating to: Sensitive commercial information relating to competitive tender process (Item 14).

**APPENDIX A**

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

**HOUSING AND COMMUNITY Overview & Scrutiny Committee: Work Programme 2014/15**

Meeting Date:	Report Deadline	Items:	Type	Contact details:	Background information	Outcome of Discussion
<b>10 December 2014</b>	<b>28 November 2014</b>	Joint Budget OSC  Air Quality Action Plan  Community Trigger Draft Policy	SC	M Hone, Corporate Director Finance & Operation  N Egerton, Team Leader, Environmental Health  Julie Still, Group Manager Resident Services.	<i>To consider the draft budget proposals 2015/16  The Air Quality Action Plan sets out a work programme for the improvement of air quality within the Borough. Twenty measures have been selected for implementation within the next three years, which are aimed at reducing levels of air pollution within the three air Quality Management Areas and improving air quality across the Borough in general.</i>	
<b>28 January 2015</b>	<b>16 January 2015</b>	Review of the operations of the Housing Allocations Policy.  Housing Asset Management Strategy – 1 <sup>st</sup> Draft	PD	Elliott Brooks, Assistant Director, Housing (PH – M Griffiths)  E Brooks, Assistant Director, Housing (PH M Griffiths)		

Meeting Date:	Report Deadline	Items:	Type	Contact details:	Background information	Outcome of Discussion
<b>4 February 2015 (Joint Budget OSC)</b>	<b>22 January 2015</b>	Budget 2015-16  <i>Ideally no further items to be added</i>	Sc	M Hone, Corporate Director Finance & Operation	<i>To consider the draft budget proposals 2015/16</i>	
<b>18 March 2015</b>	<b>6 March 2015</b>	Quarter 3 Performance Report (& Q3 Operational Risk Reports)  Quarter 3 Financial Data Report	PM	E Brooks, Assistant Director, Housing J Still, Group Manager, Resident Services C Troy, Group Manager Regulatory <i>(PH – M Griffiths, N Tiley, N Harden)</i>  R Baker, Group Manager, Finance		

*PM – Performance management*

*PD – Policy Development*

*SC – Scrutiny*

*Items to be scheduled:*

- Complaints annual report – June 2015
- Housing Appeals Update – Jan/Feb 2015
- Update on Tring and Berko Sport Centre – June 2015