



AGENDA ITEM: 8

SUMMARY

Report for:	Housing & Communities Overview & Scrutiny Committee
Date of meeting:	13th November 2013
PART:	1
If Part II, reason:	

Title of report:	2013/14 Quarter 2 Performance Report, Risk Register & Service Plan Update - Housing
Contact:	Councillor Margaret Griffiths, Portfolio Holder for Housing Author/Responsible Officer – Elliott Brooks – Assistant Director - Housing
Purpose of report:	<ol style="list-style-type: none"> 1. To Update the Committee on the Performance of the Housing Service for the 2nd Quarter of 2013/14 2. To Update the Committee on the progress of the 2013/14 Housing Service Plan 3. To inform the Committee of the status of the current Housing Service Risk Register
Recommendations	<ol style="list-style-type: none"> 1. That the Committee note the Performance Report, Risk Register & Service Plan Update
Corporate objectives:	Affordable Housing
Implications:	<u>Financial</u>
'Value For Money Implications'	<p>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.</p> <p><u>Value for Money</u></p> <p>The Housing Service & its costs are reviewed annually through</p>

	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 Calvin Fisher – Interim Group Manager Property & Place Julia Hedger – Group Manager Strategic Housing
Background papers:	n/a
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	Each year, in consultation with staff and members of the Tenants & Leaseholder Committee a set of performance indicators, and key Service Plan Objectives are identified and agreed.
Glossary of acronyms and any other abbreviations used in this report:	TLC – Tenants & Leaseholder Committee HRA – Housing Revenue Account

1. Introduction

This report details the performance of the Housing Service during the 2nd quarter of 2013/14 against performance indicators, as well as updating the Housing & Communities Overview & Scrutiny Committee regarding progress of the Housing Service Plan which was agreed with the Tenant & Leaseholder Committee in March 2013 following consultation.

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

2. Housing Performance Report – Quarter 2 2013/14

Appendix 1 shows performance against the ‘Service Critical’ performance indicators for the Quarter 2 period of July - September 2013.

In addition to the ‘Corvu’ report please note the following for Quarter 2:

- Percentage of General Needs Properties let within target – 30.19%
- Percentage of Sheltered Properties let within target – 53.73%

This information will be included in future Corvu reports.

3. Service Plan Progress

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

	<i>What will be different once this work is done</i>	<i>Project Lead & Target Completion</i>	Housing & Communities Overview & Scrutiny Committee September 13 Update	
<i>Asset Management Strategy</i>	<i>We will develop a long term plan which will detail how we expect to invest in Dacorum Borough Council owned homes, sheltered schemes, footpaths and drying areas over the next 10 years.</i>	<i>Asset Team Leader September 2013 (behind – likely to be December 2013)</i>	<i>Kick Start meeting held on 21st June involving staff and tenants. Draft strategy currently being produced.</i>	<i>Draft Strategy produced for AD & GM comment</i>
<i>Energy Strategy</i>	<i>We will utilise grants where available to introduce renewable technologies and help improve the energy efficiency of Dacorum Borough Council owned homes, sheltered schemes and blocks of flats. We will also ensure that when we undertake work to improve Dacorum Borough Council owned homes, such as planned improvement programmes, that we seek to improve their energy efficiency.</i>	<i>Asset Team Leader December 2013 (on target)</i>	<i>This project is linked to the Asset Management Strategy and Ricky Lang (Home Energy Conservation Officer) is currently collating information for a draft strategy.</i>	
<i>Digital access</i>	<i>We will improve the number of people who have access to the internet; by:-</i> <ul style="list-style-type: none">• <i>Installing internet enabled</i>	<i>Income Team Leader March 2014</i>	<i>This project will be launched in September and will be</i>	<i>A project initiation document has been completed</i>

	<p>computer terminals in each of our sheltered schemes</p> <ul style="list-style-type: none"> • Working with Community Centres to install additional internet enabled computer terminals • Develop a training course to enable tenants to develop their IT skills 	(on target)	carried out by a Corporate Graduate	<p>and some initial work has been done with BT, Northgate, Orchard and Revenues and Benefits</p> <p>A launch meeting is planned for November</p>
Homelessness - prevention and developing a new Homelessness Strategy	<p>We want to help prevent households from becoming homeless. Our Housing Advice Team already provides services to help households from becoming homeless. During 2013/14 we will:-</p> <ul style="list-style-type: none"> • Develop working with the local prison to ensure that when inmates finish their term that they have access to suitable accommodation. • Employ Welfare and Budget Advisors to help residents with the impact of the on-going economic difficulties and the introduction of changes to welfare benefits. • Adopt a Homelessness Strategy that will set long-term strategic objectives with a clear action plan for: <ul style="list-style-type: none"> ➤ Preventing homelessness, ➤ Improving temporary housing options, and ➤ Focusing on suitable and well-managed resettlement into more secure accommodation. 	<p>Homelessness and Housing Advice Team Leader</p> <p>December 2013</p> <p>(on target)</p>	<p>All staff are security checked and advice surgeries will begin in October 13</p> <p>Draft strategy been to OSC and Cabinet and consultation finished – Final version of strategy to go to OSC and Cabinet in November 13</p>	<p>Advice surgeries at the Prison started in September 2013 and will be bi-monthly as agreed with the Prison. Once evaluated they may increase to monthly.</p> <p>Final version of Homelessness Strategy going to OSC and Cabinet Nov 13 as planned.</p>
Developing the Private Rent Sector	<p>We want to develop and run a Local Lettings Agency to improve and expand the current Deposit Guarantee Scheme. The aims of this work will be to:</p>	<p>Strategy & Private Sector Housing Team Leader</p>	<p>Help to Rent scheme to be launched end of September 13. Has been</p>	<p>Help to Rent scheme launched on 21st October aimed at</p>

	<ul style="list-style-type: none"> • Increase the number of local landlords working with the Council; • Provide more housing options to low income and vulnerable households; • Develop a modern, professional service with a good local reputation; and • Generate income to cover costs (remaining competitive over private agencies). 	<p>December 2013</p> <p>(on target)</p>	<p>to July OSC for comments</p>	<p>meeting service plan targets for this area.</p>
<p><i>Developing the Housing Options service</i></p>	<ul style="list-style-type: none"> • Develop a new Enhanced Housing Options module on the Moving with Dacorum website which identifies the options available to a household when seeking alternative accommodation. • We will also provide more details on the website including developing a user guide and information leaflets on topics such as About Housing in Dacorum. 	<p>Housing Options Team Leader</p> <p>December 2013</p> <p>(on target)</p>	<p>Enhanced Housing Options module goes live with new allocations policy in November 13. New website will be live from early October 13.</p>	<p>Enhanced Housing Options module will go live with the new Allocations Policy as planned on the 7th November. DBC website updated and pages went live on 30th October</p> <p>Members Training on new Allocations Policy 31st October</p>
<p><i>We will utilise the feedback we receive to improve the quality of the services we provide.</i></p> <p><i>(affects tenants, leaseholders and housing</i></p>	<p><i>We receive feedback in the form of satisfaction survey responses, complaints, comments at involvement events and complements.</i></p> <p><i>We will:</i></p> <ul style="list-style-type: none"> • <i>Delivering an improvement plan developed as a result of undertaking the Survey of Tenants and Residents (STAR) and publish progress within</i> 	<p><i>Policy and Participation Team Leader</i></p> <p><i>March 2014</i></p> <p><i>(On Target)</i></p>	<p>Work has commenced to collate all the 'housing' intelligence together to get a full picture of what it is telling us.</p> <p>Work is</p>	<p>It has been agreed with the TLC that the next Housing Service Plan should be led by feedback from the 2014 STAR Survey</p>

<p>applicants)</p>	<p><i>News and Views and our Annual Report.</i></p> <ul style="list-style-type: none"> • <i>Publish information on the themes that people are complaining about</i> • <i>Ensure that our 'Local Offers' continue to reflect our tenants priorities</i> • <i>Review how affective our satisfaction surveys are in capturing the views of our tenants</i> <p><i>We will use this information to review our policies and procedures and enhance the information that we provide to service users.</i></p>		<p><i>progressing to ensure we can utilise the complaints system as an effective intelligence source.</i></p>	
<p><i>Leasehold service review</i></p>	<p><i>Review the service that leaseholders receive; by:-</i></p> <ul style="list-style-type: none"> • <i>Comparing the service that leaseholders in Dacorum receive with other leaseholders across the county</i> • <i>Asking leaseholders' their view of the quality and costs associated with their existing service</i> • <i>Ensuring that all processes associated with providing services to leaseholders are as efficient as possible</i> 	<p><i>Leasehold Team Leader</i></p> <p><i>December 2013</i></p> <p><i>(On Target)</i></p> <p><i>Slipping – likely completion date March 2014</i></p>	<p><i>Some work has commenced on this project to gather customer views and cost information</i></p>	<p><i>Some initial work has been done to prepare the scope of the review and to gather internal cost and performance data</i></p> <p><i>Plus data from partner social landlords</i></p>
<p><i>Older Persons Strategy</i></p> <p><i>(affects tenants, leaseholders, housing applicants and residents across the borough)</i></p>	<p><i>We will look at the housing, support, care and health services available to older people across the borough.</i></p> <p><i>This work will seek to understand how well these services are working together and what is needed to be done to improve the co-ordination of these services over the next 10 years.</i></p>	<p><i>Strategy & Private Sector Housing Team Leader</i></p> <p><i>March 2014</i></p> <p><i>(On Target)</i></p>	<p><i>Housing Needs Study now complete, responses currently being analysed. Older Persons Strategy update report to OSC in September linked to</i></p>	<p><i>HNS results have been analysed and have informed the first draft of the Strategy. OSC report was received well in September. OP Strategy will be ready</i></p>

	<p>We will also identify whether there is sufficient provision of services for older people within the borough; whether new services are required or some are existing services are surplus to requirements.</p> <p>A new Older Persons Strategy will be developed and adopted by the Council.</p>		<p>Sheltered Housing review. Strategy will be ready for OSC and Cabinet in Jan 14.</p>	<p>for TLC, OSC and Cabinet as planned ahead of target.</p>
<p>Repairs & Maintenance Procurement project delivery</p> <p><i>(affects tenants and leaseholders)</i></p>	<p><i>This work is designed to enable us to prepare for the end of our current maintenance contracts – and to ensure that a new contract(s) is in place from the spring of 2014.</i></p>	<p><i>Property and Place Group Manager</i></p> <p><i>July 2014</i></p> <p><i>(On Target)</i></p>	<p>Gas Contracted Awarded August 2013</p> <p>Total Asset Management Contract currently subject to Competitive Dialogue</p>	<p>New Gas contract started 1st October</p> <p>Second Stage of dialogue to start early November for final 3 contractors for Total Asset Management Contract</p> <p>Contract Award likely to be February 2014 Cabinet</p>
<p>Vulnerable people</p> <p><i>(affects tenants)</i></p>	<p><i>We will look at how we deliver services to ‘vulnerable people’ – for example we may do certain repair work quicker if a tenant is known to be vulnerable or be able to provide support services to ensure they are able to sustain their tenancy.</i></p>	<p><i>Tenant and Leasehold Group Manager</i></p> <p><i>October 2013</i></p> <p><i>(slightly behind)</i></p>	<p>Kickstart meeting planned mid October</p>	<p>A kickstart meeting has been held</p> <p>The information/ comments from the meeting have been collated and a project group has been identified to develop the full strategy document</p>
<p>Develop phase</p>	<p>We will develop phase 2 & 3 of</p>	<p>Housing</p>	<p>Phases 2&3</p>	<p>New Housing</p>

<p><i>2 and 3 of the Council New Build Programme</i></p>	<p><i>the Council New Build programme including purchasing land, developing standard of the new homes and confirming the required budgets for the whole programme.</i></p>	<p><i>Development Manager</i></p> <p><i>March 2014</i></p> <p><i>(On Target)</i></p>	<p><i>finances approved in the HRA business plan review 2013. Further update report to Cabinet Sept 13</i></p>	<p><i>Development Strategy has been drafted for TLC, OSC and Cabinet in November 2013. This strategy addresses the standards of new homes built. Other land acquisitions with required finances have been approved by Cabinet at several different meetings</i></p>
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4. Housing Highlights

As well as progress against the Service Plan there have been other service improvements or pieces of work carried out which have enhanced the service to our tenants and leaseholders.

- Electronic / handheld monitoring of cleaning inspections and ‘pass/fail’ rates
- Introduction of a new ‘Empty Homes Lead Officer and a full external review of the Empty Homes processes carried out
- Full review of the homelessness service carried out
- Gold CAWF award for pet policy 2013/14
- ‘Prevention of Social Housing Fraud Funding’ - successful bid for funding to tackle social housing fraud working in conjunction with Hightown Praetorian and Churches Housing Association
- Coronation Lunch at Queens square was a massive success, over 500 people attended
- Very Successful tenant conference with 132 people attending, Housing Hero’s awards presented and enjoyable joint training of staff and tenants on Equality and Diversity and designated persons training.

4. Housing Risk Register

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