



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 15 OCTOBER 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 Wixed

For further information, please contact Trudi Coston on Tel: 01442 228224, or Email: Trudi.Coston@dacorum.gov.uk. Information about the Council can be found on our website: www.dacorum.gov.uk.

PART I

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Appendix A – Work Programme 2014/2015

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1. MINUTES

To agree the minutes of the meeting held on 10 September 2014, which can be viewed at:

<http://www.dacorum.gov.uk/home/council-democracy/meetings-minutes-and-agendas/events/2014/09/10/housing-and-community-overview-and-scrutiny-committee/housing-and-community>

2. APOLOGIES FOR ABSENCE

To receive any apologies for absence

3. DECLARATIONS OF INTEREST

To receive any declarations of interest

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

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

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

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

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

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

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

4. PUBLIC PARTICIPATION

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

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

None



AGENDA ITEM: 6

SUMMARY

Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	15 October 2014
PART:	1
If Part II, reason:	

Title of report:	Sportspace Performance Report 2013/2014
Contact:	Councillor Neil Harden, Portfolio Holder for Residents & Regulatory Services Responsible Officer Steve Baker (Assistant Director – Chief Executive’s Unit) Matt Rawdon (Group Manager – People)
Purpose of report:	To provide members with information about the performance and activity of Sportspace during 2013/14
Recommendations	That Members note the annual performance report for Sportspace as presented at the meeting.
Corporate objectives:	<ul style="list-style-type: none"> • Dacorum Delivers – Performance • Building Community capacity – addressing health inequalities
Implications:	<u>Financial</u>
‘Value For Money Implications’	None from this report. <u>Value for Money</u>

	The funding model has achieved a reduction in grant from the Council, thereby contributing to value for money.
Risk Implications	There are no risk implications associated with this report
Equalities Implications	There are no specific equalities implications associated with this report
Health And Safety Implications	None
Consultees:	Dave Cove – Sportspace
Background papers:	None
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	The Dacorum Sports Trust (Sportspace) was established in 2004 and manages a number of sports facilities in the Borough. As part of monitoring the progress and effectiveness of the Council's partnership with Sportspace, an annual presentation is made to the Housing and Community Overview and Scrutiny Committee by Sportspace to provide Members with information about the performance, activities provided and outline some proposals for the future.
Glossary of acronyms and any other abbreviations used in this report:	

1. Introduction

The Dacorum Sport Trust (Sportspace) has been managing a number of sport facilities in the Borough since 2004. As part of monitoring the progress and effectiveness of the Council's partnership with Sportspace, an annual presentation is made to the Housing and Community Overview & Scrutiny Committee to provide Members with information about the performance, activities provided, and outline some proposals for the future.

2. Key Performance Indicators

Sportspace gathers information and performance data on a number of activities. The following describes performance data reported to the Council:

- Attendance - number of visits that are made at sports venue
- Staff Turnover
- Complaints
- Accidents/Incidents Customers
- Accidents /Incidents Staff
- Provision for targets groups - hours of provision for young people
- Provision for targets groups - hours of provision for older people
- Provision for targets groups - hours of provision for people with disabilities

This information will be presented by Sportspace.

3. Plans for the future

Sportspace is working hard to meet the needs of customers by being innovative and work alongside statutory partners to achieve common goals. In partnership with the Council, it has been making efforts to improve facilities across the Borough.

Sportspace have been working with Dacorum Borough Council officers to better understand the outcomes of their provision in the community. These conversations are ongoing.

In addition, we are have recently been working together on the successful Community Sports Activation bid to Sport England and now starting to implement the project collectively. The project was formally launched on 20 September in Randalls Park, Highfield and is now called Get Set, Go Dacorum.

4. Sportspace Presentation

A presentation of the Sportspace Performance Report for 2013/14 will be given by Dave Cove, the Chief Executive of Sportspace.



AGENDA ITEM: 7

SUMMARY

Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	15 October 2014
PART:	1
If Part II, reason:	

Title of report:	STAR 2014
Contact:	<p>Cllr Margaret Griffiths, Portfolio Holder for Housing</p> <p>Carolyn Leech, Team Leader, Policy and Participation and Sue Prowse, Tenant Involvement Officer – Authors</p> <p>Andy Vincent, Group Manager – Tenants and Leaseholders Responsible Officer</p>
Purpose of report:	<p>The purpose of this report is to provide an update on the response to the ‘STAR’ 2014 tenant and leaseholder satisfaction survey and a comparison with previous STAR and STATUS survey results. In particular, all areas of unrepresentative low satisfaction levels from 2012 are reported upon.</p> <p>The report contains a list of improvements that were taken to TLC as draft recommendations and which were then agreed by the Housing Senior Management Team and the Tenant and Leaseholder Committee to take forward.</p> <p>These recommendations for improvement are now actions highlighted in the Service Plan 2014-2016 which has been presented to Housing and Communities Overview and Scrutiny Committee.</p>
Recommendations	<p>Progress will be monitored through the Service Plan and performance reports presented to committee at mid-year and end of year points.</p>

Corporate objectives:	<p>Effective and empowered tenant involvement supports the Council's corporate objectives and contributes to:</p> <ul style="list-style-type: none"> • Our community capacity • Economic development and regeneration • Resources and value for money • Affordable Housing <p>Enhancing our profile and reputation</p>
Implications:	<p><u>Financial</u> By undertaking STAR on a two year basis we are able to identify tenant and leaseholder priorities and plan to achieve improvements in these areas, ensuring that money is spent in the best way to tackle those items which are a priority.</p>
'Value For Money	<p><u>Value for Money</u></p> <p>Value for Money is a regulatory requirement for all social housing providers. By ensuring that our tenants are empowered and involved in the services that they receive we will ultimately ensure that we are giving good value for money.</p>
Risk Implications	<p>Failure to deliver on the improvements recommended as a result of STAR 2014 could risk the image and reputation of the Housing Service. Mechanisms have been put in place to ensure that tenants actively monitor the STAR 2014 recommendations on a regular basis to ensure that the objectives are met.</p>
Equalities Implications	<p>Tenant Involvement deals with the whole tenant and leaseholder community, including young people.</p>
Health And Safety Implications	<p>There are no health and safety implications.</p>
Consultees:	<p>Tenants and Leaseholders Members of the Tenant and Leaseholder Committee Housing Senior Management Team</p>
Background papers:	<p>STAR survey 2012 results</p>
Glossary of acronyms and any other abbreviations used in this report:	<p>Tenant and Leaseholder Committee (TLC), Housing Maintenance and Environment Committee (HMEC), Housing Management Committee (HMC) Survey of Tenants and Residents (STAR), Total Asset Management (TAM)</p>

1.0 Background

The STAR 2014 survey is our second such survey of all tenants and leaseholder's and follows the standardised Housemark STAR format introduced in 2011, together with our own additional questions.

Three separate surveys were produced, specific to General Needs, Supported Housing tenants and DBC leaseholders.

A copy of the survey form was sent out to all tenants and leaseholders with a covering letter/flyer and reply paid envelope at the end of January 2014. The outer envelope carried a slogan devised by tenants, *'You can make a difference - Please don't put me in the bin – fill me in!'* encouraging everyone to reply. Changes made and actions taken to drive service improvements as a result of the STAR 2012 survey were highlighted in the flyer in order to enable residents to see that the survey results are used to target resources, plan services and improvements.

Following a presentation of STAR recommendations to TLC in October 2013, a decision was made only to send a reminder card to any target group where the survey response looked likely to fall below 25%. This saved significant funds and meant that a reminder was only sent to leaseholders, as they were the only group identified with the below 25% response rate.

To ensure that everyone had the opportunity to complete a survey, assistance was offered to those that required help completing the form and around twenty residents requesting help with survey completion received a home visit from a member of Housing staff.

All respondents were offered the opportunity to take part in a prize draw for one of three £100 shopping vouchers, and of those who completed the survey around two thirds opted to take part in the draw. Online respondents were able to enter into an additional draw for a flat screen television/DVD combi. Due to the late publication of the web version of the survey, very few online responses were received (61 in total = 1.8%).

2.0 Results

This report contains the results of the STAR survey together with the recommendations for improvements that have been made.

2.1 Levels of response for each tenure group

2.1.1 General Needs Tenants:

8411 forms were sent out resulting in 2286 completed surveys = 27.2%

2.1.2 Supported Housing Tenants:

1875 forms were sent out resulting in 786 completed surveys = 41.9%

2.1.3 Leaseholders:

1633 forms were sent out resulting in 285 completed surveys = 17.5%

2.1.4 Overall totals:

A total of 11,919 forms across all tenures were sent out resulting in 3357 completed forms being returned = 28.2%, whilst this is a reduction on STAR 2012 it is still above our target of 25%.

2.1.5 Priorities for the Future

When we undertook the first STAR in 2012 as part of the preparations for the move to self-financing in April 2012, we invited respondents to rank five asset-based 'Priorities for the Future' options in order of importance or to make their own suggestions.

This idea was developed further for STAR 2014. Fourteen items were listed under five themes and tenants were invited to say which of these were important to them, ticking as many or as few items as they wished.

Tenants were then asked which one item would be their 'Top priority', with the aim of creating a list of top priorities and giving tenants influence over how we spend their rent money.

The overall results of all responses for items that are important to tenants can be found in **appendix 1**.

The top three results for 'Your Top Priority' under each group and overall were as follows:

General Needs tenants (1795 responses):

1st More frequent replacement of bathrooms and kitchens: 357 = 19.9%

2nd Improved parking (where possible): 291 = 16.2%

3rd New front/back doors: 284 = 15.8%

Supported Housing Tenants (559 responses):

1st More frequent replacement of bathrooms and kitchens: 94 = 16.8%

=2nd Improved parking (where possible): 87 = 15.6%

=2nd New front/back doors: 87 = 15.6%

Overall (2354 responses):

1st More frequent replacement of bathrooms and kitchens: **19.2%**

2nd Improved parking (where possible): **16.1%**

3rd New front/back doors: **15.8%**

Using this information the following recommendation for improvement has been made:

Recommendation 1: That the council should continue to treat investment in replacement, kitchens, bathrooms and external doors and provision of new parking (where possible) as a priority when allocating budgets.

2.2 Levels of satisfaction

2.2.1 Core Questions

Housemark's standardised STAR format allows landlords a great deal of flexibility in devising their own survey; there are six 'core' questions which are compulsory if using the Housemark STAR branding and logo. These results are also fed into Housemark's benchmarking service for comparison with other social landlords. The remainder of the survey questions are set in order to deliver information that best enables us to set service priorities whilst not producing an excessively long survey form that could lead to a very poor response rate. This approach differs from the previous 'STATUS' surveys in which all questions were compulsory.

Appendix 2: Satisfaction Trends 2008-2012

2.2.2 Overall Satisfaction

N.B. Any items where satisfaction has moved up or down more than two percentage points since the 2012 survey has been highlighted – **GREEN** for increased satisfaction, **RED** for decreased satisfaction. It should be noted that whilst improvement in satisfaction may be below a 2 percentage point all areas have seen improvement since the STATUS 2008.

Appendix 3 - General Needs Tenants:

Appendix 4 - Supported Housing Tenants

Appendix 5 - Leaseholders

Appendix 6 - Overall totals

3.0 Communication

3.1 Staff Communication

In order to promote STAR 2014 internally we attended a series of team meetings as well as sending email updates where needed.

3.2 Tenant Communication

News and Views was the main method of communicating with tenants and leaseholders on STAR, both for the updates on STAR 2012 and promoting STAR 2014. We have also used Facebook and the website and have produced a series of publicity materials, including posters and flyers. The tenant involvement team have also attended Supported Housing Coffee Mornings.

In addition to this we have used the hold message for callers phoning the call centre and a press release in the local paper.

4.0 Priorities and Trends

As a result of the 2012 STAR survey results, several areas of the service were identified as priorities for improvement. Additionally, we sought to obtain information on access to services such as internet and useable bank accounts. In 2014 we included questions to determine awareness of the government's changes to the way that benefits are paid.

4.1 Internet Access at home:

There has been an increase in the number of people able to access the internet at home. In 2012, 55.7% of General Needs tenants had internet access at home; this has now increased by nearly 5 percentage points to 60.3%.

Whilst there has been an increase for Supported Housing tenants from 24.2% in 2012 to 29.3% in 2014, this is still below the national average.

The Government's new [Digital Inclusion Strategy](#) states that 37% of social tenants are digitally excluded and the strategy aims to help more people get online, with a target to reduce digital exclusion to 25 per cent by 2016. Currently more than half of Dacorum's tenants (51.6%) do not have internet access at home.

When asked about completing an application online nearly two thirds of our General Needs respondents (65%) would either not feel confident ('No') or would be unsure ('Not Sure') about completing an application for means-tested benefits online (see 4.6). For Supported Housing tenants this figure increases to more than four out of five responses (82.8%).

Reasons for lack of internet access and/or confidence to make online applications may be linked to age, disability or poverty. Half of all tenants responding to the survey (50.3%) are in receipt of Housing Benefit and nearly half (49.0%) state that they or a household member have a health problem that limits their day-to-day activities, around half of whom say that they are limited a lot. Around three in ten of our tenants (29.2%) are aged 75 or over and two thirds (65.4%) are aged 55 or over.

To help support tenants to get online all DBC sheltered schemes now have Wi-Fi installed. This is available for use by anyone inside the building free of charge. We will be running training 'taster' sessions for residents jointly with Dacorum Communities for Learning to help give people the confidence to get online.

Recommendation 2: That the Council should carry out further enquiries or surveys in order to ascertain why Dacorum's tenants seem more likely to be digitally excluded than the national average. Also to provide targeted training to enable and encourage older, financially disadvantaged or disabled tenants to use the internet if they wish to do so.

4.2 Car Parking:

The perception that car parking is a problem has continued to increase, despite the Council's investment in new parking pads and projects. This may be due to enhanced awareness following extensive publicity around the council's Parking Project, which started in the financial year 2012-2013 and has been extended for a further two years.

Provision of new car parking (where possible) was second of all tenants' 'Top Priority' for the future (see 3.1.5).

The percentage of respondents viewing parking as a problem in their neighbourhood was as follows:

2008	29% <i>Feel it is a 'Very Big' problem</i>
2012	64.7% <i>(35.7% minor problem, 29.0% major problem)</i>

2014 69.7% (26.4% minor problem, 43.3% major problem)

DBC has invested substantially both in the provision of additional parking where possible and in barriers to ensure that Housing car parking is not subject to unauthorised use. Whilst the Parking Project has been extended for a further two years, many older estates simply do not have space to provide new parking bays.

See **Recommendation 1**.

4.3 Housing Cleaning Service

Cleaning of internal and external areas was identified as an area needing improvement following the 2012 STAR Survey. There has been much work done in this area to help improve the service that residents in blocks of flats receive.

In order to give a clearer comparison between the two surveys, the 'Neither' and 'Not applicable' responses have been discounted to show only those results indicating either satisfaction or dissatisfaction. This should help to remove any results where 'Neither' has been given as a response due to the fact that there are no communal areas in the block. ('Neither' responses were very high in 2012, prompting us to change the 2014 survey - the layout was amended slightly to make it clearer that respondents should answer the question only if they were receiving a Housing Cleaning service.)

Housemark discourages reporting results where 'Neither' responses are not included, but it is felt that this is valid for this question when making a comparison between the 2012 and 2014 surveys due to the strong likelihood that residents living in flats without a communal area may have ticked the 'Neither' box.

Taking this into account, the figures for satisfaction are now higher than they should be but do give a more accurate comparison between the surveys:

Internal Communal Areas:

2008	Satisfied	64%
2012	Satisfied	80.9% (39.7% very, 41.2% fairly)
	Dissatisfied	19.1% (8.8% very, 10.3% fairly)
2014	Satisfied	83.3% (39.6% very, 43.7% fairly)
	Dissatisfied	16.7% (7.4% very, 9.3% fairly)

These results indicate that – whilst the number of 'very satisfied' residents has not increased, the recent investment in the Housing Cleaning Service has led to a small but significant number of residents changing their opinion from 'very dissatisfied' or 'fairly dissatisfied' to 'fairly satisfied'.

Generally, if discounting the 'Neither' responses, it appears that satisfaction with cleaning of internal communal areas has improved.

External Communal Areas:

2008	Satisfied	51%
2012	Satisfied	66.9% (25.5% very, 41.4% fairly)
	Dissatisfied	33.0% (15.9% very, 17.1% fairly)
2014	Satisfied	68.2% (27.5% very, 40.7% fairly)
	Dissatisfied	31.7% (12.4% very, 19.3% fairly)

Whilst satisfaction with cleaning of external communal areas has not changed significantly overall, there is a noticeable decrease in those responding 'very dissatisfied' and a similar increase in 'very satisfied' responses.

The recent appointment of two cleaning operatives with vans has led to an increase in the prompt removal of litter and items fly-tipped or dumped on Housing land. A leaflet setting out Housing Cleaning standards was sent to all flat-dwellers in 2013. This shows instances when residents should report problems and gives contact details for the Cleaning Service.

Recommendation 3: That the Council should continue to promote awareness of the standard of cleaning that tenants can expect, monitor standards via satisfaction surveys and invest in improvements to the service, including staff training where necessary.

4.4 Grounds Maintenance

This is another service area highlighted as needing improvement following the 2012 STAR survey. A new Service Level Agreement for Grounds Maintenance has recently been negotiated, so it was felt that any improvements in satisfaction would be unlikely in the 2014 survey. In fact, whilst satisfaction was already low when compared with the Housing Service as a whole, it has continued to fall.

Only around half of General Need's tenants and Leaseholders (51.4%) are now satisfied with the maintenance of planted areas. The quality of grass cutting also has high rates of dissatisfaction as detailed below:

Thinking about the area bordering your home, how satisfied or dissatisfied are you with the following?

Grass cutting:

General Needs

2012	Satisfied	75.0% (29.0% very, 46.0% fairly)
	Dissatisfied	12.0% (3.5% very, 8.5% fairly)
2014	Satisfied	69.8% (26.0% very, 43.8% fairly)
	Dissatisfied	15.6% (4.8% very, 10.8% fairly)

Supported Housing

2012	Satisfied	76.4% (31.6% very, 44.8% fairly)
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	Dissatisfied	17.1% (6.0% very, 11.1% fairly)
2014	Satisfied	75.6% (31.8% very, 43.8% fairly)
	Dissatisfied	18.9% (6.0% very, 12.9% fairly)

Leaseholders

2012	Satisfied	68.4% (17.1% very, 51.3% fairly)
	Dissatisfied	23.8% (8.2% very, 15.6% fairly)
2014	Satisfied	62.7% (14.7% very, 48.0% fairly)
	Dissatisfied	26.9% (9.3% very, 17.6% fairly)

Maintenance of planted areas:

General Needs

2012	Satisfied	59.9% (22.3% very, 37.6% fairly)
	Dissatisfied	15.5% (5.9% very, 9.6% fairly)
2014	Satisfied	52.7% (19.0% very, 33.7% fairly)
	Dissatisfied	18.8% (7.3% very, 11.5% fairly)

Supported Housing

2012	Satisfied	60.1% (22.0% very, 38.1% fairly)
	Dissatisfied	22.4% (9.6% very, 12.8% fairly)
2014	Satisfied	58.7% (23.4% very, 35.3% fairly)
	Dissatisfied	23.8% (9.1% very, 14.7% fairly)

Leaseholders

2012	Satisfied	50.7% (11.1% very, 39.6% fairly)
	Dissatisfied	31.7% (13.5% very, 18.2% fairly)
2014	Satisfied	42.0% (8.5% very, 33.5% fairly)
	Dissatisfied	33.8% (16.9% very, 16.9% fairly)

Recommendation 4: That Grounds Maintenance should be a regular agenda item for Housing Maintenance and Environment Committee (HMEC) with a view to monitoring standards and investigating options for improving levels of satisfaction.

4.5 Responsive Repairs

Following the 2012 STAR Survey, Responsive Repairs was highlighted as a service area where satisfaction was lower than with the Housing Service overall, particularly around a repair being done 'right first time'.

The 2014 results do not show any significant change in Responsive Repairs satisfaction levels, although the number of contractors failing to show proof of identity has increased significantly for General Needs tenants (up from 17.6% in 2012 to 19.7% in 2014.)

The new TAM contract commencing in 2014 includes an undertaking to review our definition of 'right first time'. Tenants will be involved in this work to ensure confidence in future satisfaction surveys undertaken by the new contractors.

Supported Housing tenants are generally more satisfied with the way that Dacorum Borough Council deals with Repairs and Maintenance – up from 88.2% in 2012 to 91.4% in 2014. The percentage of supported housing tenants satisfied with the overall quality of their home has also increased significantly from 89.3% to 93.4%.

Recommendation 5: That HMEC and TLC should continue their involvement with monitoring the new TAM contract and work co-operatively with officers to devise both the new definition of 'right first time' and satisfaction surveys to promote confidence that service standards are being met.

4.6 Awareness of changes to the way that Benefits will be paid

The 2014 STAR survey included a new question prefaced by an explanatory paragraph to encourage responses – in the words of tenants the wording was designed to 'de-stigmatise' receipt of Housing Benefit. It is very clear that despite our best efforts to promote awareness, there are significant numbers of residents who are so far unaware of the forthcoming changes, including many who are currently in receipt of Housing Benefit.

For this reason the results should be analysed further to determine what percentage of residents giving a 'Yes' response to Question 8 also answered 'No' or 'Not sure' to Question 8b.

Many of our tenants including working people and pensioners receive help to pay their rent. Others who do not currently receive help may need to do so if their circumstances change. We would like you to answer some questions to help us understand whether our tenants are aware of the Government's changes to the way benefits are paid.

8. Do you currently receive any Housing Benefit payments?

General Needs

1001 (46.2%) Yes

1147 (53.0%) No

18 (0.8%) *Prefer not to say*

Supported Housing

448 (62.8%) *Yes*

254 (35.6%) *No*

11 (1.5%) *Prefer not to say*

8.a If you answered Yes to Question 8, please tell us whether all or part of your rent is paid by Housing Benefit

General Needs

300 (30.1%) *All of my rent is paid by Housing Benefit*

658 (65.9%) *Part of my rent is paid by Housing Benefit*

40 (4.0%) *Prefer not say*

Supported Housing

158 (36.2%) *All of my rent is paid by Housing Benefit*

262 (60.0%) *Part of my rent is paid by Housing Benefit*

17 (3.9%) *Prefer not say*

8.b Do you already know about the government's proposal to pay Housing Benefit to tenants instead of direct to the landlord?

General Needs

550 (25.8%) *Yes*

1216 (57.1%) *No*

363 (17.1%) *Not sure*

Supported Housing

169 (24.1%) *Yes*

396 (56.6%) *No*

135 (19.3%) *Not sure*

8.c If you ever needed to complete an application form for means tested benefits at some time in the future, would you feel confident to do this online?

General Needs

752 (35.0%) *Yes*

1010 (47.0%) *No*

388 (18.0%) *Not sure*

Supported Housing

121 (17.2%) *Yes*

487 (69.2%) *No*

96 (13.6%) *Not sure*

Recommendation 6: That the results of the question around Housing Benefits payments should be analysed to determine what percentage of those currently receiving Housing Benefit are not aware of the forthcoming changes. Also to determine whether there are any links between lack of awareness of the forthcoming changes and disability or lack of internet access at home. Measures then to be taken to ensure that all tenants are aware of how these changes will affect them.

5.0 'Literal' Responses

Respondents had the opportunity to give us any other comments about the Housing Service they receive and to tell us whether they agreed that we had met our obligation not to discriminate against them.

Further work is continuing to group these responses into themes; once this work is complete then these themes will be reported to the TLC and a suggested method of use given.

6.0 Listening to views and acting upon them

This could be considered a more subjective question than most others, with results reliant upon perceptions and communication. It is an area where lots of work has taken place over the past two years following STAR 2012.

We have included regular 'STAR updates' in News and Views and the Annual Report to show the actions taken and improvements made following the STAR 2012 results. Overall, two thirds of our tenants and leaseholders (65.7%) are now satisfied that we listen to their views and act upon them, an increase of around 4 percentage points since 2012.

This compares favourably with the upper quartile for net satisfaction using Housemark Benchmarking data for 2013/14, which is 65.38% for General Needs and Housing for Older People. For the purposes of benchmarking, Housemark do separate Leaseholders from the total results, if we were to do the same then the percentage of tenants in General Needs and Supported Housing very or fairly satisfied with this question is 67.63%.

Recommendation 7: That we continue to publish STAR updates in News and Views and carry out further consultations in accordance with the Housing Consultation Strategy whenever changes are planned, whether to the service as a whole or at a local level.

7.0 Getting Hold of the right person

The results of the 2012 STAR survey indicated that fewer than one in five (19.7%) of those respondents who said that they had contacted the Council with a query other than to pay rent or service charges found it 'Difficult' to get hold of the right person. This was highlighted as an area for improvement.

The results of the 2014 survey indicate that this figure has increased and now exceeds one in five (22.1%). There could be many reasons for this increase but it is important that further work is done to investigate this.

Recommendation 8: That all possible steps should be taken to reverse the trend of increasing numbers of residents finding it difficult to reach the correct person when contacting the Council.

8.0 Rubbish and Litter

In 2012, more than half of respondents (55.8%) indicated that rubbish and litter was a problem in their neighbourhood. This figure has remained fairly constant in 2014 (57.1%).

Whilst clearance of rubbish and litter largely falls outside of the Housing Service, we have promoted and participated in community litter picks organised by Clean Safe & Green and Resident Services.

Recommendation 9: That using an Estate Management approach and working in partnership with other housing colleagues we should continue to organise and promote local area walkabouts to highlight any local problems and work co-operatively with Clean Safe & Green and Resident Services to tackle any local rubbish or littering issues.

9.0 Summary of Recommendations for improvement

Recommendation 1: That the council should continue to treat investment in replacement kitchens, bathrooms and external doors and provision of new parking (where possible) as a priority for allocation of budgets.

Recommendation 2: That the council should carry out further enquiries or surveys in order to ascertain why Dacorum's tenants seem more likely to be digitally excluded than the national average. Also to provide targeted training to enable and encourage older, financially disadvantaged or disabled tenants to use the internet if they wish to do so.

Recommendation 3: That the council should continue to promote awareness of the standard of cleaning that tenants can expect, monitor standards via satisfaction surveys and invest in improvements to the service, including staff training where necessary.

Recommendation 4: That Grounds Maintenance should be a regular agenda item for Housing Maintenance and Environment Committee (HMEC) with a view to monitoring standards and investigating options for improving levels of satisfaction.

Recommendation 5: That HMEC and TLC should continue their involvement with monitoring the new TAM contract and work co-operatively with officers to devise both the new definition of 'right first time' and satisfaction surveys to promote confidence that service standards are being met.

Recommendation 6: That the results of the question around Housing Benefits payments should be analysed to determine what percentage of those currently receiving Housing Benefit are not aware of the forthcoming changes. Also to determine whether there are any links between lack of awareness of the forthcoming changes and disability or lack of internet access at home. Measures then to be taken to ensure that all tenants are aware of how these changes will affect them.

Recommendation 7: That we continue to publish STAR updates in News and Views and carry out further consultations in accordance with the Housing Consultation Strategy whenever changes are planned, whether to the service as a whole or at a local level.

Recommendation 8: That all possible steps should be taken to reverse the trend of increasing numbers of residents finding it difficult to reach the correct person when contacting the Council.

Recommendation 9: That using an Estate Management approach and working in partnership with other housing colleagues we should continue to organise and promote local area walkabouts to highlight any local problems and work co-operatively with Clean Safe & Green and Resident Services to tackle any local rubbish or littering issues.

10.0 Conclusion

The nine recommendations for improvement detailed above were taken to the TLC, Portfolio Holder for Housing and Chair of the Housing and Communities Overview and Scrutiny Committee in draft form in May 2014. At this meeting it was agreed that these recommendations should be taken forward and should form part of the actions detailed in the Housing Service Plan.

In addition to this, it was agreed that the Housing Service would move to a two year service plan. This will enable us to mirror the STAR timetable and will also mean that tenant priorities that are highlighted as part of the STAR survey and agreed with TLC will be taken forward in a structured way and monitored through the service plan.

The draft Housing Service 2014/16 has been approved by the TLC and is currently in the process of being finalised with timescales/responsible officers etc. and once finalised will be subject to the corporate service plan template.

Progress against the service plan will be reported on at the mid-year and end of year points and a report will be submitted to both the TLC and Housing and Communities Overview and Scrutiny Committee.

Appendix 1

The percentage figure given as the number of respondents ticking each option in relation to the total number of tenants' surveys returned (3072):

	Total number of responses and percentage of respondents choosing to tick the box as an item important to them
20.	
<u>Improved Energy Performance</u> (Helping to keep your costs down, 'greener' better for the environment)	
a.) Improved cavity/loft insulations	1139 (49.8%) 4th
b.) More efficient boilers	1267 (55.4%) 3rd
c.) Solar panels	889 (38.9%) 8th
d.) Other energy saving measures such as air or ground source heat pumps (where possible)	496 (21.7%) 11th
<u>Estate Improvement/Neighbourhood</u> (The area around your home)	
e.) Improved parking (where possible)	1425 (62.3%) 1st
f.) Improved communal drying areas	251 (11.0%) 13th
g.) Improved landscaping and maintenance of planted areas	732 (32.0%) 10th
<u>Replacement Programme</u> (Planned works)	
h.) New front/back doors	1124 (49.2%) 5th
i.) More frequent replacement of bathrooms and kitchens	1322 (57.8%) 2nd
j.) Improved central heating	1115 (48.8%) =6th
<u>Suitability of Accommodation</u> (Improving our existing homes)	
k.) Installing wired smoke detectors and carbon monoxide detectors in all our homes	1115 (48.8%) =6th
l.) Redeveloping sheltered accommodation to change bedsits to flats	486 (21.3%) 12th
m.) Increasing size of kitchens (where possible)	826 (36.1%) 9th
<u>New Homes</u> (Helping to meet current and future housing needs)	
n.) For example new builds, demolishing blocks of unsuitable flats to redevelop the area.	991 (43.4%) 7th

YOUR TOP PRIORITY

Which ONE of the items above would be your top priority? Please write the letter from the list above that relates to the one item you would choose.

- 1st** More frequent replacement of bathrooms and kitchens (19.9%)
- 2nd** Improved parking (where possible) (16.2%)
- 3rd** New front/back doors (15.8%)



Appendix 2 - Tenants' & Leaseholders' Satisfaction Surveys 2008 - 2014



TRENDS

N.B. 2008 Results are for STATUS Survey which was carried out using a postal sample survey and follow-up phone calls. All STATUS figures were rounded to whole percentages.

Overall Satisfaction – 'Core' Questions

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dacorum Borough Council as your housing landlord?

STAR 2014 85.7% Satisfied Trend
 STAR 2012 86.5% -0.8
 STATUS 2008 79%



STAR 2014 7.7% Dissatisfied +0.7
 STAR 2012 7.0%
 STATUS 2008 9%

2. How satisfied or dissatisfied are you with the overall quality of your home?

STAR 2014 82.2% Satisfied Trend
 STAR 2012 79.8% +2.4
 STATUS 2008 75%



STAR 2014 11.4% Dissatisfied -2.0
 STAR 2012 13.4%
 STATUS 2008 14%

3. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

STAR 2014 86.5% Satisfied Trend
 STAR 2012 86.8% -0.3
 STATUS 2008 80%



STAR 2014 8.0% Dissatisfied +0.6
 STAR 2012 7.4%
 STATUS 2008 9%

4. How satisfied or dissatisfied are you that your rent (or service charges) provides value for money?

STAR 2014 78.5% Satisfied Trend
 STAR 2012 78.5% 0
 STATUS 2008 70%



STAR 2014 9.7% Dissatisfied 0
 STAR 2012 9.7%
 STATUS 2008 14%

5. Generally, how satisfied or dissatisfied are you with the way Dacorum Borough Council as your housing landlord deals with repairs and maintenance?

STAR 2014 78.4% *Satisfied* **Trend**
STAR 2012 76.7% **+1.7**
STATUS 2008 69%



STAR 2014 14.3% *Dissatisfied* **-1.3**
STAR 2012 15.6%
STATUS 2008 19%

6. How satisfied or dissatisfied are you that Dacorum Borough Council as your housing landlord listens to your views and acts upon them?

STAR 2014 65.7% *Satisfied* **Trend**
STAR 2012 61.4% **+4.3**
STATUS 2008 51%



STAR 2014 13.6% *Dissatisfied* **-0.4**
STAR 2012 14.0%
STATUS 2008 N/A



Appendix 3 - Tenants' Survey 2014

General Needs Housing



Total number of responses: 2286

Overall Satisfaction

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dacorum Borough Council as your housing landlord?

756 (35.8%) *Very satisfied*
1045 (49.5%) *Fairly satisfied*
145 (6.9%) *Neither*
118 (5.6%) *Fairly dissatisfied*
49 (2.3%) *Very dissatisfied*

2. How satisfied or dissatisfied are you with the overall quality of your home?

583 (27.2%) *Very satisfied*
1102 (54.4%) *Fairly satisfied*
162 (7.6%) *Neither*
217 (10.1%) *Fairly dissatisfied*
78 (3.6%) *Very dissatisfied*

3. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

935 (42.4%) *Very satisfied*
952 (43.2%) *Fairly satisfied*
135 (6.1%) *Neither*
135 (6.1%) *Fairly dissatisfied*
47 (2.1%) *Very dissatisfied*

4. How satisfied or dissatisfied are you that your rent provides value for money?

686 (31.4%) *Very satisfied*
994 (45.6%) *Fairly satisfied*
293 (13.4%) *Neither*
158 (7.2%) *Fairly dissatisfied*
51 (2.3%) *Very dissatisfied*

5. Generally, how satisfied or dissatisfied are you with the way Dacorum Borough Council as your housing landlord deals with repairs and maintenance?

743 (33.8%) *Very satisfied*
959 (43.6%) *Fairly satisfied*
172 (7.8%) *Neither*
208 (9.5%) *Fairly dissatisfied*

119 (5.4%) *Very dissatisfied*

6. How satisfied or dissatisfied are you that Dacorum Borough Council as your housing landlord listens to your views and acts upon them?

494 (22.5%) *Very satisfied*
921 (42.0%) *Fairly satisfied*
461 (21.0%) *Neither*
203 (9.2%) *Fairly dissatisfied*
116 (5.3%) *Very dissatisfied*

General Services

7. How satisfied or dissatisfied are you with the way Dacorum Borough Council as your housing landlord deals with the following?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Anti-social behaviour	443 (21.9%)	736 (36.3%)	636 (31.4%)	125 (6.2%)	85 (4.2%)
Complaints	417 (21.0%)	783 (39.5%)	578 (29.2%)	135 (6.8%)	69 (3.5%)
Your enquiries generally	664 (33.2%)	877 (43.9%)	313 (15.7%)	108 (5.4%)	35 (1.8%)
Moving or swapping your home (transfers and exchanges)	263 (15.2%)	335 (19.3%)	920 (53.1%)	90 (5.2%)	125 (7.2%)

Advice and Support

Many of our tenants including working people and pensioners receive help to pay their rent. Others who do not currently receive help may need to do so if their circumstances change. We would like you to answer some questions to help us understand whether our tenants are aware of the Government's changes to the way benefits are paid.

8. Do you currently receive any Housing Benefit payments?

1001 (46.2%) *Yes (Go to Q8a)*
1147 (53.0%) *No (Go to Q8b)*
18 (0.8%) *Prefer not to say (Go to Q8b)*

8a. If you have answered Yes to Question 8, please tell us whether all or part of your rent is paid by Housing Benefit

300 (30.1%) *All of my rent is paid by Housing Benefit*
658 (65.9%) *Part of my rent is paid by Housing Benefit*
40 (4.0%) *Prefer not to say*

8b. Do you already know about the government's proposals to pay Housing Benefit to tenants instead of direct to the landlord?

550 (25.8%) *Yes*
 1216 (57.1%) *No*
 363 (17.1%) *Not sure*

8c. If you ever needed to complete an application form for means tested benefits at some time in the future, would you feel confident to do this online?

752 (35.0%) *Yes*
 1010 (47.0%) *No*
 388 (18.0%) *Not sure*

Contact and Communication

9. Have you contacted Dacorum Borough Council as your Housing Landlord in the last 12 months with a query other than to pay rent or services charges?

1457 (69.2%) *Yes (Go to Q10)*
 650 (30.8%) *No (Go to Q11)*

10. You have answered Yes to the above question. Please tell us...

	<i>Easy</i>	<i>Difficult</i>	<i>Neither</i>
10a Was getting hold of the right person easy or difficult?	964 (65.8%)	315 (21.5%)	187 (12.8%)

	<i>Helpful</i>	<i>Unhelpful</i>	<i>Neither</i>
10b Did you find the staff helpful?	1196 (82.4%)	104 (7.2%)	151 (10.4%)

	<i>Yes</i>	<i>No</i>
10c Was your query answered within a reasonable time?	1190 (81.2%)	276 (18.8%)

11. Do you have access to the internet at home?

1196 (60.3%) Yes 788 (39.7%) *No*

Your Neighbourhood

12. To what extent are any of the following a problem in your neighbourhood?

	<i>Major Problem</i>	<i>Minor Problem</i>	<i>Not a Problem</i>
Car parking	961 (46.2%)	554 (26.6%)	566 (27.2%)
Rubbish or litter	401 (19.6%)	807 (39.5%)	833 (40.8%)

Noisy neighbours	197 (10.0%)	438 (22.2%)	1341 (67.9%)
Pets and animals	151 (7.6%)	369 (18.7%)	1454 (73.7%)
Disruptive children / teenagers	109 (5.5%)	438 (22.3%)	1418 (72.2%)

13. In the last three years would you say your neighbourhood has improved or declined?

128 (6.1%)	Greatly improved
293 (13.9%)	Slightly improved
1196 (56.8%)	Stayed the same
366 (17.4%)	Slightly declined
121 (5.8%)	Greatly declined

14. Thinking about the area bordering your home, how satisfied or dissatisfied are you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Grass cutting	558 (26.0%)	940 (43.8%)	313 (14.6%)	232 (10.8%)	102 (4.8%)
Maintenance of planted areas	385 (19.0%)	682 (33.7%)	580 (28.6%)	232 (11.5%)	147 (7.3%)

Responsive Repairs

15. Have you had any repairs to your home in the last 12 months?

1631 (76.3%)	Yes (Go to Q16)
507 (23.7%)	No (Go to Q19)

Please do not answer the following three questions if you ticked 'No' for question 15

16. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Being told when workers would call	919 (55.2%)	521 (31.3%)	53 (3.2%)	108 (6.5%)	63 (3.8%)
Being able to make an appointment	839 (51.8%)	519 (32.1%)	135 (8.3%)	87 (5.4%)	39 (2.4%)
Time taken before work started	632 (39.2%)	624 (38.7%)	147 (9.1%)	129 (8.0%)	80 (5.0%)
The speed of completion of the work	832 (51.2%)	525 (32.3%)	102 (6.3%)	94 (5.8%)	73 (4.5%)
The attitude of workers	1031(62.9%)	435 (26.5%)	95 (5.8%)	57 (3.5%)	21 (1.3%)
The overall quality of work	766 (46.9%)	566 (34.6%)	100 (6.1%)	125 (7.6%)	77 (4.7%)
Keeping dirt and mess to minimum	900 (55.2%)	513 (32.5%)	108 (6.6%)	65 (4.0%)	45 (2.8%)
The repair being done 'right first time'	736 (45.2%)	465 (28.5%)	114 (7.0%)	114 (9.5%)	155 (9.8%)
The contractors doing the job you expected	829 (50.8%)	487 (29.8%)	127 (7.8%)	93 (5.7%)	96 (5.9%)
The repairs service you received on this occasion	806 (49.8%)	496 (30.7%)	124 (7.7%)	101 (6.2%)	91 (5.6%)

17. Did the contractor show proof of identity?

1327 (80.3%)	Yes
325 (19.7%)	No

18. Was the repair appointment kept?

1501 (91.6%)	Yes
138 (8.4%)	No

Estate Services

Please only answer Q19 if you live in a flat.

19. How satisfied or dissatisfied are you with the cleaning of the following?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Not applicable</i>
Internal communal areas	166 (25.1%)	204 (30.9%)	188 (28.4%)	42 (6.4%)	42 (6.4%)	19 (2.9%)
External communal areas (cleaning services only such as cleaning of communal walkways and removal of fly-tipped items, not hedge trimming, grass cutting etc).	121 (18.1%)	189 (28.3%)	165 (24.7%)	90 (13.5%)	79 (11.8%)	24 (3.6%)

Your Priorities for the Future

Since the government changed the rules about how Housing is financed, we have more money to spend on the things that our tenants want. We would like to know what is most important to you so that we can spend our tenants' rent money wisely.

Please look at the following list and tick all the items that are important to you.

You may tick as many or as few boxes as you wish. Please note that this is to help us make plans for the whole Housing Service and does not necessarily relate to your own home.

	Total number of responses and percentage of respondents choosing to tick the box as an item important to them
20. <u>Improved Energy Performance</u> (Helping to keep your costs down, 'greener' better for the environment)	
e.) Improved cavity/loft insulations	1139 (49.8%) 4th
f.) More efficient boilers	1267 (55.4%) 3rd
g.) Solar panels	889 (38.9%) 8th
h.) Other energy saving measures such as air or ground source heat pumps (where possible)	496 (21.7%) 11th
<u>Estate Improvement/Neighbourhood</u> (The area around your home)	
e.) Improved parking (where possible)	1425 (62.3%) 1st
o.) Improved communal drying areas	251 (11.0%) 13th
p.) Improved landscaping and maintenance of planted areas	732 (32.0%) 10th
<u>Replacement Programme</u> (Planned works)	
q.) New front/back doors	1124 (49.2%) 5th
r.) More frequent replacement of bathrooms and kitchens	1322 (57.8%) 2nd
s.) Improved central heating	1115 (48.8%) =6th

Suitability of Accommodation (Improving our existing homes)

- | | |
|---|------------------|
| t.) Installing wired smoke detectors and carbon monoxide detectors in all our homes | 1115 (48.8%)=6th |
| u.) Redeveloping sheltered accommodation to change bedsits to flats | 486 (21.3%) 12th |
| v.) Increasing size of kitchens (where possible) | 826 (36.1%) 9th |

New Homes (Helping to meet current and future housing needs)

- | | |
|---|----------------|
| w.) For example new builds, demolishing blocks of unsuitable flats to redevelop the area. | 991 (43.4%)7th |
|---|----------------|

YOUR TOP PRIORITY

Which ONE of the items above would be your top priority? Please write the letter from the list above that relates to the one item you would choose.

- 1st More frequent replacement of bathrooms and kitchens (19.9%)**
2nd Improved parking (where possible) (16.2%)
3rd New front/back doors (15.8%)

About You

- 21.** Dacorum Borough Council must give all its tenants the same opportunities to use all our services and benefit from peaceful enjoyment of their homes. We must not discriminate against you by treating you differently from other tenants or by failing to take any special needs you may have into account.
Do you agree that we have met this obligation to you?

1816 (91.5%) Yes

169 (8.5%) No (please give details below)

Please note this question is intended to help us understand the needs of our tenants generally. We will not be able to respond to you individually.

Work continues - these responses will be grouped into themes

- 22.** Please tell us if you have any other comments about the service you receive from Dacorum Borough Council, your housing landlord. (Please note this question is intended to help us understand the needs of our tenants generally. We will not be able to respond to you individually)



Appendix 4 - Tenants' Survey 2014



Supported Housing

Total number of responses: 786

Overall Satisfaction

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dacorum Borough Council as your housing landlord?

348 (49.0%) *Very satisfied*
317 (44.6%) *Fairly satisfied*
17 (2.4%) *Neither*
21 (3.0%) *Fairly dissatisfied*
7 (1.0%) *Very dissatisfied*

2. How satisfied or dissatisfied are you with the overall quality of your home?

341 (47.6%) *Very satisfied*
328 (45.8%) *Fairly satisfied*
14 (2.0%) *Neither*
23 (3.2%) *Fairly dissatisfied*
10 (1.4%) *Very dissatisfied*

3. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

421 (57.4%) *Very satisfied*
265 (36.1%) *Fairly satisfied*
20 (2.7%) *Neither*
23 (3.1%) *Fairly dissatisfied*
5 (0.7%) *Very dissatisfied*

4. How satisfied or dissatisfied are you that your rent provides value for money?

391 (53.9%) *Very satisfied*
278 (38.3%) *Fairly satisfied*
35 (4.8%) *Neither*
17 (2.3%) *Fairly dissatisfied*
5 (0.5%) *Very dissatisfied*

5. Generally, how satisfied or dissatisfied are you with the way Dacorum Borough Council as your housing landlord deals with repairs and maintenance?

369 (50.3%) *Very satisfied*
302 (41.1%) *Fairly satisfied*
19 (2.6%) *Neither*
34 (4.6%) *Fairly dissatisfied*

10 1.4(%) *Very dissatisfied*

6. How satisfied or dissatisfied are you that Dacorum Borough Council as your housing landlord listens to your views and acts upon them?

223 (30.4%) *Very satisfied*
343 (46.7%) *Fairly satisfied*
111 (15.1%) *Neither*
42 (5.7%) *Fairly dissatisfied*
15 (2.0%) *Very dissatisfied*

General Services

7. How satisfied or dissatisfied are you with the way Dacorum Borough Council as your housing landlord deals with the following?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Anti-social behaviour	252 (39.6%)	217 (34.1%)	129 (20.3%)	25 (3.9%)	13 (2.0%)
Complaints	201 (33.4%)	246 (40.9%)	122 (20.3%)	24 (4.0%)	9 (1.5%)
Your enquiries generally	275 (44.9%)	258 (42.1%)	53 (8.6%)	22 (3.6%)	5 (0.8%)
Moving or swapping your home (transfers and exchanges)	184 (35.7%)	107 (20.7%)	187 (36.2%)	20 (3.9%)	18 (3.5%)

Advice and Support

Many of our tenants including working people and pensioners receive help to pay their rent. Others who do not currently receive help may need to do so if their circumstances change. We would like you to answer some questions to help us understand whether our tenants are aware of the Government's changes to the way benefits are paid.

8. Do you currently receive any Housing Benefit payments?

448 (62.8%) *Yes (Go to Q8a)*
254 (35.6%) *No (Go to Q8b)*
11 (1.5%) *Prefer not to say (Go to Q8b)*

8a. If you have answered Yes to Question 8, please tell us whether all or part of your rent is paid by Housing Benefit

158 (36.2%) *All of my rent is paid by Housing Benefit*
262 (60.0%) *Part of my rent is paid by Housing Benefit*
17 (3.9%) *Prefer not to say*

8b. Do you already know about the government’s proposals to pay Housing Benefit to tenants instead of direct to the landlord?

169 (24.1%) *Yes*
 396 (56.6%) *No*
 135 (19.3%) *Not sure*

8c. If you ever needed to complete an application form for means tested benefits at some time in the future, would you feel confident to do this online?

121 (17.2%) *Yes*
 487 (69.2%) *No*
 96 (13.6%) *Not sure*

If you would like further information about Welfare Reform, Housing Benefit or help with managing your rent account, please call 01442 228000 and ask for Mandy Peters or Paula Bowman.

Contact and Communication

9. Have you contacted Dacorum Borough Council as your Housing Landlord in the last 12 months with a query other than to pay rent or services charges?

366 (53.4%) *Yes (Go to Q10)*
 320 (46.6%) *No (Go to Q11)*

10. You have answered Yes to the above question. Please tell us...

	<i>Easy</i>	<i>Difficult</i>	<i>Neither</i>
10a Was getting hold of the right person easy or difficult?	267 (69.9%)	80 (20.9%)	35 (9.2%)

	<i>Helpful</i>	<i>Unhelpful</i>	<i>Neither</i>
10b Did you find the staff helpful?	339 (87.1%)	21 (5.4%)	29 (7.5%)

	<i>Yes</i>	<i>No</i>
10c Was your query answered within a reasonable time?	334 (86.1%)	54 (13.9%)

11. Do you have access to the internet at home?

175 (29.3%) **Yes** 423 (70.3%) *No*

Your Neighbourhood

12. To what extent are any of the following a problem in your neighbourhood?

	Major Problem	Minor Problem	Not a Problem
Car parking	238 (35.7%)	148 (22.2%)	281 (42.1%)
Rubbish or litter	77 (12.0%)	212 (33.0%)	353 (55.0%)
Noisy neighbours	19 (3.1%)	72 (11.7%)	526 (85.3%)
Pets and animals	23 (3.7%)	66 (10.7%)	527 (85.6%)
Disruptive children / teenagers	16 (2.6%)	96 (15.6%)	505 (81.8%)

13. In the last three years would you say your neighbourhood has improved or declined?

65 (9.8%)	Greatly improved
125 (18.8%)	Slightly improved
386 (58.0%)	Stayed the same
74 (11.1%)	Slightly declined
15 (2.3%)	Greatly declined

14. Thinking about the area bordering your home, how satisfied or dissatisfied are you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Grass cutting	229 (31.8%)	315 (43.8%)	39 (5.4%)	93 (12.9%)	43 (6.0%)
Maintenance of planted areas	151 (23.4%)	228 (35.3%)	112 (17.4%)	95 (14.7%)	59 (9.1%)

Responsive Repairs

15. Have you had any repairs to your home in the last 12 months?

442 (64.1%)	Yes (Go to Q16)
248 (35.9%)	No (Go to Q19)

Please **do not** answer the following three questions if you ticked 'No' for question 15

16. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Being told when workers would call	305 (66.9%)	127 (27.9%)	10 (2.2%)	8 (1.8%)	6 (1.3%)
Being able to make an appointment	263 (60.7%)	130 (30.0%)	21 (4.8%)	14 (3.2%)	5 (1.2%)
Time taken before work started	213 (49.5%)	165 (38.4%)	18 (4.2%)	22 (5.1%)	12 (2.8%)
The speed of completion of the work	272 (61.4%)	135 (30.5%)	9 (2.0%)	12 (2.7%)	15 (3.4%)
The attitude of workers	328 (73.7%)	100 (22.5%)	8 (1.8%)	4 (0.9%)	5 (1.1%)
The overall quality of work	284 (63.3%)	135 (30.1%)	9 (2.0%)	11 (2.4%)	10 (2.2%)

Keeping dirt and mess to minimum	306 (69.9%)	108 (24.7%)	5 (1.1%)	14 (3.2%)	5 (1.1%)
The repair being done 'right first time'	255 (56.7%)	125 (27.8%)	14 (3.1%)	32 (7.1%)	24 (5.3%)
The contractors doing the job you expected	276 (63.6%)	115 (26.5%)	15 (3.5%)	12 (2.8%)	16 (3.7%)
The repairs service you received on this occasion	287 (64.9%)	122 (27.6%)	9 (2.0%)	8 (1.8%)	16 (3.6%)

17. Did the contractor show proof of identity?

408 (87.9%)	Yes
56 (12.1%)	No

18. Was the repair appointment kept?

441 (95.9%)	Yes
19 (4.1%)	No

Estate Services

Please only answer Q19 if you live in a flat.

19. How satisfied or dissatisfied are you with the cleaning of the following?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Not applicable</i>
Internal communal areas	218 (46.6%)	172 (36.8%)	32 (6.8%)	25 (5.3%)	16 (3.4%)	5 (1.1%)
External communal areas (cleaning services only such as cleaning of communal walkways and removal of fly-tipped items, not hedge trimming, grass cutting etc).	146 (32.5%)	162 (36.1%)	61 (13.6%)	52 (11.6%)	18 (4.0%)	10 (2.2%)

Supported Housing

**20. Thinking of where you live now, how satisfied or dissatisfied are you with the following?
(please tick one box in each row)**

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Not applicable</i>
Having a choice and control over the support I receive	314 (47.2%)	221 (33.2%)	75 (11.3%)	18 (2.7%)	9 (1.4%)	28 (4.2%)
The frequency of contact with my Supported Housing Officer	358 (53.0%)	178 (26.4%)	68 (10.1%)	23 (3.4%)	8 (1.2%)	40 (5.9%)
The overall performance of my Supported Housing Officer	393 (59.3%)	137 (20.7%)	64 (9.7%)	21 (3.2%)	9 (1.4%)	39 (5.9%)
Knowing where to obtain help and information	321 (49.5%)	228 (35.1%)	51 (7.9%)	25 (3.9%)	7 (1.1%)	17 (2.6%)
Being able to manage and live more independently in my own home	457 (67.0%)	169 (24.8%)	27 (4.0%)	6 (0.9%)	1 (0.1%)	22 (3.2%)
Feeling safer and more secure in my own home	442 (65.4%)	174 (25.7%)	25 (3.7%)	8 (1.2%)	7 (1.0%)	20 (3.0%)
How easy it is to access all areas of my home and scheme	427 (63.8%)	183 (27.4%)	21 (3.1%)	13 (1.9%)	6 (0.9%)	19 (2.8%)
The facilities at my scheme	343 (53.4%)	178 (27.7%)	47 (7.3%)	15 (2.3%)	15 (2.3%)	44 (6.9%)

21. Thinking about living in sheltered housing compared with a home without any support, to what extent do you agree or disagree with the following? (please tick one box in each row)

	<i>Strongly agree</i>	<i>Slightly agree</i>	<i>Neither</i>	<i>Slightly disagree</i>	<i>Strongly disagree</i>	<i>Not applicable</i>
I am better off financially	192 (30.0%)	144 (22.5%)	180 (28.1%)	29 (4.5%)	31 (4.8%)	65 (10.1%)
I feel healthier	188 (30.1%)	146 (23.4%)	184 (29.5%)	26 (4.2%)	17 (2.7%)	63 (10.1%)
I feel less stressed and have increased levels of mental well-being	239 (37.1%)	185 (28.7%)	119 (18.4%)	16 (2.5%)	17 (2.6%)	69 (10.7%)
I have less need to use GP or other NHS services	137 (21.4%)	159 (24.8%)	187 (29.2%)	58 (9.1%)	27 (4.2%)	72 (11.3%)
I have less need to use other social care services	161 (25.1%)	152 (23.7%)	164 (25.5%)	31 (4.8%)	20 (3.1%)	114 (17.8%)

Your Priorities for the Future

Since the government changed the rules about how Housing is financed, we have more money to spend on the things that our tenants want. We would like to know what is most important to you so that we can spend our tenants' rent money wisely.

Please look at the following list and tick all the items that are important to you. You may tick as many or as few boxes as you wish. Please note that this is to help us make plans for the whole Housing Service and does not necessarily relate to your own home.

22. <u>Improved Energy Performance</u> (Helping to keep your costs down, 'greener' better for the environment)	Total number of responses and percentage of respondents choosing to tick the box as an item important to them
i.) Improved cavity/loft insulations	279 8th
j.) More efficient boilers	349 3rd
k.) Solar panels	217 11th
l.) Other energy saving measures such as air or ground source heat pumps (where possible)	145 13th
<u>Estate Improvement/Neighbourhood</u> (The area around your home)	
e.) Improved parking (where possible)	397 1st
x.) Improved communal drying areas	139 14th
y.) Improved landscaping and maintenance of planted areas	320 5th
<u>Replacement Programme</u> (Planned works)	
z.) New front/back doors	334 4th
aa.) More frequent replacement of bathrooms and kitchens	356 2nd
bb.) Improved central heating	244 10th

Suitability of Accommodation (Improving our existing homes)

- cc.) Installing wired smoke detectors and carbon monoxide detectors in all our homes 313 **6th**
- dd.) Redeveloping sheltered accommodation to change bedsits to flats 182 **12th**
- ee.) Increasing size of kitchens (where possible) 261 **9th**

New Homes (Helping to meet current and future housing needs)

- ff.) For example new builds, demolishing blocks of unsuitable flats to redevelop the area. 284 **7th**

YOUR TOP PRIORITY

23. Which ONE of the items above would be your top priority? Please write the letter from the list above that relates to the one item you would choose.

- 1st** More frequent replacement of bathrooms and kitchens
- =2nd** Improved parking (where possible)
- =2nd** New front/back doors

About You

23. Dacorum Borough Council must give all its tenants the same opportunities to use all our services and benefit from peaceful enjoyment of their homes. We must not discriminate against you by treating you differently from other tenants or by failing to take any special needs you may have into account.
Do you agree that we have met this obligation to you?

- 627 (92.9%) Yes
- 48 (7.1%) No (please give details below)
Please note this question is intended to help us understand the needs of our tenants generally. We will not be able to respond to you individually.

Work continues - these responses will be grouped into themes

24. Please tell us if you have any other comments about the service you receive from Dacorum Borough Council, your housing landlord. (Please note this question is intended to help us understand the needs of our tenants generally. We will not be able to respond to you individually)

Total number of responses:285



Appendix 5 - Leaseholders' Survey 2014



Overall Satisfaction

- 1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dacorum Borough Council as your housing landlord?**

42 (15.3%)	Very satisfied
147 (53.6%)	Fairly satisfied
41 (15.0%)	Neither
29 (10.6%)	Fairly dissatisfied
15 (5.5%)	Very dissatisfied

- 2. How satisfied or dissatisfied are you with the overall quality of your home?**

69 (25.5%)	Very satisfied
151 (55.7%)	Fairly satisfied
23 (8.5%)	Neither
20 (7.4%)	Fairly dissatisfied
8 (3.0%)	Very dissatisfied

- 3. How satisfied or dissatisfied are you with your neighbourhood as a place to live?**

68 (24.3%)	Very satisfied
140 (50.0%)	Fairly satisfied
25 (8.9%)	Neither
39 (13.9%)	Fairly dissatisfied
8 (2.9%)	Very dissatisfied

- 4. How satisfied or dissatisfied are you that your service charges provide value for money?**

45 (16%)	Very satisfied
107 (38.8%)	Fairly satisfied
45 (16.3%)	Neither
55 (19.9%)	Fairly dissatisfied
24 (8.7%)	Very dissatisfied

- 5. Generally, how satisfied or dissatisfied are you with the way Dacorum Borough Council as the owner of your freehold deals with repairs and maintenance?**

31 (11.3%)	Very satisfied
113 (41.1%)	Fairly satisfied
42 (15.3%)	Neither
60 (21.8%)	Fairly dissatisfied
29 (10.5%)	Very dissatisfied

6. How satisfied or dissatisfied are you that Dacorum Borough Council as the owner of your freehold listens to your views and acts upon them?

27 (9.7%) **Very satisfied**
 100 (36.1%) **Fairly satisfied**
 88 (31.8%) *Neither*
 44 (15.9%) *Fairly dissatisfied*
 18 (6.5%) *Very dissatisfied*

General Services

7. How satisfied or dissatisfied are you with the way Dacorum Borough Council as the owner of your freehold deals with the following?

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Anti-social behaviour	18 (6.8%)	96 (36.4%)	101 (38.3%)	29 (11.0%)	20 (7.6%)
Complaints	21 (7.9%)	107 (40.1%)	80 (30.0%)	41 (15.4%)	18 (6.7%)
Your enquiries generally	43 (15.8%)	126 (46.3%)	56 (20.6%)	34 (12.5%)	13 (4.8%)

Contact and Communication

8. Have you contacted Dacorum Borough Council as the owner of your freehold in the last 12 months with a query other than to pay service charges?

159 (64.4%) *Yes (Go to Q9)*
 100 (38.6%) *No (Go to Q10)*

9. You have answered Yes to the above question. Please tell us...

	<i>Easy</i>	<i>Difficult</i>	<i>Neither</i>
Q9a Was getting hold of the right person easy or difficult?	93 (54.1%)	51 (29.7%)	28 (16.3%)
	<i>Helpful</i>	<i>Unhelpful</i>	<i>Neither</i>
Q9b Did you find the staff helpful?	124 (72.5%)	26 (15.2%)	21 (12.3%)
Q9c Was your query answered within a reasonable time?	111 (64.9%) <i>Yes</i>	60 (35.1%) <i>No</i>	

10. Do you have access to the internet at home?

178 (72.4%) *Yes* 68 (27.6%) *No*

Your Neighbourhood

11. To what extent are any of the following a problem in your neighbourhood?

	Major Problem	Minor Problem	Not a Problem
Car parking	109 (40.4%)	95 (35.2%)	66 (24.4%)
Rubbish or litter	79 (29.4%)	110 (40.9%)	80 (29.7%)
Noisy neighbours	43 (16.3%)	77 (29.2%)	144 (54.5%)
Pets and animals	20 (7.6%)	61 (23.1%)	183 (69.3%)
Disruptive children / teenagers	16 (6.3%)	65 (25.4%)	175 (68.4%)

12. In the last three years would you say your neighbourhood has improved or declined?

12 (4.4%)	Greatly improved
41 (15.0%)	Slightly improved
129 (47.1%)	Stayed the same
59 (21.5%)	Slightly declined
33 (12.0%)	Greatly declined

13. Thinking about the area bordering your home, how satisfied or dissatisfied are you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Grass cutting	41 (14.7%)	134 (48.0%)	29 (10.4%)	49 (17.6%)	26 (9.3%)
Maintenance of planted areas	23 (8.5%)	91 (33.5%)	66 (24.3%)	46 (16.9%)	46 (16.9%)

Responsive Repairs

14. Have you had any repairs to your block in the last 12 months?

155 (57.0%)	Yes (Go to Q15)
117 (43.0%)	No (Go to Q16)

Please **do not** answer the following question if you ticked 'No' for question 14

15. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Time taken before work started	13 (8.7%)	59 (39.6%)	36 (24.2%)	23 (15.4%)	18 (12.1%)
The speed of completion of the work	24 (16.2%)	62 (41.9%)	28 (18.9%)	17 (11.5%)	17 (11.5%)
The attitude of workers	37 (25.0%)	43 (29.1%)	56 (37.8%)	4 (2.7%)	8 (5.4%)
The overall quality of work	32 (21.3%)	48 (32.0%)	29 (19.3%)	23 (15.3%)	18 (12.0%)
Keeping dirt and mess to minimum	36 (23.8%)	61 (40.4%)	27 (17.9%)	12 (7.9%)	15 (9.9%)
The repair being done 'right first time'	32 (21.3%)	38 (25.3%)	35 (23.3%)	21 (14.0%)	24 (16.0%)
The contractors doing the job you expected	31 (20.5%)	43 (28.5%)	45 (29.8%)	17 (11.3%)	15 (9.9%)
The repairs service you received on this occasion	33 (22.0%)	43 (28.7%)	40 (26.7%)	18 (12.0%)	16 (10.7%)

Estate Services

16. Thinking about the property, block or scheme where you live, how satisfied or dissatisfied are you with following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
The cleaning and upkeep of internal communal areas	31 (11.3%)	82 (29.8%)	38 (13.8%)	30 (10.9%)	20 (7.3%)	74 (26.9%)
The cleaning and upkeep of external communal areas (cleaning services only such as cleaning of communal walkways and removal of fly-tipped items, not hedge trimming, grass cutting etc).	19 (7.1%)	72 (27.1%)	40 (15.0%)	59 (22.2%)	32 (12.0%)	44 (16.5%)
External building repairs and maintenance	16 (5.9%)	88 (32.4%)	62 (22.8%)	46 (16.9%)	38 (14.0%)	22 (8.1%)
Repairs to communal areas	10 (3.7%)	73 (27.3%)	68 (25.5%)	38 (14.2%)	34 (12.7%)	44 (16.5%)

Advice and Support

17. Thinking about your service charges, how satisfied or dissatisfied are you with following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
The consultation letters you receive when Dacorum Borough Council notifies you under Section 20 of the Landlord and Tenant Act 1985 that they intend to carry out works which will cost leaseholders £250 or more	39 (14.3%)	89 (32.7%)	59 (21.7%)	34 (12.5%)	27 (9.9%)	24 (8.8%)
How easy it is to understand your service charge invoice	58 (21.0%)	135 (48.9%)	30 (10.9%)	26 (9.4%)	17 (6.2%)	10 (3.6%)
The information included with invoices and on our Section 20 notification letters regarding your rights as a leaseholder and the ability to pay large invoices by instalments	57 (21.4%)	109 (41.0%)	44 (16.5%)	19 (7.1%)	17 (6.4%)	20 (7.5%)

18. Thinking about the information and advice you receive from Dacorum Borough Council about being a leaseholder, how satisfied or dissatisfied are you with following?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Your obligations under the terms and conditions of your lease	54 (19.6%)	147 (53.5%)	55 (20.0%)	9 (3.3%)	7 (2.5%)	3 (1.1%)
Dacorum Borough Council's website as a source of useful information	27 (10.0%)	86 (31.9%)	87 (32.2%)	8 (3.0%)	8 (3.0%)	54 (20.0%)

About You

- 19.** Are you or any household member's day-to-day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?
(Please tick one box only)

23 (8.4%) *Yes, limited a lot*
34 (12.5%) *Yes, limited a little*
216 (79.1%) *Not applicable*

- 23.** Please tell us if you have any other comments about the service you receive from Dacorum Borough Council as the owner of your freehold. (Please note this question is intended to help us understand the needs of our leaseholders generally. We will not be able to respond to you individually)

Work continues - these responses will be grouped into themes



Appendix 6 - Tenants' & Leaseholders' Survey 2014



OVERALL RESULTS

Figures do not add up to 100% as 'Neither' responses are not included

Overall Satisfaction

- 1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dacorum Borough Council as your housing landlord?**
85.7% Satisfied *37.0% Very 48.7% Fairly*

7.7% Dissatisfied *2.3% Very 5.4% Fairly*
- 2. How satisfied or dissatisfied are you with the overall quality of your home?**
82.2% Satisfied *31.7% Very 50.5% Fairly*

11.4% Dissatisfied *3.1% Very 8.3% Fairly*
- 3. How satisfied or dissatisfied are you with your neighbourhood as a place to live?**
86.5% Satisfied *44.3% Very 42.2% Fairly*

8.0% Dissatisfied *6.1% Very 1.9% Fairly*
- 4. How satisfied or dissatisfied are you that your rent (or service charges) provides value for money?**
78.5% Satisfied *35.2% Very 43.3% Fairly*

9.7% Dissatisfied *2.5% Very 7.2% Fairly*
- 5. Generally, how satisfied or dissatisfied are you with the way Dacorum Borough Council as your housing landlord deals with repairs and maintenance?**
78.4% Satisfied *35.6% Very 42.8% Fairly*

14.3% Dissatisfied 9.4% Very 4.9% Fairly

6. How satisfied or dissatisfied are you that Dacorum Borough Council as your housing landlord listens to your views and acts upon them?

65.7% Satisfied 23.2% Very 42.5% Fairly

13.6% Dissatisfied 4.6% Very 9.0% Fairly

11. Do you have access to the internet at home?

Yes 1549 (54.8%) No 1279 (45.2%)



AGENDA ITEM: 8

SUMMARY

Report for:	Housing & Community Overview & Scrutiny Committee
Date of meeting:	15 October 2014
PART:	1
If Part II, reason:	

Title of report:	New Anti-Social Behaviour Legislation and the Community Trigger
Contact:	Neil Harden, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officer Julie Still/Nicola Bryant
Purpose of report:	1. To inform members of the Community Trigger and potential for their involvement 2. To inform members of the new powers introduced in the Anti- Social Behaviour, Crime and Policing Act 2014
Recommendations	1. Members note the implications of the Community Trigger and the new legislation
Corporate objectives:	Clean and Safe Environment Dacorum Delivers
Implications:	<u>Financial</u> Within existing budgets.
'Value For Money	<u>Value for Money</u>

Implications'	
Risk Implications	<p>Reputation – considered use of the new legislation to ensure proportionality.</p> <p>Service risk implications are considered and reviewed as part of service delivery</p>
Equalities Implications	Equalities are considered as part of all ASB actions and as part of the legislation.
Health And Safety Implications	There are no health and safety implications
Consultees:	Nicola Bryant, , Community Safety Partnership, Dave Moore, Herts County Council Community Safety Unit, Herts Constabulary, Registered Landlords, DC Housing Service.
Background papers:	Putting the Victim First and Statutory Guidance
Glossary of acronyms and any other abbreviations used in this report:	<p>ASB Anti Social Behaviour</p> <p>ASBO Anti Social Behaviour Order</p>

Background

- 1.1 Putting Victims First was the title of the White Paper that introduced the proposed changes to a new approach to crime, policing and community safety.
- 1.2 As the title of the White Paper suggests, the approach to the new legislation aimed at putting the victim's needs at the centre of all agencies approaches to addressing anti-social behaviour (ASB). It recognises the learning from tragic cases such as the deaths of Fiona Pilkington and her daughter. It acknowledges that in many cases, anti-social behaviour is targeted against the most vulnerable in our society and, even what is perceived as 'low level' anti-social behaviour, when targeted and persistent, can have devastating effects on a victims life.
- 1.3 The statutory guidance for implementation of the Anti-Social Behaviour, Crime and Policing Act 2014, expects the response to ASB to depend on a range of factors but most importantly on the needs of the victim and the impact the behaviour is having on their lives. It expects solutions to be jointly developed by local agencies working together with their communities and with victims.

Importantly it expects front line professionals to be free to use their judgement to address ASB rather than apply 'a one size fits all' approach.

- 1.4 The new Act received Royal Assent on 13 March 2014 and some provisions of the Act commenced in May 2014, (relating to dangerous dogs) the bulk of the ASB provisions commence on 20th October 2014.

2. Victims and Communities

- 2.1 As previously mentioned victims and communities are at the forefront of the new legislation offers victims and communities a say in the way that ASB is dealt with in two specific areas.
- 2.2 **The Community Trigger** – This measure allows victims to use the Community Trigger to demand action which starts with a review of their case. The Community Safety Partnership will have a duty to undertake a case review when someone requests one and the local threshold is met.
- 2.3 The local threshold is that they have made 3 reports within a 6 month period or that there have been more than 2 reports from different individuals in the same period.
- 2.4 Reports under the Community Trigger will go to a single point of contact and in Dacorum this is the Anti-Social Behaviour Team. The reports will be assessed against the Dacorum threshold. If it is met, a board of individuals from the partners in the Community Safety Partnership (police, Dacorum Borough Council, Fire and Rescue, Housing providers and Health,) will review the case and how it has been managed. They will apply a problem solving approach to decide if additional actions should/could have been taken.
- 2.5 If additional action should/could have been taken and action plan will be drafted with time scales for implementation and this will be discussed with the victim and a resolution to the problem agreed.
- 2.6 Importantly for Councillors it is of note that the Community Trigger can be used by any person on behalf of a victim, so for example a family member, friend carer, Councillor or Member of Parliament but they must have the victims consent. This is intended to ensure that all victims are able to use the Community Trigger.
- 2.7 It is expected that all agencies involved in addressing ASB maximise awareness of the Trigger within their community and in particular to vulnerable people and those who work with vulnerable people.
- 2.8 Information relating to the Community Trigger will be in the Autumn Dacorum Digest, it can be accessed on the Dacorum Borough Council website and the websites of all agencies involved with addressing ASB.

- 2.9** The Police and Crime Commissioner will be involved in the Trigger by way of: -
- Auditing case reviews
 - Providing a route for victims to query the decision on whether the threshold was met of the way a review was carried out; or
 - Monitoring use of the Trigger to identify any learning and best practice.
- 2.10** The Community Trigger is completely separate to any complaints policy of individual agencies.
- 2.11** A copy of the Dacorum Community Safety Partnership Community Trigger procedure is attached at appendix A. Please note this is still in a draft form during a consultation period

2.12 Community Remedy

- 2.13** The Community Remedy is the second part of the legislation which is intended to keep the victim at the forefront when dealing with ASB. It is the responsibility of the Police and Crime Commissioner (PCC) and relates to a menu of restorative options that are intended to give members of the public and victims their say on how the perpetrators of low level crime and anti social behaviour 'payback' to the individuals and communities they have offended against.
- 2.14** In Hertfordshire the PCC has recently finishes a consultation on the options available in Hertfordshire http://www.hertscommissioner.org/get_involved/public_consultation/community_remedy_consultation.aspx

3 New Tools to address ASB

- 3.1** The new legislation brings together a range of enforcement powers under a single piece of legislation and reduces the large number of previous tools to just 6.
- 3.2** There is a significant change in that the new legislation is tenure neutral and can be used for all residential and non residential properties and areas.
- 3.3** Below is a chart that lists the new power/tool and the old tool/power it replaces. There is a brief overview of the criteria applicable to the new tool/power, the minimum age applicable and the agencies that can use the legislation.

Tool/Power/ Replaces	Criteria	Age	Applicants
Injunction – replaces Anti Social Behaviour Injunction/ ASBO / Drink Banning Order/ Individual Support Order	<p>Nuisance and annoyance relating to a residential property</p> <p>Harassment, alarm and distress relating to non residential – ie Town Centre, shopping centres.</p> <p>Power of arrest is applicable where there is a risk or threat of violence</p>	10 years an over	Local Authority Police Social Housing Providers British Transport Police Environment Agency NHS
Criminal Behaviour Order – Replaces ASBO on conviction	Convicted offence which caused harassment alarm or distress and to prevent further behaviour	10 Years and over	Police/Prosecutor
Dispersal Powers – replaces previous dispersal powers	The presence or behaviour of an individual has caused harassment, alarm, distress, crime, or disorder and direction will remove or reduce likelihood of reoccurrence	10 years and over	Uniformed Constable or person with delegated power
Public Space Protection Orders	Activities in an area have had a detrimental effect on quality of life and	Not applicable	Local Authority

<p>(PSPO's) –</p> <p>Replace - gating orders, Dog Control Orders, Designated Public Place Orders (restrictions on alcohol in a public place)</p>	<p>are likely to continue, or, these activities are likely to occur and; the activities are continuing/persistent, unreasonable and justify restrictions being made.</p>		
<p>Closure of Premises associated with nuisance or disorder –</p> <p>Replaces Premises Closure Order and Class A Closure</p>	<p>For use where the use of the premises has resulted, or is likely to result, in nuisance or disorder has occurred, or is likely to occur in an area near to premises and is associated.</p> <p>The order is necessary to prevent the behaviour from continuing, reoccurring or occurring</p>	<p>Not applicable</p>	<p>Local Authority Police</p>
<p>Community Protection Notice</p> <p>Replaces some Environmental Powers, eg. Littering notices</p>	<p>Behaviour causing continuing or persistent detrimental effect on quality of life and is unreasonable.</p> <p>There must have been a written warning and time to right the wrong before issued</p>	<p>16 years and over</p>	<p>Local Authority Constable Person with delegated powers</p>

4 Housing

- 4.1 In addition to the general powers there is a significant change to Housing possession legislation.
- 4.2 A ground for absolute possession will be introduced. This is a discretionary ground but if used it gives mandatory possession to a landlord where certain criteria have been met.
- 4.3 A breach of the above orders, the need for a closure order or a relevant criminal conviction (are examples of but not limited to) are grounds to use this power.
- 4.4 A full internal hearing procedure is required as with introductory and demoted tenancies before an application is made to court where if all procedural requirements have been met, the Court, must give the landlord possession.
- 4.5 It is anticipated that there will be Human Rights challenges with this process as with previous mandatory decisions. It will be essential that this is shown to be used proportionately and where other tools are inappropriate or have failed.
- 4.6 In addition to the absolute ground for possession there are additional discretionary grounds introduced which relate to violence and aggression towards employees and relating to involvement in rioting.

5 Policy and Procedure

- 5.1 To reflect the changes in the legislation, new Policy and Procedures are in the process of being drafted in collaboration with our Housing colleagues and they will come to this committee for scrutiny in December 14

Dacorum Community Safety Partnership Community Trigger Process & Guidance (DRAFT)

August 2014



Introduction

The Anti-social Behaviour (ASB), Crime and Policing Act (the act) received Royal Assent April 2014. The Act introduces new powers in regards to ASB, dangerous dogs, forced marriage, sexual harm and illegal firearms used by gangs and in organised crime. It also includes changes to improve the provision of services to victims and witnesses.

In addition to the new powers for practitioners the Act introduces two measures that focus on victims of ASB.

1. To give victims the power to ensure that action is taken to deal with persistent anti-social behaviour through a 'Community Trigger'(CT).
2. To give victims a greater say in what form of sanction an offender receives out of court through a 'Community Remedy' or 'review'. The review is to be led by the Police and Crime Commissioner (PCC) undertaking public, police and local authority consultation. This is expected to be ready to go live with the CT.

The Community Trigger was trialled in four different areas and the findings have been published. This report looks at the Community Trigger in more detail and a description of how the process will operate in Dacorum.

Summary of trials

Trials started in June 2012 in Manchester, Brighton and Hove, West Lindsey and Boston (Lincolnshire), with a further trial in the London Borough of Richmond upon Thames on 17 August 2012.

. The key findings were:

- The community trigger helped to stop the anti-social behaviour in several persistent and difficult cases. In other cases, explaining the course of action to the victim helped increase their confidence in the agencies responding.
- Most victims who used the community trigger were impressed with how quickly positive action was taken as a result. Even where no further action was taken, victims have appreciated having more information about what has been done and what could be done.
- The number of triggers was low, but the majority were genuine, and several were long-standing difficult cases. There was not a flood of triggers from the 'worried well' or those who 'shout loudest', as many councils and others feared when the Trigger was proposed.
- Trial areas valued the flexibility in designing their own community trigger. They adapted the process and thresholds to both suit the needs of their communities and provide an effective response to victims. Trial areas felt that this flexibility allowed them to make efficient use of existing multi-agency working practices and resources.
- The community trigger empowered victims to challenge lack of action taken by agencies. It provides a mechanism for multi-agency accountability which cannot be achieved through single-agency complaints processes. In the trial, even areas with good working

practices uncovered complex and long-term cases that had not been resolved by the agency they were reported to. In these cases the community trigger made agencies discuss the problem and take action to stop the anti-social behaviour and support the victim.

The full summary report can be found at:

<https://www.gov.uk/government/publications/empowering-communities-protecting-victims-summary-report-on-the-community-trigger-trials>

Community Trigger – Dacorum CSP

The County criteria has been agreed as:

Three reports from an individual about separate incidents in 6 months or 3 individuals have separately reported similar in 6 months.

A single point of contact (SPOC) is needed to receive the initial complaints to ensure continuity and easier for the public to access. The SPOC for Dacorum Borough Council should be the ASB Team Leader, with deputising duties delegated to ASB Team members.

The process: Community Trigger received

Appendix A depicts the proposed CT process in full.

Below are the methods whereby the CT can be activated

- **Online**
A specifically designed online form has been designed (see **Appendix C**) that can be completed and submitted. The forms will be sent to the SPOC.
- **By phone**
All relevant agencies will be briefed on the process of the CT and should they receive a call from someone wishing to use the CT they should in the first instance direct the caller to the online form; if this is not possible then to the SPOC
- **In writing/Email**
CTs may be received in writing however this will not actively be encouraged as a letter may not contain the required information. Should someone prefer to make a request in writing the online form can be sent to them for completion.

Anonymous CTs will not be accepted: however the contents will be passed to relevant agencies for intelligence purposes.

Any CTs received will require the individual to consent to the information being shared with agencies. Should consent not be given then the CT will not be pursued. Existing information sharing protocols will cover any subsequent exchange of information.

Consideration / Action:

All agencies to brief their call takers on the agreed process.

Upon receipt of the CT, the following actions will be taken by the SPOC

- The victim/complainant will be written to acknowledging receipt of the CT. This will be within 2 working days of the CT being received. This is seen as an achievable timeframe as the letter will be a standard letter and there will be no investigation needed prior to the letter being sent out. Administrative processes will be established to ensure that this happens whether SPOC is on duty or not.. The letter will advise that the CT has been received and will be added to agenda of next ASBAM meeting.
- Relevant agencies will be notified of the CT that has been received and requested to have information ready for the next ASBAM where case will be discussed.
- An ICM case will be created on SafetyNet for the individual if there is not already one in existence. Findings from the trials noted the benefit in using existing procedures and shared IT systems. SafetyNet has a built in risk assessment for any ASB victims and witnesses and the capacity to save documents and allocate actions. In addition by recording on SafetyNet it will allow agencies to see if a victim/witness has requested a CT previously.

Undertaking the CT assessment

All CTs received will be taken to the next ASBAM meeting for assessment. The ASBAM meets on a monthly basis to review and discuss cases of ASB in the Borough. It is a multi-agency meeting that is attended by statutory and non-statutory CSP partner agencies.

CTs should be discussed there as

- It is an established group.
- It is unnecessary to arrange a specific sub group for CTs as agency attendance would be mirrored to the ASBAM Officers and agencies
- The meetings take place often enough to ensure that any CT received will be dealt with in an acceptable time frame. However, should an agency have a concern or case presents as high risk then a sub group meeting should be arranged.

Consideration / Action

The trial areas noted the importance of the CT not being used as a replacement for using agencies existing complaints procedures. The CT should not be used as a complaint procedure against an individual officer or agency. The CT is a process for problem solving and finding solutions for the victim(s), as well as providing a mechanism for multi-agency accountability which cannot be achieved through single agency complaints procedures.

Consideration / Action

Should the timescale of the next ASBAM be deemed as too long to wait to assess the case a specific meeting will be arranged. This may also be the case should the victim be seen as high risk (as per SafetyNet assessment)

ASBAM assessment

The ASBAM chair or deputy will go through the CTs that have been received since the last meeting, as well as reviewing any previous ones that have been discussed.

There will have to be a minimum of three agencies present to review any trigger. Wherever possible there should be an agency present which has not previously been involved in the case in order to maximise transparency of process.

Consideration / Action:

Agencies need to ensure that they have officers available to attend meetings.

Outcomes

The victim(s) will be notified of the outcome within 5 working days of the ASBAM meeting. Standard letter formats will be produced.

- **The criteria is not met**

The ASBAM may decide that the CT criteria has not been met. A letter will be sent to the victim(s) advising the outcome and the reasons as to why the criteria has not been met. Advice and guidance will be given to them on how to report any further problems and details of the appeals process provided.

- **The criteria has been met but no further action**

The ASBAM agrees that the CT criteria has been met however at present there is no further action that can be taken (e.g. awaiting Court dates, insufficient evidence for enforcement action). The case will be added to the ASBAM for monitoring. Advice and guidance will be given to them on how to report any further problems and details of the appeals process provided.

- **The trigger has been met**

The ASBAM agrees that the CT has been met and recommendations and actions will be agreed for further investigation. This may include additional actions for agencies which have previously been involved in the case, or new actions for agencies which may not previously have been involved. The review will follow problem solving methodology. A single point of contact will be agreed to lead on the case and allocated on SafetyNet. A letter will be sent to the victim(s) informing them of the proposed actions. The trigger will remain on the ASBAM agenda for discussion until a time it can be closed.

Consideration / Action:

Standard letters to be produced and agreed, and if possible uploaded to SafetyNet as standard template documents. Proposed standard letters can be found in **Appendix C**

Appeals

Guidance from all pilot areas shows that there needs to be an appeals procedure in place for when an individual(s) is/are not happy with the outcome or decision from their CT application.

It is proposed that in Dacorum the CSP Coordinator fulfils the role of managing appeals through the JAG .

In order that JAGs are fully aware of the CT process within the Borough, CT will be a standing agenda item.

Communication, publicity and existing processes

During the trials the CT was publicised in a variety of ways. However, the focus for agencies needs to be ensuring that communications meet the needs of communities, especially the most vulnerable.

The following publicity activity has been suggested:

- Comms Team to be briefed on CT and produce appropriate briefing material
- Partnership press release)
- Links on partnership websites to relevant ASB page
- CSP staff in all agencies within the CSP to be briefed on the CT, so those who interact with members of the public can offer advice where necessary

Processes

DBC “Vexatious Complaints Procedure” needs to be reviewed to ensure that it ties in with CT

It is vital that reporting of Noise Nuisance aligns with ASB and CT procedures.

Peer Reviewing of CT Processes – It is proposed that ASB Team Leader at St Albans District Council will coordinate an independent peer review of DBC procedures.

Consideration / Actions

Training / briefing to be arranged for CSP staff and elected members .This would be via electronic memo in the first instance.

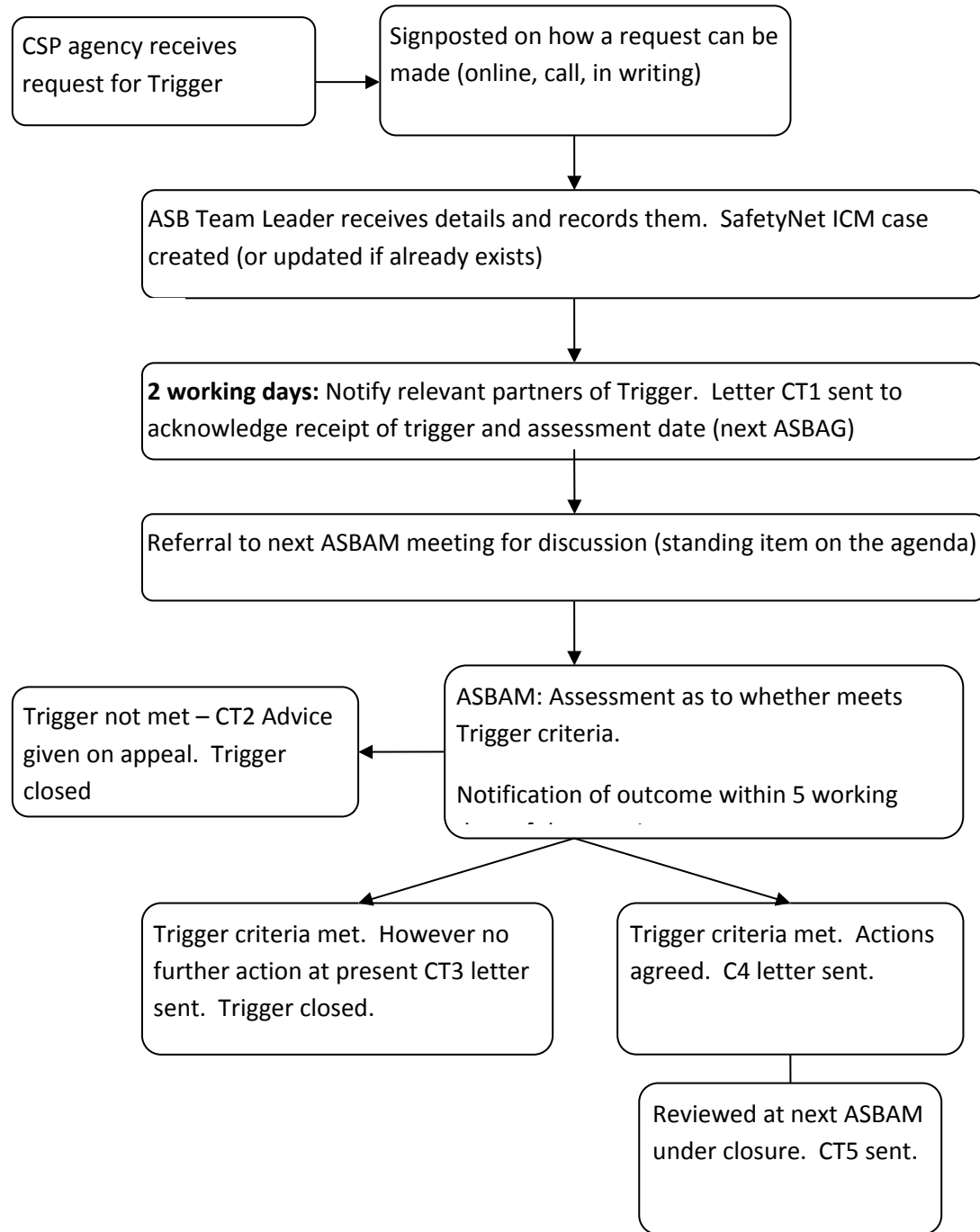
Partnership press release

May 14th to July 15th has been designated as the start date for what is known as the commencement period of the Act.

Summary of considerations & actions

- All agencies to brief their call takers on the agreed process.
- Websites to be updated with relevant information and links to online form
- The trial areas noted the importance of the CT not being used as a replacement for using agencies existing complaints procedures. The CT should not be used as a complaint procedure against an individual officer or agency. The CT is a process for problem solving and finding solutions for the victim(s), as well as providing a mechanism for multi-agency accountability which cannot be achieved through single agency complaints procedures.
- Should the timescale of the next ASBAM be deemed as too long to wait to assess the case a specific meeting will be arranged. This will also be the case should the victim be seen as high risk (as per SafetyNet assessment)
- Agencies need to ensure that they have officers available to attend meetings. These officers should have authority/delegated authority to make decisions.
- Standard letters to be produced and agreed, and if possible uploaded to SafetyNet as standard template documents.

Appendix A: CT Process



Letters

CT1: Acknowledgement of Trigger and date of next ASBAG given where case will be assessed.

CT2: Trigger has not met criteria. Advice given on case and details of appeal.

CT3: Trigger has met criteria however all possible action has already been undertaken. Details on appeal given.

CT4: Trigger has met criteria. Outline actions agreed and contact of lead officer

Appeals

All appeals should be in writing to the Chair of the CSP Board for their investigation.

Appendix B: Referral Form

Your contact details

Please provide your details so that we can contact you. If you are completing this form on behalf of a friend or a client of your service, please provide details of the person affected by this situation. We will use this to ask any further questions or provide feedback on your referral as necessary.

Your details will not be shared with agencies outside of the Community Safety Partnership but will be stored in line with Data Protection principles. Please confirm you are willing for disclosure to agencies in order for the Trigger to be investigated (**TICK BOX**)

Anonymous Community Trigger referrals will **not** be accepted, however details recorded and shared with agencies.

Name:

Address (including postcode)

Contact number

Email address

Preferred method of contact: Email / Phone / Writing (please delete)

Which of these best describes you?

Private tenant / Owner occupier / housing association / other (please specify)

Where applicable please provide details of your landlord / housing association

Equalities Monitoring (Optional questions)

Gender

Male

Female

Transgender

Age

Sexual orientation

- Heterosexual
- Gay / Lesbian
- Bi-sexual
- Other (please state below)

Religion - please state

Please give details of any disability

Ethnicity

Details of incidents

The Community Trigger criteria is as follows:

Three reports from an individual about separate incidents in 6 months or 3 individuals have separately reported similar in 6 months.

1) Please describe what has happened or is happening?

(Text box with the following advice: How do you meet the above criteria? Please provide as much information as possible)

2) To Whom and how have you reported these problems previously?

(Text box with the following advice: Please provide details of agencies and any reference numbers you have been given)

3) How have the incidents affected you?

(Text box)

4) What outcome would you like from the Community Trigger?

(Text box)

Keeping you informed

We will keep you informed about progress.

We will acknowledge receipt of your referral within two working days.

An initial assessment of your situation will be carried out at the next Anti-social

Behaviour Agency Meeting (ASBAM). You will be notified of the outcome of the assessment within 5 working days of the ASBAM meeting. If your referral meets the criteria, an officer from an appropriate lead agency (in discussion with you) will review your situation and advise of the next steps.

Inform|CheckBox

Do you wish to be informed about the progress of your referral?

- Yes, please keep me informed
- No, I do not wish to be kept informed

Appendix C: Letters

Your
contact:

Tel:

Fax:

Our ref:

Date:

Dear

Re: Community Trigger Referral

Your referral to the Dacorum Community Trigger has been received and recorded. Your reference is CT???.

To confirm your details are as follows:

(Contact details)

Should the above be incorrect please contact me on .

Your case has been referred to the next Anti-social Behaviour Agency Meeting (ASBAM) for review. At the meeting partner agencies will assess whether the criteria has been met and subsequent actions agreed. The date of this meeting is ??? you will be notified within 5 working days of the meeting of the outcome.

To report any further incidents of ASB please contact:

- Herts Police on 101 (non emergency) or 999 (emergency only)
- Housing Association contact details (where applicable)
- Complete the enclosed incident diary

Further details of the Community Trigger are enclosed.

Yours sincerely

Appendix C: Letters

Your
contact:

Tel:

Fax:

Our ref:

Date:

Dear

Re: Community Trigger Referral

Following your referral to the Watford Community Trigger, the case was discussed at the Anti-social Behaviour Agency Meeting (ASBAM) on ???.

Having reviewed your case in full, we do not feel that your case meets the trigger criteria. To meet the criteria there needs to have been three reports from an individual about separate incidents in 6 months or 3 individuals have separately reported similar in 6 months.

If you wish to discuss this decision in more detail please do not hesitate to contact (insert allocated lead officer and details).

If you are not happy with this outcome you have the right to appeal to the Chair of the Joint Agencies Group. Further information on appeals can be found in the enclosed leaflet.

To report any further incidents of ASB please contact:

- Herts Police on 101 (non emergency) or 999 (emergency only)
- Housing Association contact details (where applicable)
- Complete the enclosed incident diary

Further details of the Community Trigger are enclosed.

Yours sincerely

Appendix C: Letters

Your
contact:

Tel:

Fax:

Our ref:

Date:

Dear

Re: Community Trigger Referral

Following your referral to the Dacorum Community Trigger, the case was discussed at the Anti-social Behaviour Agency Meeting (ASBAM) on ???.

Having reviewed your case in full, we do feel that your case meets the trigger criteria. However, after reviewing your case thoroughly it has been agreed that at present there is no further action that can be taken. Agencies have responded to incidents that have been reported and taken appropriate action based upon the available evidence.

If you wish to discuss this decision in more detail please do not hesitate to contact (insert allocated lead officer and details).

If you are not happy with this outcome you have the right to appeal to the Chair of the Joint Agencies Group. Further information on appeals can be found in the enclosed leaflet.

To report any further incidents of ASB please contact:

- Herts Police on 101 (non-emergency) or 999 (emergency only)
- Housing Association contact details (where applicable)
- Complete the enclosed incident diary

Further details of the Community Trigger are enclosed.

Yours sincerely

Appendix C: Letters

Your
contact:

Tel:

Fax:

Our ref:

Date:

Dear

Re: Community Trigger Referral

Following your referral to the Dacorum Community Trigger, the case was discussed at the Anti-social Behaviour Agency Meeting (ASBAM) on?

Having reviewed your case in full, we do feel that your case meets the trigger criteria. The following actions have been agreed:

- (Insert name and agency) has been allocated the lead officer in your case. Their contact details are (insert contact details). They will make contact with you within 5 working days.
- List other actions

To report any further incidents of ASB please contact:

- Herts Police on 101 (non-emergency) or 999 (emergency only)
-
- Housing Association contact details (where applicable)
- Complete the enclosed incident diary

Further details of the Community Trigger are enclosed.

Yours sincerely

9. 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:

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
12 November 2014	31 October 2014	Quarter 2 Performance Report (& Q2 Operational Risk Reports)	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>		
		Q2 Financial Data Report		R Baker, Group Manager, Finance <i>(PH – N Tiley)</i>		
		Old Town Hall		J Still, Group Manager, Resident Services. <i>(PH - N Harden)</i>		
		Empty Homes		E Brooks, Assistant Director, Housing <i>(PH M Griffiths)</i>		
		Community Infrastructure Levy		James Doe, Assistant Director Planning, Development & Regeneration		

Meeting Date:	Report Deadline	Items:	Type :	Contact details:	Background information	Outcome of Discussion
10 December 2014	28 November 2014	Joint Budget OSC Air Quality Action Plan	SC	M Hone, Corporate Director Finance & Operation N Egerton, Team Leader, Environmental Health	<i>To consider the draft budget proposals 2015/16</i> <i>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>	
28 January 2015	16 January 2015	Review of the operations of the Housing Allocations Policy. Housing Asset Management Strategy – 1 st Draft	PD	Elliott Brooks, Assistant Director, Housing (PH – M Griffiths) E Brooks, Assistant Director, Housing (PH M Griffiths)		
4 February 2015 (Joint Budget OSC)	22 January 2015	Budget 2015-16 <i>Ideally no further items to be</i>	Sc	M Hone, Corporate Director Finance & Operation	<i>To consider the draft budget proposals 2015/16</i>	

Meeting Date:	Report Deadline	Items:	Type :	Contact details:	Background information	Outcome of Discussion
		<i>added</i>				
18 March 2015	6 March 2015	Quarter 3 Performance Report (& Q3 Operational Risk Reports)	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>		
		Quarter 3 Financial Data Report		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