



HOUSING AND COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE AGENDA

WEDNESDAY 16 JULY 2014 AT 7.30 PM

BULBOURNE ROOM, CIVIC CENTRE, HEMEL HEMPSTEAD

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.

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, John Howard, Alan Horn

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

For further information, please contact Member Support on Tel: 01442 228226, or Email: member.support@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 18 June 2014 which can be viewed at

<http://www.dacorum.gov.uk/docs/default-source/council-democracy/housing-14-06-18-minutes.pdf?sfvrsn=0>

2. APOLOGIES FOR ABSENCE

To receive any apologies for absence

3. DECLARATIONS OF INTEREST

To receive any declarations of interest

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

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

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

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

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

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

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

4. PUBLIC PARTICIPATION

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

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

None

AGENDA ITEM: 6

SUMMARY

Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	16 July 2014
PART:	1
If Part II, reason:	

Title of report:	Rent Collection and Performance
Contact:	Margaret Griffiths Portfolio Holder for Housing Author/Responsible Officer: Katie Kiely, Housing Income Team Leader
Purpose of report:	1. To highlight the performance of the Housing Income Team 2. To detail current and future initiatives for enhancing the service and for responding to the challenges of Welfare Reform
Recommendations	Information only.
Corporate objectives:	
Implications:	<u>Financial</u> The efficient and effective collection of rent and arrears is essential to protect the income stream for the housing service.
'Value For Money Implications'	<u>Value for Money</u> Benchmarking data for previous years has shown that the service is operated at a low cost when compared to other social landlords.
Risk Implications	None
Equalities Implications	None
Health And Safety Implications	None – information only

Consultees:	Information only
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>	This report is for information only and provides an overview of the performance of the Housing Income Team. The service has been reviewed and reconfigured over the past two years to meet the challenges of Welfare Reform.
Glossary of acronyms and any other abbreviations used in this report:	CIH: Chartered Institute of Housing CAB: Citizens' Advice Bureau BSI: British Standards Institute

The Housing Service has a dedicated Income Team. The functions of the team are focused on collecting charges owed to the Housing Service by tenants for services received. These include:-

- Housing rent
- Garage rent
- Court Costs
- Support charges
- Recharges
- Former tenant arrears

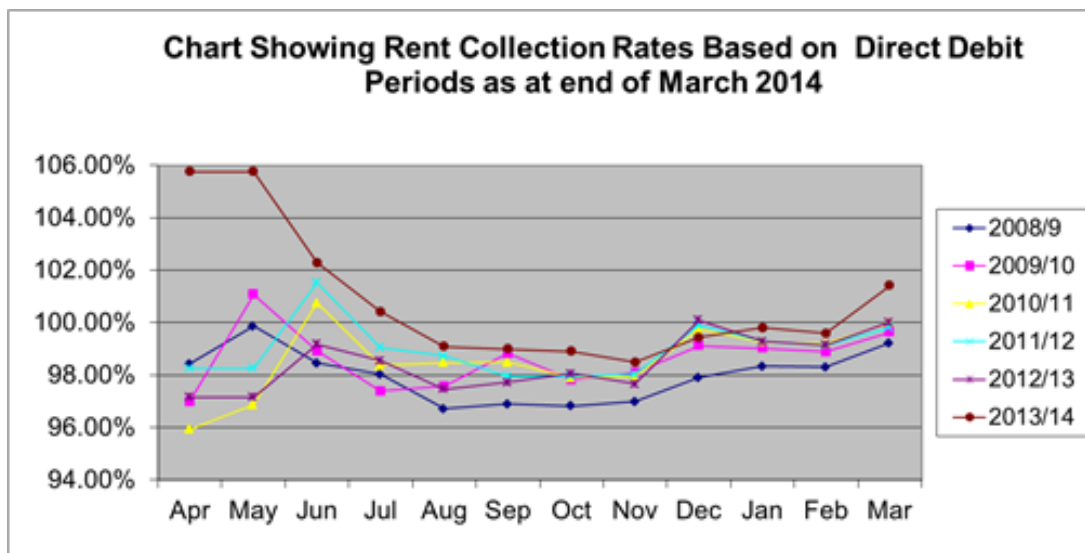
This report will focus on the collection of housing rent. Changes are being made to the structure of the team to improve collection of other charges. One officer will be focussing on the collection of costs, recharges and former tenant arrears and it is believed that significant inroads can be made into this debt.

Performance

There are a number of factors impacting upon the ability of the Housing Income Team to maximise rent collection performance. These include recent welfare reforms – including the social sector size criteria and the Benefit Cap - and the weakness of the UK economy.

Despite this the rent collection performance of the team continues to improve. The graph below compares the rent collection performance in 2013/14 with previous years.

This indicator shows the amount of rent collected as a percentage of the debit. This is monitored both weekly and monthly to ensure that projections are in line with targets and allowing corrective action to be taken if necessary. Results for 2013/14 were very good and above target at 101.41% collected. Although this figure was undoubtedly helped by the additional free week at the end of the year it reflects the very hard work done by the team in encouraging payment and supporting tenants with benefit claims and income maximisation. This is an improvement over the previous year's result.



The Housing Service actively benchmarks its performance against peer organisations. Data provided by the Rent Income Excellence Network indicates that Upper Quartile performance for collection is 100.09% – this places us within that group.

Service Enhancements

1. The service has recently taken part in a joint project with CIH and a number of other Social Landlords – ‘Working Together to Create Sustainable Tenancies’. This provided, among other things, a forum for sharing ideas and best practice. The workshops proved very useful and participants are entitled to a number of consultancy days to deal with specific issues of their choosing.
2. The Financial Inclusion Project – currently focusing on developing training for tenants in arrears and enhancing the DBC website to provide pre-tenancy advice on financial management. We are working jointly with the Homelessness Team in order to provide a co-ordinated service for all tenants, however they approach the Council for housing. We are also running a series of Drop In Surgeries at various locations across the Borough. These have met with mixed success but it is thought to be worth persevering with them in the hope that they will grow as more people become aware of them.
3. Weekly analysis of introductory tenancy debt, garage debt, and high level debt is being undertaken to ensure processes are being followed. Monthly BSI audits of the recovery processes are being undertaken. A recent external audit of the service has found no major areas of concern.
4. All income staff have received full training on the recent and upcoming changes to welfare benefits and further information and training is on-going as required. A briefing was also provided for CSU staff.
5. Information to tenants on Welfare changes has been provided in Housing News and Views which has also been used as a vehicle for promoting various rent payment and income maximisation campaigns such as improving energy efficiency.
6. Financial advice and information on the reverse of statements is regularly reviewed and updated.
7. The various rent campaigns have been a great success so far. Officers regularly carry out “out of hours ‘ring rounds’” as part of these campaigns. These have been demonstrated to reduce arrears and improve collection rates. Planning of the next rent campaign is already underway and preliminary work is being done to ensure that next year’s Christmas campaign runs smoothly and efficiently. The Summer campaign will have the emblem of a bee and the slogan ‘Don’t bee too Buzzy to pay Your Rent’
8. We are continuing to work on a number of projects with the Credit Union – to provide access to basic bank accounts and to offer a ‘jam-jar’ (managed) account to tenants who are likely to need assistance with budgeting, as well as offering low cost loans for specific purposes and encouraging saving. The latter project was the subject of a peer challenge review exercise as part of the Sustaining Tenancies Project and was generally perceived to be a valuable and useful project although the challenges have resulted in some reframing of the ideas. The Chief Executive of the Hertsavers Credit Union also attended this event with us.
9. We are working on a digital inclusion project designed to increase access to the internet amongst our tenants. As well as being important for the introduction of Universal Credit, which was originally designed to be digital by default (since revised

to 'digital as appropriate'), studies have shown that savings of between £300 and £600 per annum can be made by using the internet. The Income Team leader has also attended a number of Digital Inclusion events. We have now installed WiFi in all of our supported housing schemes, allowing residents to connect their computers, smartphones or other devices to the internet wirelessly for free in the communal lounges. We have printed information cards for residents with the details to log into the secure system. There is a helpline provided by TalkTalk if there are any connection problems.

10. We are investigating Incentive Schemes designed to encourage regular payment and/or payment by the most cost effective methods.
11. We are working with the CAB to provide priority access to advice for our tenants. We are also continuing to work closely with other organisations e.g. Druglink, Turning Point/Housing Link, to access support and advice services for our tenants.
12. We are engaging with the Court User Group to ensure that we receive an improved service from the Courts and in order to receive advice/information about approach Courts are likely to take to possession action arising from welfare changes, bedroom tax etc.
13. We are applying for accreditation for the Income Service.
14. The Income Team Leader is a member of the Panel set up to review decisions on Discretionary Housing Payment
15. The Income team leader is also a member of the Corporate Customer Focus Group which has been set up to improve ease of access to services – this is expected to have a number of spin-offs which will benefit both customer and Council.
16. We have launched the housing customer service portal in mid-June. This gives tenants access to their rent account enabling them to make online payments, view their rent statement and order replacement payment cards. The Portal also allows them to report and check the progress of repairs and to update their contact details.
17. The introduction of text messaging will allow automated texts to be sent to tenants in arrears as well as allowing tenants to text simple queries and receive automated responses. Evidence shows that this is a cost effective and efficient way of contacting tenants with good response rates.
18. Further improvements to the Housing Management IT system will improve targeting of interventions and ensure early action helping to prevent the build-up of arrears.

AGENDA ITEM: 7

SUMMARY

Report for:	Housing and Communities Overview & Scrutiny
Date of meeting:	16 July 2014
PART:	1
If Part II, reason:	

Title of report:	Get Involved Strategy 2012-15 - Update
Contact:	Cllr Margaret Griffiths, Portfolio Holder for Housing Carolyn Leech, Team Leader, Policy and Participation – Author Elliott Brooks, Assistant Director, Housing Service - Responsible Officer
Purpose of report:	To update the Housing and Communities Overview and Scrutiny Committee on the Get Involved Strategy 2012-15.
Recommendations	The committee to note the report and the progress made.
Corporate objectives:	Effective and empowered tenant involvement supports the Council’s corporate objectives and contributes to: <ul style="list-style-type: none"> <input type="checkbox"/> Our community capacity <input type="checkbox"/> Economic development and regeneration <input type="checkbox"/> Resources and value for money <input type="checkbox"/> Affordable Housing Enhancing our profile and reputation
Implications:	<u>Financial</u>
'Value For Money	The Get Involved Strategy 2012-15 supports tenants and leaseholders getting involved through the monitoring of budgets to ensure that tenant priorities are tackled effectively. <u>Value for Money</u> 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.

Risk Implications	Failure to deliver the Get Involved Strategy could risk the image and reputation of the Housing Service. Mechanisms have been put in place to ensure that tenants actively monitor the strategy on a regular basis to ensure that the objectives are met.
Equalities Implications	Tenant Involvement deals with the whole tenant and leaseholder community, including young people.
Health And Safety Implications	There are no health and safety implications.
Consultees:	<p>Chair of the Tenant and Leaseholder Committee</p> <p>Chair of Housing Maintenance and Environment Committee</p> <p>Vice Chair of the Tenant and Leaseholder Committee</p> <p>Vice Chair of Housing Maintenance and Environment Committee</p> <p>Two co-optee members of the Housing and Communities Overview and Scrutiny Committee</p> <p>Members of the Tenant and Leaseholder Committee</p>
Background papers:	<p>Get Involved Strategy 2012-15 (appendix 1)</p> <p>TLC Report: Recruitment for Tenant Involvement Activities (appendix 2)</p>
Glossary of acronyms and any other abbreviations used in this report:	Tenant and Leaseholder Committee (TLC), Housing Maintenance and Environment Committee (HMEC), Tenant and Leaseholder Scrutiny Panel (TLSP) and Survey of Tenants and Residents (STAR), Tenant Involvement Review Group (TIRG).

1.0 Background

In November 2013 an update report on the Get Involved Strategy 2012-15 was presented at Housing and Communities Overview and Scrutiny Committee. This report updated the committee on the progress that had been made through year two of the strategy. Year two of the strategy is now completed and the third and final year has commenced with good progress being made in the first quarter of the year.

2.0 Year three of the Strategy

Following a review of the year two action plan with TIRG, objectives were finalised for year three of the strategy. Year three concentrates on low level tenant involvement activities and seeks to increase the number of tenants and leaseholders involved with the housing service

at a local level. A copy of the action plan which details all objectives to date is attached (appendix 1).

2.1 Formal and informal involvement

The overall objective of the Get Involved Strategy 2012-15 was to increase tenant involvement by 5%. Much work has been done around defining a meaning for this objective over the past two years, and tenants and staff have constantly revisited this area. As a result it was agreed with TIRG to split the performance indicators that measure involvement between formally involved and informally involved.

Those tenants that are formally involved of those that are members of the formal tenant involvement structure and sit on committees or panels that are subject to a terms of reference. Those that are informally involved are tenants that are active in their local community or attend events/roadshows, and/or complete surveys/consultations.

2.2 Recruitment and Retention

Recruitment to committees continues to be a priority, and we are currently working with the TLC and TIRG on a recruitment and retention framework to ensure that all committees are fully represented and reflect the demographic of the tenant base. This will also ensure that we have a retention and succession plan. A report was taken to TLC on the 7th July 2014, and a copy of this can be found in appendix 2.

2.2.1 Tenant Involvement led events

The following events are planned for 2014-15:

- Tenant and Leaseholder Day
- Conference on the Road
- Barge Trips
- Youth Action Entertainers
- Joint community initiatives with Osborne's
- Edible Gardens scheme
- Afternoon tea with Rice Close and Southernwood Close

2.2.2 Events supported/attended by Tenant Involvement Team

In addition to attending Neighbourhood Action Group meetings and Parish Council meetings, other events that we have been involved in include:

- Tring Carnival
- Fish and Chip/lunch clubs in Supported Housing Schemes
- Supported Housing Coffee mornings – informal and “clear landings”
- Adeyfield Senior Citizens' Coffee morning

2.2.3 Projects supported by Tenant Involvement

The tenant involvement team are involved in the following projects:

- Verge Hardening
- Parking Barriers
- Local Lettings Scheme – Gade Tower
- Neighbourhood Agreements – Gade Tower and Westerdale
- Rent Campaigns
- Dacorum Youth Forum
- Supported Housing Forum
- Window Cleaning tender
- Cleaning project

3.0 Monitoring of the strategy

The Tenant Involvement Review Group was formed to work with the tenant involvement team to monitor progress against the strategy. Monitoring is undertaken on a bi-monthly basis. Updates are also sent to the Chair of TLC on a regular basis by the Lead Officer, Tenant Involvement.

4.0 Conclusion

The Strategy is a three-year plan to increase the number of tenants and leaseholders that are involved in working with the Housing Service and to give those that want to be involved a flexible choice of ways to get involved. Progress is closely monitored by tenants. A review of the strategy is scheduled for quarter 4 2014/15; this will take place with the TLC as a whole and will enable us to set our priorities for the next three to five years to help us develop a further strategy and action plan.

STATUS REPORT:- Action Plan to achieve our objectives

Get Involved Strategy Year 1 12

Get Involved Strategy Year 2 20

Get Involved Strategy Year 3 277

Get Involved Strategy Year 1

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Comments	Hyperlink to evidence
A, B, C & D	Establish new involvement structure – including committees, scrutiny, local panels, tenant associations and street champions in partnership with resident services	Service Plan 2012-13	CL	Quarter 2	A	Complete	New structure established. Strategy supports this and will enable the TI team to achieve the objectives.	Structure in word doc..doc
A & B	Establish aspirations of the Tenant and Leaseholder Committee to improve the housing service	Service Plan 2012-13	JG	Quarter 2	I	Complete	Formed part of the review of the Tenant Involvement Structure. New terms of reference written to mirror the TLC aspirations.	TLC terms of reference 10.07.12 (final).doc
A, B, C & D	Develop Tenant Scrutiny and launch the framework and recruitment at	Localism Act 2011 Service Plan	CL	Quarter 2	I	Complete	The framework was launched at the conference however the recruitment was slow initially.	..\Scrutiny\Tenant Scrutiny

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Comments	Hyperlink to evidence
	the Tenants Annual Conference 2012	2012-13					Following the “You are the key” campaign enough members recruited to kick start the panel.	Form_14 Nov Recruitment.docx ..\..\TLSP\2013 minutes\2013-08-15 TLSP minutes.doc
A,B,C & D	Create a consultation framework to ensure that effective consultation is undertaken with tenants and leaseholders on changes to policy and/or services and the results are communicated effectively	TLC Priority	JG	Quarter 3	A & I	Moved to year 2	This objective was delayed in year one and as a result had to move to year two. The reason for this is that DBC have a corporate consultation framework that was being reviewed and we hoped to be able to use that as part of our consultation framework, however as progress had not been made by Jan 2013 we decided to continue with developing our own framework – this will now	..\..\Consulta tion framework\2013-08-20 Housing Service Consultation Framework Final Draft.docx

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Comments	Hyperlink to evidence
							move to year two to complete.	
A, B, C & D	Undertake a consultation with tenants and leaseholders regarding the creation of local area panels	TPAS best practice	JG	Quarter 2	I	Complete	Consultation took place at the Tenant and Leaseholder conference with no for or against. Initial objective complete but more work will be done around local area panels following the realignment of the Tenant Involvement team to enable more grass roots involvement. 27.03.13 – Objective set for Tenant Involvement officers to investigate options for their patches – 1 st quarter 2013/14	
A,B,C & D	Create a supported housing forum to help ensure that the needs and priorities of supported housing tenants are being met	Service Plan 2012-13	OJ	Quarter 3	I	Complete	A supported housing forum has been created and they have met on several occasions to discuss matters that directly affect the service and its tenants. 22.02.13 – the next forum is scheduled for 7 th March, good	

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Comments	Hyperlink to evidence
							attendance at the last meeting, agenda very much lead around service issues specific to supported housing. 27.03.13 – dates of next forum are 08.05, 03.07, 04.06 and 06.11.13. ToR created all members just to sign up to them and same code of conduct etc applies	
A & D	Ensure that Tenant Involvement objectives are included in the staff appraisal process	Service Plan 2012-13	CL	Quarter 1	A & I	Complete	All staff have received TI objectives as part of their 2012/13 appraisal	P:\Shared Information\Service Planning\201213\Updated 22.08.12 Service Planning Objectives 2012-13 all objectives V2 20 03 2012 (2).doc Action 1.7 in

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Comments	Hyperlink to evidence
								plan
A, C & D	Where possible and practical arrange training jointly for staff and tenants	TLC priority	JG	Quarter 4	A	Complete	Staff and involved tenants attended the ARCH conference, CIH conference and STAR workshops together in 2011 and 2012. More training together will be arranged throughout 2013.	
C	Set up a framework to continually look to recruit tenants to be involved in the service via News and Views, surveys, events, consultation and the local media	Service Plan 2012-13 TLC Priority	JG	Quarter 3	A	Complete	Recruitment advert to go in every edition of news and views. Various local media methods will be used for recruitment to Scrutiny Panel in the new year. 31.01.13 – Recruitment campaign to commence in March 2013 22.02.13 – Following the review of the recruitment campaign this will help to inform the best methods to use for continual recruitment and succession planning,	P:\Tenancy and leasehold Group\Policy and Participation\News & Views\Final Versions\News and Views Winter 2012-13 LR.pdf

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Comments	Hyperlink to evidence
							<p>further work will therefore be undertaken in this area post April 2013.</p> <p>27.03.13 – post campaign review to be undertaken and effective methods highlighted to use going forward methodology for continued recruitment being developed</p>	
C	Develop a system to plain English all communications to tenants and leaseholders	Service Plan 2012-13 TLC priority	SD	Quarter 4	A	Complete	<p>News and Views has achieved Plain English standard. A Plain English course is also being arranged for 2013 by the communications team and the date will be circulated once known.</p> <p>31.01.13 – Plain English course for staff on 27.02.13</p> <p>22.02.13 – Following TI review group meeting, notes from training to be circulated to TLC to assist with article writing etc.</p> <p>19.03.13 – Given to TI review</p>	

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Comments	Hyperlink to evidence
							group for comment The communications team now work to Plain English guidelines for all communications/publications	
A	Use the STAR survey results to identify and plan tenant led improvements across the borough	STAR Service Plan 2012-13 Local Offers	JG	Quarter 2	A & I	Complete	An action plan has been drafted and elements of improvements have been incorporated within the Annual Report 2011/12 for us to deliver on and report back on through 2012/13 and the next annual report. Other items will inform service planning for 2013/14. 31.01.13 – Objective to monitor STAR improvements to be included in the Service Plan 13/14. 22.02.13 – Report to update position on STAR objectives so far being written this will go to TLC and HCOSC 27.03.13 – need to review	P:\Tenancy and leasehold Group\Policy and Participation \Tenant's Annual report\Annual Report 2011-12\DC AnnualReport WE B.pdf

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Comments	Hyperlink to evidence
							action plan at next TI review group meeting to assist with work-plan for TLC for 13/14 An improvement for STAR is in place	
A, B, C & D	Undertake an Equality Impact Assessment for the Tenant and Leaseholder Involvement function and self-assess against the CIH Equality and Diversity Charter	CIH E&D Charter	CL	Quarter 4	A & I	Incomplete	CL/JG and SD have had training on this. Data required not available therefore unable to proceed. Once Orchard upgrade is complete and more data is available this objective will be rescheduled and completed prior to the end of the Strategy.	
A	Use Housemark benchmarking to establish Equality and Diversity Performance Indicators	CIH E&D Charter Housemark	JG	Quarter 4	A	Complete	E&D PI's mirror Housemark	..\..\Performance Indicators\PI back info.xlsx ..\..\Performance Indicators\2013-2014 Performance

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Comments	Hyperlink to evidence
								Indicators.xlsx
	Undertake a Gap analysis in preparation for the NTO accreditation	NTO best practice Regulation Tenant involvement and Empowerment Standard	JG	Quarter 4	A	Complete	Gap analysis complete – further work in year 2.	..\..\Project Plans and documents\NTO\NTO report for HMT.doc
	Undertake a review of the Strategy against the year one plan. Set deadlines for year two priorities.		CL	Quarter 4	A	Complete	Reviewed with TI review Group on 19.03.13 – new objectives set for year two.	

Get Involved Strategy Year 2

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Comments	Hyperlink to evidence
B & D	Establish a menu of flexible involvement opportunities to enable everyone to have an input into the housing service	Best Practice	JG	Q1		Complete	Flexible methods of involvement created as part of the strategy. More to be done about building capacity at local level focussing on Tenant Associations, Housing Heroes	..\DBC Branded Get Involved Strategy 12-15.docx

							<p>and Street/Block Voices – year three priority</p> <p>15.05.13 - As part of the review of the Policy and Participation Team a new structure was implemented. TIO now have objectives to involve tenants in all parts of the involvement structure. This will be monitored through 121's and appraisal.</p> <p>09/07/13 update – Jules attended Group Manager for tenancy and leasehold explaining all opportunities. She is booked into Property and place group managers meeting.</p>	
A	Implement consultation framework to ensure that effective consultation is undertaken with tenants and leaseholders on changes to policy and/or services and the results are communicated effectively	TLC Priority	SProwse	Q1		Complete	<p>Consultation framework implemented – work to be done about embedding this across the service in year 3.</p> <p>15.05.13 - Work has been underway with the Tenant Involvement Review Group. An Executive Panel meeting is taking place 21.05.13 to look at consultation.</p>	<p>..\..\Consultation framework\2013-08-20 Housing Service Consultation Framework Final</p>

							Update to TLC 03.06.13. 20/08/2013 – final draft to HSMT end of August for approval.	Draft.docx
A, B & D	Establish the Tenant Scrutiny Panel and ensure that training is completed and the scrutiny schedule developed	Service Plan 2013/14	CL/JG	Q1		Complete	Established following “You are the key” campaign. Training complete and first Scrutiny investigation ongoing. Review in year 3. 09.05.13 – enough people have shown an interest in this role. Interviews to be undertaken and then the Panel can begin. Training will be arranged firstly. 09/07/13 update- A training package has been sourced and is going to the TI Reivew Group and the TLC for approval. 20.08.13 – Panel met on 15.08.13 and have asked for more info from CoPS. 04/09/2013 A trainer has now been resourced. Dates need to be booked for training. A TOR will be developed through the training. 25.09.13 – Merron Simpson	

							has been appointed as trainer for the TLSP. Dates 18.11.13 and 27.11.13. Recruitment is on-going to bolster the numbers of the committee. The panel are in place. Repairs satisfaction will be there first Scrutiny	
C	Develop and introduce a “welcome pack” for all involved tenants and leaseholders	Best Practice	SB	Q1		Complete	Welcome pack for tenants created, include welcome letter from Chair of TLC/Get Involved Strategy/useful websites. Year 3 will concentrate on developing a youth info pack for the welcome pack.	S Bailey has met with two young tenants who are working with us to produce this. 04/12/13 Work is progressing well and will complete early year 3.
C	Compile a list of publications and websites for involved tenants to have access to as a knowledge base and ensure access is available	Service Plan 2013/14	JG	Q2		Complete	Available in the welcome pack and as a link on the website.	P:\Tenancy and leasehold Group\Policy and Participation

								\Tenant Involvement \Project Plans and documents\T I Review\Useful Webistes.docx
C	Develop and introduce a comprehensive training package for involved tenants and leaseholders that gives flexibility of choice and a variety of learning methods	TLC Priority	CL/JG	Q2		Complete	<p>Package developed and agreed. Schedule set.</p> <p>09.05.13 – Meeting with TPAS on 20th May 2013. Also spoken with WCHT who use an organisation called Linch Pin – contact made and just awaiting them to come back to us.</p> <p>03.06.13 – HQN have sent a proposal through and one has been received from TPAS.</p> <p>09/07/13 update – Keith Crampton has put forward proposals. This is going to the TI Reivew Group and the TLC for approval.</p> <p>20.08.13 - This has been</p>	

							<p>agreed. First training (E&D) 23.09.13. Jules to produce leaflet.</p> <p>02.09.13 – Advert re training in Autumn News and Views. Designated Person training booked for 12.10.13.</p> <p>Update: 01/11/2013 Jules to raise future training with the TIRG. Update: 04/12/2013 TIRG have agreed the training package for the next 12 months.</p>	
C	Establish an editorial panel to include tenants and leaseholders for all publications including leaflets and posters using Plain English as a guide	Best Practice	SD	Q2		Complete	<p>Reader survey was sent out with the summer edt. of N&V's and requesting volunteers for this panel. Analysis has not yet been undertaken as responses are still coming in.</p> <p>01.09.13 – 18 volunteers have joined the newly formed editorial panel. The will be involved in many aspects of our publications.</p> <p>Update 22.01.14 – issues around sustainability to be addressed as year 3 objective</p>	

D	Promote involvement opportunities at sign up of a new tenancy	Best Practice	SB	Q1		Complete	Links to welcome pack – youth involvement will form year 3 objective	F:\Jules\Adm in\Useful Webistes.docx ..\A5 FOLDED_v4a.pdf
D	Recruit dedicated resource to support the TLC and other committees in minute taking and arranging meetings etc.	TLC Priority	CL	Q1		Complete	Recruitment complete and appointment made	
C	Develop electronic methods of involvement via the website	Service Plan 2013/14	SPrice	Q3		Slippage due to staff changes	Selina commenced this piece of work with Katie Warner. Due to changes in staff this is re-programmed to year 3.	
D	Identify budget and space to create a “tenant resource centre”	Best Practice	JG	Q3		Slippage	Following discuss with TI review group regarding a “virtual” centre, not viewed as a priority. Backed up by lack of uninvolved tenants wanting training as result of “You are the key” campaign. Partnership working has taken place with DCFL via Summer of Swapping, Conference etc.	

							Further advertising to be done. This will slip into Q4	
A	Delegate budgets through sub committees, local area panels	TLC Priority	CL	Q2		Move to yr 3	More work being done in year three to establish Local Area Panels – this will become a year 3 objective if still a TLC priority.	
A	Set up a process for the TLC to enable them to undertake a review and self-assessment of their core activities over the year that highlights improvements or changes to systems that have been as a direct result of their involvement - this will then form the basis of an annual report by TLC to tenants/leaseholders and members.	TLC Priority/ Best Practice	SD	Q3		On target	Survey to go out to all TLC members to create the basis of a review that will then enable the creation of a short report to be used by TLC as an evidence base.	
	Achieve NTO accreditation	Best Practice	JG	Q4		Move to yr 3	Kick start meeting held (04.12.13) and initial work complete – first self-assessment meetings to be set for March/April. To complete in year 3	
	Undertake a review of the Strategy against the year two plan. Set		CL/TLC	Q4		On track	In progress	

	deadlines for year three priorities.							
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Get Involved Strategy Year 3

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Comments	Hyperlink to evidence
C	Create mechanisms to establish tenant associations in high rise blocks and sheltered accommodation		JG	Q4		On track	Low level target to be set to monitor. 30.06.14 JS update: We currently have one established association in a high rise block (Gade Tower), work is being done in an area of Highfield to establish a further association (Westerdale).	
B	Increase the percentage of involved tenants by 5% between 2012-15		CL	Q4		On track	PI suite now set to support this objective with formal and informal involvement being identified and gathered separately Monitoring is monthly for formal and quarterly for	

							informal. See reports for more details on progress.	
B & C	Introduce neighbourhood agreements if needed via the local area panels to ensure that tenants priorities for improvements are being tackled in their local area		SP	Q2		On track	<p><i>Effective way of tackling issues in areas and can help to create a sense of community</i></p> <p>30.06.14 JS update: We are currently working to introduce a Neighbourhood Agreement at Gade Tower and Westerdale.</p> <p>02.07.14 CL Update: A process for setting up Neighbourhood Agreements has been drafted, this will be finalised following the introduction of Gade Tower and Westerdale, on track for completion in quarter 2.</p>	
	Actively involve tenants and leaseholders in driving forward improvements that relate to housing highlighted as part of the STAR Survey		SD	Q1		Complete	<p><i>STAR Objective/Service Plan – 2 year service plan</i></p> <p>30/06/14 JS update: Results of STAR have been fed back to the TLC.</p>	

							<p>The TLC have identified the key priorities for tenants and leaseholders which now form part of the two year service plan. 02.07.14 CL Update: TLC and the relevant committee identified as key monitoring agent will continue to work with the Housing Service to drive forward these improvements and monitor progress against any action plans. Success will be measured at the end of the 2 year service plan.</p>	
	<p>Increase partnership working internally to increase the level of tenant involvement in activities such as programmed works, improvements etc.</p>		CL/JG/SD	Q1		<p>Slight slippage but due to complete within the month.</p>	<p><i>HMEC objective – links to the work that HMEC do and also the review as part of the TAM contract</i> 30/06/14 JS update: Patches of Housing Officer Tenancy, Tenant Involvement Officers are currently being reviewed to align and help achieve</p>	

							internal partnership working. 02.07.14 CL Update: Slight slippage due to workload, to be completed by end of July 2014.	
	Review and re-launch village and street block voices to enable more grass roots involvement across the borough giving tenants in outlying areas a clear tenant voice		SP	Q3		On track	Low level involvement method 02.07.14 CL Update: Review to begin quarter two with a view to re-launching in quarter three.	
	Utilise housing heroes to create more armchair methods of involvement paying special attention to developing the editorial panel as part of this process		SH/SD	Q2		On track	Low level involvement method 30/06/14 JS update: A communications strategy will be drafted and this will include involvement as part of the editorial panel. Armchair involvement will be included with a timetable of activities.	

	Embedding the consultation framework across the housing service to ensure that effective consultation is undertaken on matters that have an effect on the tenant and leaseholder population.		JG	Q2		On track	<i>STAR objective/service plan</i> 30/06/14 JS update: The Consultation Framework will be seen by the TLC 07/07/14. This year's Consultation Framework is currently being drafted.	
	Introduce a "youth welcome pack" as part of the sign up process to encourage more young people to get involved with the housing service.		SB	Q1 – new target Q3			<i>Group established and working on this element. Need to develop a youth involvement strategy that defines our role as a landlord.</i> 30/06/14 JS update: This work has now resulted in needing a strategy to ensure all work by Youth Tenant Involvement is tenant and leaseholder outcome focussed. The group are meeting regularly and have ideas set down for a leaflet. We are now waiting for them to have a logo designed. 02.07.14 CL Update: due to the development of	

							<p>this group the target has been moved. It is hoped that the group will have a stall at the Tenant and Leaseholder Day to promote their work and launch their youth welcome pack.</p>	
	<p>Develop and implement electronic methods of involvement via the website and customer portal, paying particular attention to customer satisfaction surveys.</p>		SP	Q2		On track	<p><i>Forms part of the customer intelligence project to ensure consistency and usability for customer satisfaction.</i></p> <p>30/06/14 JS update: Part of Orchard is currently not working as it should and we are waiting to hear when this will be operating as it should. A project team are in place to look at customer satisfaction survey.</p> <p>Facebook has been re-launched with our 'likes' increasing from 31 to 137 in the last month. The customer portal is live and an action plan is</p>	

							being created as part of the communications plan to increase user base.	
	Identify budgets that can be delegated to Local Area Panels and sub committees and establish a process for this to work.		CL/RK	Q2		On track	<p><i>TIRG keen to get budgets delegated to local people to spend on local issues – links with tenant associations</i></p> <p>30/06/14 JS update: The Housing Management Committee is going to be formalised in July or August. This committee will be delegated the £50,000 for the Local Improvement Grant and will oversee the approval of spend.</p>	
	Finalise and achieve the TPAS accreditation.		CL/JG/SD	Q4		On track	<p><i>This objective changed from NTO to TPAS accreditation in agreement with TIRG</i></p> <p>30/06/14 JS update. An initial meeting has taken place with TPAS. It is envisaged that the first self-assessment will be</p>	

							conducted in August. Staff and tenant focus groups are hoped to be held in October / November.	
	Review HMEC to reflect the changes regarding TAM and also ensure monitoring STAR improvements that apply to HMEC		JS/TPAS	Q1 – new target Q2		On track	<p><i>Need to identify who is the most appropriate person/s to undertake the review.</i></p> <p>30/06/14 JS update: After TLSP not feeling they were the most appropriate group to undertake a review, three quotes were obtained from independent tenant advisors and passed to TIRG for decision / approval. The Group agreed to work with TPAS. An initial meeting has been held to establish further the scope of the review.</p> <p>02.07.14 CL Update: Due to a full review of the HMEC being decided upon this action has been</p>	

							re-targeted. Work is due to begin with TPAS shortly.	
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AGENDA ITEM: Recruitment for Tenant Involvement Activities

SUMMARY

Report for:	TLC
Date of meeting:	07 July 2014
PART:	
If Part II, reason:	

Title of report:	Tenant and Leaseholder Recruitment – Top level and grassroots.
Contact:	Jules Stevens
Purpose of report:	To provide an update on the current position of involvement and how we propose to recruit tenant and leaseholders during 2014/15.
Recommendations	To note and approve the plan for the year ahead.
Links to consumer standards:	Involvement and empowerment Home Community and neighbourhood Tenancy Value for money
Financial Implications:	There are no financial implications.
Value For Money Implications:	All activities and events will be carried out during normal working duties tagged onto events already booked.
Risk Implications:	Risk assessments will be carried out for events.
Equalities Implications:	There are no equality implications as all tenants and leaseholders are invited to attend events happening across the borough.

Health And Safety Implications:	All health and safety implications are covered by existing risk assessments.
Consultation details:	Although consultation will be carried out at events across the borough relating to the Tenant and Leaseholder Day (TLD), there is no consultation required for the recruitment itself.
Outcomes of Consultation:	
Monitoring going forward:	The Tenant Involvement Review Group will be given the results of successful recruitment and regular updates can be given to the TLC at request.
Background papers:	None.
Glossary of acronyms and any other abbreviations used in this report:	<p>STAR – Survey of Tenants and Residents</p> <p>TLD – Tenant and Leaseholder Day</p> <p>HMEC – Housing Maintenance and Environment Committee</p> <p>HMC – Housing Management Committee</p> <p>YTI – Youth Tenant Involvement</p> <p>TLSP – Tenant and Leaseholder Scrutiny Panel</p> <p>SHF – Supported Housing Forum</p> <p>TIRG – Tenant Involvement Review Group</p> <p>LIG – Local Improvement Grant</p> <p>TPAS – Tenant Participation Advisory Service</p> <p>SMART – Specific, Measurable, Achievable, Realistic and Time orientated.</p>

1.0 Purpose of the report

- 1.1 This report will provide an update on the current position of involvement and will outline how tenant and leaseholder recruitment will be conducted throughout the rest of the financial year 2014/15, the final year of the Get Involved Strategy 2012-15.

2.0 Background

- 2.1 In 2012, we created the Get Involved Strategy 2012-15 in partnership with tenants and leaseholders. Years one and two focussed on high level involvement ensuring we had a structure that would meet the newly introduced regulatory requirements. Whilst year three focusses very much on low level involvement which aims to get local people making local decision about improvements to the area they live.
- 2.2 In 2012, we conducted the Survey of Tenants and Residents (STAR). The survey asked whether tenants or leaseholders would like to get involved. We had a huge response of 1241 showing an interest in being involved. All were contacted asking how they would like to be involved in the housing service and as a result, we had 341 showing a positive interest in being involved at a low level. Some of those expressing an interest have since got involved with the Supported Housing Forum, attended the TLD, and applied for Local Improvement Grants, whilst others have only taken part in STAR.
- 2.3 In 2013/14 as part of the Get Involved Strategy 2012-15 we delivered a recruitment campaign called 'You are the key'. Although this did not recruit the numbers we had hoped for, it did help us to identify the most responsive method of communication; a personal invite letter. In March we invited all those wishing to be involved to a 'Meet the Team Event' held in the Old Town Hall in April 2013. From this event we went on to sign up 8 people who are now working with us on a regular basis in a variety of involvement activities.

3.0 Current position Top Level

3.1 We have a range of top level involvement committees which are made up as follows:

Committee	Current Membership (numbers lacking/additional)	TOR recommended members
TLC	11 (↓4)	15
TLSP	3 (↓5)	8
HMEC	6 (↓2)	8
SHF	27 (↑7)	1% representation of tenanted properties.
HMC (not recruited and currently no TOR)	6 (↓2)	8 (if agreed)
YTI (No TOR yet in place)	5 (↓3)	8 (if agreed)

3.2 The current numbers of members are beneath the recommended members within the TOR with the exception of the SHF. Succession planning remains an issue with committees despite regular articles from the committees appearing in news and views to show the work they do and what difference being involved can make.

3.3 In November / December 2011, we had 19 individual tenants involved in high-level involvement. In June 2014, we have 55 individual tenants (including young people) and leaseholders involved. This is an increase of 36 new members (up 66%) from November/December 2011.

Support and training for Committee Members

3.4 A training schedule has been created in partnership with TIRG, this aims to ensure that all committee members feel equipped to undertake their role. So far, two training events have taken place with a take up of seven and six attendees respectively. This equates to eight individuals who have attended training over the past two months. Attending training and keeping skills up to date does form part of each committees TOR, and during the meeting of TIRG in April, it was agreed to write to members not attending to remind them of their responsibility to remain up to date on relevant topics and enhance their skills and abilities to enable effective participation.

3.5 Two members are currently studying for CIH Level 2 Award in Community Action in Housing which is being run by TPAS, and mentoring has been put in place to support them.

3.6 Mentoring: Debbie Barnes has had three mentoring meetings with Sue Prowse plus email support. Mavis Cook has had two mentoring sessions with Carolyn Leech as well as email support; this is in support of the above qualification.

- 3.7 Debbie Barnes and Mavis Cook both attended an event in London ran by Tenant Participation Advisory Service in May: Tenants in Control Event.
- 3.8 The HMEC will be reviewed within the next quarter due to the new contractor starting in July. Due to the immense change required in the remit of the Committee, additional support will be provided to Debbie Barnes (Chair) to support her, and the Committee through the transition. This will ensure that the committee can undertake a process of self-assessment and help them to identify any additional training or support needs that may be required as part of their emerging role in monitoring the Total Asset Management contract from a tenant involvement perspective.

4.0 Current Position Low Level

- 4.1 We currently have 21 Local Improvement Grant applications and of those, 70 tenants and leaseholders have been involved in the process. This is predicted to continue to rise through the summer months with a decline expected through the winter. This is in line with previous year's trend. LIG's provide us with a great opportunity to engage with tenants and leaseholders at a local level, enabling them to work together to bring about improvements in their local area.
- 4.2 We have attended 19 Supported Housing coffee mornings to engage with tenants. Some of these visits have resulted in applications to the LIG, which in turn have led to the creation of other involvement groups, such as gardening groups and associations, meaning that 10 tenants are now involved with housing on a regular basis.
- 4.3 We have attended two Neighbourhood Action Group meetings this year. To date we have not recruited or received any LIG applications from these events. We will continue to monitor the effectiveness of these events.
- 4.4 In May, we held a consultation event at Waveney in Grovehill to look at some improvements in the area, ten tenants and leaseholders attended with all being in favour of the estate improvement proposals. We hope to introduce an edible garden here, which will give the local residents the opportunity to work together and create a local group.
- 4.5 Recruitment has taken place to replace those tenant inspectors that have moved on to other roles, and we now have 49 tenants and leaseholders who have expressed an interest with this activity. Tenant Inspectors have met once so far and have undertaken several cleaning surveys using a new template that has been developed by them and the Tenant Involvement Officers supporting them. Six tenants attended this meeting. We are currently arranging a joint meeting with cleaning services to decide how we will use the information to change or improve the service.
- 4.6 Gade Tower residents association created to tackle issues that they are experiencing in their block have met once so far with another meeting booked for the end of June. We have seven tenants involved in the association and they have a SMART action plan, which is progressing well.
- 4.7 There was a meeting with 10 residents from Westerdale (7 tenants and 3 leaseholders) in April to address various issues in their block. They have agreed to sign up to a Neighbourhood agreement and work together to solve their issues.

- 4.8 Douglas Gardens tenants have started a gardening club, and Clean Safe and Green are set to do some work to enhance the area soon at the tenants' request, which will then enable them as a group to continue to maintain the area.
- 4.9 Youth Action Entertainers have been to Pond Close. The residing tenants have gratefully received this event. A total of 15 residents have attended this event and 22 young people were involved in entertaining and supporting the event.
- 4.10 The TLD project meetings have started. These are a joint working group of staff and tenants. So far, three tenants and two members of the YTI have signed up to work with us on developing the day.

5.0 Additional Recruitment Work: Outside of the Tenant Involvement Team

New Tenants

- 5.1 When new tenants sign their tenancy agreement, they receive a welcome pack. Within this pack is a letter from Rose Kosmalski and a copy of the Get Involved Strategy outlining all the different ways to be involved.
- 5.2 The Tenancy Housing Officer visits all new tenants after six weeks of them moving in. During this visit, they are told about Tenant Involvement and all the opportunities that are available to them.
- 5.3 Supported Housing Officers also encourage involvement opportunities to all new tenants.
- 5.4 It has not been recorded how many tenants have been recruited via these methods, however with the introduction of the Resident Involvement module on Orchard it is anticipated that this information can be captured.

6.0 The Plan for 2014/15

- 6.1 This year we will continue to promote 'You are the Key' campaign. The main focus of the Get Involved Strategy this year is very much low level involvement, however, all staff are mindful of succession planning for the top level involvement and the constant need to recruit to this level.
- 6.2 We will work with the HMC and YTI with a hope to them signing up to a TOR to become formally recognised within the structure.
- 6.3 We are currently in the process of booking events across the borough between July and September to raise awareness of the TLD. We will use these events as an additional way to recruit new members to the committees and encourage lower level involvement.
- 6.4 Following on from last year's success in July we will hold two barge trips. This year's focus will be on 'barriers to involvement' and how those involved can assist with recruitment.
- 6.5 We will attend the Link Road car boot sale and pay for a pitch with the hope to engage with tenants and leaseholders.
- 6.6 News and Views will continue to be used to advertise opportunities for recruitment.

- 6.7 The TLD will be an excellent opportunity to meet new tenants and focus on recruitment.
- 6.8 During October/November (after TLD) we will arrange a further recruitment event. We will use Mosaic (software which will help identify people who like to be involved in their community) as well as our own customer profiling information and send a letter inviting tenants and leaseholders to an event to 'Meet the Team'.
- 6.9 Customer Insight Project:
 - 6.9.1 This project has been set up to look at how we currently gather and utilise Customer Satisfaction. The proposal is that all surveys will be stored on the new Resident Involvement Orchard system (housing database). All surveys can then be, emailed, sent via the Customer Portal (available soon) or text.
 - 6.9.2 Complaints and compliments will also be analysed for trends to identify good practice and also areas needed for improvement.
 - 6.9.3 This data will then be kept in one place and will allow analysis to identify improvements or changes required to services delivered.
 - 6.9.4 Final dates for implementation are currently being agreed.
- 6.10 January to March 2015: this is always a difficult time to recruit via events due to the weather. There are currently no planned events taking place during this period, however if there is a need, we will do so. We will continue to work with all of our involved tenants and recruit through internal processes as we do throughout the year.
- 6.11 This period of time will also be used to review all of the involvement structure we currently have to assess what's working well and identify any areas for further development. This time will also be used to draft the next Tenant Involvement Strategy which is envisaged to be a five year plan.

7.0 Implications

- 7.1 Service delivery
 - 7.1.1 Failure to not offer opportunities of all levels of involvement to all tenants and leaseholders would mean the service would be in breach of the Consumer Standard: Involvement and Empowerment.
- 7.2 Equality/Diversity and community impact
 - 7.2.1 There are no equality or diversity issues to consider within this report. Tenant Involvement aims to give everyone the opportunity to be involved at a level and in a way that suits them.
- 7.3 Financial including Value for Money
 - 7.3.1 Tenant Involvement has an allocated budget for the year. All activities will be delivered within this budget.
- 7.4 Human Resource
 - 7.4.1 There are no human resource issues relating to this report.

7.5 Legal

7.5.1 There are no legal implications to be considered.

7.6 Risk - maintenance of reputation

7.6.1 Failure to listen and act on findings put forward by tenants and leaseholders would be detrimental to our reputation and would result in satisfaction levels decreasing. We are therefore offering opportunities that can take as little as five minutes or as much time as individuals can spare. The Service Plan 2014-16 focusses on the themes from STAR showing that we do listen and act on what we are being told.

8. EXCLUSION OF THE PUBLIC

To consider passing a resolution in the following terms:

That, under s.100A of the Local Government Act 1972 Schedule 12A Part 1, Paragraph 12 as amended by the Local Government (Access to Information) (Variation) Order 2006 the public be excluded during the item in Part II of the Agenda for the meeting, because it is likely, in view of the nature of the business to be transacted, that if members of the public were present during this item there would be disclosure to them of exempt information relating to:

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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
16 July 2014	9 July 2014	Housing Income Recovery & Financial Inclusion Get Involved Strategy update		Katie Kiely <i>(PH – M Griffiths)</i> Carolyn Leech		
10 September 2014	29 August 2014	Quarter 1 Performance Report (& Q1 Operational Risk Reports) Vulnerable Persons Strategy Housing Revenue Account Business Plan Review	PM SC	E Brooks, Assistant Director, Housing J Still, Group Manager, Resident Services C Troy, Regulatory <i>(PH – M Griffiths, N Tiley, N Harden)</i> Andy Vincent, Group Manager, Tenants & Leaseholders <i>(PH – M Griffiths)</i> E Brooks <i>(PH – M Griffiths)</i>		

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information	Outcome of Discussion
		Neighbourhood Action Report Housing Appeals Update		Julie Still <i>(PH – N Harden)</i> J Hedger <i>(PH - M Griffiths)</i>		
15 October 2014	3 October 2014	Sportspace Performance Report Crime, Policing and Anti-Social Behaviour legislation report	PM	D Cove <i>(PH – N Harden)</i> J Still, Group Manager, Resident Services. <i>(PH - N Harden)</i>		
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, Regulatory <i>(PH – M Griffiths, N Tiley, N Harden)</i>		

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information	Outcome of Discussion
		Old Town Hall report		J Still, Group Manager, Resident Services (PH - N Harden)		
10 December 2014	28 November 2014	Joint Budget OSC <i>Ideally no further items to be added</i>	SC	M Hone, Corporate Director Finance & Operation		
28 January 2015	16 January 2015	Review of the operations of the Housing Allocations Policy.		Elliott Brooks, Assistant Director, Housing (PH – M Griffiths)		
18 March 2015	6 March 2015	Quarter 3 Performance Report (& Q3 Operational Risk Reports)		E Brooks, Assistant Director, Housing J Still, Group Manager, Resident Services C Troy, Regulatory (PH – M Griffiths, N Tiley, N Harden)		

PM – Performance management

PD – Policy Development

SC – Scrutiny

Items to be scheduled:

- Empty Homes Strategy update
- Housing Revenue Account Asset Management Strategy
- Star Survey update report
- Information on complaints received by Housing