



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

WEDNESDAY 18 JULY 2012 AT 7.30 PM

BULBOURNE ROOM, CIVIC CENTRE, HEMEL HEMPSTEAD

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

Adeleke	Hearn
Adshead	N Hollinghurst
Bassadone	Mahmood (Vice-Chairman)
G Chapman	Marshall (Chairman)
Conway	McLean
Flint	Organ

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

Substitute Members: Councillors Clark, Rance, White and Wixted.

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

Part I

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1. MINUTES

To confirm the minutes of the meeting held on the 20 June 2012.

2. APOLOGIES FOR ABSENCE

To receive any apologies for absence

3. DECLARATIONS OF INTEREST

To receive any declarations of interest

4. PUBLIC PARTICIPATION

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

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

AGENDA ITEM: 6

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	18 July 2012
PART:	1

Title of report:	Deprivation in Dacorum – follow-up report
Contact:	Neil Harden, Portfolio Holder for Residents and Regulatory Services Author/Responsible Officer – Katie Warner, Customer Insight Officer
Purpose of report:	To give a follow up to the report presented to the Committee last October.
Recommendations	1. That members note the work to tackle deprivation in Dacorum being undertaken by the Council and our partners
Corporate objectives:	Building Community Capacity

Implications:	<u>Financial</u> None relating to this report. However, each service and activity noted in this report are supported by a budget.
'Value For Money Implications'	<u>Value for Money</u> One form of deprivation is often linked to other forms of deprivation. In particular, there are clear links between deprivation relating to crime, education and health. Much of the work the Council undertakes directly to address one form of deprivation has effects that extend beyond their primary purpose. This investment therefore improves the quality of life for many people in communities and demonstrates good value for money.
Risk Implications	There are no specific risk implications contained within this report.
Equalities Implications	Equality Impact Assessment carried out* See Appendix 2
Health And Safety Implications	None
Consultees:	
Background papers:	Committee report – 19 October 2011
Glossary of acronyms and any other abbreviations used in this report:	ASB – Anti-social behaviour IMD – Indices of Multiple Deprivation NAG – Neighbourhood Action Group HEEP – Herts and Essex Energy Partnership

Background

A report was brought to Scrutiny in October 2011 giving an initial snapshot of deprivation in the borough based on the Indices of Multiple Deprivation (IMD) 2010. Following the meeting, a follow-up report was requested showing how the Council is working to meet the challenges posed by the IMD figures.

For more information about the Indices of Multiple Deprivation, please refer to the report to Housing and Community Scrutiny of 19 October 2011.

Key points:

1. There is a lag in the data – the Index of Deprivation is based largely on 2008 data.
2. The index showed that the average rank of sub-ward (Lower layer super output area) areas across the borough is within the 30% least deprived boroughs in England.

3. Despite the low levels of deprivation across most of the borough, there remain ten lower layer super output areas (LSOAs) featuring within the 40% most deprived in England. These areas are: Adeyfield East/West, Bennetts End, Woodhall Farm, Hemel Hempstead Town, Grovehill (3 LSOAs), Highfield (2 LSOAs) and Leverstock Green.
4. The domains which feature most prominently in the ten most deprived areas are: income, employment and education deprivation.
5. It should be noted that Highfield was highlighted as an area of particular concern in the 2007 IMD data but has improved its relative position.
6. In Dacorum there is a strong correlation between income deprivation and education, skills and training deprivation.

What Dacorum Borough Council is doing

The table in appendix 1 gives an outline of the work carried out by Dacorum Borough Council services and matches that work to the relevant IMD domain and indicator.

Next steps

There are a number of existing partnerships in Dacorum which address different elements of deprivation:

- Destination Dacorum, the Local Strategic Partnership
- The Community Safety Partnership
- Neighbourhood Action Groups.

The strategic partnership is taking a proactive approach to addressing issues of economic wellbeing.

The Community Safety Partnership is continuing its work with a variety of agencies and organisations to help reduce crime rates in the borough.

The Residents Services team will be continuing to explore and address issues raised in the 2010 Index of Multiple Deprivation with the various Neighbourhood Action Groups.

If members wish to make additional suggestions or recommendations these will be considered with the Portfolio Holder for future action.

Conclusion

Deprivation is being addressed borough-wide by both the existing partnership structures and Council run services.

Only some of the indicators making up the deprivation domains feature within the Council's remit, therefore limiting its ability to directly influence them. That said a lot of the work carried out by Council services and the existing partnership structures can be considered to have an indirect influence on the indicators. The table at appendix 1 and the case studies presented at the meeting, show that the Council's indirect influence on issues can be regarded to be equally as important. This is because the Council is able to have substantial impact on the wider state of deprivation in the borough as it works to improve the quality of life of its residents.

Appendix 1

Table key

AE	Adeyfield East
AW	Adeyfield West
A&W	Aldbury and Wigginton
ACH	Apsley and Corner Hall
A	Ashridge
BE	Bennetts End
BkC	Berkhamsted Castle
BkE	Berkhamsted East
BkW	Berkhamsted West
BFC	Bovingdon, Flaunden and Chipperfield
B	Boxmoor
CWE	Chaulden and Warners End
G	Gadebridge
GH	Grovehill
HHT	Hemel Hempstead Town
H	Highfield
KL	Kings Langley
LG	Leverstock Green
NM	Nash Mills
N	Northchurch
TC	Tring Central
TE	Tring East
TW	Tring West and Rural
W	Watling
WF	Woodhall Farm

Insert Appendix 1 – Work carried out

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DBC Equality Impact Assessment Form

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Directorate: Performance, Improvement and Transformation

Service: Communications

Policy / function / activity being reviewed: Deprivation in Dacorum report

Date completed and by whom: 28/06/12, Katie Warner, Customer Insight Officer

Review date: N/A

Step 1 – Identifying the Purpose / Aims

1. What type of policy, service, activity or function is this?

Existing ▲

2. What is the aim and purpose of the policy, activity, service or function?

To give an overview of how the Council is working to tackle deprivation in Dacorum.

3. Outline any proposals being considered.

Future recommendations on tackling deprivation should be fed through existing structures and services.

4. Who is the policy, activity, service or function intended to help / benefit / serve?

Dacorum's community

5. Does the policy, activity, service or function have any specific aims or objectives in relation to equality, social inclusion or community cohesion?

To highlight any gaps which might exist in the Council's efforts to tackle deprivation and improve the quality of life of its residents.

Step 2 – Considering existing information and what this tells you

6. Summarise any data / research or performance management information about the policy, function or activity that is available. This could include equalities monitoring information; surveys; complaints or grievances.

Data / Information

Audit (appendix 1 of the report) carried out with Council services of the work currently underway where there is a link to the reduction of deprivation

7. Is there any evidence of negative differential impact on any of the Nine Protected Characteristics or any other cluster group? (Some equality categories may be more relevant than others)

Whilst there is differential service delivery in the borough, there is no negative differential impact.

Race or Ethnicity

None

Sex (Gender)

None

Gender Reassignment and Transgender

None

Sexual Orientation
None
Age
None
Disability
None
Religion or belief/ faith communities
None
Marriage and Civil Partnerships
None
Pregnancy and Maternity
None
Socio Economic Duties (Socially excluded communities or groups)
None

Step 3 – Assessing the Impact

8. Is there any evidence of higher or lower take-up of the service, facility or opportunity by any group /community and if so, is there an explanation for this?

Some services are targeted to areas where there are identified issues i.e. air quality

9. Could any of the associated rules, requirements or regulations of the function, activity or policy affect the accessibility of the service/ activity to any groups or communities?

N/A to this report

10. If the impact or effects are adverse for any community or group, can they be defended i.e. in order to provide equality for another community under legislation or policy?

NO ▲ Please give details below.

N/A

Step 4 – Dealing with adverse or unlawful impact

11. What can be done to improve the policy, service, function or any proposals in order to reduce or remove any adverse impact or effects identified?

N/A

12. What would be needed to be able to do this? Are the resources available?

Should there be any future work required specifically to tackle deprivation, the necessary resources will need to be identified in accordance with the specific proposals.

Step 5 – Consultation and Feedback

13. Outline your proposals to consult with those affected on proposed changes.

No changes proposed

Step 6 – The decision

14. What needs to be done?

N/A

Step 7 – Monitoring, review and evaluation

15. What monitoring and review mechanisms are in place or will be developed?

N/A

Step 8 – The service plan

16. What needs to be included in the Service Development Plan?

N/A

17. Does an Action Plan need to be put together to ensure everything is actioned?

No

Step 9 – Publishing the Results

The EqlA will be published on the Council's website; therefore as the author of the document it is your responsibility to ensure that it is written in an understandable way, free from Council jargon.

In order for the EqlA form to be published it must be reviewed and signed off by the relevant Group Manager. It is the service manager's responsibility to ensure that this is done.

Once the form this has been completed an electronic copy should be sent to Anne Stunell – Human Resources, ext. 2089 or Elissa Rospigliosi - Corporate Graduate, ext. 2541.

AGENDA ITEM: 7

SUMMARY

Report for:	Housing and Communities Overview & Scrutiny
Date of meeting:	18 July 2012
PART:	1

Title of report:	Future of Supported Housing
Contact:	Margaret Griffiths, Portfolio Holder for Housing Author & Responsible Officer: Andy Vincent
Purpose of report:	The purpose of this report is to update the Housing and Communities Overview and Scrutiny Committee members on the work undertaken by the Project Group established to consider the Future of the Supported Housing Service in Dacorum.
Recommendations	1. To note the work of the project working group to date and its outcomes. 2. To continue the working group throughout the period of consultation regarding the vision for the Supported Housing Service with a reference to the DBC Business Plan and the landscape set by HCC for 2013-2015
Corporate objectives:	Affordable housing
Implications:	<u>Financial</u> None identified <u>Value for Money</u>
'Value For Money Implications'	To ensure future service models deliver value for money
Risk Implications	Risk reference 01 in the Housing Landlord Risk Register refers to Failure to Achieve Headline Service Objectives
Equalities Implications	An Equality Impact Assessment of the service will be carried out to assess the impact of changes to the service on current and future tenants.
Health And Safety Implications	None
Consultees:	Supported Housing project group
Background papers:	http://www.dacorum.gov.uk/pdf/Social%20-%2011-10-19%20-%20Item%2011%20-

	<p>%20Sheltered%20Housing.pdf</p> <p>(Housing and Communities Overview and Scrutiny Committee 19th October 2011 – Future of Sheltered Housing)</p> <p>http://www.dacorum.gov.uk/pdf/Social%20-%2011-10-19%20-%20Item%2011%20-%20Sheltered%20Housing.pdf</p> <p>(Housing and Communities Overview and Scrutiny Committee 9th of May 2012 – Housing Review Account Business Plan Report)</p>
Glossary of acronyms and any other abbreviations used in this report:	<p>HCC – Hertfordshire County Council</p> <p>HRS – Housing Related Support</p> <p>DBC – DBC</p>

1.0 Background

The Supported Housing Service provided by Dacorum Borough Council (DBC) provides 'support' in varying forms to tenants and residents living within the borough. The table below identifies who services are delivered to:-

Types of Household	Number of tenants in each category
Tenants of sheltered housing schemes	CAT 1 (dispersed sheltered housing – bungalows and flats) 524 CAT2 (sheltered housing with some communal facilities) 1355
Residents living within the private sector	10
A life line service to residents within the private sector	1,300

Tenants and residents are required to pay for their own support service (self funders) unless they are in the following circumstances:-

Circumstances of Households	Number of tenants this applies to (March 2012)
In receipt of Housing Benefit	1,284 sheltered housing tenants are in receipt of Housing Benefit
Have savings of less than £23,000	We do not retain details of the savings of tenants as eligibility for grant support is assessed by HCC
Were a resident of sheltered housing prior to April 2003 (the introduction of the current Supporting People regime)	598 tenants have lived within Sheltered Housing since 1 st April 2003 (441 tenants who have lived in sheltered accommodation since 1

	April 2003 are also in receipt of Housing Benefit).
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The current service charges within the supported housing service are:-

Type of Service Charge	Weekly Charge – over 48 weeks per year
Service charge for a tenant living within a category 1 sheltered housing home	£6.53
Service charge for a tenant living within a category 2 sheltered housing home	£7.57
Service charge for a resident within the private sector who has a Life Line/community Alarm within their home	£1.05 per week
Service charge for support to private customers	£2.74

2.0 Current Funding of the Service

2.1 The support service is part funded by HCC via a contract with DBC. The funding DBC receives through the contract with HCC is currently £446,000 annually. The current contract with HCC to deliver support services expires in April 2013. The full cost of the support service (this does not include the cost of the Life Line service) is £1,131,960 HCC therefore funds 39.4% of the service.

3.0 Future of Supported Housing Project Group

3.1 On the 19th of October 2011 Overview and Scrutiny committee agreed to establish a working group consisting of Members of Overview and Scrutiny Committee, tenants and other stakeholders. The purpose of the group was to consider how the Supported Housing Service delivered by DBC Housing Landlord should develop from April 2013 in the context of possible reduction in funding from HCC for housing related support.

The project kick started on the 28th of November 2011 where a wide range of stakeholders were invited. Following this meeting, the group has met once a month. The Project Worksheet can be found in Appendix 1

4.0 External Changes

4.1 Hertfordshire County Council – Funding and delivery arrangements

4.1.1 In January 2012 HCC's Health and Communities Service indicated their desire that upon the expiry of the current support contract in April 2013, that the award of any new contract would require support providers to participate within a tendering exercise.

4.1.2 It was suggested that there could be funding reductions of approximately 50%. They also reiterated their desire that providers should not focus the delivery of

support services on the social housing sector; rather they should be ‘tenure neutral’ with equal priority given to residents within the owner-occupied and private rented sectors.

4.1.3 In April 2012 HCC Health and Communities Service changed their view and will no longer require service providers to tender for a future contract. They have indicated that the current contract will “role over for a further two years, at current funding levels, to minimise disruption to service users”.

4.2 Housing Revenue Account Reform – Housing Self Financing

4.2.1 At the time of the Future of Supported Housing Project Group being set up the Council were in the process of preparing for Self Financing. This involved arranging a portfolio of loans to cover the allocated debt that would replace the subsidy system.

4.2.2 At that time the interest rates that would be secured over the 30 year period were unknown and Business Plan modelling was prudent allowing for the worst case scenario which would have resulted in similar or even less resources available going forward.

4.2.3 The actual rates secured were extremely beneficial to the Business Plan and allow for investment levels in excess of previous years and that increase over time.

4.2.4 Due to the external factors detailed above, the group was restricted in performing its original remit of exploring the full potential of the supported housing service in Dacorum. Focus had to be diverted to potentially preparing to tender to keep the service with an assumption that there would be no increase in resources.

5.0 Outcomes of the Future of Supported Housing Project Group

1. Work has started in establishing a vision for the next five years for the Supported Housing Service in Dacorum. See appendix 2.
2. The group has reiterated the commitment to ensure that charges for services to residents within the private sector cover the full cost of delivering those services to the Council. This has led to a review of the Life Line charges. It is suggested that the £1.05 weekly charge for the Life Line service is increased to £1.32
3. The group have recommended that DBC work with voluntary or private sector support providers to encourage support provision to residents living within the private sector. This work is continuing both with Age Concern Dacorum and care agencies.
4. A definition of ‘support’ has been developed by the group, including defining low, medium and high level support provision. This will be built into literature produced for existing and prospective sheltered housing tenants, detailing exactly what they can expect from the service. See Appendix 3
5. The group recognises that DBC’s Housing Asset Management Strategy needs to ensure the best use of the Council’s Supported Housing stock going forward complimenting the overall vision for the service.

6.0 Portfolio Holder Consultation

6.1 The Portfolio Holder for Housing was regularly updated on the progress of the group along with the Corporate Director for Housing and Regeneration and Assistant Director for Housing Landlord.

6.2 In May 2012 it was agreed that the Project Group should report back to Housing & Communities Overview & Scrutiny Committee with progress up to that stage.

6.3 This was due to the fact the Project Group had been diverted by uncertainty around HCC funding and delivery arrangements as well as the final HRA Business Plan allowing more flexibility going forward.

Appendix 1



Future shape of the supported housing service

PROJECT WORKSHEET

PROJECT DETAILS	
Project Champion	Andy Vincent
Project Leader	Dharini Chandarana

VERSION CONTROL			
Version	Date	Editor	Details of Changes
1	18 July 2011	Andy Vincent	Original Version
2	8 August 2011	Andy Vincent	Make additions to the organisations attending the launch meeting

1.0	PROJECT BACKGROUND
<p>Enter a description of why we are doing this project; i.e. what is the issue, problem or new thing we are trying to implement, and why.</p> <p>Dacorum Borough Council currently has a 2 year contract with Hertfordshire County Council's Health and Community Services (HCS) to provide support services to residents of sheltered housing and other 'qualifying' households within the community.</p> <p>The value of the contract is £443,000 annually.</p> <p>The availability of funding after April 2013 via supporting people is uncertain.</p> <p>This is an opportunity to consider how the service is delivered in the future including in partnership with the voluntary sector.</p>	

**Enter a description of the project here,
What is its objective (what specifically will be different when this project is completed, when completing the project plan consider training of staff and communication issues)**

The objective of the project is to ensure the service is delivered in a sustainable way from April 2013 and provides the highest quality of service to sheltered housing residents and other households living within the community.

What areas, job roles or services will be affected?

The sheltered housing service could be significantly affected – any roles within the team.

Any changes will also impact on the users of the service and it is essential that the impact on largely 'vulnerable' household is minimised.

IN SCOPE

All aspects of the support services delivered to sheltered housing residents and other 'qualifying' households living within the community.

Working alongside or together other agencies to consider the best possible model of service delivery.

The 'housing management' activities undertaken by Supported Housing Officers and how this is would need to be considered if service provision is reshaped.

The Community Alarm contract and Lifeline service would also be affected by any changes.

To consider the Allocations Policy and process for applicants interested in sheltered housing

To consider the viability of certain types of sheltered housing schemes that may be hard to let because of their physical attributes.

The impact of changes to the service on the charging structure and the actual charges paid by residents of sheltered housing and those individuals living within the community receiving the supported housing service

SCOPE EXCLUSION

Floating support services to younger people living within the community as this is a client group that the service has no experience of delivering services too.

2.2

SUCCESS CRITERIA

[NOTE: Success Criteria are levels of which the project will be evaluated against to see if it was successful in delivering what it set out to deliver. Include in this any quality requirements.]

That the service remains affordable after April 2013 for Dacorum Borough Council, residents of sheltered housing and also does not place an unaffordable burden on resources within the Housing Revenue Account.

That the quality of the service continues to improve from April 2013 – guaranteeing the best possible service for sheltered housing residents.

Sheltered housing is allocated to those who wish to live independently and have some support needs

The stock of sheltered housing is fit for purpose and void levels are minimised
Customer satisfaction levels remain at comparable levels or improves

3.0

COSTS & BENEFITS

[NOTES: This section needs to specifically show what the benefits and the costs are of this project. Although they may not be known at the outset of the project.]

It is not possible to identify the costs at this stage

3.1

COSTS

Category & Exp code	[Year]	[Year]	[Year]
Capital			
Revenue (one off)			
Revenue (recurring)			

•

3.2

BENEFITS

Enter here the benefits which the project will achieve

1. That the service remains affordable
2. That demand to take up the service (for example to move into sheltered housing) is maintained and improves – as the service is valued within the community.
3. That customer satisfaction levels are maintained

4.0	ASSUMPTIONS, CONSTRAINTS & DEPENDENCIES
4.1	CONSTRAINTS
<p>The constraints are things that need to be considered during the project that can not be changed or things that the project team have no control over. i.e. legislation, technological requirements or Cabinet or other reporting deadlines.</p> <p>The current sheltered housing tenancy agreement commits the Council to the provision of a support service</p> <p>There may be some political sensitivities related to the change of provision in sheltered housing due to the vulnerable nature of the client group, these need to be considered throughout the project.</p>	
4.2	DEPENDENCIES
<p>List all dependencies with other projects, programmes or initiatives which are either internal or external and will impact this project.</p> <p>This project is likely to stretch over a period of months and is likely to continue into 2012/13.</p> <p>There are currently a number of projects within the current financial year which could impact on this project (A project designed to increase the demand for sheltered housing and a project designed to improve the quality of service delivery).</p> <p>These projects will ensure that the vacancy rate, satisfaction levels and demand for sheltered housing are at their optimum levels by April 2013 putting the service in the best possible position to consider the future after the current contracts with Hertfordshire County Council ends.</p>	

5.0	PROJECT PLAN & ORGANISATION
5.1	WHO SHOULD ATTEND THE LAUNCH MEETING ('KICK START')
<p>Andy Vincent Dharini Chandarana Age UK Cllrs Representatives from Hertfordshire County Council Representatives from the NHS locally Residents from TLC (preferably sheltered tenants?) Housing Accountant Policy Officer Nicola – Development Officer Lead officer – Supported Housing Communications Someone from repairs – Asset Manager Supported Housing Officer x2</p>	
5.2	PROJECT MEMBERS
<p>Dharini Chandarana</p>	

Development Officer
Cllr
Someone from Allocations
Housing Accountant – when required
Asset Manager
Supported Housing Officer x 2

6.0

PROJECT PLAN

The project plan will be worked up following the 'kick start' meeting

Appendix 2

Initial Vision for Future of the Supported Housing Service: What should the service look like in 5 years time?

- A number of the schemes provide accommodation which cannot be considered to be 'fit for purpose'. Some of this stock should be either redesignated, have the layout reconfigured or demolished.
- In the longer term it is likely that additional sheltered accommodation will be needed as the numbers of older people continue to rise.
- The demand for flexi-care schemes is likely to rise as older peoples' needs become more complex and cannot be met by traditional sheltered accommodation.
- It is increasingly likely that older tenants within the 'general needs' stock will both require and demand support services. It is likely that increasingly support services will be delivered to tenants in 'general needs' accommodation.
- Eligibility criteria for sheltered accommodation and support services are likely to change to necessitate that applicants demonstrate a support need prior to accessing sheltered accommodation.
- The requirement to be of a certain age in order to be eligible for sheltered housing may change with a focus on a needs and risk assessment identifying if sheltered housing would be offer a new tenant the necessary services to meet their needs.
- The link between Supported Housing Officers and sheltered housing schemes should be retained. Offering accommodation with a designated Supported Housing Officer is one of the corner stone of sheltered accommodation.
- It is not necessary to be able to contact a Supported Housing Officer outside of office hours. The current service via the alarm call provider is sufficient to provide sheltered housing tenants the appropriate level of support and reassurance.
- Alarm call equipment requires some updating to make it compliant with telecare and telehealth. Developing the equipment would enhance tenant's experience of sheltered housing and enable it to offer a wider variety of services compatible with the health agenda.
- The service should operate different levels of charge depending upon the level of support being provided.
- Residents should not be able to opt out of the charging structure; some element of support/charge is a requirement of living in sheltered housing.
- Residents should be able to benefit from a spare bedroom as part of the value of living in sheltered housing.

Appendix 3

What is Support?

- Contact
- Reassurance
- Encouragement
- Referral's to other services
- Enablement
- Practical help such as reading mail for isolated tenants/sensory problems
- To promote independence
- Emotional support
- Listen to what individual 's needs are
- Signposting
- Monitoring for changes
- Safeguarding – watching for abuse
- Advice and assistance to enable service users to establish safety routines which minimise the risk of exploitation
- Assisting in arranging for professionals to call
- Assistance in accessing advice with personal budgeting and debt counselling referral
- Supporting with neighbour disputes
- Completing benefit forms and assisting with benefit claims
- Advice on personal hygiene
- assistance with personal and home safety & security
- accessing social activities and contacts
- help in accessing other services
- monitoring of health & wellbeing
- Advice and guidance on community/social alarms and/or assistive technology in the dwelling and how to use equipment where applicable
- Monitoring of health and medication
- Advice regarding maintaining the tenancy/home in terms of cleaning and gardening
- Ongoing risk assessment that relates to the maintenance of the tenancy/home
- Signposting service users to health/ treatment services which are appropriate for their cultural needs
- Advocacy with health professional over medication and related matters
- deal with repairs and or improvements to the property, which are necessary to assist the service user to live independently such as the minor works provided through the handy persons service
- advice regarding their accommodation warm, safe and comfortable
- look after themselves, with appropriate care

How is Support different from Care and what is not support

- Care is physical / hands on
- Care is practical tasks
- Care is provided by nurses, carers
- Care involves: Personal hygiene, dressing, medication, clinical procedures

Levels of support

ALL SHELTERED TENANTS TO RECEIVE AS A MINIMUM LOW LEVEL OF SUPPORT

Level	frequency	service
Low	Contact with tenant ranges from monthly (maximum of one of support per month) to relinquished	community alarm, support not required, community alarm self tested and follow ups by SHO on a quarterly basis
Medium	Fortnightly to weekly (0.5 hours of support per week)	community alarm, support plan in place, community alarm tested by SHO monthly, more intensive visits can be arranged for a short duration of time following hospitalisation or other such support need
High	At least one day week (1 hour of support per week)	community alarm, support plan in place, community alarm tested monthly

AGENDA ITEM: 8

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	18th July 2012
PART:	1

Title of report:	Progress Report on Review of Tenant & Leaseholder Committee and the Wider Tenant Involvement Arrangements and Tenant Involvement Strategy (combined report)
Contact:	Elliott Brooks, Assistant Director, Housing Landlord Carolyn Leech, Team Leader, Policy and Participation
Purpose of report:	The purpose of this report is to inform the Housing and Communities Overview and Scrutiny Committee of the work that has been undertaken as part of the TLC review and developing the Tenant Involvement Strategy.
Recommendations	It is requested that the Housing and Communities Overview and Scrutiny Committee: 1) Review progress to date 2) Review the draft Tenant Involvement Strategy 2012-15
Corporate objectives:	Effective and empowered tenant involvement supports the Council's corporate objectives and contributes to: <ul style="list-style-type: none"> • Our Community capacity • Economic development and regeneration • Resources and value for money • Affordable Housing • Enhancing our profile and reputation
Implications:	<u>Financial</u> There will be a need to ensure that those tenants and leaseholders involved at the higher levels of involvement such as tenant scrutiny are fully trained and supported with this; it will therefore be necessary to ensure that part of the existing budget be assigned for this.
Value For Money Implications'	<u>Value for Money</u> It is anticipated that with tenant and leaseholder involvement in scrutiny, service reviews and developing or reviewing service level agreements, and helping to target expenditure against tenant and leaseholder priorities will enable us to deliver value for money for our tenants and leaseholders, as well as give higher levels of customer satisfaction.

Risk Implications	<p>Developing and delivering a robust and focused tenant involvement structure and strategy, with real involvement at a grass roots level will build on the reputation and image of Dacorum Borough Council Housing Landlord Service, and will ultimately result in improvements in tenant and leaseholder's priority areas.</p> <p>Failure to develop tenant scrutiny will result in us failing to comply with our regulatory requirements. This could be seen as a detrimental failing and could result in the Homes and Communities Agency bringing penalties against us.</p>
Equalities Implications	The Tenant Involvement Strategy 2012-15 seeks to break down the barriers to involvement and create inclusive opportunities for all to be involved.
Health And Safety Implications	There are no health and safety implications identified.
Consultees:	Members of the Tenants and Leaseholder Committee, Chair and Vice Chair of the TLC, Chair of MFG and the two co-optee members of HCOSC.
Background papers:	<p>Suggested reading to support this report includes:</p> <p>Tenant Scrutiny: now and in the future http://www.cih.org/resources/PDF/Policy%20free%20download%20pdfs/Tenant%20Scrutiny%20-%208-Nov-2011-lowres.pdf</p> <p>TSA Consultation paper on regulatory reform http://www.tenantservicesauthority.org/server/show/ConWebDoc.21636</p> <p>Value for Money & Tenant Involvement - Marianne Hood OBE http://www.housemark.co.uk/hmresour.nsf/lookup/VFMandTenantInvolvement.pdf/\$File/VFMandTenantInvolvement.pdf</p> <p>Every Tenant Matters – Professor Martin Cave http://www.communities.gov.uk/documents/housing/pdf/320365.pdf</p>

1. Background

A report was presented to Housing and Communities Overview and Scrutiny Committee on the 21st March 2012 that detailed a list of recommendations to strengthen the role of the Tenant and Leaseholder Committee as well as develop the Tenant Involvement Structure.

2. The Tenant and Leaseholder Committee Review

As a result of the work we have done with the working group we have:

- Agreed the new terms of reference, code of conduct and breach procedure with the TLC

- Drawn up draft terms of reference for the Executive Panel
- Have researched Tenant Scrutiny Panels and have a draft terms of reference
- Written a draft Tenant Involvement Strategy 2012-15

Plus we have committed as a result of the work with the working group to create a Housing Management Sub Committee. This will aid the delivery of service improvements in this area of the Housing Landlord Service.

We have also looked at the terms of reference for the Maintenance Focus Group as it was felt by the working group that the group needed to have a clearer direction and remit to help support improvements in the Property and Place section.

A status report showing the seven recommendations made in the March report is attached at appendix 1.

3. Tenant Involvement Strategy 2012-15

Work has also been undertaken with tenants and leaseholders to create the Tenant Involvement Strategy 2012-15. The Strategy will be our primary action plan for developing tenant involvement in partnership with the Tenant and Leaseholder Committee. The draft Strategy is attached at appendix 2.

4. Approval and monitoring

Following support from the Housing and Communities Overview and Scrutiny Committee the Tenant Involvement Strategy 2012-15 on receipt of an Executive Decision will be published and will become our primary action plan.

The Tenant and Leaseholder Committee will have responsibility for monitoring the progress against the action plan. An update on the Strategy will be published in News and Views on a quarterly basis following the launch.

A report will be submitted on an annual basis to Housing and Communities Overview and Scrutiny Committee to update them on the progress of the plan and the impact that increased tenant involvement has made on the Housing Service.

By involving the Housing and Communities Overview and Scrutiny Committee we will ensure a truly joined up approach to tenant involvement and empowerment which is supporting both the needs and wants of tenants and leaseholders as well as the Council.

Appendix 1

Review of Tenant and Leaseholder Committee

Update on recommendations made in the report to Housing Communities Overview and Scrutiny Committee on 21st March 2012.

Recommendation	Target Date	Comments	Status
1. The Role of the Tenant and Leaseholder Committee become a strategic role	End May 2012	A working group consisting of the Chair and Vice Chair TLC, Chair MFG and Scrutiny co-optees have worked with staff to create an amended terms of reference, code of conduct and breach procedure to reflect the recommendations. These were presented to the TLC on the 19 th June following the postponement of the May meeting. Slippage due to the meeting change, however the TLC agreed the new terms of reference etc at this meeting and they will be signing up to these on the 09.07.12.	Completed
2. The Tenant and Leaseholder Committee role be clarified to ensure clear area's of responsibility	End May 2012		Completed
3. The size of the Committee is to reduce	No target	It was agreed with the working group and TLC that this would be a natural progression therefore members will not be recruited should anyone leave the committee. Once numbers go below 15 then recruitment will re-commence.	Completed
4. To introduce a Tenant Scrutiny Panel as per regulatory requirements	End Jan 2013	Research has been done on Tenant Scrutiny Panels. Draft terms of reference and role profile in development. Tenant Scrutiny Framework and recruitment to be launched at the tenants conference	On target
5. Introduce an Executive Panel	End May 2012	Terms of reference have been developed with working group. Taking to TLC for approval on 9 th July 2012, once agreed Panel will be "launched". Slight slippage due to getting the role right to ensure that achieves tenants/leaseholders aims and addresses their concerns	Out of target by due to complete early July 2012

6. To remove the need for a Governance Sub Committee	Linked to setting up Exec Panel	Once the Executive Panel terms of reference have been agreed, the GSC will be replaced. A letter is to go out to those that were involved in the GSC thanking them for the support etc	Linked to 5
7. A tenant involvement strategy to be developed covering the next three years, 2012-15 in partnership with the TLC	End June 2012	Slight slippage due to staffing issues. On target to complete for end of July 2012, a strategy has been developed with TLC following kick start meetings to assist with the development of tenant involvement over the next three years.	Out of target but due to complete end July 2012

Additional objectives in this project that form part of the proposed Tenant Involvement Strategy 2012-15

- Lower level committees – these have been discussed with the working group and in addition to the Maintenance Focus Group and Tenant Scrutiny Panel a committee to support the Housing Management part of the Housing Landlord Service is to be set up. The terms of reference are to be agreed with the TLC on 9th July 2012, and then recruitment can commence.
- Local Area Panels – following discussions with the working group we will undertake a consultation with tenants at the upcoming Tenant and Leaseholder Conference.

Following its approval the Tenant Involvement Strategy 2012-15 will be our primary action plan for developing tenant involvement in partnership with the Tenant and Leaseholder Committee.

Tenant Involvement Strategy 2012-2015 ~ Together We Can

Dacorum Borough Council's Housing Landlord Service Vision

Our vision is to improve the quality of housing service available to all tenants. By involving tenants to take a strategic role in the scrutiny and monitoring of services, we will be empowering tenants to make recommendations for improvements. Tenants will also actively challenge the service on the delivery of these improvements for all. The Tenant Involvement Strategy 2012-15 supports achieving this vision.

Context

Tenant Involvement is a rapidly developing area; with the changes to legislation following the introduction of the Localism Act 2011 it is even more important to involve tenants in the strategic management of housing services.

With the Localism Act 2011 comes the abolition of the Tenant Services Authority the regulator for the regulatory framework. As a result tenants will take on this role and it is therefore essential that our Involvement Structure ensures tenants are at the heart of our organisation. Not only to act as drivers for change, but to help set the Vision for the service. Empowered tenants will work with staff to help deliver the Strategic part of the business by way of governance and challenge.

TPAS quotes *"Everyone knows that involving residents in service development, delivery and improvement is a sound proposition. It makes you more approachable. More accountable. More attuned to residents' views – resulting in solid business decisions and increased efficiency."*

Leaseholders are also a key stakeholder in the Housing Service and those residing in Dacorum Borough Council blocks are also encouraged to play an active part in this Strategy.

The Tenant Involvement Strategy replaces the more traditional Tenant Compacts and will be a live document and it aims:

- To provide a range of flexible opportunities for tenants to get involved
- To assist tenants to truly scrutinise and monitor the service
- To ensure that tenants have a voice that is heard and responded to
- To provide a dedicated team to support and enable effective tenant involvement
- To remove barriers to enable everyone to get involved in the Housing Service
- To be transparent, open and honest
- To measure and report the effectiveness of tenant involvement
- To maximise the impact of tenant involvement activities and ensure value for money

The Strategy incorporates an action plan that covers the three year period of 2012-15. Progress against delivery of the plan will be reported to the Tenant and Leaseholder Committee who will represent tenants and leaseholders across the borough in respect of the Strategy.

The Housing Service has an annual service plan that has been developed with tenants and the strategy links to the service plan as follows:

- Service Objective one – To involve tenants effectively to make sure tenants and leaseholders monitor, challenge, shape and help us to provide an excellent service
- Service objective two – To give the tenants and leaseholders the best value for their rent and service charges
- Service Objective eight – To make all areas of our service provide excellent customer service
- Service Objective ten – To produce a plan for communicating positive messages to tenants and leaseholders, councillors, residents and the housing industry
- Service Objective eleven – Develop a positive “can do” staff culture

Local Offers

Local Offers whilst being a regulatory requirement do reflect the priorities of tenants across the borough. We currently have four local offers around litter, parking, the standard of repairs and involving children and young people. The Tenant Involvement Strategy 2012-12 will help to support the delivery of these offers by empowering tenants to get involved at a local level to tackle the priorities in their area.

STAR Survey

The recent Survey of Tenants and Residents has given us a good understanding of areas for improvement by the Housing Service and these are reflected in the Strategy. In particular more work will be done around creating local level involvement and leaseholder involvement to increase satisfaction with local services.

Objectives of the Tenant Involvement Strategy 2012-15

Our overall objective in addition to the service plan is to ensure that we have a diverse, inclusive and flexible involvement structure that puts tenants at the heart of the organisation, giving them an active voice and empowering them to make a difference.

In order to do this we will:

- Introduce a range of flexible ways to get involved with the housing service
- Increase the number of tenants that we have involved with the housing service, focussing on those groups that are currently under-represented
- Develop Tenant Scrutiny to give tenants an active voice in scrutinising and challenging areas of poor performance and making recommendations for improvements
- Strengthen links with the wider Council Scrutiny methods
- Involve tenants in the setting of Service Plan objectives to ensure that the service is focussed on their priorities

Measuring Success

It is essential that the Tenant Involvement Strategy is reviewed regularly to ensure that improvements remain on track and also to ensure that we account for any further changes in legislation or regulation.

In order to do this we will:

- Report the progress of the plan to the Tenant and Leaseholder Committee on a six monthly basis
- Publish the successes of the plan via News and Views to the wider tenant body
- Establish a training package for involved tenants to enable empowerment

In order to fully understand the impact of tenant involvement we also propose to:

- Develop and implement a value for money index
- Assess tenant satisfaction of activities
- Develop and publish an Impact Assessment of main tenant involvement activities

The National Tenant Organisations Accreditation

Within the 3 year plan, we aim to gain National Tenant Organisations (NTO) approved Accreditation (NTOapproved™). This accreditation has been developed to aid organisations in assessing themselves internally but it can also be externally accredited. The assessment is straightforward and is non prescriptive about how tenant panels are set up, allowing us, the Housing Landlord service to set up a panel that suits both the tenants and the landlords needs and aspirations.

The areas of focus for the accreditation are:

1. Co-regulation
2. Tenant leadership
3. Access to all and fairness
4. Functioning Structures and adequate support

The assessment is undertaken by the following methods:

1. Desk top review
2. Tenant Panel meeting
3. Staff Group meeting

The action plan attached to the strategy clearly outlines where and how we will be evidencing our journey to gaining this accreditation.

How will we know the Strategy has been a success?

One of the key measures of success for the strategy will be the NTO accreditation that we will work to achieve over the next three years. In addition to that the following will have been achieved:

End of year 1

At the end of year one, we will have put in place a new tenant involvement structure that will have increased the overall percentage of tenants involved in the service by a minimum 2.5%. This will be achieved by:

- Recruiting more tenants to be involved in committees/local area panels/focus groups etc.
- The Tenant and Leaseholder Committee will be re-established as a strategic group working with the Council to ensure that tenant priorities and expectations of the service are met and/or exceeded. Where this is not possible the Tenant and Leaseholder Committee will ensure that tenants are advised why.
- Tenant Involvement objectives will have been set as part of the staff appraisal process to increase the awareness of tenant involvement and help generate more involvement opportunities within the community.
- The Tenant Scrutiny Framework will have been launched and panel members will have been recruited. This will put us in a strong position to enable tenants to challenge and help shape the services they receive.
- Two joint training sessions will have been held; this will help to create a team working environment between tenants and staff.
- Work will have been completed with Communications to Plain English all publications; this will help to ensure that all messages are communicated clearly to all.

End of Year 2

At the End of year two, we will have strengthened tenant involvement further by introducing:

- An editorial panel will be in place made up of tenants and staff; this will ensure that errors are not made and that information is being communicated in the right way for the audience.
- A process of promoting tenant involvement at sign up of a new tenancy will have been devised; this will let tenants know immediately how they can get involved and make a difference in their housing service.
- A dedicated resource for the Tenant and Leaseholder Committee; this will free up staff time to work on bigger projects and will also ensure consistency and adequate regular support for the Committee as they continue to develop.
- A budget to create a local resource centre; this will enable more tenants to have access to the internet to help support them in their day to day lives. It is hoped that the resource centre could offer training to increase IT skills.
- Devolved budgets to local level via local area panels so that tenants can identify priorities in their local area and act on them. This will empower tenants to make a real difference in their local community.
- An annual report process so that the Tenant and Leaseholder Committee can submit a report to the Housing and Communities Overview and Scrutiny Committee; this will ensure links with the wider Council and will help to promote the work being done by tenants to improve services.

End of Year 3

At the end of year three, we will have increased the percentage of actively involved tenants by 5% following the introduction of:

- A flexible menu of involvement opportunities, offering something for everyone with varying levels of commitment.
- More electronic methods of involvement to make participating more readily available to all.

- Tenant Associations in high rise flats and sheltered accommodation to help tackle issues specific to those client groups.
- Neighbourhood Agreements via local area panels to ensure local issues such as parking, litter and anti-social behaviour are tackled at a local level with more specific remedies for the area in question.

At the end of the three years the Strategy will have enabled us to achieve a tenant focussed housing landlord service. Tenants will be involved in setting the Strategic direction of the service, and ensuring that priorities are delivered on. More tenants will be involved across the board, particularly at a local level. This will ensure that issues are tackled at a local level, to create a more tailored service for all.

Equality and Diversity

The introduction of more flexible tailored methods of involvement will create an opportunity for everyone to get involved in the Housing Service regardless of differing needs and capabilities.

We recognise the valuable contribution that all of our tenants and leaseholders can make and we will ensure that there is an option available to everyone to be involved, in way that suits them, regardless of race, religion, gender, age, disability, how much time they have or whether they can get to Civic Centre etc.

Our Tenant Involvement Strategy 2012-15 aims to open up tenant involvement to all tenants and leaseholders and remove any barriers to involvement; ensuring that our Tenants are at the heart of the business setting the vision for the future.

Action Plan to achieve our objectives

Link to NTO	Objective	Reference	Who?	How?	By when?	Administrative or Impact	Hyperlink to evidence
	Year 1						
A, B, C & D	Establish new involvement structure – including committees, scrutiny, local panels, tenant associations and street champions in partnership with resident services					A	
A & B	Establish aspirations of the Tenant and Leaseholder Committee to improve the housing service					I	
A, B, C & D	Develop Tenant Scrutiny and launch the framework and recruitment at the Tenants Annual Conference 2012						
A, B, C & D	Undertake a consultation with tenants and leaseholders regarding the creation of local area panels						
A & D	Ensure that Tenant Involvement objectives are included in the staff appraisal process					A & I	
A, C & D	Where possible and practical arrange training jointly for staff and tenants						
C	Set up a framework to continually look to recruit tenants to be involved in the service via News and Views, surveys,						

Link to NTO	Objective	Reference	Who?	How?	By when?	Administrative or Impact	Hyperlink to evidence
	events, consultation and the local media						
C	Develop a system to plain English all communications to tenants and leaseholders						
A	Use the STAR survey results to identify and plan tenant led improvements across the borough						
A	Use the STAR survey result to develop a Leaseholder Strategy to improve satisfaction within the area and generate more leaseholder involvement						
	Year 2						
C	Establish an editorial panel to include tenants and leaseholders for all publications including leaflets and posters						
D	Promote involvement opportunities at sign of a new tenancy						
D	Recruit dedicated resource to support the TLC and other committees in minute taking and arranging meetings etc.						
D	Identify budget and space to create a "tenant resource centre"						

Link to NTO	Objective	Reference	Who?	How?	By when?	Administrative or Impact	Hyperlink to evidence
A	Delegate budgets through sub committees, local area panels						
A	Set up a process for the TLC to complete an annual report to be submitted to Housing Communities Overview and Scrutiny and Cabinet						
	Year 3						
D	Constitute the TLC in a move towards a tenants federation and work with members services to include within the Councils constitution						
C	Establish tenant associations in high rise blocks and sheltered accommodation						
B	Increase the percentage of involved tenants by 5% between 2012-15						
B	Establish a menu of flexible involvement opportunities to enable everyone to have an input into the housing service						
C	Develop electronic methods of involvement via the website						
B & C	Introduce neighbourhood agreements via the local area panels to ensure that tenants priorities for improvements are being tackled in their local area						

9. EXCLUSION OF THE PUBLIC

To consider passing a resolution in the following terms:

That, under s.100A (4) of the Local Government Act 1972 Schedule 12A Part 1 as amended by the Local Government (Access to Information) (Variation) Order 2006 the public be excluded during the item in Part II of the Agenda for this meeting, because it is likely, in view of the nature of the business to be transacted, that if members of the public were present during this item there would be disclosure to them of exempt information relating to:

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

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information
12 September 2012	31 August 2012	Quarter 1 Performance Reports	PM	E Brooks, Assistant Director, Housing Landlord J Still, Group Manager, Resident Services S Baker, Assistant Director, Legal, Democratic & Regulatory S Flynn, Assistant Director, Finance and Resources	
		STAR Progress and Satisfaction Questions asked by MITIE		E Brooks, Assistant Director, Housing Landlord C Leech, Team Leader, Policy & Participation	
31 October 2012 COUNCIL CHAMBER	19 October 2012	Quarter 2 Performance Report	PM	E Brooks, Assistant Director, Housing Landlord J Still, Group Manager, Resident Services S Baker, Assistant Director, Legal, Democratic & Regulatory S Flynn, Assistant Director, Finance and Resources	

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information
		Old Town Hall	PM	S Railson, Arts Manager	
		Sports Centre Trust Annual Report (including Little Hay & XC)	PM	David Gill, Group Manager, Partnerships & Citizen Insight	
		Planned Maintenance Programme		E Brooks, Assistant Director, Housing Landlord F Williamson, Group Manager, Property & Place	
13 December 2012 <i>Joint OSC meeting</i>		Budget 2013-2014 <i>Ideally no further items to be added</i>	Sc	S Marshall, Corporate Director, Finance & Governance	
23 January 2013	11 January 2013	Quarter 3 Performance Report	PM	E Brooks, Assistant Director, Housing Landlord J Still, Group Manager, Resident Services S Baker, Assistant Director, Legal, Democratic & Regulatory S Flynn, Assistant Director, Finance and Resources	
		Equalities Strategy		J Milsom, Assistant Director Strategy & Transformation, Community &	

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information
				Organisation.	
5 February 2013 <i>Joint OSC meeting</i>		Budget 2013-2014 Quarter 3 Financial Performance Data	Sc	S Marshall, Corporate Director Finance & Governance S Flynn, Assistant Director, Finance and Resources J Deane, Group Manager, Financial Services	
13 March 2013	1 March 2013	Old Town Hall	PM	S Railson, Arts Manager	

PM – Performance management

PD – Policy Development

Sc – Scrutiny

Items to be scheduled:

- Choice Based Lettings and Housing Allocations Policy Review
- Review of Homelessness Strategy