

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

WEDNESDAY 20 JUNE 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 9 May 2012.

2. APOLOGIES FOR ABSENCE

To receive any apologies for absence

3. DECLARATIONS OF INTEREST

To receive any declarations of interest

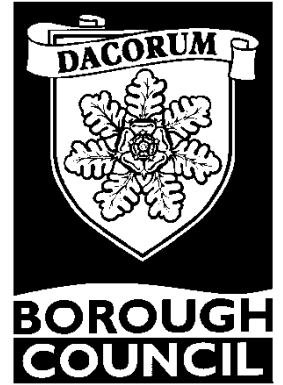
4. PUBLIC PARTICIPATION

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 Committee
Date of meeting:	20 June 2012
PART:	1
If Part II, reason:	

Title of report:	Community Alarm Call Response Performance
Contact:	Margaret Griffiths, Portfolio Holder for Housing Landlord Responsible Officer – Andy Vincent, Group Manager, Tenants and Leaseholders Author – Nicola Charman – Development Officer, Supported Housing Service
Purpose of report:	1 To advise Housing and Communities Overview and Scrutiny Committee members regarding the past three months performance of SeniorLink Eldercare, community alarm provider for the Supported Housing Service.
Recommendations	1. Officers to continue monitoring contract
Corporate objectives:	This report supports the following Council objective: Affordable Housing
Implications:	<u>Financial</u> None
'Value For Money Implications'	<u>Value for Money</u> Effective Contract Monitoring is essential in delivering Value for Money within the HRA
Risk Implications	Risk reference 05 in the Housing Landlord Risk register refers to effective financial and operational control of contractors.
Equalities Implications	Equality Impact Assessment - None required for the purpose of this report.
Health And Safety	None

Implications	
Consultees:	Dharini Chandarana: Supported Housing – Team Leader
Background papers:	http://www.dacorum.gov.uk/pdf/Housing%20-%2012-03-21%20-%20Community%20Alarm%20Report.pdf http://www.dacorum.gov.uk/pdf/Social%20-%2011-09-14%20-%20ITEM%207%20-%20Community%20Alarm%20Report.pdf http://www.dacorum.gov.uk/pdf/Social%20-%2011-07-20%20-%20Item%207%20-%20Community%20Alarm%20Response.pdf

1.0 Background

1.1 Dacorum Borough Council's community alarm monitoring service provider is Seniorlink Eldercare. They are members of the Telecare Services Association (TSA), which is the representative body for the telecare industry within the UK. The TSA aims to promote and support the telecare and telehealth industry and has over 350 members, primarily from Local Authorities, registered Social Landlords and private sector suppliers. The organisation sets quality standards for service delivery in its code of practice to enable commissioners to identify quality providers.

1.2 There are two critical performance indicators in the code of practice that refer to call handling which Dacorum Borough Council use to monitor the performance of the provider:

- Achievement of 97.5% of alarm calls being answered within one minute
- Achievement of 99% of alarm calls being answered within three minutes

1.3 The community alarm contract stipulates the provider will be monitored on the above targets. In addition to this, the Overview and Scrutiny Committee have asked for two additional targets to be added:

- % of calls answered within 90 seconds
- Undertake a customer satisfaction survey on a quarterly basis

2.0 Performance

2.1 The table below illustrates Eldercare's performance since the last report to Overview and Scrutiny Committee in March 2012. The second table shows the results of the Customer Satisfaction Survey carried out between January and March 2012 and which was sent out to customers who used their community alarm or Lifeline during that period. The third table highlights the number of calls which took longer than 180 seconds to answer and gives an explanation for each call, where available, and the response time.

2.2 The first table illustrates that response target for one and three minutes were met. The response target for 90 seconds is improving. Tenant satisfaction has remained high throughout this period.

Week Commencing	4/03	11/03	18/03	25/03	01/04	8/04	15/04	22/04	29/04	06/05	13/05	20/05	27/05
% of calls answered within 1 minute (Target – 97.5%)	97.56	97.54	97.51	97.38	97.73	98.06	97.79	97.93	97.85	97.59	97.98	97.93	98.14
Number of calls answered within 1 minute	1411	1401	1373	1112	1289	1242	1377	1280	1415	1157	1089	1059	1104
% of calls answered within 90 seconds	98.65	98.69	98.39	98.87	99.25	98.91	98.76	98.93	98.89	98.72	99.03	99.23	99.12
% of calls answered within 3 minutes (Target 99%)	99.73	99.62	99.92	99.78	99.81	99.83	99.83	99.84	99.78	99.88	99.98	99.87	99.76
Number of calls answered within 3 minutes	1442	1431	1407	1139	1371	1265	1406	1305	1443	1185	1110	1184	1127

Customer Satisfaction Survey Results – January – March 2012

	Contact with Control Centre					Total	Speed of response					Total	Staff Helpful & Supportive					Total
	Very Satisfied	Fairly Satisfied	Neither/Nor	Fairly Dissatisfied	Very Dissatisfied		Very Good	Fairly Good	Neither/Nor	Fairly Poor	Very Poor		Very Good	Fairly Good	Neither/Nor	Fairly Poor	Very Poor	
Results from combined customer/tenant	82	11	8	2	1	104	67	24	6	2	0	99	83	8	4	1	1	97
% of customers	79%	10.5%	7.5%	2%	1%		67.5%	25%	4.5%	2%			85.5%	9%	3.5%	1%	1%	

Report of calls which took longer than 180 seconds to answer

Week Beginning	Type of call	Response time (Sec)	Reason for call	Reason for delay, where known.
April 9	Scheme call	229	Not known	
	Scheme call	223	Not known	
	Scheme call	202	False alarm all okay	
	Bed Sensor	198	False alarm all okay	
	Scheme call	229	Front door, no reply when answered	
April 16	Scheme call	212	False alarm all okay	
	Scheme call	197	False alarm all okay	
	Scheme call	181	Front door, no reply	
	Scheme call	399	Incomplete call	This can be due to several reasons including calls being cancelled, voice module not working, mains failure.
	Scheme call	185	Keysafe access required	Calls from tenants take priority over keysafe access calls.
	Scheme call	234	Mains failure	Call cannot be answered as mains failure triggered alarm but contact can't be made
	Dispersed call, pendant	184	Reassurance call	
	Scheme call	206	Warden onsite	Calls from tenants would have taken priority over warden on/offsite call.
April 22	Battery/ Unit failure, dispersed unit	301	Mains failure at customer's home	
	Dispersed call, pendant	199	Test call from customer	
	Scheme call	295	Not known	
	Scheme call	316	Incomplete call	This can be due to several reasons including calls being cancelled, voice module not working, mains failure.
	Scheme call	250	Call from unidentified	There are some pull cords within schemes which have

			source within scheme	not been allocated an ID as they are no longer in use. However calls have gone through to Eldercare remotely.
April 30	Scheme call	242	Not known	
	Scheme call	207	Not known	
	Scheme call	256	Not known	
	Alarm call dispersed	263	Failed call	The call was initiated by the pendant but failed to connect. When connection fails a phone call is made to the customer.
	Scheme call	207	False alarm, all okay	
	Scheme call	206	False alarm, all okay	
	Dispersed call	256	Test call from tenant	
	Scheme call	242	Warden offsite	Calls from tenants would have taken priority over warden on/offsite call.
May 7	Scheme call	225	Not known	
	Scheme call	199	Not known	
	Dispersed call, pendant	265	Customer enquiry	
	Scheme call	225	Warden onsite	Calls from tenants would have taken priority over warden on/offsite call.
	Scheme call	199	Warden offsite	Calls from tenants would have taken priority over warden on /offsite call.
May 14	Scheme call	221	Not known	
	Scheme call	191	Not known	
	Scheme call	221	Keysafe access required	Calls from tenants take priority over keysafe access calls.
	Scheme call	191	Warden offsite	Calls from tenants would have taken priority over warden on /offsite call
	Dispersed call, pendant	208	Reassurance call	
May 21	Scheme call	199	Not known	
	Scheme call	199	Keysafe access	Calls from tenants take priority over keysafe access calls.

			required	
	Dispersed call, pendant	181	Test call	
May 28	Scheme call	216	Failed call	Eldercare unable to ascertain reason for failed call but contacted tenant by telephone to check situation.
	Dispersed call	209	Failed call	Eldercare unable to ascertain reason for failed call but contacted customer by telephone to check situation.
	Dispersed call, pendant	192	No reply	Eldercare telephoned the customer as no reply via unit.
	Scheme call	202	Mains failure	Call cannot be answered as mains failure triggered alarm but contact can't be made

AGENDA ITEM: 7

SUMMARY



Report for:	Housing & Community Overview and Scrutiny Committee
Date of meeting:	20 June 2012
PART:	1
If Part II, reason:	

Title of report:	PROVISIONAL REVENUE OUTTURN 2011/12 (Quarter Four Financial Report)
Contact:	Cllr Nicholas Tiley, Portfolio Holder Finance & Resources Sally Marshall, Corporate Director (Finance & Governance) Author: James Deane, Group Manager (Financial Services)
Purpose of report:	To provide details of the provisional outturn position for the Housing & Communities Overview and Scrutiny Committee
Recommendation:	That Committee note the provisional outturn position.
Consultees:	Budget managers
Glossary of acronyms and any other abbreviations used in this report:	OSC – Overview and Scrutiny Committee H&C – Housing & Communities GF – General Fund HRA – Housing Revenue Account

1. Introduction

1.1 The purpose of this report is to update the Housing & Communities (H&C) Overview and Scrutiny Committee (OSC) on the 2011/12 provisional outturn position for its allocation of the following budgets:

- General Fund
- Housing Revenue Account (HRA)

2. General Fund Revenue Account

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

2.2 To provide Committee with some council-wide context, a summary of the GF provisional outturn position, including a breakdown of how net expenditure has been financed by government grants, reserves, and income from taxpayers, is shown in Appendix A.

2.3 The analysis in this report is based on the variance between outturn and the revised budget, which was reported to Members in February 2012 as part of the 2012/13 budget report. The original budget is included in Appendix A for information.

Controllable and non-controllable variances

2.4 The majority of the Council's income and expenditure relates directly to the Council's three Scrutiny Committee areas. In Appendix A this is shown as General Fund Service Expenditure, with a total favourable variance of £4.121m.

2.5 In order to help understand the causes of this variance, Appendix A separates expenditure into controllable and non-controllable categories (see columns A and B respectively). This helps to focus scrutiny on those areas where Officers are able to influence the outturn position, i.e. the controllable. The H&C contribution to the overall GF controllable variance is £54k, which is covered in greater detail in Section 3, below.

2.6 The non-controllable variance of £3.104m shown in Column B is primarily the result of accounting adjustments which will not affect the Council Tax-payer, and are beyond the influence of Officers. The H&C contribution to the non-controllable variance is £143k, of which £130k is attributable to year-end pension fund adjustments.

3. General Fund controllable variances

3.1 The table below shows the provisional outturn position for the General Fund (GF) element of the H&C OSC by type of expenditure/income:

	Revised Budget £'000	Provisional Outturn £'000	Variance £'000
Housing & Communities OSC			
Employees	2,684	2,674	(10)
Premises	1,749	1,748	(1)
Transport	80	67	(13)
Supplies & Services	677	641	(36)
Supplies & Services (Contributions to Provisions)	0	(7)	(7)
Transfer Payments	4	2	(2)
Support Services	1,196	1,201	5
Capital Charges	1,143	1,143	0
Income	(3,724)	(3,714)	10
	3,809	3,755	(54)

3.2 The net provisional outturn position for H&C is £54k (1.4%) under budget. This £54k under-spend represents around 5% of the Council's total controllable under-spend of £1.017m (see Column A in Appendix A), which is well below the 18% H&C allocation of the Council's total revised budget.

3.3 The variances reflect numerous minor variances across the Scrutiny area, none of which are noteworthy in amount.

4. Housing Revenue Account (HRA)

4.1 The HRA is a ring-fenced account relating to the Council's Landlord functions, which falls within the H&C Scrutiny area. A guiding principle of the HRA is that revenue raised from rents and service charges must be sufficient to fund expenditure incurred. The provisional outturn position for the HRA is shown at Appendix B.

4.2 Following the revised budget-setting exercise, the HRA balance at the end of 2011/12 was forecast to be £3.198m. However, the provisional outturn position shows an in-year under-spend of £754k, which, when factored into the forecast balance, results in a closing balance of £3.952m.

4.3 Significant variances contributing to the variance of £754k are:

Income £300k over-recovery (0.5%)

- £80k under-recovery of net rental income, representing a 0.17% variance from revised budget.
- £177k over-recovery of non-dwelling rents. Income was conservatively estimated at the time of setting the revised budget, and the outturn position is closer to the original budget.
- £157k over-recovery of lease-holder charges. Income was conservatively estimated at the time of setting the revised budget, and the outturn position is closer to the original budget.
- £42k over-recovery on Other Items of Income. Primarily, this reflects improved collection rates on water charges.

Housing Repairs – £134k under-spend (1.6%)

- £107k overspend on Void Repairs. There has been a new approach to the management of void repairs in 2011/12 in which transferring tenants were asked to ensure the completion of more work themselves. This resulted in a significant (£340k) under-spend against the original budget of £1m, despite being slightly over the revised budget.
- £270k under-spend on Other Repairs/Income reflecting a more proactive approach to billing tenants for rechargeable works, together with a slight reduction in the amount of works being carried out.

Supervision & Management – £239k under-spend (2.9%)

- The primary contributors to this variance are a reduced management recharge from the GF, of around £100k, due to lower than budgeted GF support costs, combined with an under-spend on utilities relating to Elderly Persons Dwellings.

Provision for Bad Debts – £78k overspend (39.2%)

- The bad debt provision is calculated using a formula approved by the Audit Commission. The in-year increase reflects an increase in the level of outstanding debts (arrears having increased from £1.35m to £1.5m).

Interest Payable – £51k under-spend (16.9%)

- The revised budget of £300k was based on the set-up fees for the Self-Financing loan and three days' interest based on an assumed interest rate of 4.5%. The actual average interest rate achieved was 3.2%, which represented a £40k reduction in interest payable.

Interest and Investment Income – £85k over-recovery (85%)

- The revised budget saw an overly-conservative reduction on the original budget from £140k to £100k. In reality, improved investment performance saw a £45k improvement against the original budget.

8. PRESENTATION OF 'STAR' RESULTS

Andy Vincent, Group Manager of Tenants and Leaseholders, and Sue Prowse, Tenant Involvement Officer, will provide a power-point presentation to the Housing & Community Overview and Scrutiny Committee to announce the results of the Survey of Tenants and Residents (STAR).

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
18 July 2012	6 July 2012	Report on Deprivation	Sc	K Warner, Customer Insight Officer D Gill, Group Manager, Partnerships and Citizen Insight	
		Future of Supported Housing		A Vincent, Group Manager, Tenants & Leaseholders D Chandarana, Supported Housing Manager	
		Progress Report on Review of Tenant and Leaseholder Committee and the Wider Tenant Involvement Arrangements	PD	E Brooks, Assistant Director, Housing Landlord C Leech, Team Leader, Policy & Participation	
		Tenant Involvement Strategy		C Leech, Team Leader, Policy & Participation	
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	

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information
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	
		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	
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,	

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information
				Finance and Resources	
		Equalities Strategy		J Milsom, Assistant Director Strategy & Transformation, Community & 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

Future items to be scheduled:

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