



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

**WEDNESDAY 25 JANUARY 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	N Hollinghurst
Adshead	Mahmood
Bassadone	Marshall (Chairman)
Conway	McLean
Flint	Organ
Hearn	Sutton (Vice-Chairman)

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

(Substitute Members: Councillors Clark, H Chapman, Rance, White and Wixed)

For further information, please contact Pat Duff on Tel: 01442 228558, or Email: [pat.duff@dacorum.gov.uk](mailto:pat.duff@dacorum.gov.uk) Information about the Council can be found on our website: [www.dacorum.gov.uk](http://www.dacorum.gov.uk)

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**1. MINUTES**

To confirm the minutes of the meeting held on the 30 November & 14 December 2011.

**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**

<b>Report for:</b>	<b>Housing and Community Overview &amp; Scrutiny</b>
<b>Date of meeting:</b>	<b>25 January 2012</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter Three Performance Report - Regulatory Services</b>
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services  Author/Responsible Officer: Steven Baker, Assistant Director (Legal, Democratic & Regulatory)

Report to follow.

**AGENDA ITEM: 7**

**SUMMARY**

<b>Report for:</b>	<b>Housing and Community Overview &amp; Scrutiny</b>
<b>Date of meeting:</b>	<b>25 January 2012</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter Three Performance Report - Resident Services</b>
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services  Author/Responsible Officer, Julie Still, Group Manager – Resident Services
Purpose of report:	Monitoring and information
Recommendations	That members note the report
Corporate objectives:	Safe and Clean Environment Building Community Capacity Dacorum Delivers
Implications:	<u>Financial</u>  Within existing budgets.
'Value For Money Implications'	<u>Value for Money</u>
Risk Implications	As per Neighbourhood Delivery Service Plan
Equalities Implications	Equality Impact Assessment reviewed April 2011 with Service plan
Health And Safety Implications	As per service risk assessments
Consultees:	Service Team Leaders
Background papers:	Service Reports, Police reports, CorVu

## **Housing and Community Overview and Scrutiny Quarter 3 2011 – 2012**

### **Introduction**

This is the 3rd Quarter performance report for the Residents Services Group which forms part of the wider Neighbourhood Delivery service area and covers the period 1<sup>st</sup> October 2011 to 31<sup>st</sup> December 2011.

The services within this group are: -

Neighbourhood Action, Anti-Social Behaviour, Community Safety, The Old Town Hall, Children's Services, Community Cohesion, CCTV, Town Centre Management and Youth Democracy.

A number of targets have been set and for this year and progress against target is detailed in the CorVu report which is attached at appendix 1.

A number of areas are also collecting information to measure the level of the service at this time and targets will be set against this information next year. This information is recorded as for information only.

### **Third Quarter Achievements.**

The following achievements are a sample of the projects/work undertaken by this group of services during the last quarter.

#### **Anti-Social Behaviour and Community Safety**

There was reduced ASB and nuisance over Halloween and Firework period. Reports of nuisance and ASB fell for the 4<sup>th</sup> year running following a multi agency operation across the borough.

A campaign to inform victims of hate crime of how to report incidents so that they get an appropriate response has been launched with a range of organisations supporting people with disabilities. An anecdotal and an actual increase in this type of incident has been noted during the last year however formal reports from victims had not increased.

#### **Quarter 4 priorities: -**

Trial of new joint ASB software with Hertfordshire Police

#### **Neighbourhood Action**

A new Neighbourhood Action area was launched in Hemel Hempstead Town Centre and the first steering group meeting has taken place.

Grovehill, Woodhall Farm and Piccotts End Neighbourhood Action held their annual open meeting which was well attended.

Highfield Neighbourhood Action Group became affiliated to the Neighbourhood Association and also planted over 600 spring bulbs across the area.

Grovehill Neighbourhood Action Group held a film event for older people in their community. Refreshments and afternoon tea were provided by the pupils of Astley Cooper School with a further visit for older people to the school to attend the schools theatrical production.

Led by local Ward Councillors, Christmas lights and celebrations took place at Henry Wells Square and at Stoneycroft where the lights were switched on by Mike Penning MP

#### **Quarter 4 priorities: -**

To increase the number of Neighbourhood Action Groups affiliated or constitutionalised to enable them to make funding applications.

To move identify the areas with highest priority for the verge hardening/additional parking project.

#### **Children, Young People and Youth Democracy**

The Berkhamsted Youth Participatory Budgeting event, Berkhamsted Ideas Delivered (BID) took place on 31<sup>st</sup> October 2011.

The event was very well attended and the first of its kind in the Country to be delivered by young people. This was recognised by the Participatory Budgeting Unit who were an integral part of this project.

There were 11 successful projects ranging from football and cricket to bowls and from scout groups and church groups to the Town Council. A full evaluation of this very successful project is available on request.

Young people's art from the Youth Democracy Art Competition was exhibited at the Old Town Hall during November and the winners of the competition.

Adventure playgrounds were busy over the half term in October and the evening youth sessions continue to be well attended.

#### **Quarter 4 Priorities: -**

Identifying and planning youth events with the Youth Forum and Adventure Playgrounds for the Diamond Jubilee and the Olympics

The Youth Forum to explore the possible legacy options for the Olympics

#### **CCTV and Town Centre**

There were 95 arrests as a direct result of the involvement of CCTV, 68 calls regarding lost and found dogs and 296 visitors to the control room.

A total of 156 evidential DVD's of specific incidents were produced.

23 Pre-Qualification Questionnaires were received in regard to the tender for the upgraded and relocated service.

**Quarter 4 priorities: -**

- Continue the CCTV procurement process and evaluation of tenders

**Old Town Hall**

- New web pages launched
- 6 Sell out shows

**Quarter 4 priorities: -**

- Launch of new box office system

A more in depth report is provided by the Arts and Entertainment Manager to this committee.

**Olympics and Diamond Jubilee**

The official announcement that the Olympic Torch Route will bring the Torch to Hemel Hempstead on 8<sup>th</sup> July 2012 was made. Preparations are underway to welcome the torch and celebrate this event.

The Dacorum 2012 Officer was appointed on 23<sup>rd</sup> December 2011 and takes up the post on 16<sup>th</sup> January 2012.

Preparations are underway to celebrate the Diamond Jubilee in Gadebridge Park on 4<sup>th</sup> June 2012. The event will end with a firework display and the lighting of a beacon which will be one of 2012 that are lit across the County.

**Service Concerns**

There are no service concerns at this time.

## Appendix 1

### Resident Services – Quarter 3 report 1<sup>st</sup> October 2011 to 31<sup>st</sup> December 2011

Ref	Indicator	Target	Result	Comments	
<b>AC01</b>	The number of opportunities for people from different backgrounds to come together		Info only 8 opportunities	This figure includes interfaith meetings, Communities Together meetings, and Kick out Racism event.	
<b>ASB01</b>	Number of reports of incidents of anti social behaviour across the borough		2,244 Report(s)	1,380 Report(s)	Reports of ASB continue to fall across the borough. ASB is significantly reduced across the borough 22.1% on the same time last year.
<b>ASB02</b>	Percentage of people responding to the survey who are satisfied with the service they have received following a report of Anti Social Behaviour		Info only	No data	Survey under review
<b>CCTV01</b>	Number of arrests that CCTV operators have been involved in		125 arrest(s)	95 arrest(s)	Reduced number of arrests reflects the reduction in crime across the borough. Community Safety Partnership figures show a reduction of 10.7% across the Borough



<b>CYP01</b>	Number of attendances of children and young people at events where DBC are the lead agency and Council owned facilities	Info only	Not available attendances		This figure will be reported to Overview and Scrutiny Committee.
<b>CYP02</b>	Number of young people involved in Youth Democracy events	Info only	245 people	<p>This figure represents the number of attendees at the following youth democracy opportunities;</p> <p>Participatory Budgeting meetings and even. Youth Forum meetings Youth Democracy Art competition. Visit to Houses of Parliament Sessions with ethnic minority groups</p>	A wide selection of opportunities are available for young people to become involved in youth democracy events
<b>NA01</b>	Number of active projects delivered which are related to area action plans	Info only	8 project(s)	<p>Projects include, bulb planting, Christmas lights,,Neighbourhood Planning and Speed Indication Device deployments,</p>	
<b>NA02</b>	Number of attendances of Neighbourhood Action meetings by residents	Info only	156 attendances	<p>This figure includes a public meeting in Grovehill with 75 attendees and 6 Neighbourhood Action Group meetings .</p>	

<b>OTH01</b>	Average attendance at the Old Town Hall theatre	Info only	60.33%	A number of sellout performances and good overall attendances resulted in above average attendance figures.
<b>OTH02</b>	Old Town Hall User Satisfaction	Info only	85.5%	
<b>OTH03</b>	Number of private hire bookings of the Old Town Hall	Info only	52 bookings	A slight decrease in the number of hires. A new hirings pricing structure is now in place to encourage greater useage.

## AGENDA ITEM: 8

### SUMMARY

	<b>Housing and Community Overview &amp; Scrutiny</b>
Date of meeting:	25 <sup>th</sup> January 2012
PART:	1
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter Three Performance Report - Sportspace</b>
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officer, David Gill, Group Manager – Partnerships, Policy and Communications
Purpose of report:	Monitoring and information
Recommendations:	That members note the report
Corporate objectives:	Building Community Capacity Dacorum Delivers
Implications:	<u>Financial</u> Within existing budgets.
'Value For Money Implications'	<u>Value for Money</u> Transfer of operational management of sports facilities to the sports trust has considerably reduced the direct costs to the Borough Council and has attracted considerable private and external funding to the service.
Risk Implications	None directly relating to this report
Equalities Implications	There are no specific equalities implications related to this report
Health And Safety Implications	Health and Safety issues are contained within the performance information collected by Sportspace and are contained in the report
Consultees:	None
Background papers:	None

## **Housing and Community Overview and Scrutiny Quarter 3 2011 – 2012**

### **Introduction**

The Council's relationship with Dacorum Sports Trust (Sportspace) is managed in the Partnerships and Policy team.

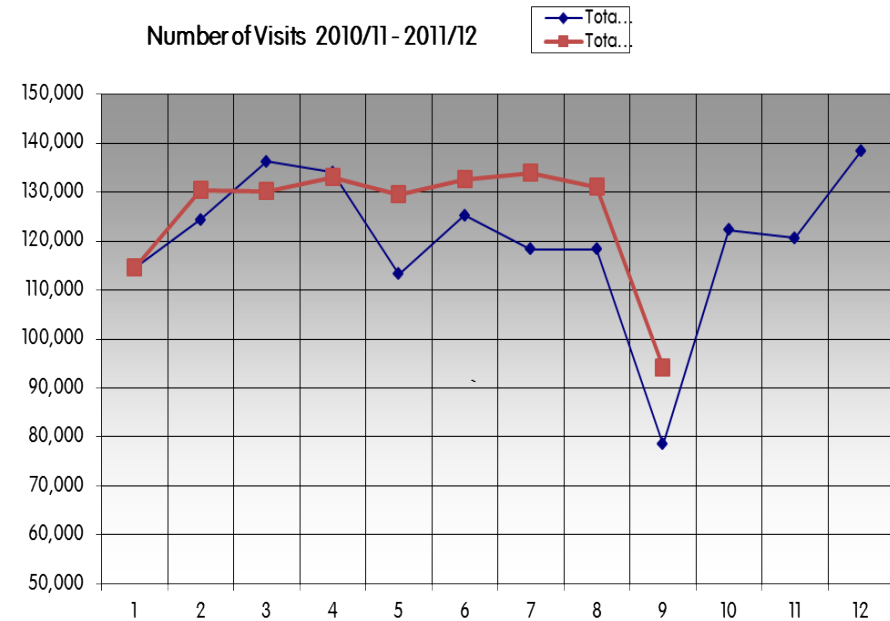
The Partnership with Sportspace is maintained through a formal partnership management meeting which has been introduced on a quarterly basis to progress the relationship effectively. This arrangement ensures that any issues between the two organisations are dealt with in an appropriate manner.

Sportspace produce a quarterly performance report which is presented here for scrutiny. This provides a good picture of the service being delivered by the Trust and the performance it is achieving. Council Officers are working with the Trust to add further performance information which relates more widely to the Dacorum Community and the outcomes that are being achieved outside of the sports facilities. It is expected that this additional information will be agreed and available later in 2012. .

The Sports Trust's third quarter performance report is presented below.

## Operations Report December 2011

Number of Visits 2010/11 - 2011/12



### Attendance's All Services 3rd Quarter 2011/12

	SportSpace Hemel	SportSpace Berkhamsted	SportSpace Tring	SportSpace Longdean	SportSpace Athletics Track	SportSpace Kings Langley	SportSpace XC	Sports Development	SportSpace Little Hay Golf	Totals All Venues
<b>Total Visits 11/12</b>	199,560	67,780	20,589	7,210	2,726	4,612	33,356	8,831	14,633	<b>359,297</b>
<b>Total Visits 10/11</b>	199,754	64,969	21,165	5,973	2,239	4,085	N/A	8,068	8,914	<b>315,167</b>
<b>Difference + or -</b>	-194	2,811	-576	1,237	487	527	33,356	763	5,719	<b>44,130</b>

### Number of Complaints All Services 3rd Quarter 2011

Issue	Sportspace Hemel	Sportspace Berkhamsted	Sportspace Tring	Sportspace Longdean	Sportspace Athletics Track	Sportspace Kings Langley	Sportspace XC	Sports Development	Sportspace Little Hay Golf	Totals All Services
<b>Totals 11/12</b>	<b>103</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>85</b>	<b>0</b>	<b>0</b>	<b>288</b>
<b>Total Visits 11/12</b>	199,560	88,369	See B'hamsted	7,210	2,726	4,612	33,356	8,831	14,633	<b>359,297</b>
<b>Complaints Per 10,000 Visits 10/11</b>	<b>8.81</b>	<b>5.69</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>N/A</b>	<b>0.00</b>	<b>0.00</b>	<b>6.75</b>
<b>Positive Feedback</b>	11	4	0	0	0	0	15	0	0	<b>30</b>

### Staff Starters/Leavers All Service 3rd Quarter 2011

	Sportspace Hemel	Sportspace Berkhamsted	Sportspace Tring	Sportspace Longdean	Sportspace Athletics Track	Sportspace Kings Langley	Sportspace XC	Sports Development	Sportspace little Hay Golf	Totals All Venues
<b>Leavers 11/12</b>	5	1	2	0	0	0	3	1	0	<b>12</b>
<b>Starters 11/12</b>	24	9	2	0	0	1	13	0	4	<b>53</b>

## Customer Accidents/Incidents All Service 3rd Quarter 2011

	Sportspace Hemel	Sportspace Berkhamsted	Sportspace Tring	Sportspace Longdean	Sportspace Athletics Track	Sportspace Kings Langley	Sportspace XC	Sports Development	Sportspace Little Hay Golf	Totals All Venues
<b>Fatal</b>	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>** Reportable</b>	2	0	1	0	0	0	0	0	0	<b>3</b>
<b>** Minor</b>	43	3	9	2	1	0	169	0	0	<b>227</b>
<b>Totals 11/12</b>	<b>45</b>	<b>3</b>	<b>10</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>169</b>	<b>0</b>	<b>0</b>	<b>230</b>
<b>Total Visits 11/12</b>	199,560	67,780	20,589	7,210	2,726	4,612	33,356	8,831	14,633	<b>359,297</b>
<b>Accidents/Incidents Per 10,000 Visits</b>	<b>2.25</b>	<b>0.44</b>	<b>4.85</b>	<b>2.77</b>	<b>3.67</b>	<b>0</b>	<b>50.66</b>	<b>0</b>	<b>0</b>	<b>6.40</b>
<b>Totals 10/11</b>	<b>30</b>	<b>15</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>N/A</b>	<b>0</b>	<b>1</b>	<b>54</b>
<b>Total Visits 10/11</b>	199,754	64,969	21,165	5,973	2,239	4,085	N/A	8,068	8,914	<b>315,167</b>
<b>Accidents/Incidents Per 10,000 Visits</b>	<b>1.50</b>	<b>2.30</b>	<b>0.94</b>	<b>8.37</b>	<b>0.00</b>	<b>2.44</b>	<b>N/A</b>	<b>0.00</b>	<b>1.12</b>	<b>1.71</b>

**AGENDA ITEM: 9**

**SUMMARY**

<b>Report for:</b>	<b>Housing &amp; Communities Overview &amp; Scrutiny</b>
<b>Date of meeting:</b>	<b>25th January 2012</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter 3 Performance &amp; Service Update – Housing Landlord</b>
Contact:	Cllr Margaret Griffiths, Portfolio Holder for Housing  Author/Responsible Officer: Elliott Brooks – Assistant Director, Housing Landlord
Purpose of report:	1. To provide Members with the Quarter 3 performance information (2011/12) and Service Plan update for the Housing Landlord Service Area.
Recommendations	1. That Members note the performance and service update for Quarter 3.
Corporate objectives:	Effective Performance Monitoring will have a positive impact on all corporate objectives directly or indirectly.
Implications:	<u>Financial</u>  None.
'Value For Money Implications'	<u>Value for Money</u>  Monitoring Performance supports the Council in achieving Value for Money in all areas of service delivery.
Risk Implications	The Housing Landlord Service Risk Register was reviewed during the 4 <sup>th</sup> Quarter of 2010/11 and is available on request.  The Risk Register will be reviewed during Service Planning for 2012/13
Equalities Implications	Equality Impact Assessment completed for each Service Area and reviewed annually or as and when there is Policy change



Health And Safety Implications	None
Consultees:	Mark Gaynor – Corporate Director, Housing & Regeneration Fiona Williamson – Group Manager, Property & Place Andy Vincent – Group Manager, Tenancy & Leasehold
Background papers:	

## **1. Introduction**

This report details the performance of the Housing Landlord Service during the 3rd quarter of 2011/12 against Performance Indicators, as well as updating the Housing & Communities Overview & Scrutiny Committee regarding progress of the Housing Landlord Service Plan.

The report also gives a summary of performance in the Strategic Housing Service.

## **2. Housing Landlord Performance Report Q3 2011/12**

Table 1 shows performance against the ‘Service Critical’ Performance Indicators for the Quarter 3 period of October – December 2011. Appendix 1 shows this information in more detail with additional comments.

Table 1

## ❖ Tenancy &amp; Leasehold

Indicator	Target	2011/12 Qtr 2 Performance	2011/12 Qtr3 Performance
Current rent arrears as a percentage of the annual debit	2.93%	3.06%	3.09%
Rent collected as a percentage of rent owed (excluding arrears brought forward)	100.35%	98.82%	100.05%
Void loss as a percentage of rent roll	1%	0.58%	0.58%
Percentage of new tenants visits completed in target ( 6 weeks)	100%	98%	99%
Percentage of community alarm calls answered within 1 minute	97.5%	95.99%	96.17%

## ❖ Property &amp; Place

Indicator	Target	2011/12 Qtr 2 Performance	2011/12 Qtr 3 Performance
Percentage of repair completed right first time	98%	99.00%	99.33%
Percentage of tenants satisfied with the level of repair	97%	91.40%	97.53%
Percentage of dwellings with a valid gas safety certificate	100%	99.43%	99.71%
Percentage of tenants satisfied with gas servicing	97%	98.66%	98.66%
Value of capital type installations, replacements or major repairs for year to date	Q3 PROFILED £6,340,749	£2,669,091	£5,441,044
Percentage of urgent repairs completed within government time limits	98%	94.75%	89.80%
Average time taken to complete non urgent repairs	15 Days	15.5 Days	11.3 Days
Percentage of non urgent repairs completed within target	97%	93.60%	96.50%
Average cost of a void	£1600	£1767	£1979

## ❖ Housing Landlord

Indicator	Target	2011/12 Qtr2 Performance	2011/12 Qtr3 Performance
Average time taken to let a property (general needs)	25 Days	36.8 Days	21.50 Days
Average time taken to let a property (sheltered & adapted)	50 Days	43.19 Days	41.23 Days
Average time taken to let a property (all)	38 Days	36.84 Days	28.76 Days
% of stage 1 complaints responded to in full within target – Housing Landlord	90%	95.10% (39/41)	92.68% (38/41)

### 3. **Headline Performance Information:**

#### 3.1 **Performance Highlights**

Void Loss as a percentage of rent roll – 0.58%

This is important as it demonstrates the actual money being lost by the Council due to homes being empty. Is affected by both speed of turnaround and numbers of voids. This year, the overall number of voids is down at the half year point

Percentage of tenants satisfied with the level of repair – 97.53%

This indicator had been below target for the previous two quarters and was a cause for considerable concern. Discussions have taken place with MITIE in order to evaluate all satisfaction returns to get to the bottom of the issue. MITIE now contact a tenant within approximately 1 hour of a repair being completed therefore any small outstanding issues of concern are immediately addressed.

Average time taken to re-let a property (general needs) – 21.5 days

This performance indicator continues to move in the right direction, mainly due to the outcomes of the 'empty homes project group' which has stripped out waste and duplication in the process as well as clarifying what consists of Major Works.

Percentage of dwellings with a valid gas safety certificate – 99.71%

Continued high performance in both the administration and management of this critical area.

Rent Collected as a percentage of rent owed – 100.05%

To be achieving in excess 100% means that if this continues throughout the final quarter we will have collected more rent over the year than has been debited. On course to hit the end of year target of 100.35%

### **3.2 Performance below tolerance level**

Percentage of urgent repairs completed within government time limits – 89.80%

There appears to be an issue regarding repairs being logged as 'urgent' in error. The new tenants handbook is more explicit in its advice to assist tenants as to what should and can be dealt with as urgent.

### **4. Housing Landlord Service Improvement**

Appendix 2 details progress against the 2011/12 Service Plan.

### **5. Annual Tenants Conference – 29<sup>th</sup> October, Longdean School**

- Planning Group of officers and tenants
- Attended by 50 tenants, Portfolio Holder, Ward Councillors & Deputy Mayor
- 3 interactive workshops
- Tenant recognition awards & contractor sponsored raffle
- Market stalls of all services and departments
- 'Question Time'
- Informal lunch and networking session for tenants, Members & staff
- Positive feedback and a desire to grow the event

### **6. 2012/13 Service Planning**

Service Planning for 2012/13 had a 'kickstart' meeting in December 2011 (*Mulled Wine, Mince Pies & Flip Charts*) with members of the TLC, MFG and managers of the Housing Landlord Service. The evening was very useful in gathering priorities for the coming years and work is continuing to develop the Service Plan by March 2012.

### **6.0 Strategic Housing Performance – Quarter 3 2011/12**

- For the Period October - December 2011 there were **194** active housing advice cases. (an increase of **39** on the previous quarter)
- For the same period there were **37** new homeless applications; a decrease of **6** on the previous quarter.
- **3,127** applications had been received by the end of December on the new housing register, with approx 25% (772) transfer applications.
- October - December 2011 a total of 17 new affordable units were completed.
- Predictions for affordable housing completions for 2011 = 122 new units (90 social rent, 22 affordable rent, 5 shared ownership). There are new First buy properties expected to be completed during the year with a final total to be confirmed with the

end of year figures. Total new affordable homes predicted to be completed in 11/12 are approx 150.

- July – September 2011; 236 tenancies with DIGS scheme, (an increase of 13) with 16 new tenancies (an increase of 12) and 36 (an increase of 22) new applications received within the quarter. Zero guarantees paid out – this is due to Digs officer tenancy support. The increase in numbers is due to the increase in numbers of people seeking housing advice and the successful use of the DIGS scheme to prevent homelessness.
- Positive feedback from applicants has been received regarding the new on-line adverts and our new website – [www.movingwithdacorum.org.uk](http://www.movingwithdacorum.org.uk). We have seen an increase in the number of applicants applying for properties and therefore longer shortlists.
- The technical issues with the system early on have been resolved. There is still work on-going to improve the system. Paper forms are still available for customers if required.
- A letter will be sent to all applicants again shortly, reminding them to re-register on the new system. All applications received over the next 12 months will be cross referenced with the “old” system to ensure applicants do not lose waiting time points.
- The strategy and development team are focusing on work to develop the new Strategic Tenancy Policy, Affordable Housing Supplementary Planning Document and the new Housing Strategy (see additional report provided to the OSC).
- A new Housing Needs and Market Assessment has been commissioned with the draft report available March 2012. This will be circulated to Members when available. The purpose of the report is to update our current Housing Needs Study and to provide information on the current housing market in Dacorum. This evidence will underpin the development of our new strategies and policies.

## Appendix 1







**Service Objectives for 2011-12**

**Appendix 2**

Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
1.	Deliver an effective tenant participation structure, ensuring that tenants and leaseholders influence key decisions and feel empowered and are at the heart of all we do	1.1	Working with Resident Services and the Tenant and Leaseholder Committee develop a plan for enhancing the level and effectiveness of tenant and leaseholder involvement in shaping housing services. Include within the plan targets for the levels of involvement.	Q1	To promote opportunities for tenant and leaseholder involvement in the service and to maximise the level of involvement.	CL	Resident Services	Work has been done with the TARAs to look at how the services we offer to them will develop. The intensive nature of work with the TLC on other projects may require that completion of this project slips into Q3	Some work has been done with the Tenants and residents Associations on how we can better work with them.  A review of the Tenant and Leasehold Committee is currently being conducted which will feed into a wider review of involvement structures.	A review has been undertaken of the role of the Tenant and Leasehold Committee as part of the review the beginnings of a Tenant Involvement Strategy has been compiled – this is being reported to the Housing Overview and Scrutiny Committee on 25 January 2012.
		1.2	Hold a tenants and leaseholder conference to identify customer priorities for the year ahead	Q3	To provide a focus for tenant and leaseholder involvement. To enable tenants to review their priorities yearly and consider additional priorities for each new financial year	CL		This project is due to kick off shortly.	A tenant's conference was held at Longdean School on 29 October.  A working group consisting of staff and tenants organised the conference.	

Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
		1.3	Develop a structure for gathering customer feedback	Q1	To enable service users to highlight positive experiences and areas for development of the Housing Landlord Service.	AV		As procedures are established and reviewed mechanisms for gathering customer feedback are being established. ASB and MX. The upgrade of Orchard would ensure that data could be captured and monitored effectively.	As procedures are established and reviewed mechanisms for gathering customer feedback are being established. ASB and MX.  The STAR survey is due to be sent to all tenants and leaseholders in January the feedback from this exercise will focus the monthly surveying.	A new customer satisfaction survey has been developed to monitor satisfaction with the property letting process.  The Survey of Tenants and Residents (STAR) is due to go to all tenants and leaseholders in January to ask them their views of the Housing Service.
2.	Develop a clear and sustainable business plan which maximises the level of revenue generated by the council owned housing stock and therefore the level of improvement in our stock and which ensures the provision of quality services to our tenants within the resources available	2.1	Benchmark the cost of our services against peer organisations within the housing industry	Q2	To identify if our costs are out of step with peer organisations within the housing industry	AV		Complete – the Housemark return has been successfully submitted	Complete	

Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
		2.2	Review the service's approach to income collection to maximise revenues and strengthen the delivery of welfare and debt advice	Q1	To ensure that the maximum income is collected while tenancies are being sustained	KK	Revenues, Benefits and Fraud	<p>This action covers a number of projects; two are underway:-</p> <ol style="list-style-type: none"> <li>1. Reviewing the procedure for the collection of Support Charges</li> <li>2. The development of a 'Christmas Campaign with Council Tax to maximise rent collection over the Christmas period.</li> </ol>	<p>This action covers a number of projects; one is complete (1) and another is almost complete (2) a third is underway:-</p> <ol style="list-style-type: none"> <li>3. Reviewing the rent collection procedure and enhancing working practices</li> </ol>	<p>The rent collection procedure has now been reviewed. Some changes are being made to the standard rent reminder letters to make the letters clearer and simpler to understand.</p> <p>Improvements have been made to the quarterly rent statements.</p> <p>Housing staff can now take rent payments over the phone.</p> <p>Further improvements including the wide scale use of text messaging is also being explored.</p>

Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
		2.3	Review the approach to letting homes to maximise the number of properties let	Q2	The fewer properties empty at any one time the high the amount of rent generated by the housing service	LW	Strategic Housing	<p>This milestone covers a number of actions, one of which has commenced (1) and the other is due to commence imminently:-</p> <ol style="list-style-type: none"> <li>1. A review of the sign up arrangements and documentation</li> <li>2. Work to promote sheltered housing reducing relet times</li> </ol>	<p>This milestone covers a number of actions, one is complete (1) and the other two are underway:-</p> <ol style="list-style-type: none"> <li>1. Work to promote sheltered housing reducing relet times</li> <li>2. A review of the lettings process and 'lettable' standard</li> </ol>	<p>The process for letting sheltered properties has been undertaken.</p> <p>A review of the 'lettable' standard has been undertaken with the Maintenance Focus Group.</p> <p>The new processes begun to be introduced from December and have already impacted on relet times.</p>
		2.4	Embed the restructure of the Property and Place team to ensure the capacity and knowledge is appropriate and consistent to deliver the business plan.	Q1	To align the service plan objectives with high performance environment	FW		All new posts have been filled awaiting start dates. All will be in post by September	Team building arranged and training needs addressed. Three members of staff on vocational courses. Other courses to be delivered in house. Action complete.	

Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
		2.5	Review the Cleaning Service in terms of cost, capacity and what the customer wants	Q2	Find out if we are currently delivering a good service in terms of standards and value for money. Do our customers want more, or less?	ST			Pinnacle consultants have been appointed to undertake a review of the service.	Pinnacle completed a review of the service and provided a report identifying a number of recommendations for consideration or implementation. Currently under review and awaiting the feedback from the STAR survey regarding customer input.
		2.6	Determine the priority areas for investment from technical and survey data in conjunction with consultation feedback from tenants and leaseholders and local offers.	Q4	To maximise the useable life of building elements and deliver improvements in line with priorities.	FW			Stock condition survey on site with completion date for fieldwork Nov 31 <sup>st</sup> . Validation work will be carried out to ensure consistency of approach.	Validation meeting with Savills undertaken to agree validation of first 3500 surveys. Remaining hard to access properties are being completed in January. Preliminary results have been provided and will be migrated onto the asset management software.

Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
		2.7	Categorise stock into bands in line with investment priorities and impact of self financing	Q1	To target investment in line with stock condition information and available budgets.	FW		Preliminary work completed in preparation for the stock condition survey	Stock condition survey underway and various scenarios developed from existing data to model options under self financing.	Dacorum standard and intermediate standard developed. These will be subject to further review and tenant input, once the treasury management has been agreed.
		2.8	Undertake options appraisal of procurement strategies that maximise the benefits of early year's investment from Joint venture or other commercial arrangements.	Q3	To maximise the early years investment and provide benefit to residents	FW	Corporate Procurement		Preliminary research commenced with contractors, consultants and other Local Authorities.	Continued soft market testing undertaken. Project Team being created and the Project initiation document developed identifying the timetable for procurement activity.
		2.9	Investigate the potential to separate service charges from the rental charge	Q4	To enable service to understand its costs and income streams – ensuring that value for money is delivered for the tenants of Dacorum	AV	IT, Finance			This service plan action has been postponed

Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
3.	Develop our Local Offers with tenants and ensure that local priorities are at the heart of service delivery and shape	3.1	Publish our local offers and establish customer reporting mechanisms which enable the service to report the progress being made in delivering against tenants and leaseholders priorities.	Q1	To enable customers to identify how the housing service has responded to their priorities. And to provide an opportunity to hold the service to account.	CL		Complete – our local offers are published	Complete	
		3.2	Develop a Communications Plan	Q1	To ensure that opportunities to communicate positive messages are maximised to promote the perception of the housing service	CL		Draft one of the plan is complete	The 2011/12 plan is complete	
		3.3	Publish an annual report	Q2	Promote the work that has been undertaken in delivering the housing landlord service and the levels of customer involvement in developing the service.	AV		This project is due to kick off shortly (week commencing 4 July).	The annual report is complete and will be published on 1 <sup>st</sup> October	

Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
4.	Deliver a service to our residents in sheltered housing which is personal and tailored to individual need whilst creating a vibrant social and community environment within all of our schemes	4.1	Implement the outcome of the sheltered housing review	Q1	Ensure that the staff structure is focused on delivering the best outcomes for residents of sheltered housing.	DC		Complete	Complete	
		4.2	Undertake a self assessment against the Quality Assessment Framework	Q1	Identify the strengths and weaknesses of the service to enable plans for improvement to be focused over the next 18 months.	DC		This work has not commenced and will commence now the sheltered housing review is complete	The work has been completed and is informing future actions for the service.	
		4.3	Formalise the relationship with Age Concern	Q1	Formalise the relationship with Age Concern to enable additional services to be provided to sheltered housing tenants.	AV		The SLA with Age Concern is complete and we are awaiting the documents to be returned	The SLA with Age Concern is complete	



Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
		4.4	Improve the communication with current and potential service users on the support services available to disabled and/or older people	Q2	Ensure existing and potential service users are aware of the services provided by Dacorum Borough Council for residents of sheltered housing.	DC			Yet to commence	A guide to the Supported Housing Service and the facilities available at each scheme is being developed and will be published in February and uploaded onto the Housing Landlord part of the Council's website
5.	Develop an asset management strategy, incorporating up to date and comprehensive stock intelligence, to plan programmed work and improvements in the most cost effective way and which delivers excellent homes for our tenants	5.1	Procurement of Asset Management Software system compatible with the Orchard Housing management system	Q1	To provide a comprehensive asset database from which to model the business plan and provide a single source for reference for housing staff.	FW		PQQ's received from six software companies. ITT sent to five awaiting return of tenders to evaluate	Four tenders returned for evaluation. Consultant engaged to assist in the technical evaluation. Interviews and demonstration 10 <sup>th</sup> -11 <sup>th</sup> October. Tender award by 31 <sup>st</sup> October.	Tender evaluation completed and been approved by members. Pimms 4 Communities awarded the contract and implementation programme to be agreed.
		5.2	Compile and review of existing stock data for base subsidy return and to determine the scope of the stock condition survey.	Q1	To validate the existing data and ensure any anomalies are corrected prior populating the asset management software.	FW		Majority of Base data surveys completed and verified. Once completed the data to be updated on Orchard	Base data information provided to Audit. Orchard update to be completed by end October.	Orchard update still to be completed. Will be undertaken in Q4.

Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
		5.3	Procure and undertake comprehensive stock condition survey and populate the database.	Q3	To improve the stock condition intelligence in order to inform the business plan.	FW			Stock condition survey commissioned. Savills on site. Anticipated completion of field work 31 <sup>st</sup> November 2011.	Site survey work 90% completed. Final surveys of hard to access properties being completed in January.
		5.4	Develop Asset Management Strategy using the stock information aligned to the vision and objectives of the Council.	Q3-Q4	To ensure investment under self financing is viable and maximises the stock in line with demand.	FW				Outline planning meeting has taken place and the Project initiation document is currently being drafted.
		5.5	Working through the Corporate Regeneration Group develop plans for the future of the garages sites in council ownership across the Borough.	Q1	To ensure that council owned assets are being managed in the most effective way and generating the maximum income for the authority.	AV	Commercial Assets and Property Development	Plans for 6 sites have been put together to use to housing.  Work is underway to identify lettable and un-lettable garages and actively seek to reduce the number of garages available to let.	Work from Q1 continuing	A review of all the 392 garages sites in the Council's management is underway (this work is being undertaken jointly with the support of the Estate Team)  A strategy for the garages sites will be developed following the review of the remaining garage sites.

Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
6.	Deliver a customer focused landlord service which understands and meets the needs and priorities of our tenants, and develops a workforce with the skills and capacity required and with pride in the role they play in delivering an excellent service	6.1	Gather information on the 7 diversity strands for all of our tenants and leaseholders	Q4	To enable us to understand how the housing services are being accessed and to ensure that adjustments are made to service delivery to promote equality of access	AV		<p>A tendering exercise is currently underway to recruit an external organisation to undertake some of this work on our behalf.</p> <p>A considerable amount of data has been collected for residents of sheltered housing.</p>	<p>Profiling work will be undertaken with the STAR survey, which will go out to all tenants.</p> <p>Orchard will then be updated to reflect the returns received.</p>	<p>The STAR survey will be sent to all tenants and leaseholders in January. The information from the survey returns will be populated into Orchard.</p> <p>The process for undertaking 'Verification visits' has been reviewed and this will enable the service to capture additional profiling information about the tenant population.</p>
		6.2	Ensure all staff and managers have had an appraisal focusing on the new generic competencies by June 2011 and an opportunity to express training and development needs	Q1	To ensure staff understand the direction that the Council wants to go in terms of behaviours & to give staff an opportunity to express their thoughts about their own development	EB		Majority of appraisals have been carried out – the remaining ones will be completed by end of Aug 11		

Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
		6.3	Achieve CIH/SLCNG accreditation for the anti-social behaviour case management service	Q4	To ensure the anti-social behaviour service is providing excellent value for money for tenants and leaseholders	AV	Resident Services	Work has been completed on ASB procedures and the ASB SLA is shortly to be agreed – new PIs have been established to enable the service to benchmark performance with other social landlords.	New procedures have been established and reviewed with tenants.  New service standards have been developed and are published in the tenants' handbook.  A Housing Landlord ASB policy has been developed.  A self assessment against the standard has been conducted with clear actions identified as a result.	Actions have been identified to enable the Housing Landlord Service to achieve accreditation. The team are working through the action plan – the actions will continue into Quarter 2 of 2012/13.
7.	Through retrofitting, installation of renewable energy sources and improving insulation act to tackle fuel poverty and improve both the energy efficiency of council homes and their sustainability	7.1	Identify all properties within the Housing stock that have poor thermal performance and group these by type.	Q1	To identify the numbers and type of properties in order to target spend	SS		Low SAP properties have been identified and reviewed for renewable heat options.	The information will be used to inform the asset management strategy and to investigate suitable alternatives for renewable energy or thermal upgrade.	Complete. Information will be used to target investment or provide a business case for disposal.

Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
		7.2	Undertake an options appraisal of the viable renewable energy sources and legal implications of use in both sheltered schemes and general needs properties.	Q2	In order to assess the risks, benefits and return on investment of the various options.	SS		Exclusivity agreement signed with Renewables East. Solar PV identified as the optimum technology for ROI	Savills Solar option under consideration for the lease scheme and North Somerset framework for the sheltered schemes.	The reduction in the Feed in Tariff resulted in the suspension of the roof lease scheme. Tenders returned for the installation programme on sheltered scheme roofs and the contract has been awarded to the Breyer Group.
		7.3	Investigate the retrofit technologies that are appropriate for installation to non-traditional and low SAP properties and potential funding sources including Green Deal.	Q2	To identify viable options and cost implications for inclusion in the business plan and Asset management strategy.	SS			Installation of second electric boiler.	Additional information and options for the Council from the Green Deal have been explored. This will be ongoing as more details and providers are available.
		7.4	Identify any potential Housing which due to location could be considered for Combined Heat and Power in conjunction with Corporate Assets.	Q3-4	In order to maximise the benefits to the Council through economies of scale and purchasing.					Currently no schemes are considered viable due to the limited scale of the installs.

Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
8.	Use HRA assets (such as land and buildings) to contribute to new house building and incorporate estate and Neighbourhood Centre remodelling and improvement within overall regeneration programmes	8.1	Identify all HRA assets and investigate the potential of enhancing GIS mapping to overlay ancillary assets including footpaths and un-adopted roads. Identify potential areas for new-build	Q2	To provide a comprehensive record that can be accessed by Housing staff	FW / SS		GIS mapping access has been obtained. Consideration is being given to various overlays that are currently available and what additional information is required.	Ongoing work to identify use of mapping to identify landscaping and other asset management issues, i.e. garages and brownfield development sites.	Council owned housing has been mapped. Further work will be required to format the data and some legal input to determine ownership of areas of land that are currently in dispute.
		8.2	Develop the Asset Management Strategy to align with the objectives of the Strategic Housing priorities	Q3-4	To enable consideration of community regeneration in conjunction with Housing assets considered	FW	Strategic Housing		Use of mapping to assist in the identification of potential sites.	Ongoing work with the Strategic Housing team and finance. Meeting held to discuss options for delivery.
		8.3	Review hard to let sheltered accommodation and consider options to remodel / demolish	Q3	EPD void figures regularly exceed target and rent loss significant	FW	Strategic Housing			Met with Waltham Forest to exchange information on the management and strategic approach to sheltered accommodation. Review ongoing into Q4.

Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
9.	Develop the Council's approach to bringing in new flexibility in tenancy conditions across social housing in partnership with tenants and Housing Associations to help ensure a healthy balance is maintained between fairness and delivering much needed new homes	9.1	Review the existing tenancy agreements to ensure they are 'fit for purpose'	Q3	To ensure that the tenants right and responsibilities are up to date within the document and clauses in relation to anti-social behaviour and service charge collection are strengthened	LW	Legal Services		<p>A launch meeting of this project has been conducted, with areas identified where the tenancy agreement needs to be enhanced.</p> <p>A draft of the new agreement will be produced in October.</p> <p>Consultation with tenants will be undertaken in December during the tenant consultation week and in News and Views.</p>	<p>Details of the areas where the tenancy agreement need to be enhanced have been identified. A project team has been identified and a series of actions have been identified.</p> <p>Consultation with both the wider tenant population and the Tenant and Leasehold Committee will be undertaken before a first draft of a new document can be produced.</p>

Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
		9.2	In response to the localism bill – develop proposals to utilise the additional flexibility in tenancy conditions and changes to the allocation of accommodation owned by Dacorum Borough Council.	Q4	The localism bill proposes to give housing organisations additional flexibility to manage its stock to reduce demand, and to limit the length of social housing tenancies	AV –	Housing Strategy		A draft strategic tenancy policy has been developed. Consultation with tenants is essential for this to be developed further.	The Tenant and Leasehold Committee were consulted on the plans to enable a strategic tenancy policy to be developed.  A working group has been developed to fully develop the policy.  Plans are in place to take the document to Cabinet later in the financial year.
10.	Encouraging and supporting tenants and resident groups to become involved in community action which benefits local people in terms of quality of life and employment/training opportunities.	10.1	Working alongside the strategic economic alliance, repairs and improvement contractors and the local college to utilise participation events to promote education and employment advice	Q4	The housing service has a role to play in helping tenants and leaseholders access good quality education and employment advice.	AV	Strategic planning and regeneration		Some advice on education and employment will be available at the tenants' conference.	Further work on promoting employment opportunities will be developed in 2012/13.



Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
		<b>10.2</b>	Work with established resident groups to promote initiatives in Dacorum to tackle worklessness	Q2	To enable Tenants & Leaseholders to take advantage of schemes and initiatives to help them into, or back into employment, education or training	EB	Partnerships & Citizen Insight			Article in Winter News & Views highlighting Council's work to tackle Worklessness and how to access.
		<b>10.3</b>	Promote and publicise community action events and opportunities that are delivered by the Council's Strategic partners to provide skills training or apprenticeships.	Q1	To ensure that tenants and resident groups are encouraged to participate in events and training.	FW	Resident Services	Article published in news and views on community action events calendar. Working in conjunction with Apollo to identify a potential road show event to attract new apprentices	Residents Matters produced by MITIE to advertise for plumbers and electricians to join the repairs team.	Potential for apprentices to work on the Empty Homes project with Strategic Housing are being explored.

Ref	Service Objective	Ref	Specific Action / Milestones What?	When	Why?	Who	Working in partnership with	End of 1 <sup>st</sup> Qtr Update	End of Q2 Update	End of Q3 update
		10.4	Work with the Dacorum Volunteer Centre, Groundwork Hertfordshire's Green Aider Scheme to promote the take up of volunteering via a community clear up event in Summer 2011	Q2	Volunteer schemes can often be the route into employment. Volunteers can often deliver excellent results in improving the environment within an area	AV	Resident Services		<p>Complete – community clear up events were conducted during the summer.</p> <p>18<sup>th</sup> July - Highfield 19 July - Berkhamsted 21 July - Long Chaulden 20<sup>th</sup> July in Grovehill –</p> <p>Link for more information <a href="http://www.dacorum.gov.uk/default.aspx?page=6742">http://www.dacorum.gov.uk/default.aspx?page=6742</a></p>	

**AGENDA ITEM: 10**

**SUMMARY**

<b>Report for:</b>	<b>Housing and Community Overview &amp; Scrutiny</b>
<b>Date of meeting:</b>	<b>25<sup>th</sup> January 2012</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Financial Quarterly Report</b>
Contact:	James Deane, Group Manager (Financial Services)

Report to follow.

**AGENDA ITEM: 11**

**SUMMARY**

<b>Report for:</b>	<b>Housing and Community Overview &amp; Scrutiny</b>
<b>Date of meeting:</b>	<b>25<sup>th</sup> January 2012</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Review of Tenant and Leaseholder Committee and the Wider Tenant Involvement Arrangements</b>
Contact:	Elliot Brookes, Assistant Director, Housing Landlord Carolyn Leech, Team Leader, Policy and Participation
Purpose of report:	The purpose of this report is to update the Housing Landlord Management team, Portfolio Holder for Housing, Tenant and Leaseholder Committee and Housing and Communities Overview and Scrutiny Committee on the current situation with the review of the Tenant and Leaseholder Committee and the wider arrangements for tenant and leaseholder involvement going forward.
Recommendations	<ol style="list-style-type: none"> <li>1. That the Overview and Scrutiny Committee supports the development of the proposed new arrangements for tenant involvement following the regulatory changes</li> <li>2. That the Overview and Scrutiny Committee monitors the development of the new arrangements on a quarterly basis</li> </ol>
Corporate objectives:	<p>Effective and empowered tenant involvement supports the Council's corporate objectives and contributes to:</p> <ul style="list-style-type: none"> <li>• Our Community capacity</li> <li>• Economic development and regeneration</li> <li>• Resources and value for money</li> <li>• Affordable Housing</li> <li>• Enhancing our profile and reputation</li> <li>•</li> </ul>
Implications:	<p><u>Financial</u></p> <p>It is anticipated that any changes to involvement should be cost neutral; but give tenants and leaseholders more direct control over the money that is spent on delivering the service both locally, at neighbourhood level and borough wide.</p> <p>The involvement structure will also be designed to give tenants and leaseholders the ability to be involved at a level that is</p>

Value For Money Implications'	<p>comfortable for them and that is centred on their priorities and gives value for money.</p> <p>There will be a need to ensure that those tenants and leaseholders involved at the higher levels of involvement are fully trained and supported with this; it will therefore be necessary to ensure that part of the budget be assigned for this.</p> <p><u>Value for Money</u></p> <p>It is anticipated that tenant involvement will be involved in scrutiny, service reviews and developing or reviewing service level agreements. Targeting our expenditure against tenant and leaseholder priorities will enable us to deliver value for money for our tenants and leaseholders, as well as higher levels of customer satisfaction.</p>
Risk Implications	<p>Developing and delivering a robust and focused tenant involvement structure, 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>
Equalities Implications	<p>Tenant Involvement deals with the whole tenant and leaseholder community, including young people.</p>
Health And Safety Implications	<p>There are no health and safety implications identified.</p>
Consultees:	<p>The Chair of the Tenants and Leaseholder Committee together with members of the Governance Sub Committee have been working jointly with members of the Policy and Participation Team, Group Manager for Tenant and Leaseholder Services and the Assistant Director for Housing Landlord to undertake a review of the TLC on behalf of the Council. The Governance Sub Committee have consulted with members of the TLC and gathered their feedback on what is working well and what is not working so well with the current arrangements. Prior to the members of the TLC receiving this report there had been some concerns that a review may result in the dilution of the TLC responsibilities, however this is not the case; the review seeks to support, strengthen and enhance the role of the TLC in a move towards co-regulation.</p>
Background papers:	<p>Suggested reading to support this report includes:</p> <p>Tenant Scrutiny: now and in the future  <a href="http://www.cih.org/resources/PDF/Policy%20free%20download%20pdfs/Tenant%20Scrutiny%20-%208-Nov-2011-lowres.pdf">http://www.cih.org/resources/PDF/Policy%20free%20download%20pdfs/Tenant%20Scrutiny%20-%208-Nov-2011-lowres.pdf</a></p> <p>TSA Consultation paper on regulatory reform  <a href="http://www.tenantservicesauthority.org/server/show/conWebDoc.21636">http://www.tenantservicesauthority.org/server/show/conWebDoc.21636</a></p>

## **Background**

The Tenant Services Authority was set up in December 2008 to replace the Housing Corporation following a shift towards empowering tenants to get involved in helping to manage their landlord's services. A set of regulations were developed following a series of national conversation events that were based on tenant priorities across the Country.

Following the introduction of the Tenant Services Authority and its regulatory standards a broad brush review of Dacorum Borough Councils tenant and leaseholder involvement was undertaken.

As a result of this the Tenant and Leaseholder Committee was formed in January 2011, this seeks to support compliance with the Tenant Involvement and Empowerment Regulatory Standard.

A review process was built into the new framework for the Tenant and Leaseholder Committee to be undertaken at the six to nine month point. The review was built in to ensure that we are still complying with the regulatory standard and that valuable and empowered tenant and leaseholder involvement is being achieved within the Housing Landlord Service.

## **Regulatory Changes**

Following the spending review in early 2011 various "quangos" including the Audit Commission and the Tenant Services Authority are to be abolished. This leaves a gap in the monitoring of landlords and their compliance against regulation.

As a result the Tenant Services Authority is currently undertaking a consultation for a proposed revised regulatory framework which is due to end on 10<sup>th</sup> February 2012. The main changes relate to closer economic regulation of private landlords but there are potential changes that would affect local authorities.

The principle changes for us are in the Tenant Involvement and Empowerment Standard and the Tenancy Standard. The first being around co-regulation which aims for providers to support tenants to both shape and scrutinise service delivery, and undertake the role of regulation against the standards and therefore compliance against the regulatory framework. The regulator, Tenant Services Authority, will no longer undertake this function for local authorities; this role will be undertaken by tenant boards or panels, Councillors and/or MP's.

It will therefore be essential to develop effective tenant scrutiny and move towards our top line of tenant and leaseholder involvement i.e. the Tenant and Leaseholder Committee becoming more a board of management as opposed to purely a monitoring and consultative body.

The review therefore coincides with the proposed changes to the regulatory framework which means that we are very well placed to re-act to these changes and enhance our involvement structure to support this.

## **Present position of the review**

A working group for the review of the Tenant and Leaseholder Committee and the wider involvement arrangements has been established and is made up of staff, including the Group Manager for Tenant and Leaseholder Services, Team Leader Policy and Participation and Lead Officer Tenant Involvement, members of the Governance Sub Committee and the Chair of the Tenant and Leaseholder Committee.

Members of the Governance Sub Committee have been gathering feedback from members of the committee on what they feel works well with the current group and where improvements can be made.

It is accepted that there are still some gaps in our involvement structure, specifically the lack of young people and leaseholders involved in the service, as well as alternative methods of involvement.

The Tenant and Leaseholder Committee have undertaken a valuable function but there is still confusion with the role and what its purpose is, not only in 'monitoring' the Housing Landlord Service but also in representing the wider body of tenants and leaseholders.

This understanding together with comments from the Governance Sub Committee and the Chair of the Tenant and Leasehold Committee and incorporating best practice guidelines and the changing regulatory landscape has been used as a baseline to create our ideal model of tenant and leaseholder involvement. This includes shifting the role of the Tenant and Leaseholder Committee towards a higher board of management level.

### **Role of the Tenant and Leaseholder Committee**

It is widely agreed by the Chair of the Tenant and Leaseholder Committee and members of the Governance Sub Committee that the role of the Committee should evolve to support the changing regulatory landscape and become a more strategic function taking responsibility for:

- Performance of the landlord service
- Implementation and monitoring of the local offers
- Budget challenge and financial viability of the service
- Implementation of improvements from audit recommendations

It is anticipated that this review will see the Tenant and Leaseholder Committee move towards higher level "board of management" that can hold the service to account on performance and help to highlight areas for improvement and development.

At its current size the committee is too large to facilitate good challenge on topics by its members, therefore it is suggested that the membership of the committee be reduced to a more manageable number of 12 members; it is anticipated that membership of the Tenant and Leaseholder Committee would be made up predominately by members of the Local Area Panels, this would then ensure a link between grass roots involvement and the higher level's.

The Tenant and Leaseholder Committee, together with the Housing Landlord Service should also establish operational sub committees or panels to undertake lower level monitoring and performance challenge.

Developing local area panels would mean that there could be a focus on the individual needs of the diverse area's of the borough and thus building a strong relationship between the tenant on the street, the Tenant and Leaseholder Committee and the wider Council.

By doing this we will really focus on building active and empowered involvement at a local level which will bring us more in line with our peers.

There should also be a formal recognition of tenant and leaseholder involvement into any formal reports from Housing that go to Cabinet and Housing and Communities Overview and Scrutiny Committee.

Over the coming months as part of the development work that will be needed following the consultation on proposed regulatory reform we will be looking to develop a formal arrangement between the Tenant and Leaseholder Committee and Members. This will aim to recognise the Executive of Cabinet and Portfolio Holder as well as including members of the Tenant body and Overview and Scrutiny to act in an advisory capacity in addressing areas of concern and improvements for Housing Landlord Service.

### **Wider Involvement Opportunities**

With the introduction of co-regulation and more focus on local level service delivery it is acknowledged by those in the working group that we will need to align our tenant and leaseholder involvement opportunities to give us a fit for purpose structure that gives true involvement, see appendix one. This structure is based on a model developed by TPAS, see appendix two.

By creating local area panels which can focus on the needs and wants of those that live in that geographical area we will be able to tailor services accordingly, and deliver what is truly required by our tenants and leaseholders in those areas. This will enable us to deliver local offers that are meaningful to all.

The changes to the regulatory framework will see tenant scrutiny become a key part of co-regulation and this is an area of development for us. It is suggested that the Tenant Scrutiny Panel be a standalone panel that is completely impartial from any other involvement activity, therefore if you are a member of the tenant scrutiny panel you will be unable to sit on any other group or panel. This approach is supported by Housemark, TPAS and TAROE.

The Tenant Scrutiny Panel should have direct links to both the Tenant and Leaseholder Committee and the Council scrutiny process to enable them to undertake “deep dive” reviews of services and performance where instructed. They will be required to report to the Tenant and Leaseholder Committee on a quarterly basis.

It is also suggested that a team of tenant auditors or “inspectors” work with us to look at individual service areas and highlight improvements that can be made, being used as a service improvement and continuous improvement tool; this will then enable us to enhance the customer experience and have a robust process of continuous improvement in place.

This will support the current arrangements for the BSi accreditation as well as our own quality framework that is in place.

A recruitment framework will be established and put in place to ensure that there is transparent recruitment to the new Tenant and Leaseholder Involvement Structure, see appendix three, this will show all tenants and leaseholders how they can get involved with the Housing Landlord Service at all levels of involvement.

Following any changes to the involvement structure it may also be necessary to align our staffing structure within the Policy and Participation Team to support the new framework.

A Tenant and Leaseholder Involvement Strategy will be created for a three year period clearly setting out the objectives for the Housing Landlord Service for tenant and leaseholder involvement. This will show the mechanisms for getting involved, from grass roots level, right the way through to the Tenant and Leaseholder Committee.



The Strategy will have an annual review built into it to enable us to check that our involvement structures are working and are still fit for purpose, as the regulation and horizon for housing are ever changing and we need to ensure that we are adapting accordingly.

## **Implications**

### **1 Long term consequences**

The review of the Tenant and Leaseholder Committee and wider involvement structure aims to respond to the changing regulatory agenda and underpin tenants and leaseholders priorities at a local level, improving service delivery and giving added value for money.

### **2 Service delivery**

The review will help improve the service delivery given to our tenants and leaseholders, and will build on the reputation and image of Dacorum Borough Council Housing Landlord Service.

### **3 Diversity and community impact**

Tenant involvement deals with the whole tenant and leaseholder community, including young people.

### **4 Financial**

It is anticipated that any changes to involvement should be cost neutral; but give tenants and leaseholders more direct control over the money that is spent on delivering the service both locally, at neighbourhood level and borough wide.

The involvement structure will also be designed to give tenants and leaseholders the ability to be involved at a level that is comfortable for them and that is centred on their priorities and gives value for money.

There will be a need to ensure that those tenants and leaseholders involved at the higher levels of involvement are fully trained and supported with this; it will therefore be necessary to ensure that part of the budget be assigned for this.

### **5 Value for Money**

It is anticipated that tenant involvement will be involved in scrutiny, service reviews and developing or reviewing service level agreements. Targeting our expenditure against tenant and leaseholder priorities will enable us to deliver value for money for our tenants and leaseholders, as well as higher levels of customer satisfaction.

### **6 Legal -No legal implications**

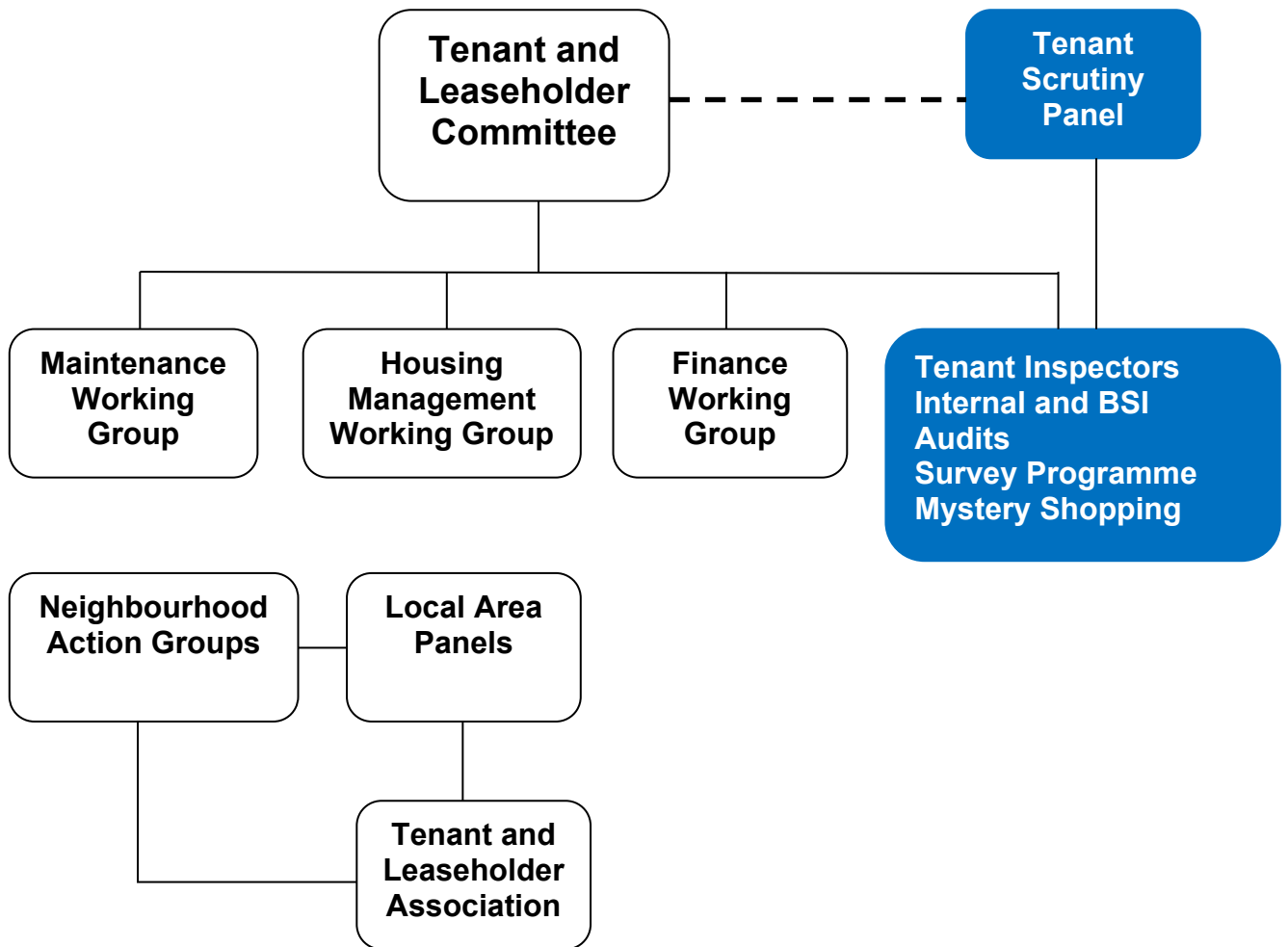
### **7 Human resources and employee interests**

As a result of any changes to the tenant involvement structure it may be necessary to align the staffing establishment of the Policy and Participation team to support this. It is anticipated that this will be done by re-distributing resources to ensure the best use of the staff team and time.

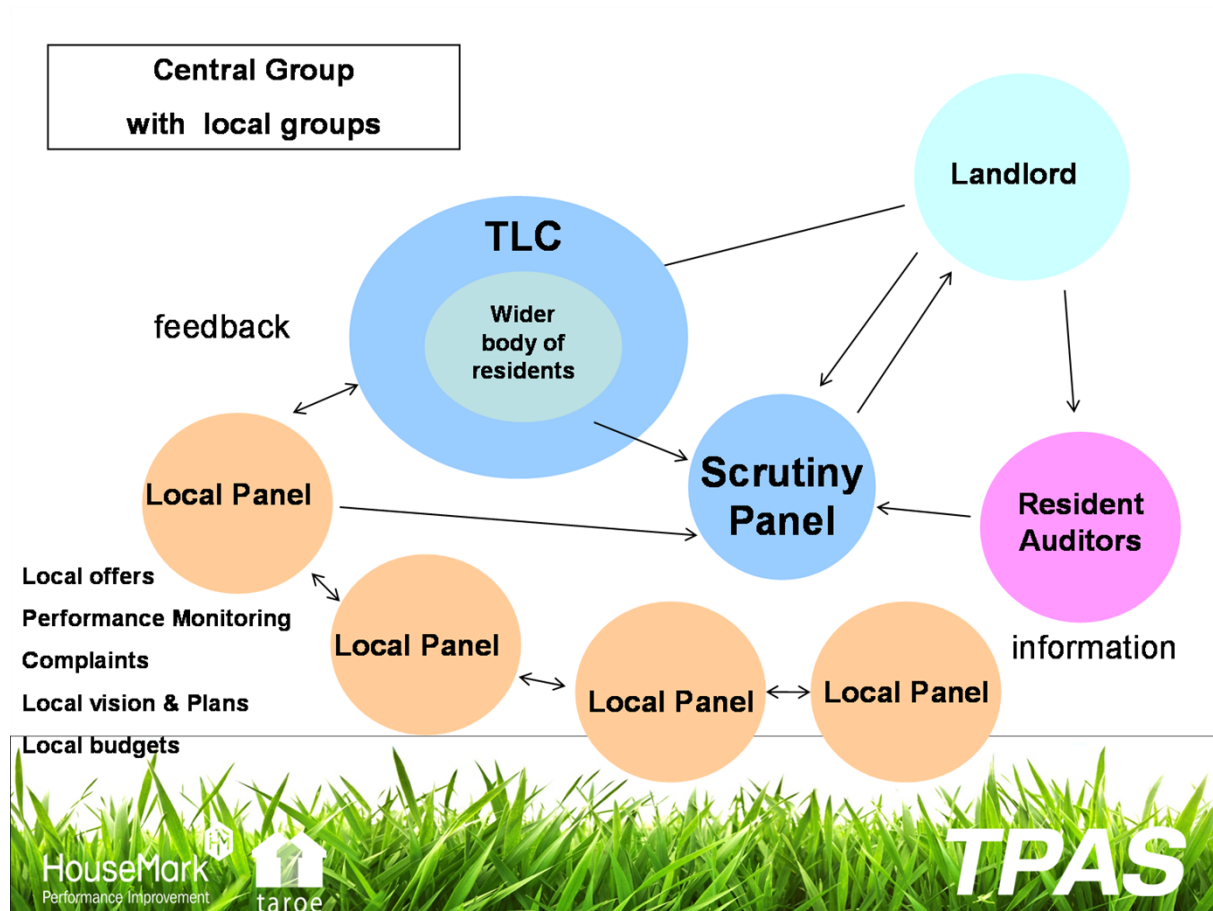
## 8 Risk - maintenance of reputation

Developing and delivering a robust and focused tenant involvement structure, 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.

**Appendix One – Proposed Tenant and Leaseholder Involvement Structure**



**Appendix Two – TPAS Tenant Involvement Model**



## **Appendix Three Framework for recruiting tenants within the Tenant and Leaseholder Involvement Structure**

### **Framework for recruiting tenants within the Tenant and Leaseholder Involvement Structure**

This framework will outline how tenants will access the new tenant involvement structure.

#### **Low level involvement**

Low level involvement could include (list is not exhaustive):

- Tenant Conference
- Local Area Walkabouts
- Focus Group
- Consultation

To be involved at this level requires no formal route; tenants can opt in and out at their choice.

#### **Local Area Panels**

This is a new involvement opportunity. Launch of the Local Area Panels (LAP) will be promoted via News and Views, on the website and other advertising methods. There will be four LAPs to cover the geographical area of Dacorum.

Tenants will be invited to attend an initial opening meeting where local priorities will be set. Once the priorities are set the attendees will be given the opportunity to elect a Panel to monitor the progress of the local priorities. Nominations for the LAP will be sent to the Tenant Involvement Officer. Voting shall then be conducted at the next arranged meeting. The Panel should not exceed 15 members.

Further election process will be in full details within the Terms of Reference (ToR) for the LAP.

#### **Tenant and Leaseholder Committee.**

The Tenant and Leaseholder Committee (TLC) shall be elected from the LAPs. The membership and size of the Committee will be 12 and will include a maximum of 2 resident leaseholders. The constituent representatives are as follows:

##### Core Tenant Representatives – Area

• Local Area Panel 1	2
• Local Area Panel 2	2
• Local Area Panel 3	2
• Local Area Panel 4	2
• 'Open to all' Tenant wide	2
• Resident Leaseholders	2
<b>Total Committee Size</b>	<b>12</b>

The Portfolio Holder for Housing and the Chair of Housing and Community Overview and Scrutiny Committee will have a standing invitation to attend meetings.

Elections to the TLC will be agreed by the LAP. Terms for standing and length of service will be included within the TOR.

### **Scrutiny activities**

#### **Tenants Scrutiny Panel**

This will be a newly created panel; posts will be advertised to all tenants and advertised via News and Views, the website and promoted via all Tenant and Leaseholder involvement activities. Applicants will go through the following application process:

- Application form
- Criteria selection
- Interview
- Training

Any successful member of the Tenant Scrutiny Panel will not be allowed to be involved in any other part of the involvement structure; this will allow complete impartiality of the group to effectively carry out their role.

#### **Tenant Inspectors**

This is a current activity and will remain open to all tenants and leaseholders. Yearly recruitments will be carried out should numbers dwindle. Current procedures will remain the same for additional recruitment with attendance at Training being the only requirement for involvement.

#### **Mystery Shoppers**

This is newly introduced involvement activity. Posts will be advertised to all tenants and advertised via News and Views, the website and promoted via all Tenant and Leaseholder involvement activities. The only criteria will be availability to attend training prior to undertaking any Mystery Shops. Yearly recruitment drives will be undertaken if necessary.

**AGENDA ITEM: 12**

**SUMMARY**

<b>Report for:</b>	<b>Housing and Community Overview and Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>25 January 2012</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>STRATEGIC HOUSING UPDATE REPORT</b>
Contacts:	Julia Hedger – Strategic Housing Group Manager  Jack Burnham, Housing Strategy and Development Team Leader Luke de Kretser, Housing Strategy and Partnerships Lead Officer
Purpose of report:	<ol style="list-style-type: none"> <li>1. To summarise the updates in national policy and their impacts on local policy and the proposed timeline for updating relevant policies</li> <li>2. To update members on the development programme for the Council's affordable housing policies.</li> </ol>
Recommendations:	<p>That the Overview and Scrutiny Committee comments on the direction of policy and supports the proposed timeline for developing Council policy and the following recommendations :-</p> <ol style="list-style-type: none"> <li>1. Not to issue Flexible Tenancies on DBC stock until the Strategic Tenancy Policy and any linked policies have been adopted by Cabinet.</li> <li>2. To expect Affordable Rent properties to be let following the council's existing Allocations Policy and following existing nominations agreements.</li> <li>3. To write the Council's Housing Strategy as a live document that contains key points from the suite of DBC housing policies.</li> </ol>
Corporate and IDP objectives and benefits:	<p>This project contributes to Affordable Housing.</p> <p>The benefits it will deliver are: a clear policy position and action plan for updating the Council's strategic housing documents.</p>
Implications:	<p><u>Legal</u></p> <p>This document will provide a steer on the position of members</p>

	on issues that are not currently covered in policy.
Risk implications:	There is a risk of not having a clear policy position that could be challenged at appeal and in day to day operations.
Equalities implications:	Not required at this stage however EIA will be completed for each policy when required
Health and safety implications:	N/A
Sustainability implications:	N/A
Consultees:	Mark Gaynor -Corporate Director, Housing and Regeneration James Doe – Assistant Director, Housing and Regeneration
Background papers:	Localism Bill Government Housing Strategy National Affordable Housing Framework 2011-15

## 1. Introduction

This report lays out two areas where new government policy has left a gap in our existing policies. The report then goes on to provide an explanation of how we are proposing to implement a series of policies and strategies.

All of the points raised in sections 2 and 3 are going to be addressed in the near future by strategies such as the Strategic Tenancy Policy, the Affordable Housing Supplementary Planning Document and the overarching Housing Strategy. These imminent strategic documents will go through the full consultation process and will then be subject to approval by Cabinet.

An indicative timeline for the new policies is attached as Appendix A to this document.

## 2. Flexible Tenancies

Flexible Tenancies were introduced by the government last year as a way for social housing providers to manage their stock better and regain possession of a socially funded property at a given time. The passage of the Localism Bill to an Act on the 15<sup>th</sup> November 2011 also gives Local Authorities the power to grant flexible tenancies.

**It is recommended that Dacorum Borough Council (DBC) will not issue Flexible Tenancies on its stock until their Strategic Tenancy Policy and any linked policies have been adopted.**

DBC expect Registered Providers who wish to let properties under Flexible Tenancies to have clear and transparent policies on who will be granted flexible tenancies, how long the tenancies will be for, and what processes occur when a flexible tenancy comes to an end and / or it is renewed. We require that these policies are available to the prospective tenant before an offer is made of a flexible tenancy.

The property should be let subject to existing nominations agreements as well as our existing Allocations Policy. The properties should be advertised through our Choice Based



Lettings system, and clearly state the tenancy length, that the property is being let as a new flexible tenancy, and where an applicant can find the details on the tenancy that are required above. This is so that applicants know exactly what they are choosing. Flexible Tenancies and their allocation will be covered by the forthcoming Strategic Tenancy Policy and Housing Allocation Policy.

### **3. Affordable Rent**

Affordable rent (set at up to 80% of market rent) has replaced Social Rent as the main affordable housing rented tenure in new developments. Affordable Rent properties are recognised as affordable housing in changes made to the government's Planning Policy Statement 3 in June 2011. The proposed Core Strategy highlights that 75% of affordable properties should be "rented" with the proposal in the new Supplementary Planning Document (SPD) to be that these properties are delivered mainly as Affordable Rent units (to assist delivery).

Our forthcoming Strategic Tenancy Policy and the review of the Housing Allocation Policy will identify how DBC expect Affordable Rent properties to be let in more detail. It is planned to take a Draft STP to Cabinet in March 2012 and to consult over the early summer period.

**It is recommended that until such a policy is adopted, DBC expect Affordable Rent properties to be let following the council's existing Allocations Policy and following existing nominations agreements.**

Furthermore, the properties should be advertised through our Choice Based Lettings system, and clearly state the rent, and that the property is being let under the new Affordable Rent tenure so that applicants know exactly what they are choosing.

### **4. Housing Strategy**

The Housing Strategy is the overarching strategic document that links all the policy within Strategic Housing – our current Housing Strategy is up to 2012.

As such we are proposing to lay out the new Housing Strategy as a link document that provides a detailed executive summary of all the Housing Policy in Dacorum Borough Council, and then directs the reader to the correct area and relevant policy.

Previously the Housing Strategy has drawn together much more of the detail and rationale from the different strategic documents in to one, very large and unreadable document. The proposal to make the document shorter, more strategic and to reference the more detailed and specific policy will result in a number of benefits, some of which are outlined below.

Benefits:

- Will ensure that duplicate policies are not produced.
- Will ensure that DBC is more responsive to Central Policy changes.
- Will not require a rigid update as the Strategy will be a live document.
- Will result in a more "customer friendly" strategy.

The timescales for creating a Housing Strategy in this way are slightly different to those previously agreed, as some sections, such as the Allocations Policy review, will take time to complete. However, if this format is adopted then an overarching Housing Strategy can be in place by Spring 2012 (subject to Cabinet approval) and the different sections will be refreshed and inserted into the strategy document as and when they are approved by

Cabinet. Once the different sections are all updated, the Housing Strategy can be reviewed and any changes to the executive summary can be made when required.

The core sections that will make up the Housing Strategy are the Housing Allocations Policy, the Homelessness Strategy, the Strategic Tenancy Policy, the Affordable Housing SPD and the Housing Needs Study, all of which are being reviewed or re-written in 2012. Other elements include a rural housing strategy and an older person's strategy, a young people's strategy; all to be addressed in due course with outline proposals included within the service plans for 2012/13.

**It is recommended that the proposal to write the Council's Housing Strategy as a live document that contains key points from the suite of DBC housing policies is supported.**

### **5. Homelessness Strategy**

The Homelessness Strategy will also be reviewed in 2012. The strategy runs until 2013 so is not yet out of date, however it does need to be brought in to line with current homeless legislation.

Furthermore, the Strategic Housing Service, in association with Shelter, will be undertaking a Homelessness Service Review in Q4 2012. The results of this will feed in to the update of the homelessness strategy and the Strategic Housing service plan for 2012/13 .

### **6. Affordable Housing Supplementary Planning Document**

The Affordable Housing SPD will define the requirements for developers and housing associations on delivering affordable housing within Dacorum. A timeframe has been drawn up for the completion of this document and is attached in the appendix. The SPD will be based on the Housing Market and Needs Assessment 2012, which is currently being undertaken by a consultant and is due to be completed by March 2012. This will provide evidence that can ensure that the SPD is not only meeting local need, but is also defensible at planning appeal. In order to tie the SPD up with the current Core Strategy work, the plan will be to propose formal adoption of the SPD on the same day that the Core Strategy is adopted by Cabinet. It will be taken to Cabinet in advance of adoption, meaning that it will become a material planning consideration in the interim period, prior to the adoption of the Core Strategy.

The SPD will include the recommended tenure mix for affordable housing, a commuted sum policy, and recommendations and guidelines on affordable housing unit sizes, space standards and funding arrangements. There will also be additional supporting information justifying the Council's chosen position. An officer working group will be established to ascertain a policy position working closely with Portfolio holders.

## Appendix A: Proposed New Policy Timeline

Date	Strategic Tenancy Policy (STP)	Supplementary Planning Document (SPD)	Allocations Policy
<b>January 2011</b>	<p>Work starts on Illustrative STP &amp; Consultation Document. To be discussed with Portfolio Holder.</p> <p>Dates set for STP Working Group</p>	Officer Working Groups Start	
<b>February 2011</b>	<p>Illustrative STP taken to Portfolio Holder for Sign-Off.</p> <p>Illustrative STP taken to cabinet with Consultation Document</p>	First Draft Completed	Dates set for Allocations Policy Working Groups (Members and Officers)
<b>March 2011</b>	<p>Full STP drafting begins, based on outcomes of cabinet and portfolio holder decisions</p> <p>Report taken to Overview and Scrutiny</p>	<p>Draft taken to members and to officers for discussion.</p> <p>Report taken to Overview and Scrutiny Panel</p> <p>Revisions made.</p>	<p>First working groups take place</p> <p>Officer brainstorming on new allocations policy</p>
<b>April 2011</b>	Draft STP is taken to cabinet for authorisation for consultation period to begin	<b>CONSULTATION</b>	<p>Work begins on draft allocations policy</p> <p>Report taken to Overview and Scrutiny</p>
<b>May 2011</b>	<b>CONSULTATION</b>	<b>CONSULTATION</b>	Draft allocations policy taken to portfolio holder for authorisation for consultation period to begin

Date	Strategic Tenancy Policy (STP)	Supplementary Planning Document (SPD)	Allocations Policy
June 2011	<b>CONSULTATION</b>	Consultation analysis & revision	<b>CONSULTATION</b>
July 2011	Consultation analysis & revision	Analysis	<b>CONSULTATION</b>
August 2011	Final STP and consultation responses discussed with portfolio holder for final comments	Final Revisions	Consultation analysis & revision
September 2011	STP taken to cabinet for authorisation to adopt as Council Policy	SPD taken to cabinet for authorisation to adopt as Council Policy	Final Allocations Policy and consultation responses discussed with portfolio holder for final comments  Allocations Policy taken to cabinet for authorisation to adopt as Council Policy
October 2011			
November 2011			
December 2011			

### **13. 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 &amp; COMMUNITY OVERVIEW &amp; SCRUTINY COMMITTEE: Work Programme 2011/12

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information
<b>2 February 2012</b> <i>Joint OSC meeting</i>	<b>23 January 2012</b>	Budget 2012-13	Sc	S Marshall, Corporate Director Finance & Governance	
<b>21 March 2012</b>	<b>9 March 2012</b>	Choice Based Lettings and Housing Allocations Policy Review	Sc/PD	J Hedger, Group Manager Strategic Housing	To review the operation of the Choice Based Lettings system & any necessary revision to the Housing Allocations Policy
		Review of Homelessness Strategy	PD	J Hedger, Group Manager Strategic Housing	To consider the contents of the Homelessness Strategy
		Report on Deprivation	Sc	K Warner, Customer Insight Officer D Gill, Group Manager Partnerships and citizen insight	
		Old Town Hall – Capital Improvements		D Austin, Assistant Director, Neighbourhood Delivery	
		Equalities Consultation	Sc	J Milsom, Assistant Director Strategy & Transformation, Community & Organisation.	
		Performance of Eldercare	Sc	D Chandarana, Supported Housing Manager	

PM – Performance management

PD – Policy Development

Sc – Scrutiny

Other Items Pending:

- Housing Waiting List
- Self Financing (of the housing service)
- The Localism Bill
- Planned Maintenance Programme

**HOUSING & COMMUNITY OVERVIEW & SCRUTINY COMMITTEE:** Work Programme 2012/13

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

<b>Meeting Date:</b>	<b>Report Deadline</b>	<b>Items:</b>	<b>Type:</b>	<b>Contact details:</b>	<b>Background information</b>
<b>20 June 2012</b>	<b>8 June 2012</b>	Quarter 4 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	
		Old Town Hall	PM	S Railson, Arts Manager	
<b>18 July 2012</b>	<b>6 July 2012</b>				
<b>12 September 2012</b>	<b>31 August 2012</b>	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	
		Old Town Hall	PM	S Railson, Arts Manager	



<b>31 October 2012</b>	<b>19 October 2012</b>	Quarter 2 Performance Report		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	
<b>13 December 2012</b> <i>Joint OSC meeting</i>		Budget 2013-2014  <b><i>NO FURTHER ITEMS TO BE ADDED</i></b>	Sc	S Marshall, Corporate Director, Finance & Governance	
<b>23 January 2013</b>	<b>11 January 2013</b>				
<b>5 February 2013</b> <i>Joint OSC meeting</i>		Budget 2013-2014  <b><i>NO FURTHER ITEMS TO BE ADDED</i></b>	Sc	S Marshall, Corporate Director Finance & Governance	

<b>13 March 2013</b>	<b>1 March 2013</b>	Quarter 3 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	
		Old Town Hall	PM	S Railson, Arts Manager	

PM – Performance management

PD – Policy Development

Sc – Scrutiny

Other Items Pending:

- Housing Waiting List
- Self Financing (of the housing service)
- The Localism Bill
- Performance Report from SeniorLink Eldercare