

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

WEDNESDAY 31 OCTOBER 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 (Vice-Chairman)
Bassadone	Marshall (Chairman)
Conway	McLean
Flint	Organ
Hearn	R Sutton

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

Substitute Members: Councillors G Chapman, 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 12 September 2012.

2. APOLOGIES FOR ABSENCE

To receive any apologies for absence

3. DECLARATIONS OF INTEREST

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

- (i) must disclose the interest at the start of the meeting or when the interest becomes apparent, and
- (ii) may not participate in any discussion or vote on the matter and must withdraw to the public seating area.

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

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

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

None

AGENDA ITEM: 6

SUMMARY



Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	31st October 2012
PART:	1

Title of report:	Dacorum Sports Trust Annual Report
Contact:	Councillor Harden, Portfolio Holder for Residents & Regulatory Services Author/Responsible Officer, Eli Tweed, Commissioning & Social Enterprise Officer
Purpose of report:	To provide Members with information about the performance and activity of Dacorum Sports Trust during 2011/12 and outline some of the proposed work for the future.
Recommendations	That members note the annual performance report for Dacorum Sports Trust as presented at the meeting.
Corporate objectives:	Dacorum Delivers – Performance Excellence Building Community Capacity – addressing health inequalities
Implications:	<u>Financial</u> Dacorum Sports Trust received a grant of £525,000 in 2011/12. (which includes £50,000 for Little Hay)
'Value For Money Implications'	<u>Value for Money</u> Dacorum Sports Trust supports the Council in achieving Value for Money for its citizens through providing sports facilities that promote active communities.
Risk Implications	There are no risk implications associated with this report.
Equalities Implications	There are no specific equalities implications associated with this report.

Health And Safety Implications	None.
Consultees:	Dacorum Sports Trust. Janice Milsom, Assistant Director – Strategy and Transformation, Community and Organisation.
Background papers:	None.
Glossary of acronyms and any other abbreviations used in this report:	

Introduction

Dacorum Sport Trust has been managing many of the Council's Sports facilities since 2004. The Sports Trust (Sportspace) now manage the following facilities through lease arrangements:

- Hemel Hempstead Sports Centre
- Berkhamsted Sports Centre
- Tring Sports Centre (dual use facility)
- Longdean Sport Centre (dual use facility)
- Dacorum Athletics Track
- Little Hay Golf Complex

In addition, Sportspace run a programme of Sports Development through the Borough.

Performance Indicators

Sportspace have been reporting on a number of performance indicators recorded on the Council's CorVu performance management system. In 2011/12 the performance was:

Title	Target	Performance	Detail
Subsidy per User	£0.33p	£0.25p	<p>This decline was primarily due to the Extreme Connections Centre (XC) commencing operations on July 2011. Income was higher than predicted by 51.7% and expenditure at XC was higher than predicted by 64.8%.</p> <p>Overall usage of Sportspace sports centres was down against budget, by 2.2%, expenditure was up by 1.9% and income up by 3.8%. Little Hay had an exceptional year with income up 15.7%.</p>

Customer experience and satisfaction rating - Hemel Hempstead	79%	78%	Telephone system was revisited and all sites answering phones. General cleanliness around the centre has also been noted by customers.
Customer experience and satisfaction rating - Berkhamsted	79%	87%	Early morning receptionists introduced for weekday mornings to improve the customer experience at reception. Improvements to cleanliness around the centre.
Customer experience and satisfaction rating - Tring	79%	92%	A good result throughout the centre, from customer services to cleanliness around the centre.
Provision for target groups - hours of provision for young people	9070	12418	The increase in these figures is due to the opening of XC in July 2011 which has a focus on providing activities for young people.
Provision for target groups - hours of provision for older people	3800	4941	The increase in the hours of provision for older people is due to a number of funded partnership projects worked on during the year. In addition the hours for the extensive free health/walk and ramble programme Sportspace run across the borough have been included. The programme is always considered for expansion subject to need and demand.
Provision for target groups - hours of provision for people with disabilities	351	331	Sportspace continue to work in partnership with a number of local disability clubs to provide activities in our main centres. The slight downturn in hours was due to one of the externally funded projects coming to an end.

Planning for the future

Sportspace has been working in partnership with the Council to improve facilities across the Borough and continues to develop innovative schemes and plans. The partnership is currently looking to develop new schemes (and related performance indicators) to support the Council priority of reducing deprivation.

Targeted sports provision in the most disadvantaged groups can improve health outcomes and lead to improved quality of life for communities.

In addition the Extreme Connexions (XC) building was opened at Jarmans Park in July 2011. It was funded largely by a £5 million external funding scheme and brings world class facilities to the borough.

An updated funding plan between DBC and Sportspace is nearly completed and includes the delivery plan priorities for 2012 – 13. It takes into account the aspirations of the Sports Trust and the Council and details the continued improvement efforts that will be made.

In April 2012 a Sports Policy Statement was presented to Cabinet which Sportspace were consulted on and will be asked to adhere to, as key partners of the Council.

Partnership plans for 2013 also include creating a Sports Outcomes framework which aims to demonstrate the difference Sportspace is making to the community and that investment and action are improving people's lives.

Dacorum Sports Trust Presentation

A presentation of the Sports Trust Annual Report for 2011/12 will be given by Dave Cove, the Chief Executive of Sportspace.

AGENDA ITEM: 7

SUMMARY



Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	31st October 2012
PART:	1
If Part II, reason:	

Title of report:	Quarter Two Performance Report – Regulatory Services
Contact:	Cllr Neil Harden, Portfolio Holder for Residents and Regulatory Services Author/Responsible Officers: Steven Baker, Assistant Director (Legal, Democratic & Regulatory) Rita McGinlay, Group Manager (Regulatory Services)
Purpose of report:	To provide Members with the performance report for quarter 2 in relation to Regulatory Services.
Recommendations:	That Members note the report.
Corporate objectives:	Resources and Value For Money; Optimise Resources and Implement Best Practice.
Implications:	Financial: None.
'Value For Money Implications'	Value for Money: Monitoring Performance supports the Council in achieving Value for Money for its citizens.
Risk Implications	Risk Assessment completed for each service area as part of service planning and reviewed quarterly.

Equalities Implications	Equality Impact Assessment completed for each service area as part of service planning and reviewed quarterly.
Health And Safety Implications	None.
Consultees:	
Background papers:	Quarterly Performance Report – quarter 2 (attached).
Glossary of acronyms and any other abbreviations used in this report:	

1. Background

1.1 For the purpose of this report, 'Regulatory Services' includes the following services:

- Environmental Health (Food Safety, Health and Safety, Statutory Nuisances, Contaminated Land, Drainage, Private Water Supplies, Infectious Diseases, Air Quality Management)
- Private Sector Housing (HMOs, Illegal Eviction, Private Sector Landlord Issues, Improvement Grants, Disabled Facilities Grants, etc)
- Home Energy Conservation
- Pest Control
- Stray Dogs / Dog Warden Services
- Clinical Waste
- Cesspool Emptying
- Environmental Enforcement and High Hedges
- Emergency and Business Continuity Planning.
- Street Trading

2. Regulatory Services Performance Indicators

There are no significant performance issues to bring to Members' attention arising in quarter 2. There has been slight slippage in a couple of areas, REG01 – percentage of abandoned vehicles removed within 24 hours and REG02 – percentage of high risk food premises inspected that were due in the quarter. These have been investigated. Regarding REG01 - An opportunity for a service level improvement has been identified and is now being implemented. With REG02 – this is simply due to peaks and troughs in the work programme; it has been a very heavy quarter. The Council has no control over this, as premises are rated against a national scoring scheme. The Food Safety Team is still on track to reach its end of year target.

3. Food Safety

3.1 It was reported in Quarter 1 that officers had served a food premises Prohibition Order, to close a food premises that presented a significant health risk due to a serious rat infestation. There has been a lot of investigatory work carried out during

Quarter 2, to enable the Council to take the most appropriate course of enforcement action.

3.2 The Food Safety Team has also dealt with an unprecedented amount of health certification work during Quarter 2. This requires officers to carry out certain checks on food products to certify that they are 'fit' to be exported to non-EU nations. There is a cost recovery element to this service.

3.3 Authorised Food Safety Officers have all been re-trained on the procedures and risks of Sous Vide processing (under vacuum). This is an evolving technology that brings significant food safety risks (*Clostridium botulinum*) if not properly controlled.

4. Private Sector Housing

Unfortunately, the downward trend in illegal eviction complaints has now reversed and officers are busy dealing with this area of work again. The end of Quarter 2 also saw an increase in general private sector housing complaints, often regarding seasonal issues, including tenants living in damp and mouldy properties. Legal action against a landlord for running an unlicensed (unsafe) house in multiple occupation, is still being pursued. The Council is awaiting further advice from Counsel.

5. Dog Warden

5.1 Officers ran a very successful campaign during Animal Action Week. A road show was held from Wednesday 4th to Sunday 8th July, across various suitable locations. Once again, partners from RSPCA, the Cat Protection League, Appledown Animal Rescue, PDSA and Hertfordshire Constabulary, joined our Dog Warden in promoting key messages about animal welfare and responsible ownership. This year, officers were also joined by Housing colleagues, to promote the jointly produced draft Pet Policy for Council tenants. The Dog Warden offered discounted / free micro-chipping, (having negotiated 400 free microchips from the Dogs Trust), the Cat Protection League offered free neutering vouchers and PDSA offered free dog health checks.

5.2 The stray dog service was awarded the RSPCA Silver Footprint Award this year. This is the third year running that the Council has been awarded by the RSPCA for the quality of its service.

5.3 Dog fouling continues to be targeted, based on reported data and feedback from our waste contractor. Bennetts End has been the most recently targeted area, with a week long campaign in August, rolled out again in October. Work will continue in encouraging responsible dog ownership. Anecdotally, officers have reported that the number of offenders is proportionately very low. It is planned to capture this data during future campaigns, rather than just exception reporting, to enable better perspective.

6. Environment Enforcement

6.1 Officers have been busy dealing with fly tipping offences. Two surveillance projects have been running, which resulted in one fly tipper being caught on camera tipping up to 5 tonnes of waste. Officers are awaiting Police co-operation with this.

6.2 A further 14 Police and Criminal Evidence Act interviews have been conducted following intelligence gathered from fly tipped waste. These will be pursued and the most appropriate action will be taken.

6.3 During Quarter 2, officers hosted the Herts Fly Tipping Working Group Forum; an opportunity to share best practice and seek opportunities for service improvements.

6.4 Officers have issued 4 Fixed Penalty Notices for littering. Additionally, a week long campaign was held with one business in Hemel Hempstead that was creating a problem with smoking litter. Through a preventative approach, this problem has been dealt with. Similar initiatives have been run with schools in the borough. These have been successful so far.

7. Home Energy Conservation

7.1 A Warm Front mailing was sent to benefit claimants in July, advising them of the heating grant scheme and how they could access this.

7.2 Officers submitted an article and banner advert to Dacorum Digest in August, offering free insulation. These were printed on the front page.

7.3 Officers have worked with colleagues at Watford Borough Council and Hertfordshire County Council, to produce a Hertfordshire bid for £0.5 million funding to deliver the Warmer Homes, Healthy People campaign. The decision will be notified to us shortly.

AGENDA ITEM: 8

SUMMARY



Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	31st October 2012
PART:	1
If Part II, reason:	

Title of report:	Quarter Two Performance Report - Resident Services
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officer, Julie Still, Group Manager – Resident Services
Purpose of report:	(1) Monitoring and information
Recommendations	1) That members note the report and identify any areas where they require additional information or reports of specific projects.
Corporate objectives:	Safe and Clean Environment Building Community Capacity Dacorum Delivers
Implications:	<u>Financial</u> Within existing budgets or additional reserves for Diamond Jubilee and Olympics
'Value For Money Implications'	<u>Value for Money</u>
Risk Implications	As per Neighbourhood Delivery Service Plan
Equalities Implications	
Health And Safety	Individual risk assessment undertaken for events such as

Implications	Diamond Jubilee and Torch Relays
Consultees:	Service Team Leaders, Community Safety Co-ordinator
Background papers:	Service Reports, Police reports, CorVu

Housing and Community Overview and Scrutiny Quarter 2, 2012 – 2013

1. Introduction

1.1 This is the second Quarter performance report for the Residents Services Group which forms part of the wider Neighbourhood Delivery service area and covers the period 1st July 2012 to 30 September 2012.

1.2 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, Town Centre events and management.

1.3 In addition to the above services Resident Services have had responsibility for the Diamond Jubilee celebrations, the Olympic and Paralympic Torch relays and some of the associated events.

1.4 If there are any additional areas or reports for specific areas that members would like to see, please can they inform the Group Manager, Resident Services.

2 Quarter 2 Performance Report – CorVu

2.1 See Appendix A

3 Operational Risk Report

3.1 See Appendix B

4 Community Safety

4.1 The following information is for 1/4/2012 to 30/9/2012 compared with the same period for 2011. The table shows the percentage increase/decrease followed by the rise/fall in the number of crimes, followed by the total number of crimes in the period.

	Hemel Hempstead	Berkhamsted	Tring	All Dacorum	Position in County (10 Districts)per 1000 population
All Crime	-13% (-434,2846)	-12% (-48,351)	-20% (-67,225)	-14% (-547,3455)	5th
Burglary Dwelling	-5% (-8,159)	+28% (+5,23)	+31% (+5,21)	+1% (+2,203)	7th
Vehicle Crime	-32% (-125, 265)	-26% (-15,42)	-7% (-4,55)	-29% (-144,363)	7th
Violent Crime	-7% (-45,575)	+12% (+7, 64)	+37% (+12,44)	-4% (-26, 683)	5th

Criminal Damage	-14% (-88, 537)	+3% (+2,64)	-26% (-15,42)	-14% (-101, 643)	7th
Anti-Social Behaviour	-26% (-789, 2237)	-24% (-76,245)	-21% (-49, 180)	-26% (-914,2662)	6th

A further breakdown by ward can be found attached at appendix C

5 Resident Services - First Quarter Achievements.

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

5.2 Anti-Social Behaviour

5.3 There has been a reduction of reports of anti social behaviour over the summer compared to the same time last year – this is reflected in the Community Safety figures at 4.1.

5.4 Of the cases that are reported there is an increase in the complex nature and serious nature of the incidents which has resulted in a range of actions, some of which are detailed below: -

5.5 Installation of 3 light cameras which are sensor activated to monitor vulnerable properties – 3 arrests followed the cameras installation at one property.

5.6 There were 6 Acceptable Behaviour Contracts (ABC's) signed by young people and their parents to address unacceptable behaviour

5.7 There was 1 Anti-Social Behaviour Injunctions (ASBI) obtained without notice against a perpetrator of intimidating and threatening behaviour. The injunction has the power of arrest attached due to the serious nature of the behaviour.

5.8 There were 5 'Yellow' warning letters sent to perpetrators of anti-social behaviour and their parents.

5.9 At the end of the school term there was a joint operation with the Dacorum Safer Neighbourhoods Team. Officers from the Anti Social Behaviour and Neighbourhood Action Teams joined police officers to deal with the underage drinking of alcohol in public places. During the operation, 40 young people were spoken to about drinking alcohol underage and in a public space, over 20 litres of alcohol was confiscated and 4 warning letters were sent to parents or guardians.

5.10 The Disability Awareness campaign continues with officers attending the Mencap Olympics at Jarmans Park on 9th September.

5.11 The Family Intervention Officer continues to work with families within the borough with complex needs and a 2nd quarter report will be available at the meeting.

5.12 The pilot of the ASB Software continues with Hertfordshire Police

6 Quarter 3 - 2012/13 priorities for ASB: -

- 6.1 Establish a working group for the new White Paper – Putting Victims First
- 6.2 Explore opportunities for funding to continue the work of the Family Intervention Officer

7 Neighbourhood Action

- 7.1 Neighbourhood Action public meetings have been held in Bennetts End, Bourne End / Felden / Box Lane, Adeyfield, Grovehill /Woodhall Farm /Piccotts End and Hemel Hempstead Town Centre. Reports of the consultation will be available shortly and will be sent to all Ward Councillors.
- 7.2 Adeyfield Neighbourhood Action Group have held a film event for older residents at Adeyfield Free Church.
- 7.3 A twinning group has formed which consists of local residents, representatives from voluntary groups who are supported by a number of Councillors and DBC Officers. Visitors from Neu Isenburg will arrive for a short visit in October. It has been established that this is not a civic visit but one that is facilitated by the voluntary group.

8 Quarter 3 - 2012/13 priorities: -

- 8.1 Progress Verge Hardening project.
Progress Play Park improvements in partnership with CSG.
Produce reports for all Neighbourhood Action areas and agree local priorities

9 Verge Hardening Project – update

- 9.1 Pre-planning advice has been sought and received regarding the top 16 sites. Pre planning advice is as follows: -

Marlins Turn – No, a parking scheme would not be acceptable on the large amenity green but possibility of using smaller green nearby.

Ritcroft Street – Yes, a number of suitable sites

Cowper Road, Markyate – Yes to widening verge but no to extending the head of the road

Fennycroft Road – Yes but only at the bottom section of the road

Burns Drive – NO as lack of space

Spring Lane – Yes suitable sites

Ritcroft Close – Yes but only in one area.

Butts End – No but extension to the lower car park possible

Brickmakers Lane – Not suitable for amenity space but verge widening appropriate

Plantation Walk – Yes suitable site

Ritcroft Drive – Not suitable but other schemes in this area should improve the general parking in the area

Royden Court – Yes, suitable site

The Thistles – Yes suitable site

Hilldown Road – Yes suitable site

Deimos Drive – no suitable site

Everest Way – not suitable for large scheme on green but possibly a small scheme on one edge.

9.2 A detailed pre planning report is attached at Appendix D

9.3 Herts Highways and their contractors will be drafting plans which will be taken into the community for consultation with residents. On completion of consultation and any identified changes full planning consent will be obtained and the projects started.

9.4 In addition to the verge hardening/additional parking the pilot projects for prevents, Traffic Regulation Orders and By-laws are continuing. The prevention project has completed the first pilot area in Long Chaulden and there has been a positive response from residents.

10 Children, Young People and Youth Democracy

10.1 Numbers of children aged 6 – 12 Years inclusive attending the adventure playgrounds continues to increase with 8,585 in July, 16,689 in August and 5,544 in September – a total of 30,818 (1,398 of which were by children with special needs) for the 2nd quarter.

10.2 There are 5,176 individual children aged between 6 – 12 years old registered at the 4 Adventure Playgrounds with the largest number registered (2016) at Adeyfield

10.3 The 4 Youth Clubs continue to thrive with numbers continuing to increase and attendance were 1157 for the 2nd quarter. Up to 67 young people attend each youth club and are involved in fund raising and organising their own events.

10.4 National Play Day was a great success with over 700 children and adults attending Adeyfield Adventure Playground on the 1st August 2012. HYPE, the Youth Club had a stall to promote themselves and raise funds as did a range of other services and agencies such as STAGS and The Old Town Hall. In addition during this week the other playgrounds held playdays and attracted high numbers of children and their families (1800 +) in addition to the Adeyfield event and they all raised money for the playgrounds to deliver additional services.

10.5 A very generous donation was made to Chaulden Adventure Playground which saw 16 children attend an Olympic football match, Great Britain v UAE at Wembley and a further 16 children attend the Paralympics. The tickets were allocated as prizes or as a lucky dip thanks to the generosity of the donor. These events were supported by parents and volunteers and donations were also received from local businesses following requests from the Playground Managers.

10.6 On 2nd July 2012, 6 members of Dacorum Youth Forum were invited to attend the Torch Bearer get together to interview them about the role. The group came up with a variety of questions and used the answers to write an article which featured in the August-November issue of Dacorum Digest

10.7 Herts 1125 is the countywide meeting run by Youth Connexions to bring young people from the area together to discuss priorities. At this group the UK youth parliament representatives discuss the national priorities that will form the manifesto. 4 representatives from Dacorum Youth Forum attended the event with other young people from the local area. The issues discussed were then addressed at the following Dacorum Youth Forum meeting.

10.8 On Sunday 4 members of Dacorum Youth Forum volunteered their time to support at the Olympic Torch event at the bandstand in Hemel Hempstead town centre. Dacorum Youth Forum compeered the start of the event and then supported on the day by handing out flags and fliers demonstrating the route that the flame would take.

10.9 Dacorum Youth Forum has continued to meet on a monthly basis. The group have become more committed in recent months and meetings are usually well attended. The group have designed and received their new t-shirts and have started preparing for Local Democracy Week in October. Kidscount (a national organisation to represent the views of young people) are now attending meetings. The aim is to link the DYF in with their projects and jointly utilise resources.

10.10 Youth Action Entertainers visited St Johns Church in Boxmoor to entertain local people at an event run by the Hospice of St Francis. 11 young volunteers performed to over 30 residents who enjoyed guitar, singing, piano and Irish Dancing.

11 Quarter 3 2012/13 Priorities: -

- 11.1 Youth Democracy Week
Half Term and Christmas breaks at Adventure Playgrounds
Kick it Out – anti racism in football event

12 CCTV and Town Centre

12.1 The control room managed 509 separate incidents during the second quarter of this year. There were 91 arrests directly involving the CCTV control room, 132 calls regarding lost, found or stray dogs and 277 visitors to the CCTV control room.

12.2 There were 154 DVD's were provided for evidential purposes to Hertfordshire Constabulary and CCTV were involved in searches for 29 missing persons under the age of 16 and 20 for persons aged 16 or over.

12.3 The CCTV contract has been awarded to IDIS and works on the new CCTV control room will commence before the end of the year.

13 Quarter 3, 2012/13 priorities: -

- Agree works schedule for new CCTV control room
- Start works to new CCTV control room

- Halloween Event
- Christmas Light Switch on

14 Old Town Hall

14.1 This quarter is a quiet time for the Old Town Hall however the Mosaic and Animation workshops that were offered were a great success and we will be looking to build on this for the future. Although quiet, satisfaction rates remaining at 100%, attendance at 63% and private hires – 39 exceeding target (23).

14.2 There have been some delays to the proposed works to the cellar due to the listed nature of the building.

15 Diamond Jubilee

15.1 Adeyfield Neighbourhood Action steering group decided back in 2010 that they would like to mark the Queens visit to the Square for her Diamond Jubilee in 2012 which they did on 20th July.

15.2 The residents of Adeyfield marked the day the Queen visited the Square with an afternoon tea, the showing of old films of the visit and the reading of letters and records of memories.

15.3 There was two special guests Lorna West and Lester Pritchard, who as 5 and 6 year old presented the Queen with a bouquet of flowers - they hadn't seen one another for 59 years. Approximately 60 people attended the afternoon and a booklet of people's memories and a copy of the Film of the Queens were available following requests at the event in June 2012.

16 Olympics and Paralympics

The day of the Olympic Torch Relay started early with 96 primary school children coming together to take part in a retro sports day to celebrate the arrival of the Olympic torch.

There were 6 teams of children from 12 schools and they raced against each other in egg and spoon race, sack race, skipping race, 3-legged race and relay races.

The weather was not kind but rain didn't damper anyone's spirits as all of the children had a great time.

On the same day, Dacorum Borough Council arranged for an aquatics showcase event at Sportspace, Hemel Hempstead.

There were displays from Dacorum Synchronised Swimming Club, Dacorum Diving Club and a mini-gala from Hemel Hempstead Swimming Club. The event was well received and popular with spectators.

As far as the Olympic Torch event was concerned, the torchbearers met at the Civic Centre as the crowds lined the route. Despite the rain an estimated 100,000 people lined the route from Leverstock Green to Woodhall Lane on Queensway. The residents of Dacorum certainly entered into the spirit of the torch and a celebratory atmosphere was apparent along the whole route.

The event took considerable planning and involved a range of partners including Hertfordshire County Council, Hertfordshire and Bedfordshire Police and Dacorum's very active Volunteer Centre and Hertfordshire is Ready for Winners who provided volunteers to line the route.

A number of events followed the torch which included the Council sponsoring a big screen for Camelot Rugby Club which had a slow start but which had over 2,000 people attend the closing weekend (as reported by Camelot Rugby Club)

Hemel Hempstead welcomed home Max Whitlock following his double bronze medal success and the Mayor held a reception at the Civic Centre.







Tring, Berkhamsted and Bourne End welcomed a very late Paralympic Torch through the town centres. Crowds stayed up very late to give the torch bearers a wonderful reception along the whole route and this was supported by Berkhamsted Town Council, Tring Town Council, Bourne End Neighbourhood Action at Bourne End, Tring running club, Tring rugby club, Berkhamsted Rotary club, Berkhamsted Lions, DBC staff and their friends and families and volunteers from the Volunteer centre





The celebrations ended with a Bandstand Marathon in Hemel Hempstead Town Centre which showcases a wide range of entertainment on 9th September and also the Mencap Olympics which took place at Jarmans Park on the same day.

Service Concerns

There are no service concerns at this time.

Performance, Improvement & Transformation >> Neighbourhood Delivery >> Resident Services - Julie Still

 ASB01a	Number of reports of incidents of anti social behaviour across the borough	1,783 Report(s)	1,330 Report(s)	949 Report(s)	
 ASB02	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	100.00% (2/2)	No data	Work is being done to try and improve the percentage of people actually responding to the survey.
 CYP01a	Number of children attending Adventure Playgrounds	Info only	29,666 attendances	17,134 attendances	
 CYP01b	Number of children attending Youth Clubs at Adventure Playgrounds	Info only	1,065 attendances	984 attendances	
 CYP02	Number of young people involved in Youth Democracy events	Info only	89 people	80 people	This figure includes; Dacorum Youth Forum meetings and sub group meetings Presentation skills training Youth Action Entertainers Berkhamsted Youth Town Council - Canal Fields project
 NA01	Number of projects relating	Info only	No data	No data	Allotment project moving forward. Will

	to NAG's action plans				not need planning permission, so will now be contacting Neighbourhood Association regarding running of scheme and looking for funding for initial set-up. Youth Club. Will get plans drawn up so that planning permission can be sought.
	NA02 Number of attendances of Neighbourhood Action meetings by residents	Info only	372 attendances	270 attendances	Numbers have continued to increase, which is excellent. Figures are expected to fall initially next quarter due to this year's round of meetings coming to an end, and we are looking to deliver NA in different formats to encourage and increase participation further.
	OTH01 Average attendance at the Old Town Hall theatre	Info only	57.00%	63.00%	July, August, September are quiet months for OTH. With few performances and/or events
	OTH02 Old Town Hall User Satisfaction	Info only	100.00%	100.00%	Of the events performances attended, our users were 100% satisfied/very satisfied across all elements of the service
	OTH03 Number of private hire bookings of the Old Town Hall	Info only	23 bookings	39 bookings	The summer months are traditionally quiet for private hires at the Old Town Hall.

Operational Risk Register – Residents Services

ND_M01 - Failure to respond to opportunities presented by Localism Bill							
Category of risk: Marketplace Risks			Portfolio Holder: Cllr Neil Harden - Residents & Regulatory Services				
Missed efficiencies from inappropriate allocation of resources	3 - Likely	3 - High	9 - Amber	- Analysis of localism bill proposals	2 - Unlikely	3 - High	6 - Amber
Status of this risk: Tolerating			Corporate Priority: Dacorum Delivers				
Risk Owner Comments: Ongoing							
ND_R01 - Lack of capacity to deliver Neighbourhood Action							
Category of risk: Reputational Risks			Portfolio Holder: Cllr Neil Harden - Service & Performance Improvement				
Failure to on priorities identified at a local level by residents	3 - Likely	2 - Medium	6 - Amber	- Create new apprentice position - Create generic JDs for ASB and Neighbourhood Action - Regular appraisals to assess individual needs/requirements	2 - Unlikely	1 - Low	2 - Green
Status of this risk: Tolerating			Corporate Priority: Dacorum Delivers				
Risk Owner Comments: No longer a significant risk.							

AGENDA ITEM: 9

SUMMARY



Report for:	Housing & Communities Overview & Scrutiny Committee
Date of meeting:	31st October 2012
PART:	1
If Part II, reason:	

Title of report:	Quarter Two Performance Report, Service Plan Update & Operational Risk Register – Housing Landlord
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 2 performance information (2012/13), update on progress of the Service Plan & Operational Risk Register for the Housing Landlord Service Area.
Recommendation	1 That Members note the Quarter 2 Performance Report, Service Plan update and Operational Risk Register.
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 Operational Service Risk Register was reviewed during the 2nd Quarter of 2012/13 and will be reviewed quarterly.

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:	Fiona Williamson – Group Manager, Property & Place Andy Vincent – Group Manager, Tenancy & Leasehold
Background papers:	None

1. Introduction

This report details the performance of the Housing Landlord Service during the 2nd quarter of 2012/13 against Performance Indicators, as well as updating the Housing & Communities Overview & Scrutiny Committee regarding progress of the Housing Landlord Service Plan which was agreed with the Tenant & Leaseholder Committee in March 2012 following extensive consultation.

The report also details the Housing Landlord Operational Risk Register. These risks have been identified as key in terms of tracking and ensuring all is done to mitigate as far as is reasonably possible.

2. Housing Landlord Performance Report End Quarter 1 2012/13

Appendix 1 shows performance against the ‘Service Critical’ Performance Indicators for the Quarter 2 period of July – September 2012.

2.1. Quarter 1 Performance Highlights

2.1.1 Responsive Repairs

The MITIE contract continues to perform very well with excellent results across the board in terms of tenant satisfaction, repair completion times and appointments. The working relationship is also at its most positive since the start of the contract.

2.1.2 Acknowledgement of a report of ASB within 24 hours

Although this is a new indicator in terms of reporting to Housing & Communities Overview & Scrutiny Committee it is something which has been monitored as management information for approximately 1 year. Procedures were put in place for staff to follow at the same time.

Performance initially was relatively poor but there has been consistent improvement towards the challenging target set.

2.2. Quarter 1 Performance Below Tolerance Level

2.2.1 Average time to re-let all properties (38.78 days)

Whilst performance has improved greatly over the past twelve months or so due to a review of the process and tighter controls there is a second stage to be realised. Following consideration by the Housing Landlord Management Team it has been identified that the management of empty homes suffers from the lack of ownership at Team Leader level.

A Lead Officer for empty homes will be recruited in time for the start of 2013/2014 if approved in the budget setting process. This role would report to the Team Leader – Housing Assets who would have direct responsibility for the empty homes indicators.

2.2.2 Percentage of dwellings with a valid Gas Safety Certificate

Carillion Energy Services have recently implemented a series of operational and strategic changes which for a period of approximately 4 weeks had some detrimental impact on the day to day delivery of the Gas Servicing contract.

Following a series of meetings with both operational staff and Directors, assurances have been made and commitments in terms of additional resources in order to recover the situation. Performance is being monitored on a daily basis by DBC officers.

3. Housing Landlord Service Plan

Appendix 2 details progress against the 2012/13 Service Plan.

4. 2012/13 Housing Landlord Operational Risk Register

Appendix 3 details the key risks identified to monitor and report against. They are reviewed quarterly by the Housing Landlord Management team whereby work undertaken to mitigate will be reflected in the assessments.

5. Dacorum Borough Council Annual Tenants & Leaseholder Conference

The 2nd Annual Tenants & Leaseholder Conference took place at the Civic Centre on Saturday 29th September. Almost 100 tenants visited, approximately double that of the previous year.

The day was intended to celebrate a successful year of the Housing Team working with Tenants & Leaseholders to improve the service as well as introducing new tenants to the opportunities to get involved. Activities included:

- 'Market Stalls' in the Bulbourne room of all housing and related services
- Repairs & Maintenance advice from MITIE & Apollo/Keepmoat
- Resident Awards
- Face Painting
- 'Hot Topic' Workshops
- Prize Draws
- Animal Petting Farm
- Youth Action Band – 'The Parachutes'
- Guest Speaker – Blaze Lambert, Confederation of Co-Operative Housing

Appendix 1

Appendix 2

Appendix 3



AGENDA ITEM: 10

SUMMARY

Report for:	Housing and Community Overview and Scrutiny Committee
Date of meeting:	31 October 2012
PART:	<i>1</i>
If Part II, reason:	

Title of report:	Quarter 2 Outturn Report 2012/13
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 forecast outturn position for the Housing & Community OSC as at the end of Quarter 2, 2012/13.
Recommendation:	That Committee note the forecast outturn position
Consultees:	Budget managers
Glossary of acronyms and any other abbreviations used in this report:	DCLG – Department of Communities and Local Government GF – General Fund H&C – Housing & Community HRA – Housing Revenue Account OSC – Overview and Scrutiny Committee PWLB – Public Works Loan Board

1. Introduction

1.1 The purpose of this report is to update the Housing & Community (H&C) Overview and Scrutiny Committee (OSC) on its forecast outturn for 2012/13, as at 30 September 2012. The report covers the following budgets:

- General Fund
- Housing Revenue Account (HRA)
- Capital Programme

1.2 Revenue analysis within this report is based on the variance between forecast outturn and the budget approved by Full Council in February 2012. Capital analysis is based on variance between forecast outturn and the revised capital budget approved by Cabinet in June 2012.

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 3).

2.2 To provide Committee with some council-wide context, a summary of the GF forecast outturn position, analysed by OSC, is shown in Appendix A.

2.3 Appendix A separates expenditure into controllable and non-controllable categories in order to focus scrutiny on those areas where Officers are able to influence the outturn position, i.e. the controllable.

2.4 The majority of non-controllable costs result from year-end accounting adjustments, e.g. depreciation charges, which are required to show the true value of resources used to provide the Council's services, but which do not result in a cash charge to taxpayers. As these costs will not be known until year-end, the forecast outturn for all areas is shown as on budget.

2.5 The table below shows the forecast outturn position for the controllable element of the H&C GF budget, by type of expenditure/income:

	Controllable Budget £'000	Forecast Outturn £'000	Forecast Variance £'000
Housing & Communities			
Employees	3,078	3,157	79
Premises	437	394	(43)
Transport	57	50	(7)
Supplies & Services	2,329	2,341	11
Third Parties	24	25	1
Transfer Payments	5	5	0
Income	(3,920)	(4,006)	(86)
	2,010	1,965	(45)

- 2.6 The forecast outturn position for H&C is £45k (2.2%) under budget.
- 2.7 Material variances within each category of expenditure are explained below.

Employees - £79k over budget (2.5%)

- £110k overspend within Resident Services caused by increased overtime costs for the Jubilee in Community Cohesion (£19k), a new Manager and additional payments being made to standby CCTV operators within CCTV and Town Centre Management (£25k).

Other contributors include the unbudgeted costs of a Family Intervention Project Officer in Anti-social Behaviour and Neighbourhood Action (£42k), and the costs of Adventure Playgrounds staff to run youth clubs in the evening (£10k). Both of these pressures are offset by grant income that was successfully secured in year.

Supplies & Services - £11k over budget (0.5%)

- £10k overspend in Community Cohesion relating to Olympics and Diamond Jubilee.

Income - £86k over achievement (2.19%)

- £44k underachievement on Licensing related income caused by a delayed increase in the fees and charges approved in the 2012/13 budget.
- £60k surplus within Residents Services caused by unbudgeted grant income for the provision of a Family Intervention Project Officer in Anti-social Behaviour and Neighbourhood Action, and the costs of Adventure Playgrounds staff to run evening youth clubs (£50k and £10k respectively). This funding offsets part of the pressure described within the Employees section, above.
- £43k surplus within the Strategic Housing Service. This relates to the return of a grant initially issued by Housing Solutions to the Dacorum First Credit Union for a social loan initiative. The scheme has now ceased and the unused grant has been returned.

3. Housing Revenue Account (HRA)

- 3.1 The HRA is a ringfenced 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 forecast outturn position for the HRA is shown at Appendix B.

- 3.2 The HRA balance at the end of 2012/13 is forecast to be £9.619m, which is £7.246m higher than the anticipated closing balance when the budget was set by Council in February 2012.
- 3.3 £816k of the £7.246m favourable variance results from a higher opening balance for 2012/13 than had been forecast at the time the budget was set. This resulted from a higher than anticipated underspend within 2011/12.
- 3.4 Significant variances contributing to the remaining £6.430m variance are:

Dwelling Rents - £250k (0.5%) overachievement

- This reflects a reduction in the income lost through carrying voids. Improvements in the voids management process have hastened the turnaround time and reduced lost income.

Other Repairs/Income - £140k (7%) under budget

- £110k relates to reduced payment to MITIE in 2012/13 for their site based overheads. This has arisen due to an overpayment made within 2011/12.

Supervision & Management (General Expenses) - £212k (3.7%) under budget

- £140k net underspend on employee costs. This reflects £160k underspend on permanent staff salaries linked to vacancies created to implement the HRA Procurement project, but to which no appointments have yet been made. This is partially offset by a pressure of £30k arising from consultancy costs on the Procurement project.
- £45k underspend on consultancy within Landlord Service Development. This is a responsive budget set to enable the service to respond to changes in housing legislation that may occur throughout the year.
- £20k saving on bank charges following a successful project to encourage payments to be made by direct debit rather than by cash.

Supervision & Management (Special Expenses) - £293k (9.3%) under budget

- £90k saving relating to 'Decants for Major Works'. This budget relates to the cost of decanting tenants to other accommodation whilst major works are completed on their property. Expenditure has been reduced due to more efficient use of void properties.
- £40k underspend relating to 'Housing Cleaning Service'. £10k on Supplies and Services, and around £25k on salaries (against a budget of £466k) and £7k on overtime.
- £32k underspend relating to 'Community Alarm System'. Based on trend analysis for 2011/12 and the current year-to-date position the forecast outturn is estimated at £80k, below the budget of £112k.

- £25k underspend relating to the Chilterns Hostel. Small underspend on salaries of £5k. High occupancy rates have resulted in very low expenditure against the Council Tax and NNDR void properties.
- £80k underspend relating to 'Supporting People'. This comprises an underspend of £30k against various Supplies and Services budgets, and £43k against laundry. Both of these categories will come under particularly close scrutiny when setting the 2013/14 budgets.

Revenue Contribution to Capital - £1.196m (30.3%) under budget

- The Revenue Contribution to Capital reflects that element of revenue surplus which is required to 'top up' capital funds so that investment plans are adequately financed.

Around £1m of this variance arises because the actual 2012/13 opening balance on the Major Repairs Reserve (which is the first source of capital financing) was £1m higher than anticipated at the time the budget was set. This means that £1m less 'top up' is required from revenue surpluses.

The remaining variance is due to minor changes to the HRA investment plans which reduced the in-year costs and meant that lower revenue 'top up' was required.

Interest Payable - £4.317m (27%) under budget

- This relates to the interest payable on the loan of £354m taken to finance the payment to Department for Communities and Local Government (DCLG) for the transition to Self Financing. The interest rates of the loans taken from the Public Works Loan Board (PWLB) could not be finalised until 26 March 2012, after the budget had been set. Therefore, for budgeting purposes a prudent view of the likely rates was taken, and the budget was set to reflect an assumed flat rate of 4.5%.

On the date the loans were booked, the Council was able to secure an average interest rate of 3.3%. The difference between the forecast rate and the actual rate resulted in a saving on the interest payable of £4.317m for 2012/13.

- 3.5 The £4.317m underspend arising from the lower interest rates was reported to Cabinet at its meeting of 27 March 2012, as soon as the rates were finalised by PWLB. Cabinet resolved to review the performance of the business plan throughout 2012/13 before considering how best to invest this additional capacity. A report will follow later in the current financial year.

4. Capital Expenditure

- 4.1 The capital programme, in Appendix C, shows variances against the 2012/13 revised budget approved by Cabinet in June 2012.
- 4.2 Some improvements have been made to the presentation of the capital programme in order to enable more effective scrutiny for both Members and officers. Rather than include the full programme, which tends not to show any change in future years' budgets, the new format focuses on the delivery of live

projects, thereby drawing attention to areas where slippage is likely to occur. The full, 5-year capital programme will continue to be monitored, with proposed changes to future years' budgets reported to Members as they arise.

4.3 Changes to the format of the capital programme include:

- Capital projects now split by OSC to provide Members with clearer information;
- Year-to-date expenditure is included as a guide to how robust the forecast outturn position might be;
- Potential slippage is distinguished from potential underspend on each project to identify the accuracy of the initial project costing, and the potential saving arising.

General Fund

4.4 As at 30 September 2012, the forecast capital outturn for the H&C element of the GF capital programme is £3.376m against a budget of £5.649m. This equates to a variance of £2.272m (40%), which includes both slippage and underspends. Key contributors to the variance are as follows:

Affordable Housing Development Fund (line 127) £1.6m slippage

This fund was made available to the Strategic Housing service to enable it to provide grants to Housing Association partners on application. It is unlikely that it will be used within 2012/13 due to a shortage of suitable projects

Hemel Gym refurbishment (line 128) £600k slippage

Around £600k on this project is now expected to slip into 2013/14 due to delays in the sports centre's procurement process.

CCTV System Upgrade (line 134) £12k forecast overspend

Costs have been revised up in response to receipt of further information. This represents a 2.4% increase.

Old Town Hall Refurbishment (line 135) £50k slippage

Slippage due to further investigation of planning restrictions that emerged following initial works to sink a disabled access lift into the basement.

External Electrical Supply to Town Centre (line 136) £33k underspend

Project delivered below original budget.

HRA

4.5 The HRA is currently forecasting to underspend against its major works capital programme by £316k (2%).

AGENDA ITEM: 11

SUMMARY



Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	31 October 2012
PART:	1
If Part II, reason:	

Title of report:	Community Alarm Call Response Performance
Contact:	<p>Margaret Griffiths, Portfolio Holder for Housing Landlord</p> <p>Responsible Officer – Andy Vincent, Group Manager, Tenants and Leaseholders</p> <p>Author – Nicola Charman – Development Officer, Supported Housing Service</p>
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	<p>1. The future reporting of the community alarm contract performance is presented in the Housing Landlord Quarterly reports to Housing & Communities Overview and Scrutiny Committee.</p> <p>2. Customer satisfaction surveys continue to be undertaken every quarter to ensure we are meeting the needs of our customers and tenants.</p>
Corporate objectives:	This report supports the following Council objective: Affordable Housing
Implications:	<p><u>Financial</u></p> <p>None</p> <p><u>Value for Money</u></p>
'Value For Money Implications'	Effective Contract Monitoring is essential in delivering Value

	for Money within the HRA
Risk Implications	Risk reference HLMO 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 Implications	None
Consultees:	Dharini Chandarana: Supported Housing – Team Leader
Background papers:	http://www.dacorum.gov.uk/pdf/Housing%20-%202012-03-21%20-%20Community%20Alarm%20Report.pdf http://www.dacorum.gov.uk/pdf/Social%20-%202011-09-14%20-%20ITEM%207%20-%20Community%20Alarm%20Report.pdf http://www.dacorum.gov.uk/pdf/Social%20-%202011-07-20%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 June 2012.

The second table shows the results of the Customer Satisfaction Survey carried out between April and June 2012. The survey is sent out to all tenants and customers who used their alarms to summon help from medical or paramedic services, family or next of kin and who remain in their property. The total number of calls in these categories was 412, which related to 223 households and of these households 200 were still in receipt of the service at the time of the survey.

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 consistently met. The response target for 90 seconds has improved since the last report and the Performance Targets have been met or exceeded throughout the 7 month period of March to end of September without exception.

Tenant satisfaction has remained high throughout this period. 110 customers returned the survey out of the 200 which were sent out. Of the eight replies which said they were dissatisfied three related to the length of time an ambulance took to reach them. This is out of the control of the call centre.

2.3 For Committee Members information 26 of our 31 Category 2 Sheltered Housing Schemes has one telephone line (UAC) designated to community alarm calls. Leys Road, Rice Close and Phyllis Courtnage House all have 2 dedicated lines, Pond Close has 3 lines and Evelyn Sharp House, which is the Flexicare Scheme, has 5.

With regard to the potential to increase the number of lines, we have commissioned Cirrus Communications to undertake a dilapidation survey of all our schemes which will be concluded by mid-December. This report will also look at the potential for a digital system to be installed.

Week Commencing	15/07	22/07	29/07	5/08	12/08	19/08	26/08	02/09	09/09	16/09	23/09	30/09
% of calls answered within 1 minute (Target – 97.5%)	97.74	97.64	97.61	98.23	97.64	97.78	98.14	97.88	98.37	97.66	97.62	98.20
Number of calls answered within 1 minute	1362	1429	1252	1339	1206	1159	1285	1421	1402	1153	1086	1383
% of calls answered within 90 seconds	98.65	99.19	99.15	99.2	98.68	99.04	98.95	99.09	99.12	98.81	98.96	99.20
% of calls answered within 3 minutes (Target 99%)	99.71	99.80	99.89	99.66	99.81	100	99.75	99.83	99.58	99.48	99.90	99.91
Number of calls answered within 3 minutes	1461	1461	1282	1358	1233	1185	1306	1450	1419	1175	1112	1407

Customer Satisfaction Survey Results – April – June 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	83	18	1	3	5	110	76	29	0	3	2	110	90	15	1	3	1	110
% of customers	75.5%	16%	1%	3%	4.5%		69%	26%	0%	3%	2%		81%	14%	1%	3%	1%	

Calls which took longer than
180 seconds to answer

Week Beginning	Response Time	Scheme or Dispersed Call	Reason for call
15 th July	184 235 225	Scheme Scheme Dispersed	Courtesy call Test call – Engineer Mains failure, private residence
22 nd July	194 228 191	Dispersed Dispersed Dispersed	Unit failure / failed call False alarm, all okay Unit failure / faulty equipment
29 th July	201 208 189 215	Dispersed Dispersed Dispersed Dispersed	Inactivity Activation, customer contacted Inactivity Activation, customer contacted Inactivity Activation, customer contacted Inactivity Activation, customer contacted
5 th August	191 203 244	Dispersed Dispersed Dispersed	Reassurance False alarm, all okay False alarm, all okay
12 th August	197 211 235	Scheme Dispersed Scheme	Unknown as call incomplete Unknown as call incomplete Unknown as call incomplete
26 th August	204 197 223 210 218	Scheme Scheme Scheme Scheme Scheme	Carer required False alarm, all okay Front door enquiry Keysafe access required Warden offsite
2 nd September	196 228 197	Dispersed Scheme Scheme	Test call, resident Front door enquiry False alarm, all okay
9 th September	193 216 185	Dispersed Dispersed Scheme	Client enquiry False alarm, all okay Keysafe access required

	225 196 187 231 204	Scheme Dispersed Scheme Scheme Scheme	No reply Reassurance call Resident enquiry Unclear answer Warden offsite
16 th September	240 231 213 221 199 191 193 206	Scheme Scheme Scheme Scheme Scheme Dispersed Dispersed Dispersed	Ambulance required Carer required False alarm, all okay False alarm, all okay Test call, resident Carer required Client enquiry False alarm, all okay
23 rd September	240 209 197	Scheme Scheme Dispersed	False alarm, all okay Front door, no reply False alarm, all okay
30 th September	212 197 203	Dispersed Scheme Scheme	False alarm, all okay Front door, no reply No reply

AGENDA ITEM: 12

SUMMARY



Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	31st October 2012
PART:	1
If Part II, reason:	

Title of report:	Planned Maintenance Programme 2013-14
Contact:	Cllr Margaret Griffiths, Portfolio Holder for Housing Elliott Brooks, Assistant Director (Housing Landlord) Fiona Williamson, Group Manager (Property and Place) (ext 2855).
Purpose of report:	<ol style="list-style-type: none"> 1. To provide the background detail upon which the Planned Maintenance Programme for 2013-14 has been developed in line with the business plan and investment levels available under self financing. 2. To advise upon the delivery model for investment and resourcing implications of the increased work programmes.
Recommendations	<ol style="list-style-type: none"> 1. To note the Planned Maintenance Programme budget proposal for 2013-14 for inclusion in the HRA budget submission and Capital Programme, subject to approval by Council in February 2013 as part of the formal Budget Setting process.
Corporate objectives:	Effective asset management and maintenance of the housing stock to maximise the value and provision of good quality affordable housing.
Implications:	<u>Financial</u> The Planned Maintenance Programme and Budget implications are contained within the report
'Value For Money Implications'	<u>Value for Money</u> The need to maximise resources and secure efficiencies have been considered in the development of the programme and ensure programmed works are targeted at the areas of

	greatest need and/or risk to the Council are included within the programme.
Risk Implications	<p>Health and Safety Rating System Risks have been reviewed when developing the priorities for expenditure in the Planned Programme of work.</p> <p>Statutory obligations and duty of care have also been considered to reduce the Council's exposure to risk.</p> <p>The Health and Safety budget provision includes a contingency for any newly arising unforeseen risks that may require urgent investment in the financial year.</p>
Equalities Implications	Equality Impact Assessment of the Repairs and Maintenance service has been carried out. (Annex B)
Health And Safety Implications	Failure to deliver the programme would increase Health and Safety risks associated with the deterioration of the Housing stock and could compromise structural integrity, Carbon Monoxide and electrical safety.
Consultees:	Stock condition surveyors Savills, Surveyors and Technical Officers in Property and Place.
Background papers:	
Glossary of acronyms and any other abbreviations used in this report:	<p>HRA Housing Revenue Account</p> <p>RCCO Revenue to Capital Contribution</p> <p>RICS Royal Institute of Chartered Surveyors</p> <p>ECO Energy Companies Obligation</p> <p>SAP Standard Assessment Protocol</p> <p>DECC Department for Energy and Climate Change</p> <p>CIH Chartered Institute of Housing</p>

1.0 BACKGROUND

- 1.1 The Planned Programme for 2013-14 proposed in this report is compatible with and aligned to the 30 year Business Plan. It has been developed using the information extracted from Savills stock condition survey, carried out in 2009 and 2011-12, the servicing information provided during the cyclical maintenance of the domestic and communal boilers, and existing internal intelligence from surveyors within the Property and Place team.
- 1.2 The programme is designed to meet both the Decent Homes standard and the Dacorum Standard, which was developed in consultation with tenants and forms the baseline level of investment for the Business plan.

- 1.3 The provisional programme will be subject to further review by the tenant representatives on the Maintenance Focus Group, prior to finalising the budget working papers.

2.0 CONTEXT AND APPROACH

- 2.1 In order to develop more robust investment plans in the short, medium and long term a requirement to improve the quality and management of the asset data was identified. An asset management team was established as part of the restructure of the Property and Place division to develop the asset management function within housing who have the responsibility for the compilation and management of the information that this necessary to enable the production of a robust Asset management strategy.
- 2.2 Whilst the Property and Place team held a large volume of information on the condition and historic investment on the housing portfolio, it was stored on a number of individual spreadsheets and access databases. In order to assess the priorities for investment, a number of spreadsheets and databases had to be interrogated. Some of the information was out of date and the lack of resource to update the databases, with the work that had been completed in each year, had resulted in a reliance upon external consultants to provide annual reports on the indicators for Decent Homes and the average SAP rating.
- 2.3 In order to improve the quality and access to information on the housing assets, it was agreed to increase the percentage of stock condition information and procure an asset management database. The existing Savills stock condition survey, which was commissioned in 2009, provided data on a representative 10% sample of the housing stock, based upon the different property types and locations. Whilst not a full sample, the methodology for cloning ensures that the data is relevant and representative at a broad and overview level. In order to further refine the information an additional 50% of the properties were surveyed, now providing information on 60% of the stock. In addition the Council have procured an Asset Management System, PIMSS, which houses the stock condition data and details of any improvement work carried out at each property.
- 2.4 The enhanced level of information and asset management system, enable the technical team to interrogate the system to develop the investment programmes each year. PIMMS can also be interrogated to provide scenario plans that are able to track the long-term impact of deferring spend or increasing investment in one area.
- 2.5 The access to this information has provided extensive and comprehensive details regarding the required levels of investment and has been used to inform the areas where the additional £6M of Capital, available in the current financial year, 2012-13, has been targeted.
- 2.6 The improved level of information, combined with a developed 30 year business plan, which provides a higher level of Capital investment and better budget certainty has enabled accurate and targeted investment planning for future programmes. The stock condition survey data has been internally reviewed and is currently being validated on site to ensure the data quality is robust.

- 2.7 The programme has been developed to address those building components where there is no potential to extend the life for another year or where a high cost to repair makes it more cost effective to replace. By adopting this approach, it will avoid the potential for carrying out wasted work, which can arise from using a higher percentage of cloned survey data. Cloned information is still required for the 40% of properties that have not been included in the recent surveys and for this reason all work will be pre-surveyed by the contractors prior to commencement on site to ensure that all works are necessary and the approach is consistent across all elements of work.
- 2.8 There are a number of areas of investment that have arisen as the result of compliance issues, such as upgrading fire safety in communal areas within sheltered schemes or blocks of flats, which have been identified from the programme of fire risk assessment surveys or the deterioration of asbestos containing materials which require removal . The budget has been adjusted to reflect the ongoing requirements to effectively manage and address such compliance risks in line with the legislative requirements.
- 2.9 The energy efficiency and thermal performance of the stock has become increasingly important both in terms of the Council's requirement to adhere to the carbon reduction targets and also to assist those vulnerable tenants who are in or close to fuel poverty. The Council has developed a cross tenure approach to the Green Deal, which is more relevant to the private sector housing and also ECO funding that may still be available in 2013-14.
- 2.10 Whilst the Council has been able to leverage grant funding to supplement the investment in insulation upgrades for cavity walls and lofts in this financial year it is important to retain and plan for increased investment in energy efficiency measures, as the future of external grant funding within the sector is not guaranteed. However, it is acknowledged that the Council will need to address those properties that have the lowest SAP rating, indicating the energy efficiency of the property is poor. The Standard Assessment Procedure (SAP) is DECC's methodology for assessing and comparing the energy and environmental performance of dwellings. Its purpose is to provide accurate and reliable assessments of dwelling energy performances that are needed to underpin energy and environmental policy initiatives.
- 2.11 The budget has been increased substantially in 2012-13 and this has been replicated in 2013-14 and a dedicated Home Energy officer was appointed as part of the restructure to ensure that the available budget can be supplemented by securing any available grant funding.
- 2.12 Increasingly onerous statutory requirements following the Fire Reform Act 2005 and the Asbestos Management Regulations amendments 2009 will increase the strain on the HRA revenue budget in 2013-14.

3.0 PROGRAMME SCOPE

- 3.1 The programme has been developed to ensure the minimum landlord obligations are met, whilst enabling the additional money available under self financing to be invested in line with the Dacorum Standard and business plan. This report is confined to work on the housing portfolio and does not include programmed work to garages.

- 3.2 As outlined above the stock condition survey data has been further enhanced using knowledge from the Council's historic planned programmes. This ensures that any cloned data has been updated, to capture work that had been carried out to these properties. Additionally, intelligence is further increased using the data provided by the service contractors and surveyors within the Property and Place team.
- 3.3 There are a number of priority areas identified within the survey to ensure effective maintenance and management of the stock, including compliance with legislation, and in order to maintain the Decent Homes and Dacorum standard over the next thirty years.

As a result the Priority Areas of Expenditure are:

- Maintenance of Decent Homes Standard
- Health and Safety Upgrades including Fire Safety
- Major component renewal (not covered by Decent Homes i.e. lifts)
- Structural works
- Aids and Adaptations
- External Redecoration
- Estate Improvements
- Thermal Upgrades

4.0 WORKS PROGRAMME

The following narrative provides the detailed rationale behind each element of the budget provision for 2013-14. See Annex A

4.1 Heating replacement Budget £ 2.5M

The budget reflects the backlog of boiler replacements arising from historic under investment and a high number of Cat 1 breakdowns (requiring boiler and often whole system replacement). The gas servicing contract database was interrogated to prioritise the central heating replacement programme. The programme targets the oldest appliances, often back boilers, which have higher risks associated with the potential escape of carbon monoxide.

4.2 Rewiring Budget £1.5M

The budget has been developed from the Savills requirements and reflects the level of under investment over the past three years and associated safety risks identified during periodic testing of electrical installations. The properties identified for inclusion in the rewiring programme have been selected using the original installation dates and intelligence arising from electrical testing and minor works completion certificates.

4.3 Kitchens Budget £2.5M Bathrooms Budget £1.2M

The survey data indicates a higher proportion of expenditure is required to replace kitchens than bathrooms and this is reflected in the profile of budget. The decent homes compliance will be achieved by replacing either a kitchen or bathroom except in cases where both are old and in poor condition. The property list has been compiled using all available data.

4.4 Windows Budget £900K

The initial window replacement programme is nearing completion and there have been a number of properties have been identified for individual windows that had not been replaced in the programme to be replaced in the current year. There are a number of properties, which were completed in the first phases of the programme, with single glazed UPVC windows. In order to upgrade these properties to improve thermal performance the programme has been compiled to continue investment in 2013-14.

4.5 Roof Renewal Budget £1.0M

Savills survey has been supplemented by investigations carried out by the Council's surveyor that is undertaking the upgrade of the loft insulation. There have been a number of roofs that will require replacement of the roof covering including some remaining slate roofs. It is recognised that over the next five years there is a capital shortfall in the investment in roofs and therefore spend is on critical roofs only, adopting a just in time approach until the detailed strategy is developed.

4.6 External Door Upgrade Budget £1.5M

The replacement of composite external doors was piloted in 2012-13 to establish the best designs for the general needs street properties and those for sheltered schemes and flat block which have differing technical requirements in terms of thermal performance and fire resistance. The full programme has been include in 2013-14 in line with the stock condition survey and to address the under investment that arose from the decision to upgrade the windows in advance of doors due to the fact that the biggest thermal benefits would be gained from window replacements. The improved thermal performance and security features have made the installation of these doors popular with tenants and provide a low maintenance alternative to timber doors.

4.7 Replacement of fascias and soffits in UPVC Budget £1.0M

The upgrading of external fascias and soffits in UPVC has been ongoing for the past 4 years and is being used to reduce the requirement to decorate high level areas where access is only available using scaffolding. The unit cost is initially higher than the redecoration cost but this is offset by a considerably longer life expectancy and reduction in cyclical redecoration costs.

5.0 Health and Safety Upgrades

5.1 Compliance, Falls from Height Budget £200K

In order to comply with Building Regulations, investment is required to upgrade balcony railing heights and baluster intervals. Keepmoat, who are delivering the planned programmes of work, have been undertaking a survey of properties to ascertain the extent and cost implications of a programme of upgrades. The information is currently being collated and will inform the ongoing programme.

5.2 Contingency for walkway repairs Budget £400K

A structural collapse of walkways to a block of flats in Blackpool had highlighted a potential problem with flat blocks of a similar construction in the Borough. A specialist survey of the blocks has been commissioned and a contingency sum has been included within the budget for any remedial work that may be required.

5.3 Fire Doors and Fire Upgrade work Budget £300K

Fire Risk Assessments are due to be completed to all communal areas of flat blocks and sheltered schemes by the end of the current financial year 2010-11. The work resulting from risks identified within these surveys has been prioritised and will be included in the forthcoming programmes of work dependent on severity of risk. The budget has been set based upon the high-risk areas, which will need to be addressed in the 2011 programme.

5.4 Fire Alarms Budget £100K

There is an ongoing programme of work identified by a specialist consultant. The work is required to address system upgrades to sheltered schemes where current systems are non-compliant or obsolete.

5.5 Extractor Fans New installations Budget £200,000

Assessment under the Health and Safety Rating system HHSRS requires the control of condensation to prevent the growth of mould within properties. The increased budget allows for the installation of new fans in Kitchens and Bathrooms where high humidity is causing problems.

5.6 Lift Renewal Budget £120K

The budget was determined in order to ensure adherence to the lift renewal programme that has been developed by external specialist consultants. The programme is prioritised dependent upon the age and condition of the lifts.

5.7 Major Structural Budget £750K

The budget has been revised from the stock condition survey detail, to reflect the reduced demand over the past three years. Work is demand driven and often requires a period of monitoring to ascertain the correct diagnosis of the failure and appropriate remedial work. Major levels of expenditure are being reviewed in the asset management strategy, which may further reduce this area of spend as options such as redevelopment or disposals are further considered.

5.8 DFG Grant Major Adaptations Budget £500K + £140K extension provision

The budget is based upon consistent ongoing demand for adaptations and is retained at the current level. Aids and Adaptations are not included in the Self-financing arrangements; however the Council currently funds these within the capital programme. Detailed analysis of the impact the Comprehensive Spending Review will have in this regard is being undertaken. – There is an additional provision of £140K for 3 extensions that have currently been referred from the Occupational therapy team.

5.9 External Redecoration Budget £1.0M

Improved specification has extended the cycle by 3 years; however a backlog of properties is starting to build-up. Replacement of fascias and soffits in UPVC will reduce the future ongoing redecoration costs but has not impacted to date. The improved stock condition information has been used inform the programmes for 2013-14.

5.10 Estate maintenance and improvements Capital £150K Revenue £250K

The budget has been determined from the Savills survey and historic demand. The Estate Improvement Officers will be involved in identifying projects in line with the Local Offers agenda and asset management priorities. The CIH are running a pilot scheme to address estate improvements and the project is being led by one of the graduates on the graduate placement programme. The project will require Capital investment in order to deliver the major works to the properties and communal areas in the target area.

5.11 Energy Efficiency Measures Budget 200K

Fuel poverty and sustainability are important Corporate and Tenant-led priorities. The current budget is supplemented through grant funding. The grants have enabled the programme of loft and cavity wall insulation to be carried out to the majority of the housing stock. The budget has been substantially increased to maximise the opportunity for accessing the remainder of the match funded grants that will be available in 2013-14 and to address a number of hard to treat solid wall properties.

5.12 Cyclical Servicing and Infrastructure Work

The budget provision has been determined for these elements of work, based upon the historic demand and out-turn figures or fixed term tendered contract rates e.g. the gas and lift servicing contracts.

5.13 Longlands Flats – Feasibility Study for major upgrading work and the provision of additional accommodation Budget £1.4M

The flat roof, on the block of flats in Longlands, opposite Queens Square, is nearing the end of its life. There is a water storage tank located in a store on the roof and there are some problems with the ongoing stability and maintenance of the parapet wall. A scheme is being developed to upgrade the external walls and construct additional accommodation on the existing flat roof. The item has been deferred from 2012-13 due to planning issues with the original proposal which was to undertake a flat to pitch conversion of the roof.

DBC Equality Impact Assessment Form

Directorate: **Housing and Regeneration**
 Service: **Housing – Property and Place**
 Policy / function / activity being reviewed: **Repairs and Maintenance Service**
 Reviewed: **1st December 2010**
 Next Review date: **1st December 2011**

Step 1 – Identifying the Purpose / Aims

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

Existing **New / proposed** **Changing / updated**

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

To aim is to ensure that repairs and maintenance are carried out effectively and within the legal requirements in accordance with the conditions of the tenancy.

The delivery of the Responsive repairs and Voids work was outsourced to MITIE in January 2008.

3. Outline any proposals being considered.

The voids process has been revised with early involvement of the notice to quit period so that tenant responsibilities can be identified and consideration of personal circumstances or specific needs can inform the process.

There is consideration being given whether to retain the housing stock or to transfer to a Registered Social Landlord such as a Housing Association.

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

Responsive repairs and maintenance is carried out to properties for tenants, leaseholders and the councils benefit.

The repairs and maintenance service also benefits the wider community by addressing disrepair/vandalism issues in a timely manner.

Dacorum Borough Council have entered into a contract with Mitie to deliver the repairs and voids service. The Contract includes a number of key performance indicators to monitor the delivery and satisfaction levels of the customers.

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

Corporate Policies run through each service area within Dacorum Borough Council. Awareness of staff is undertaken corporately through training and education programmes.

Any new policy will be subject to an equalities impact assessment before being approved for use and these will be reviewed regularly.

The service aims to provide an efficient reactive repairs and maintenance function that is accessible to all, whatever their race age, disability, gender sexual orientation or religious beliefs.

The service is accessed by telephone or in person at the Councils offices. Facilities available to address equalities issues include language line, interpreters, sign language and access ramps.

The Tenants handbook has been redrafted and is available for translation.

Contractors have to complete an Equal Opportunities Form to be registered on the approved contractors list and when submitting tenders this forms part of the pre-qualification assessment. The form is designed to assess what measures sub Contractors have in place to ensure their services are delivered to all regardless of gender, disability, race, religion or sexual orientation.

Step 2 – Considering existing information and what this tells you

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

Data / Information
Status Survey 2008 Performance Indicators Quarterly and Annually Complaints monitoring Procedure. Ongoing Contractors Equal Opportunities Policy considered as part of the tender evaluation process - Ongoing Post inspection surveys - Ongoing Customer satisfaction surveys - Ongoing

7. Is there any evidence of negative differential impact on any of the following? (Some equality categories may be more relevant than others)

Race or ethnicity
No
Gender and transgender
No

Age
No
Disability
No
Religion or belief/ faith communities
No
Lesbian, gay, bisexual people
No
Other socially excluded communities or groups
No

Step 3 – Assessing the Impact

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

No

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

No

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

Yes **No** Please give details below.

N/A

Step 4 – Dealing with adverse or unlawful impact

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

People with a disability may encounter difficulties accessing the service. Sight impairment or hearing loss may create a barrier to effective communication.

Alterations have been made to improve accessibility including provision for people with sight impairment.

Council employees are undertaking sign language courses.

Equalities and Diversity training for Technical Officers and Surveyors is currently carried out on-line for internal members of staff. The Repairs and Voids Contractor is actively encouraged to undertake similar training of its own workforce.

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

Liaison with Contractors to address Equalities Issues and a proactive approach to training and increasing the number of female operatives.

Training to improve cultural awareness issues.

Step 5 – Consultation and Feedback

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

Ongoing proposals to consult with the Maintenance Focus Group to try an increase the representation across diversity groups.

Ongoing evaluation of complaints to identify any negative differential impact upon any of the diversity groups.

Step 6 – The decision

14. What needs to be done?

Review of the existing tenant and leaseholder representative groups and identify areas that are under represented. – Ongoing

Training on Cultural Awareness Issues. - Ongoing

Process for evaluating complaints to identify and record any negative differential impact.

Step 7 – Monitoring, review and evaluation

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

See above.
Annual Review to be developed

Step 8 – The service plan

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

The Service Plan includes for the identification of priority service areas to be Equalities Impact Assessed in order to identify areas for improvement.

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

Develop action plan to address the review of the Tenant Participation groups and the findings.

Monitor training programme – Ongoing

Develop a process to incorporate equality impact into the complaints procedure.

Step 9 – Publishing the Results

Copy of the completed form to be sent to the Anne Stunell – Human Resources, ext. 2089

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 AND COMMUNITY: Overview & Scrutiny Committee: Work Programme 2012/13

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information
5 December 2012	23 November 2012	Strategic Tenancy Policy	Sc	J Hedger, Group Manager, Strategic Housing	
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 (& Q3 Operational Risk Reports)	PM	E Brooks, Assistant Director, Housing J Still, Group Manager, Resident Services S Baker, Assistant Director, Legal, Democratic & Regulatory	
		Equalities Strategy	Sc	J Milsom, Assistant Director Strategy & Transformation, Community & Organisation	
		Council House Building Programme & Homeless Hostel	Sc	J Hedger, Group Manager, Strategic Housing	
5 February 2013 <i>Joint OSC meeting</i>		Budget 2013-2014	Sc	S Marshall, Corporate Director Finance & Governance	

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information
		Quarter 3 Financial Performance Data		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	
		Housing Strategy and Review of Allocations Policy	Sc	J Hedger, Group Manager, Strategic Housing	
		STAR Progress Report	PM	E Brooks, Assistant Director, Housing Landlord C Leech, Team Leader, Policy & Participation	

PM – Performance management

PD – Policy Development

Sc – Scrutiny

Items to be scheduled:

- Update report on Supported Housing
- Update report on Tenant Involvement Strategy
- Review of Under Occupation
- Neighbourhood Action Group report
- Youth Connexions