

## MINUTES

### HOUSING AND COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE

WEDNESDAY 27 JANUARY 2016

**Present:**

**Councillors:**

Banks	
Bassadone	Imarni
Conway	Mahmood (Chairman)
Hearn	McLean (Vice-Chairman)
Link	W Wyatt-Lowe
Fethney	

Councillor Griffiths (Portfolio Holder for Housing) and Councillor Harden (Portfolio Holder for Residents and Regulatory Services)

**Officers:**

Julie Still	Group Manager – Resident Services
Jim Guiton	Community Control Centre/CTV Team Leader
Layna Carman	Tenancy Sustainment Team Leader
Julia Hedger	Group Manager Strategic Housing
Kayley Johnston	Member Support Officer (Minutes)

The meeting began at: 7:30pm.

**OS/019/16                      MINUTES**

The minutes of the Housing and Community OSC meeting on Wednesday 8<sup>th</sup> December 2015 were agreed by Members and signed by the Chair.

**OS/20/16                      APOLOGIES FOR ABSENCE**

No Apologies were received. The Chair has kindly asked that if Members are unable to attend could they please send their apologies.

**OS/21/16                      DECLARATIONS OF INTEREST**

There was no declaration of interest.

**OS/22/16                      PUBLIC PARTICIPATION**

There was no public participation.

**OS/23/16                      CONSIDERATION OF ANY MATTER REFERRED TO THE  
COMMITTEE IN RELATION TO CALL IN**

None.

**Cllr Griffith arrived at 19:34**

**OS/24/16                      CCTV CODE OF PRACTICE**

J Still introduced the report and explained the new approach to CCTV.

J Guiton followed on from that explaining the legislation and the use for a surveillance camera commissioner and the code of practice which requires the Council to publish its own Code of Practice on the use of its CCTV systems to enable it to comply with the 12 guiding principles.

J Guiton explained that this is only a starting point and there is more to follow on in the long run.

*J Guiton was happy to take questions on the report.*

P Hearn referred to pages 17/18 on locations. There is no CCTV covering the Community Centre in Tring and they are keen to have one.

J Still said that they have been looking at this as it has become a problem area; this has been passed on to Adriana Livingstone in Estates. The code will need to be applied to see if there is a need to have CCTV. Shopping Centres normally manage their own CCTV; we don't have a budget to have CCTV so the code will need to be applied.

P Hearn asked what the rough cost is for CCTV.

J Guiton said around ten thousand to install a CCTV camera.

P Hearn informed J Guiton that the Town Council has a small fund and is willing to help towards the maintenance cost if need be.

**Cllr Harden arrived at 19:40**

B Mclean asked when Villages are likely to get CCTV as he is aware that some Villages have minor drug problems as people are moving towards the Villages from Watford as they know there is no CCTV. Is there a criteria to look at?

J Guiton said yes that's what the policy is for, it comes down to funding issues then CCTV has to be justified. Each year the CCTV has to be justified we cant just have a CCTV temporarily there has to be an on-going need for it.

B Mclean will gather data/evidence to put forward.

J Banks asked why the Grovehill CCTV isn't used for anti-social behaviour or fly tipping.

J Guiton said the Enforcement Team deal with this, anything caught on CCTV is reported. The cameras are for public safety.

W Wyatt-Lowe asked if it was true that CCTV needs lighting and what happens when all the street lights are turned off and how many trained staff do you have.

J Guiton said the lighting does affect CCTV, where there are cameras there are lighting, these lights are left on. There are 8 full time staff and they have standby staff.

The Chairman said that you refer to appendix B&C but these are missing.

J Guiton said that's because it's a public document they can't have public knowing exactly where they are but are happy for Members to see the list.

It was agreed by Members that it doesn't need to be added into the report.

The Chairman referred to page 22 offering services, would this help or hinder?

J Guiton said that it would help, we are offering our services to the private industry, we already have a potential contract with a school in the area; it's an opportunity to generate income.

The Chairman also asked if the staff had CRB/DBS checks.

J Guiton said yes in fact it's done twice.

B Mclean asked who looks after APR number plate recognition.

J Guiton said it's the Police we only monitor one and that's the one that goes through the Marlowe's.

The Chairman asked if we have mobile cameras which we can use for events.

J Guiton said yes they have 5 deployable cameras which still have to go through a risk assessment when using them.

Action: None

Outcome: The report was noted.

## **OS/25/16                      TENANTS SUSTAINMENT**

L Carman introduced herself and her background and what the Tenancy Sustainment Team have achieved over the last year and how many cases they have dealt with and the reasons why the Team was implemented and how the Team was made up and the background of all the staff.

Feedbacks from tenants are included in the report so you can see how satisfied people are with the works that we do.

*L Carman was happy to take questions on the report.*

M Griffiths added that she was very keen about this and is pleased with the work that is going on and the holistic approach they have.

W Wyatt-Lowe asked how many people were in the team and what the work load was like and how staffs approach to not building a personal relationship with tenants.

L Carman explained that staffs are well trained and they meet regularly and discuss work load and issues staffs may have, and although staff have relationships with tenants it's not personal and if they felt this was happening other members of the Team would do home visits etc to remain professional so a personal relationship wasn't build, Staff understand the boundaries. There are 4 Officers and 1 Surveyor and 1 Lead Officer.

W Wyatt-Lowe asked if they use external people.

L Carman said yes we use people like Social Services, Citizens Advice, Thriving Families and many more.

B Mclean referred to page 42 – 6.4, are you working on a series of KPI's that can come to the committee?

L Carman said that there are currently 4 KIP's and they are looking at social returns and trying to make it more accurate. There is a new system starting in April which they hope will help with internal reporting. This is done on a monthly and quarterly basis and she's happy to pass this information to Elliott Brooks to be included in the quarterly returns.

The Chairman said that he can see case studies in the report about how happy people are, what about negative people?

L Carman said there are some difficult people and they do get challenges and positivity's from it.

The Chairman asked how well staffs were trained.

L Carman explained that staffs are well trained and training needs are picked up regularly from case reviews and meeting, Herts County Council provide a lot of free training which our staff regularly undertake.

The Chairman asked if there is funding for deprived and poverty.

L Carman said that there are companies out there that can help these Tenants.

The Chairman asked how the concern card works.

L Carman said contractors use them and find it very useful; they fill it out it then goes through a process and then gets acted on.

I Imarni asked if there is a list of triggers and was care leavers one of the triggers.

L Carman said it just depends on the person but yes they have a list and care leavers are one of our high priorities/concerns.

Action: None

Outcome: KIP report to be including in the quarterly report.

## **OS/26/16                      HOUSING DEVELOPMENT UPDATE**

J Hedger brought to the committee a 6 monthly update.

- Able House has just been completed
- Woodhouse went to Cabinet before Christmas and was approved.
- The ground floor for Maylands has extra planning to support the scheme opposite, this is going to Cabinet in Feb.
- Apsley is due to finish in April.
- Tring, the walls went up after Christmas and are due to be completed in August.
- Stationers place is causing difficulty and now has a slight change of plans.
- Martindale is out for public consultation in the next 8 weeks which has 66 units and half are going on the open market.
- Swingate Lane is due to go out to tender hopefully by the end of March.

*J Hedger was happy to take questions from Members.*

W Wyatt-Lowe said is there no access out of London Road going right.

J Hedger confirmed that was correct.

The Chairman refereed to page 46 – 3.3 the new government home ownership.

J Hedger said at the moment they have no details yet, all they know is it's for first time buyers under the age of 40 with a 20% discount off market value. The cost will be capped at £250.000

J Hedger will send the plans out.

The Chairman asked if there were penalties if the developers were to start late like the Old Town.

J Hedger said yes they implement it if schemes are delayed.

Action: None.

Outcome: J Hedger to send Martindale plans to Members.

**OS/27/15                      EXCLUSION OF THE PUBLIC**

Agreed

**OS/28/15                      APPENDIX A – WORK PROGRAMME 2015/2016**

Agreed

Cllr Link and Mclean gave their apologies for the next OSC.

The meeting closed at 20:50