



# Public Document Pack Housing and Community Overview and Scrutiny Agenda

*Scrutiny making a positive difference: Member led and independent, Overview & Scrutiny Committee promote service improvements, influence policy development & hold Executive to account for the benefit of the Community of Dacorum*

**Wednesday 16 March 2016 at 7.30 pm**

**DBC Bulbourne Room - Civic Centre**

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.

#### Membership

Councillor Mahmood (Chairman)  
Councillor S Adshead  
Councillor Banks  
Councillor Mrs Bassadone  
Councillor Conway  
Councillor P Hearn  
Councillor Link

Councillor Fethney  
Councillor Imarni  
Councillor McLean (Vice-Chairman)  
Councillor Silwal  
Councillor Timmis  
Councillor W Wyatt-Lowe

Co-Opted Members:  
Cook, Horn and Howard

Substitute Members:  
Councillors Howard, D Collins, Clark, Ransley and Tindall

For further information, please contact Kayley Johnston - Member Support - Ext:2226

## **AGENDA**

**13. RESIDENT SERVICES Q3 APPENDICES (Pages 2 - 8)**

# QUARTERLY PERFORMANCE






Resident Services

December 2015



All Measures

Measure	Owner & Updater	Dec 2015 Result	Trend	Sep 2015 Result	Dec 2014 Result	Actions	Comments	Sign Off
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Nicola Bryant	826 Reports Info Only	↓	915 Reports Info Only	No Data Info Only		Owner Reports of ASB have increased 12.2% on the same period last year	✓
ASB03 - Number of current flare cases open for ASB	Julie Still Nicola Bryant	261 Cases Info Only	↑	250 Cases Info Only	No Data Info Only		Owner the level of cases remain steady however the increase albeit small is unusual for this time of year as Summer is usually the busiest season	✓
ASB04 - ASB – Service requests responded to within target	Julie Still Nicola Bryant	99% Target: 98	↑	97% Target: 98	No Data Target: 98		Updater	✓
ASB05 - ASB – Cases closed within 60 days.	Julie Still Nicola Bryant	77% Info Only	↑	72% Info Only	No Data Info Only		Owner Increased performance in this area. There is a significant percentage of all cases that exceed the 60 days and they are due to their complex nature and often relate to legal proceedings	✓
CCTV01 - Requests for CCTV footage	Jim Guiton Dave Wilson	101 Requests Info Only	↑	87 Requests Info Only	69 Requests Info Only		Owner With the addition of new sites and better use of the CCTV system has seen an increase of the requests for CCTV footage.	✓
CCTV02 - Number of Incidents Recorded	Jim Guiton Dave Wilson	799 Reports Info Only	↑	765 Reports Info Only	No Data Info Only		Owner The New systems and better use of the CCTV system has seen an increase in the incidents CCTV have been involved in.	✓
CYP01a - Number of Children Attending Adventure Playgrounds	Julie Still Pat Fox	12186 Target: 14500	↓	27387 Target: 23000	No Data Target: 23000		Owner Numbers are lower due to Christmas closures and a wet half term in October	✓
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	587 Attendances No Target	↑	476 Attendances Target: 0	1355 Attendances Target: 1750		Owner Numbers are steady for this time of year	✓
CYP02 - Number of young people involved in Community and Youth Democracy events	Julie Still Joe Guiton	142 People No Target	↑	64 People Target: 0	206 People Target: 350		Updater Numbers have been increasing with some good project from the new officer in post Owner	✓

Measure	Owner & Updater	Dec 2015 Result	Trend	Sep 2015 Result	Dec 2014 Result	Actions	Comments	Sign Off
OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	77% No Target		63% Target: 65	73.8% Target: 57	explore the options for the Cafe/Bar service following the end of the contract by First Catering/First Service	<b>Updater</b> Excellent attendance of autumn season has resulted in a high percentage this quarter <b>Owner</b> Particularly successful Christmas shows for children. A very successful season	
OTH02 - Old Town Hall User Satisfaction	Julie Still Sara Railson	No Data No Target		No Data Target: 90	No Data Target: 85	In January the post of Marketing and Publicity Officer will be recruited to.	<b>Owner</b> This information is not currently being collected but general feedback is good and there are no complaints. This process is scheduled to be reviewed and introduced as part of the new Marketing Strategy.	
OTH03 - Number of private hire bookings of the Old Town Hall	Julie Still Sara Railson	40 Bookings Info Only		19 Bookings Info Only	33 Bookings Info Only		<b>Updater</b> above expected private hires for the quarter <b>Owner</b> A good result and trend - increased opportunities also provided this month for a meeting room bookings	

# OPERATIONAL RISK REGISTER

December 2015



## 2) Neighbourhood Delivery - David Austin

ND\_M02 Failure to reach our most vulnerable citizens, in particular the elderly and disabled, in the provision of housing assistance i.e. grant aid and loan schemes

<b>Category:</b> Marketplace	<b>Corporate Priority:</b> Safe and Clean Environment	<b>Risk Owner:</b> David Austin	<b>Portfolio Holder:</b> Cllr Janice Marshall	<b>Tolerance:</b> Treating	
<b>Inherent Probability</b>	<b>Inherent Impact</b>	<b>Inherent Risk Score</b>	<b>Residual Probability</b>	<b>Residual Impact</b>	<b>Residual Risk Score</b>
3 Likely	4 Severe	12 Red	1 Very Unlikely	4 Severe	4 Green
<b>Consequences</b>		<b>Current Controls</b>		<b>Assurance</b>	
Leads to essential repairs and disabled adaptations not being undertaken, resulting in (non Council owned) dwellings remaining unfit for purpose and a reduction in the quality of the housing stock.		#NAME?		There have been no issues to date with performance in this area.	
<b>Sign Off and Comments</b>					
Sign Off Complete					

## ND\_RO2 CCTV – Not implementing the mandatory Public Surveillance Code of Practice

<b>Category:</b> Reputational	<b>Corporate Priority:</b> Safe and Clean Environment	<b>Risk Owner:</b> David Austin	<b>Portfolio Holder:</b> Cllr Neil Harden	<b>Tolerance:</b> Treating	
<b>Inherent Probability</b>	<b>Inherent Impact</b>	<b>Inherent Risk Score</b>	<b>Residual Probability</b>	<b>Residual Impact</b>	<b>Residual Risk Score</b>
3 Likely	3 High	9 Amber	2 Unlikely	2 Medium	4 Green
<b>Consequences</b>		<b>Current Controls</b>		<b>Assurance</b>	

# OPERATIONAL RISK REGISTER

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<p>A failure to implement the code of practice is likely to result in an intervention from the Surveillance Commissioner (Part of the Information Commissioners Office) and an improvement notice or closure of the system</p>	<p>A full compliant policy and procedure is currently being drafted and will be implemented in the permitted time span.</p>	<p>Full training will be given to all staff</p> <p>A corporate approach is being applied to all Public Space CCTV within DBC</p> <p>Monitoring and regular review will form part of the procedures</p>
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**Sign Off and Comments**

Sign Off Complete

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**NE RO4 Adventure Playgrounds – failure to manage risk of adventure play**

<p><b>Category:</b> Reputational</p>	<p><b>Corporate Priority:</b> Safe and Clean Environment</p>	<p><b>Risk Owner:</b> David Austin</p>	<p><b>Portfolio Holder:</b> Cllr Neil Harden</p>	<p><b>Tolerance:</b> Treating</p>	
<p><b>Inherent Probability</b></p>	<p><b>Inherent Impact</b></p>	<p><b>Inherent Risk Score</b></p>	<p><b>Residual Probability</b></p>	<p><b>Residual Impact</b></p>	<p><b>Residual Risk Score</b></p>
<p>3 Likely</p>	<p>4 Severe</p>	<p>12 Red</p>	<p>1 Very Unlikely</p>	<p>4 Severe</p>	<p>2 Green</p>

**Consequences**

**Current Controls**

**Assurance**

<p>A failure to manage risk could result in serious injury to a service user. OFSTED intervention and inspections and resulting actions. Closure of premises and reputational impact to the Council</p>	<p>All equipment fully risk assessed</p> <p>Voluntary registration with Ofsted and staffing to the good practice levels which meet their requirements.</p> <p>External inspections of play equipment</p>	<p>Qualified staff and ratio of staff to children.</p> <p>Appropriately trained staff</p> <p>Daily equipment inspections and remedy of any defects</p>
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**Sign Off and Comments**

Sign Off Complete

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## ND\_RO5 Old Town Hall – increased competition from other providers

<b>Category:</b> Marketplace	<b>Corporate Priority:</b>	<b>Risk Owner:</b> David Austin	<b>Portfolio Holder:</b> Cllr Neil Harden	<b>Tolerance:</b> Treating	
<b>Inherent Probability</b>	<b>Inherent Impact</b>	<b>Inherent Risk Score</b>	<b>Residual Probability</b>	<b>Residual Impact</b>	<b>Residual Risk Score</b>
2 Unlikely	3 High	6 Amber	1 Very Unlikely	2 Medium	2 Green
<b>Consequences</b>		<b>Current Controls</b>		<b>Assurance</b>	
The consequences of increased competition could impact on the attendance at the Old Town Hall and the Cellar Club		A wide range of genres offered to a wide range of age groups  The Old Town Hall's reputational standing		Experienced staff setting the programme	
<b>Sign Off and Comments</b>					
Sign Off Complete					

## ND\_RO1 Lack of capacity to deliver Neighbourhood Action/Love Your Neighbourhood

<b>Category:</b> Reputational	<b>Corporate Priority:</b> Building Community Capacity	<b>Risk Owner:</b> David Austin	<b>Portfolio Holder:</b> Cllr Neil Harden	<b>Tolerance:</b> Treating	
<b>Inherent Probability</b>	<b>Inherent Impact</b>	<b>Inherent Risk Score</b>	<b>Residual Probability</b>	<b>Residual Impact</b>	<b>Residual Risk Score</b>
3 Likely	3 High	9 Amber	2 Unlikely	1 Low	2 Green
<b>Consequences</b>		<b>Current Controls</b>		<b>Assurance</b>	

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A failure to act on priorities as identified by residents, members which are supported by the Dacorum 'Knowing What Works' (EBDM) process	Demand is managed by NA Officers who manage expectations of residents and members.  All projects to be assessed and supported with evidence of need and a full evaluation	There is a new team structure in place to manage this process.  All projects require an evidence base to proceed and are targeted on a needs basis
<b>Sign Off and Comments</b>		
Sign Off Complete		

<b>ND RO3 Community Safety and Anti-social behaviour – failure to address ASB at an early stage and identify vulnerable or repeat victims</b>					
<b>Category:</b> Reputational	<b>Corporate Priority:</b> Safe and Clean Environment	<b>Risk Owner:</b> David Austin	<b>Portfolio Holder:</b> Cllr Neil Harden	<b>Tolerance:</b> Treating	
<b>Inherent Probability</b>	<b>Inherent Impact</b>	<b>Inherent Risk Score</b>	<b>Residual Probability</b>	<b>Residual Impact</b>	<b>Residual Risk Score</b>
2 Unlikely	4 Severe	8 Amber	1 Very Unlikely	4 Severe	4 Green
<b>Consequences</b>		<b>Current Controls</b>		<b>Assurance</b>	
A failure to identify vulnerable or repeat victims of ASB /crime could result in extreme outcomes – as in the Pilkington case. This would result in not only the damage to the victim but significant damage to reputation and trust of the Council		Shared IT systems with Police and other partners  Dedicated ASB Team  Community Trigger  Early intervention meetings with partnerships  Monitoring of emerging Community Safety trends		Highly trained and experienced staff  Strong Community Safety Partnership with good working relationships with partners.	
<b>Sign Off and Comments</b>					

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Sign Off Complete

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