



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 21 March 2018 at 7.30 pm

Conference Room 2 - The Forum

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 Adeleke
Councillor Armytage
Councillor Banks
Councillor Mrs Bassadone
Councillor Conway
Councillor England
Councillor P Hearn

Councillor Fethney
Councillor Imarni (Vice-Chairman)
Councillor Mahmood (Chairman)
Councillor Silwal
Councillor Mills
Councillor W Wyatt-Lowe

Substitute Members:

Councillors Howard, D Collins, Clark, Ransley, Tindall and Link

For further information, please contact Kayley Johnston Ext: 2226

AGENDA

1. MINUTES

To confirm the minutes from the previous meeting

2. APOLOGIES FOR ABSENCE

To receive any apologies for absence

3. DECLARATIONS OF INTEREST

To receive any declarations of interest

A member with a disclosable pecuniary interest or a personal 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, if the interest is a disclosable pecuniary interest, or a personal interest which is also prejudicial

- (ii) may not participate in any discussion or vote on the matter (and must withdraw to the public seating area) unless they have been granted a dispensation.

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

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

[If a member is in any doubt as to whether they have an interest which should be declared they should seek the advice of the Monitoring Officer before the start of the meeting]

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 CALL-IN

6. Q3 HOUSING REPORT (Pages 3 - 53)

7. Q3 RESIDENT SERVICES REPORT (Pages 54 - 59)

8. PUBLIC SPACE PROTECTION ORDERS (Pages 60 - 120)

9. OLDER PERSONS STRATEGY (Pages 121 - 147)

10. ISSUE OF LONDON BOROUGH'S HOMELESS ISSUES EFFECTING AREAS SUCH AS DACORUM (Pages 148 - 151)



AGENDA ITEM:

SUMMARY

Report for:	Housing & Communities Overview & Scrutiny Committee
Date of meeting:	21st March 2018
PART:	1
If Part II, reason:	

Title of report:	2017/18 Quarter 3 Performance Report, Service Plan Update & Operational Risk Register - Housing
Contact:	Councillor Margaret Griffiths, Portfolio Holder for Housing Author/Responsible Officer – Elliott Brooks – Assistant Director - Housing
Purpose of report:	<ol style="list-style-type: none"> 1. To Update the Committee on the Performance of the Housing Service - Quarter 3 2017/18 2. To inform the Committee of the status of the current Housing Service Operational Risk Register 3. To update the Committee on the progress of the 2017/18 Housing Service Plan
Recommendations	<ol style="list-style-type: none"> 1. That the Committee note the Performance Report, Service Plan & Operational Risk Register
Corporate objectives:	Affordable Housing
Implications:	<u>Financial</u>
'Value For Money Implications'	All areas of the service are subject to Monthly Budget Monitoring Meetings with the HRA Financial Accountant. Budget Reporting is quarterly to the Committee and 6 monthly to the Tenants & Leaseholders Committee. <u>Value for Money</u>

	The Housing Service & its costs are reviewed annually through a national benchmarking organisation (Housemark)
Risk Implications	Appendix – Housing Operational Risk Register
Equalities Implications	Equality Impact Assessments are carried out when policies or procedures are amended as appropriate
Health And Safety Implications	Health & Safety is an identified key risk for the Housing Service.
Consultees:	Layna Warden – Group Manager Tenants & Leaseholders Fiona Williamson – Group Manager Property & Place Natasha Beresford – Group Manager Strategic Housing David Barrett – Group Manager Housing Development
Background papers:	n/a
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	Each year, in consultation with staff and members of the Tenants & Leaseholder Committee a set of performance indicators are agreed, which are then approved by the Portfolio Holder for Housing and reported quarterly
Glossary of acronyms and any other abbreviations used in this report:	TLC – Tenants & Leaseholder Committee HRA – Housing Revenue Account

1.0 Introduction

1.0.1 This report details the performance of the Housing Service during the 3rd quarter of 2017/18 against performance indicators. The indicators were reviewed at the end of the previous year and some targets were altered to reflect previous performance or future challenges.

1.0.2 The report also details the Housing 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. Finally, an update on progress against the actions within the Housing Service Plan 2017/18 is provided for the committee to note.

2.0 Housing Performance Report – 2017/18

- 2.0.1 Appendix 1 shows performance against the 'Service Critical' performance indicators for the 3rd Quarter of 2017/18.
- 2.0.1 Unfortunately at the time of producing the performance reports some commentary was not available relating to the red out of target performance indicators: This is now available.
- 2.0.2 SH10b. The delays in case management is in part due to the overlap of new officers starting and taking on caseloads, whilst training. There are a small number of cases, where it has been identified decisions could have been made earlier, reducing the overall decision making period – this has been addressed with the Lead Officer & Team Leader. However, in the main the case management delays are predominantly due to the team working with the principles of the new HRA 2017 legislation and focussing efforts on prevention rather than investigation.
- 2.0.2 SH31. There are an increased number of applicants in temporary accommodation in excess of 6 months, this is due to several cases awaiting specific disabled adapted accommodation and lack of suitable property being available. Discussions have recently been had regarding specific cases and in particular a proposal to consider adapting and re-designating some of the suitable 3 bedroom stock into disabled adapted 2 bedroom units. There are applicants who are under notice who have not vacated accommodation upon notice expiry and therefore possession proceedings will be required to re-gain the property.

2.1 Repairs & Maintenance

- 2.1.1 The Osborne 'Total Asset Management' (TAM) contract completed its third full year on July 1st 2017.
- 2.1.2 The 3rd quarter performance report shows that the performance indicators for the Total Asset Management contract are currently either within target or the agreed tolerance.
- 2.1.3 Close contract monitoring has taken place between the Council and Osborne Property Services in order to achieve this.
- 2.1.4 The Total Asset Management is currently subject to a full end of year review annually which determines whether Osborne Property Services Ltd are to be awarded a 1 year extension in line with the contract.

2.1.5 The review makes a formal recommendation to be approved by the Assistant Director of Housing in consultation with the Portfolio Holder for Housing. So far each review has resulted in Osborne being awarded an additional year

2.1.6 The annual review considers the following Key Strategic Indicators.

2.1.7 The Key Strategic Indicators are:

Key Strategic Indicator	Target Compliance
Performance at or above the target for all KPIs for at least 9 months of the year	Performance at or above the target for all KPIs for at least 9 months of the year
Transparency and control of costs delivered through the management of Open Book records including sub-contractors information available at Quarterly intervals	Open Book format and protocol to be agreed during dialogue and the information to be presented at quarterly intervals in advance of Core Group meetings. Target in year one 95% - from year 2 onwards 100%
Tenant involvement in operational and service improvement activities including meetings, workshops, and customer satisfaction surveys and monitoring of corrective action arising from complaints.	Tenant involvement in operational and service improvement activities including meetings, workshops, and customer satisfaction surveys and monitoring of corrective action arising from complaints.
Delivery of community initiatives to support the ambitions of the Councils economic, environmental and social sustainability agenda	Delivery of community initiatives to support the ambitions of the Councils economic, environmental and social sustainability agenda
Delivery of integrated Information Technology solutions to ensure that the business intelligence collected through repairs data, component condition information from operatives, tenant preferences, complaints, satisfaction surveys etc. is collated and shared with the client to develop annual programmes for targeted investment and continually develop the asset management strategy	Delivery of integrated Information Technology solutions to ensure that the business intelligence collected through repairs data, component condition information from operatives, tenant preferences, complaints, satisfaction surveys etc. is collated and shared with the client to develop annual programmes for targeted investment and continually develop the asset management strategy

After year 5 of the contract, which starts in July 2018, The Council will produce a formal 5 year review. Work on this review will start during the second half of 2018/19.

3.0 HRA Capital Programme

3.0.1 The Council continues to invest in its current housing stock through the Total Asset Management contract with Osborne Property Services.

For the period September – December 2017 the following works were completed.

- Kitchens – 60
- Bathrooms & level access wet-rooms – 43
- Doors – 226
- Rewires - TBC
- Window Installations – 101
- Boilers – 205 (Sun Realm Gas Servicing & Installation contract)

For the 12 month period of April 2016 – March 2017 the numbers of improvements were as follows.


- Kitchens – 246
- Bathrooms – 210
- Doors – 907
- Re-Wires – 14 (significant up-grades to electrical supplies during K & B work)
- Roofs – 50
- Boilers 916

4.0 Housing Operational Risk Register

4.0.1 Appendix 2 details the Housing Service Operational Risk Register for Quarter 3 2017/18 following a quarterly review carried out by the Assistant Director & Group Managers.


5.0 Housing Service Plan

5.0.1 Appendix 3 is an update on progress against objectives within the 2017/18 Service Plan for the Housing Service

Indicator Name	Results Dec-2017	Last Months Results Sep-17	Last Years Results Dec-16	RAG 	Comments	Actions
Affordable Housing - Achieve good social housing						
PP12 - Percentage of non-urgent repairs completed within target	97% Target: 98	98% Target: 98	98% Target: 98	0 1 3	Updater Comments: After missing this KPI in November OPSL report that they have managed to achieve the required target through December.	No Info
PP13b - Percentage of responsive repairs completed right first time	86% Target: 78	86% Target: 78	87% Target: 68	0 0 4	Updater Comments: Osborne report this KPI as being continually above target, however they also recognise that over time there is always room for improvement. This was recognised by a 10% rise in target being agreed by the strategic core group in year three of the contract.	No Info
PP15 - Percentage of tenants satisfied with the service planned and responsive works	99% Target: 90	99% Target: 90	99% Target: 90	0 0 4	Approver Comments: Performance remained consistently high during the period.	No Info
SH10b - % of Homeless applications completed within 33 days	20 % 7 / 35 Target: 100	39.29 % 11 / 28 Target: 100		3 0 0		No Info
SH31 - Number of homelessness applicants in TA for more than 6 months	26 Target: 15	23 Target: 15	No Data Target: 15	3 0 0		No Info
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	98.45% Target: 99	98.46% Target: 99	99.97% Target: 99	0 3 1	No Comments	No Info

Indicator Name	Results Dec-2017	Last Months Results Sep-17	Last Years Results Dec-16	RAG	Comments	Actions
PP13a - Percentage of responsive repairs completed within target	97.56% 5715 / 5858 Target: 97	98.03% 5716 / 5831 Target: 97	97.59% 5740 / 5882 Target: 97	0 0 4	No Comments	No Info
SH03a - Average Time (working days) to re-let all properties	31.5 Days 3814 / 121 Target: 30	27.5 Days 3324 / 121 Target: 30	24.5 Days 2911 / 119 Target: 35	0 1 3		No Info
SH07a - Number of new housing advice cases received	382 Cases Info Only	600 Cases Info Only	624 Cases Info Only			No Info
SH11b - The number of homeless reviews conducted	3 Reviews Info Only	4 Reviews Info Only	5 Reviews Info Only		No Comments	No Info
PP04 - Percentage of properties passing QA checks Repairs and voids	100% Target: 98	100% Target: 98	100% Target: 98	0 0 4	Approver Comments: Performance has remained high for this indicator.	No Info
PP05 - Percentage of properties passing QA checks Planned works	100% Target: 98	100% Target: 98	100% Target: 98	0 0 4	Approver Comments: Performance for this indicator has been consistent throughout the period.	No Info
TST02 - % of Tenancy Sustainment cases where rent arrears were reduced	77% 10 / 13 Target: 70	86% 12 / 14 Target: 70	20% 2 / 10 Target: 70	0 1 3	Updater Comments: in the vast majority of cases rent arrears are reduced at the point a case is closed, unless the tenant is not engaging we will ensure that a regular repayment arrangement is in place before closure of any case.	No Info
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	99.99% Target: 100	100% Target: 100	99.96% Target: 100	0 3 1	Approver Comments: The performance reflects the excellent service provided to the Tenants by Sun Realm and the Dacorum Officers.	No Info

Indicator Name	Results Dec-2017	Last Months Results Sep-17	Last Years Results Dec-16	RAG	Comments	Actions
SH04e - % of all properties let in target	80.83% 97 / 120 Target: 70	77.69% 94 / 121 Target: 70	74.79% 89 / 119 Info Only	0 0 3	Updater Comments: The quarterly figure has improved although further work is required to ensure consistency month on month and to ensure that fewer properties are out of target due to delays with Osborne.	No Info
SH20e - number of Households on the Housing Register	39081 Applications Info Only	37140 Applications Info Only	35193 Applications Info Only		No Comments	No Info
PP10 - Percentage of emergency repairs completed within 4 hours	100% Target: 99	100% Target: 99	98% Target: 99	0 0 4	Approver Comments: Performance has been maintained for this indicator.	No Info
Affordable Housing - Design and enable a more varied housing offer						
SH05 - Number of new Affordable Homes completed	0 Dwellings Info Only	No Data Info Only	No Data Info Only		No Comments	No Info
Dacorum Delivers - Efficiencies						
TL41 - Number of tenants who are registered to use My Housing Account	1484 Target: 3750	1314 Target: 3750	372 Target: 1750	1 2 1	Approver Comments: Increase in numbers registered for my housing account, however still below target set - ongoing work across the service to increase numbers registered.	No Info
Dacorum Delivers - Performance excellence						
TL13a - Percentage of Community Alarm calls answered within 1 min	97.34% Target: 97.5	96.8% Target: 97.5	97.94% Target: 97.5	0 2 2	No Comments	No Info
Dacorum Delivers - Reputation and profile delivery						

Indicator Name	Results Dec-2017	Last Months Results Sep-17	Last Years Results Dec-16	RAG 	Comments	Actions
HL05a - Stage 1 Complaints responded to within target for Housing	95.35% 41 / 43 Target: 85	96.61% 57 / 59 Target: 85	93.26% 83 / 89 Target: 85	1 0 3	No Comments	No Info
Safe and Clean Environment - Maintain a clean and safe environment						
TL15 - Satisfaction with the outcome of medium level ASB cases	33% 2 / 6 Target: 75	64% 9 / 14 Target: 75	100% 4 / 4 Target: 65	1 1 2	Updater Comments: Some cases require a degree of compromise and understanding and relationship building between neighbours. However, this is difficult when residents will not engage in mediation to achieve this.	No Info

OPERATIONAL RISK REGISTER

December 2017



Housing Landlord - Elliott Brooks

HL_F01 Failure to closely monitor operational and financial factors affecting the delivery of the HRA Business Plan

Category: Financial	Corporate Priority:	Risk Owner: Elliott Brooks	Portfolio Holder: Margaret Patricia Griffiths	Tolerance: Treating
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Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
2 Unlikely	4 Severe	8 Amber	1 Very Unlikely	2 Medium	2 Green

Consequences	Current Controls	Assurance
<p>Delivery of the Business Plan would not be achieved if income and financial control is not closely managed</p>	<p>Regular and then formal end of year review of Business Plan in partnership with Finance. Any policy changes or govt announcements that may impact the plan or its assumptions are quickly analysed and reflected into the Business Plan</p> <p>This enables for long term financial viability to always be visible and if there are foreseen issues in certain years programmes can be altered as needed or issues taken to mitigate</p>	<p>HRA Business Plan</p> <p>Signed off by Cabinet</p>

Sign Off and Comments

Sign Off Complete

Annual Review Currently taking place - to be taken to February 18 Cabinet

OPERATIONAL RISK REGISTER

December 2017



HL_F02 Failure to closely monitor operational and financial factors relating to the delivery of the Council's Homelessness Service					
Category: Financial	Corporate Priority: Affordable Housing		Risk Owner: Elliott Brooks	Portfolio Holder: Margaret Patricia Griffiths	Tolerance: Treating
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
3 Likely	4 Severe	12 Red	2 Unlikely	4 Severe	8 Amber
Consequences		Current Controls		Assurance	
DBC Could be open to legal challenge if the service is not fit for purpose due to lack of resources for this statutory service. Health & Safety risks for clients if not provided with TA and left to sleep rough. Increase in homeless presentations would have severe impact on budget.		Monthly financial monitoring with Group Manager and accountant, team leader monitors weekly B & B spend, and monthly reporting of stats including numbers of cases seeking Housing Advice and presentations as homeless.			
Sign Off and Comments					
Sign Off Complete					
Service preparing for new legislation coming into force April 18 - Homeless Reduction Act					

Failure of the Total Asset Management Contractor to deliver the five strategic objectives					
Category: Financial	Corporate Priority: Affordable Housing		Risk Owner: Elliott Brooks	Portfolio Holder: Margaret Patricia Griffiths	Tolerance: Treating
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
3 Likely	4 Severe	12 Red	2 Unlikely	4 Severe	8 Amber
Consequences		Current Controls		Assurance	
Inability of the contractor to secure contract extensions		Regular contract review through a matrix of operational,		Strategic Core Group Minutes	

OPERATIONAL RISK REGISTER

December 2017



and associated costs of managing the collation and interrogation of repairs data and stock condition information. Reputational issues in respect of the anticipated benefits to stakeholders not being realised. Operational consequences if the gas servicing and installation contract secures contract extensions due to the co-location of the operational teams. Additional costs and time to procure a new contract.	financial and strategic core group meetings, with early warning mechanisms and agreed actions to address any areas of poor performance. Monthly monitoring of key performance indicators to identify any trends which could impact upon the achievement of the key strategic indicators.	Key Performance Indicators
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Sign Off and Comments

Sign Off Complete

Year 3 Review complete and 1 year extension letter issued

HA103 Failure to adopt a service specific best practice approach to Health and Safety (Housing Landlord)

Category: Infrastructure	Corporate Priority: Safe and Clean Environment		Risk Owner: Elliott Brooks	Portfolio Holder: Margaret Patricia Griffiths	Tolerance: Treating
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
3 Likely	4 Severe	12 Red	2 Unlikely	4 Severe	8 Amber
Consequences		Current Controls		Assurance	
Death or injury to staff; residents or contractors' staff; reputation; litigation and charges of corporate manslaughter.		Service specific H & S procedures applied to sheltered housing service covering service users and staff eg. fire safety and lone working; clear landings policy and procedures; estate inspections schedule.. Corporate H&S policy under review. Ongoing training for staff in key areas. Directorate Health & Safty Committee Quarterly at DMT Standing Items on Team Meeting Agendas		All Risk Assessments / Notes of meetings available for review	

OPERATIONAL RISK REGISTER

December 2017



Quarterly Housing Fire Safety Group attended by Fire Service

Sign Off and Comments

Sign Off Complete

New Role within housing - asbestos compliance officer recruited
review of both asbestos and legionella management plans taking place

HL_R01 Failure to identify the needs and risks of residents living in sheltered housing and ensure that they have access to support appropriate to their needs

Category: Operational	Corporate Priority: Affordable Housing	Risk Owner: Elliott Brooks	Portfolio Holder: Margaret Patricia Griffiths	Tolerance: Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
3 Likely	4 Severe	12 Red	1 Very Unlikely	4 Severe	4 Green
Consequences		Current Controls		Assurance	
Appropriate Support to individuals living in sheltered accommodation and if not given there is risk to health and wellbeing of some of our most vulnerable residents		Supported Housing Operational Procedures. Partnership working with other agencies. Effect use of SPRINT – sheltered housing IT system. This allows for more robust record keeping and management of visits and support plans Line management structure within supported housing including performance management structure (1:1s and appraisals).		Supported Housing Officer Procedures	

OPERATIONAL RISK REGISTER

December 2017



Sign Off and Comments

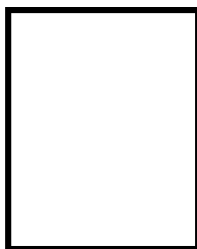
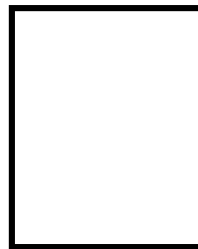
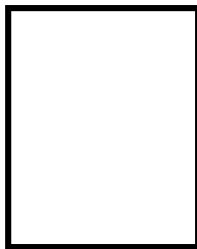
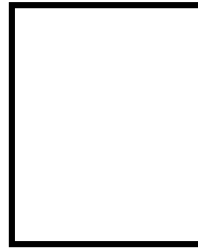
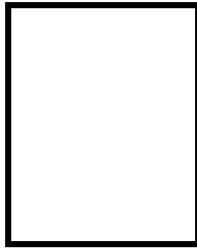
Sign Off Complete
 Recently re-awarded outstanding rating for the service by the CHS accreditation body

HL_R03 Failure to Deliver the Council's New Build Programme

Category: Reputational	Corporate Priority: Affordable Housing	Risk Owner: Elliott Brooks	Portfolio Holder: Margaret Patricia Griffiths	Tolerance: Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
2 Unlikely	4 Severe	8 Amber	1 Very Unlikely	4 Severe	4 Green
Consequences		Current Controls		Assurance	
Reputational and financial impact with public and HCA regarding grant allocations and due to the high profile of the project		Monthly Financial meetings to monitor budgets, Fortnightly AD update, monthly project group, seconded team concentrating solely on development. This allows full debate on key issues and involves legal, finance, procurement at the early stages of any discussions		All Schmes have project worksheets updated fortnightly	

Sign Off and Comments

Sign Off Complete



Housing

Service Plan Summary

Period of the Plan - 2017/18	
Services:	

	<ul style="list-style-type: none">• Tenants and Leaseholders• Strategic Housing• Property and Place• Housing Development
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The Housing Service Plan summary sets out the high level service objectives for each group within housing. It also includes workforce development planning and a commitment to service improvement in key areas.

List of Operational Risks for the Housing Service

- Risk 1: Failure to closely monitor operational and financial factors affecting the HRA business plan
- Risk 2: Failure to closely monitor operational and financial factors relating to the delivery of the Councils Homelessness Service
- Risk 3: Failure of the Total Asset Management contract to deliver the strategic objectives
- Risk 4: Failure to meet statutory Health and Safety and Compliance requirements
- Risk 5: Failure to meet statutory safeguarding requirements for children and adults at risk within the Housing Service
- Risk 6: Failure to deliver the council's New Build Programme

Section 5: Putting Service Objectives into Action (GM Level)

Group Manager: Layna Warden

Service: Tenants and Leaseholders

Service Objective:				
<ul style="list-style-type: none"> Develop the service's approach to support planning, particularly for adults at risk 				
End of 3rd Quarter Update				
<p>A new Safeguarding policy and procedure has been adopted and with a champion for mental capacity we have achieved this aspect of the service plan. Challenges with the IT systems have delayed full implementation, however a user group of front line officers has been created to embed support planning. A project plan has been created to review the lifeline service and set up a focus group to identify different models of delivery.</p>				
Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Develop and embed a revised approach to supporting adults at risk with specific focus on those living in Supported Housing	October 2017	Supported Housing Team Leader		Clearer expectations and guidance for officers on how to identify and respond to safeguarding concerns with aim to reduce any risk to tenants we are responsible for A consistent approach to fulfilling statutory responsibilities for adults at risk
Utilize in-house systems to embed support planning as the default approach to sustaining tenancies	March 2018	Supported Housing Team Leader and Tenancy Sustainment Team Leader		The service will be able to measure and demonstrate the effectiveness of support we are providing to tenants and the areas needing improvement in order to maximise impact and improve tenants' ability to sustain their tenancies
Identify target groups and explore methods for promoting the benefits	March 2018	Supported Housing Team Leader and Development Officer	Income generated outlined in budget proposal	The service will increase the uptake of Lifeline customers by at least 500 users. This will help to

of the Lifeline service offered by Housing		Supported Housing		protect adults at risk and generate income for the HRA
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Service Objectives:

- Embed a preventative approach through financial inclusion that maximises income of both the tenants, the Housing Service and other council departments

End of 3rd Quarter Update

Overall rent arrears continue to be stable despite the challenges that tenants are facing. With one of the credit unions based at the Forum we should be able to build a positive relationship. A report to CMT on 30th January will make recommendations for the internal working group, an external partnership and better relationship with the DWP. This will improve the approach with UC alongside the intention to replace an Income Officer with a designated Welfare advice officer.

Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Offer advice and information on budgeting and financial inclusion to tenants in arrears	July 2017	Income Team Leader		Tenants will be less likely to have high level rent arrears because of early intervention
Ensure that tenants are able to access the best methods to pay their rent and other charges to the council (e.g. Council Tax) helping them to avoid debt and maximise income	October 2017	Income Team Leader	Savings outlined in budget proposal	Tenants will have a better understanding of payment options and importance of paying their rent on time Our target is to increase the number of tenants paying by Direct Debit by at least 10%
Establish a working partnership with the local Credit Union	March 2018	Income Team Leader and Tenancy Sustainment Team Leader		Tenants will have improved access to credit, lending and savings

Service Objectives:

- Develop a Sustainable Tenancies Strategy to replace the Vulnerable Persons Strategy

End of 3rd Quarter Update

The completed strategy will be put forward to the Scrutiny Committee for approval at the meeting in March. Hoarding was discussed at the JAG in December and it was agreed to hold an initial hoarding meeting outside of JAG. Changes have already been implemented to improve the start of tenancy progress involving team leaders from a number of relevant teams. The move of the Education and Welfare Support Officers under the Tenants and Leaseholders Group has ensured better links between those in TA when they start their tenancy with DBC.

Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Explore and embed opportunities to improve the start of tenancies	October 2017	Tenancy Sustainment Team Leader and Policy and Participation Team Leader		Increased information sharing between Strategic Housing and Tenants and Leaseholders to inform the support required by tenants at an earlier stage Increased ability of vulnerable tenants to successfully start and sustain a tenancy
Coordinate a partnership approach to tackling high risk cases e.g. hoarding	March 2018	Tenancy Team Leader		A more effective use of resources to tackle cases that result in risk to the tenant and/or property Increased ability of vulnerable tenants to sustain a tenancy
Develop a Sustainable Tenancies Strategy	March 2018	Tenancy Sustainment Team Leader and Policy and Participation Team Leader		A clear commitment across the service that sets out how the service will work to support tenants to sustain a tenancy

Service Objectives:

- Develop a gardening service aimed at supporting vulnerable and elderly residents

End of 3rd Quarter Update

Initial SWOT analysis identified challenges with the feasibility of a scheme and Officers have met with Thrive who ran a scheme but have recently confirmed this is not financially viable and will no longer continuing with the service. We are therefore not intending to move forward with a Dacorum wide gardening service.

Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Explore feasible options for the delivery of a gardening scheme to support vulnerable and elderly tenants	October 2017	Tenancy Team Leader		Housing management can make an informed decision on the best option for delivering this service
Develop and launch the gardening service	March 2018	Tenancy Team Leader		A gardening service aimed at vulnerable and elderly tenants will allow them to fulfil all requirements set out within their tenancy agreements around maintaining their home and outside areas and not causing nuisance to their neighbours

Service Objectives:

- Effectively manage garages to maximise income and improve residents access to information

End of 3rd Quarter Update

A growth bid for a permanent garage officer should be agreed at full cabinet to start in April this year. The Council are currently selling off a large amount of garage blocks and priority lettings have been focussed for those tenants that have to give up their garages that want alternatives. We currently have 1,586 void garages, 235 of these are unlettable due to major repair problems. We have sold 25 garages so far this financial year with another 6 sites at the negotiation stage.

We have had problems with Civica not committing to doing the work. This has now been cancelled and an alternative solution needs to be investigated.

Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Manage the upload of garage information to Civica	March 2018	Tenancy Team Leader		Residents will be able to access information and apply for garages online
Reduce the number of vacant garages to 1000 and embed an effective approach to charging	March 2018	Tenancy Team Leader and Income Team Leader	Income generated outlined in budget proposal	A reduction in the number of vacant garages will generate income when combined with an effective approach to income collection

Service Objectives:

- Effectively manage the transition of payments for water from the Housing Service to the Water Companies

End of 3rd Quarter Update

The formal consultation has been completed and all tenants notified of the outcome. Roadshows were completed early January with Affinity attending to reassure tenants of the transfer. These were received very well by tenants and also gave an opportunity to educate staff. CSU have been updated and we are in contact with Thames and Affinity to overlook all communication they will be sending between now and April.

Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Ensure tenants are effectively informed of and consulted about the changes to the way that they pay for water	March 2018	Group Manager Tenants and Leaseholders and Income Team Leader		The housing service will no longer collect water rates on behalf of the water companies, meaning that tenants will pay the water company directly from 1 April 2018 Tenants will be aware of their options for paying for water
Liaise with the water companies to ensure they receive notice and manage the change in a way that minimises the impact to our tenants	March 2018	Group Manager Tenants and Leaseholders and Income Team Leader		The housing service will no longer collect water rates on behalf of the water companies meaning tenants will pay the water company directly

Group Manager: Natasha Brathwaite

Service: Strategic Housing

Service Objective:

- Implement the Tenant Involvement Strategy and recommendations from Tpas

End of 3rd Quarter Update

Involvement strategy has been successfully implemented and update report provided to H&OSC September 2017. Interviews conducted and recruitment finalised for new scrutiny committee September 2017. Successful formal launch of Tenant Academy in September 2017, in advance of the launch over 100 tenants had already received training or skills sessions arranged via TA. Scrutiny training provided to recruited members and Group Managers as part of induction process. Agreement has been reached on how scrutiny and TLC will operate going forward, including the frequency of meetings. A list of topics will be circulated to the groups giving them the opportunity to consider what they would like to focus on. A full assessment of the Housing Service is to be conducted in March and the findings will be reported to HSMT. Tenant Academy is fully operational and regular details of training opportunities are disseminated to staff to encourage them to refer new cases.

Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Develop a new approach to Tenant-led scrutiny	September 2017	Strategy Improvement & Engagement Team Leader		Areas for improvement within the housing service will be identified by tenants helping us to improve the service effectively
Deliver and manage a Tenant Academy that includes a wide range of training opportunities aimed at improving tenants' lives	September 2017	Strategy Improvement & Engagement Team Leader		Tenants will learn life skills and gain experience, which will prepare them for employment, education, training or volunteering

Service Objectives:

- Facilitate the service's transition to ISO 9001:15 standards and embed the internal audit process

End of 3rd Quarter Update

Successful transition to ISO9001, ongoing monitoring in relation to compliance is in place. Internal audit programme has been developed and schedule reviewed at HSMT, agreed by Group Managers/Assistant Director. Centralised monitoring is in place with new system developed with IT support. Preparation is underway for monitoring visit due to take place in quarter 3. Further audit undertaken of the service in the period, no non-conformities raised and positive feedback received. A robust programme of monitoring is now in place, which provides support to the individual teams to ensure that compliance can be effectively managed. Next review meeting is scheduled for June.

Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFs	What will be different once this is done?
Facilitate the service's transition to ISO9001:15 standards	May 2017	Strategy Improvement & Engagement Team Leader Team Leader		Up-to-date quality service objectives that comply with the requirements set out by the ISO9001:15 standards
Embed an internal audit programme within the service, including a robust approach to monitoring non-conformities	Ongoing	Strategy Improvement & Engagement Team Leader Team Leader		Centralised monitoring for all recommendations and/or non-conformities identified as a result of all internal and external audits

Service Objective:

- Deliver a full review of the Allocations Policy

End of 3rd Quarter Update

Full review of the Allocations Policy has been finalised in early August 2017, with presentations to TLC H&OSC completed in September 2017, draft policy has been reviewed externally by Counsel with feedback. Portfolio Holder & Assistant Director have been consulted on recommendations, final draft to be presented to CMT early November and Cabinet for final approval. Tenancy Agreements, Mutual Exchange Policy under review and Team Leader Tenancy, currently in liaising with Strategy, Improvement & Engagement Team to finalise. Allocations Policy was approved at Cabinet on 28 November 2017, subsequently work was undertaken with the PH, AD and Leader to agree the appropriate communications message to be issued to customers. Implementation of the Allocations Policy project has commenced following the New Year break and new applications to the Council are being assessed under the new policy. Full implementation to be complete by April, including Civica Abritas system upgrade and new procedures. In addition the Strategic Tenancy Policy will go through the process of management approvals by way of agreement for Part 1 and then a Part 2 development with Registered Providers.

Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Consultation with staff, applicants and Members to identify potential issues and/or the impact of proposed changes	May 2017	Group Manager Strategic Housing, Pre-Tenancy Assessment Team Leader Strategy Improvement & Engagement Team Leader Team Leader		A clearer understanding of the impact of the proposed changes to other areas within the service and corporately, as well as to applicants
Produce a full draft of the Allocations policy including considerations for key legislative changes	June 2017	Group Manager Strategic Housing, Pre-Tenancy Assessment Team Leader and Strategy Improvement & Engagement Team Leader Team Leader		Better use of our housing stock and a clearer understanding for staff and applicants of ensuring affordable housing is used for those most in need
Review tenancy agreements	September 2017	Group Manager Strategic Housing		The tenancy agreements will align with changes made to the

		and Tenancy Team Leader		Allocations Policy and the service will prepare for further implications from the introduction of the New English Secure tenancy
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Service Objective:

- Achieve a Gold standard homelessness service set out by the NPSS Continuous Improvement Programme

End of 3rd Quarter Update

Homelessness toolkit developed and uploaded to Team site for staff to access, further updates and development will be required with the implementation project for the Homeless Reduction Act, this will be led by Project Lead with input from Prevention & Assessment Team Leader. Homelessness Strategy performance and development is being monitored by the Homeless Forum, more recently gaps identified in provision and partners asked to submit bids for projects to provide positive outcomes in these areas. Full update provided to members on the progress within the Homelessness Strategy in June 2016, in addition to briefing regarding implications of the Homeless Reduction Act for the service and Council. Silver award for the NPSS local challenges achieved successfully and awarded on 4 July 2017, progress underway to achieve Gold award by end of the financial year. Full review of the HTR scheme has been undertaken, with a new logo designed by landlords, in addition development of fact sheets for landlord/tenants have been developed, successful first training event in September 2017 for landlord accreditation. Q3 will see full presentation to HSMT/CMT on the proposals for the PRS strategy and the future of the HTR scheme. Further updates to the Homelessness toolkit are ongoing, with the development of Homeless Reduction Act processes. Close monitoring of the homeless Strategy performance is ongoing with six monthly reporting to members, to ensure that they remain informed. Silver standard achieved for NPSS local challenges in June 2017. Aim is to submit final 4 challenges to achieve Gold award by the end of the financial year. A review of the HTR scheme has already been undertaken, however with further changes to the service which has resulted in transfer of the PRS enforcement team, there will be a more comprehensive review of PRS during 2018.

Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Develop a Homelessness Toolkit	June 2017	Homeless Prevention & Assessment Team Leader and Strategy Improvement & Engagement Team Leader		All staff, in particular new starters, will have a clear understanding of all processes and the wider service offered by the homelessness prevention service, leading to a more efficient and effective way of working
Monitor the performance of the homelessness service and partners against the commitments outlined in the Homelessness Strategy	Ongoing	Group Manager Strategic Housing		Robust understanding for all stakeholders (including elected Members) on the service's progress against delivering the commitments set out in the Homelessness Strategy and identifying opportunities for improvements or changes in the service
Submit all ten NPSS	October 2017	Group Manager		Evidence that the homelessness

local challenges including the silver award by June 2017		Strategic Housing and Strategic Housing Team Leaders		service meets a high standard set by professionals as a result of the service having to develop ten key areas. Also an opportunity to promote the service and its reputation amongst our peers
Review of Help to Rent scheme	September 2017	Strategy, Improvement & Engagement Team Leader and Lead Officer Private Sector Housing		Landlords will have an improved support package. We will be facilitating provision of a viable alternative housing option by offering opportunities for residents to access the private rented sector. Improved relationships with stakeholders to improve the quality of private rented housing.

Service Objective:

- Review The Elms Contract and ensure that performance is in line with all service requirements

End of 3rd Quarter Update

Full review of the Elms contract undertaken, via operational and quarterly contract meetings. Contract review for Year 2 submitted to H&OSC in September 2017, confirming successful progress of year 2 and compliance. Monitoring of the KPI's is robust and any poor performance is proactively challenged, positive working relationships and strong communication have been the key to success of the contract to date. Amendments to the contract have been proposed in Q2 and submitted to Group Manager for Procurement. Contract continues to be compliant and strong partnership working in place. Contract amendments are being finalised to ensure that the contract is up to date. Further work to be undertaken during 2018 to full assess the contract, future requirements for the building and the service to determine next steps for the Elms contract on expiry. A paper is to be presented to AD/PH outlining the possibilities to ascertain a steer as to the direction of the contract.

Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Undertake a review of The Elms contract	October 2017	Strategic Housing Group Manager		The contract will align more effectively with current needs and ensure more robust contract management
Review year two against current KPI's and contract requirements	September 2017	Group Manager Strategic Housing		Continue to challenge any underperformance against expected indicators so that those accessing The Elms have a guaranteed level of service

Service Objective:

- Coordinate the council's involvement in the Syrian Vulnerable Persons Resettlement Programme

End of 3rd Quarter Update

The service has completed first full year support for the first, 2x SVPRP arrival, arrivals 3 & 4 were successfully resettled in February 2017. The service is working well to provide support to families and work through challenges faced, particularly in relation to improving language & independence via ESOL classes. Support for families 1 & 2 will now start to gradually reduce, with the service ensuring that robust monitoring is in place to demonstrate any ongoing support past the first year and submit claims to the Home Office retrospectively. Budget provision is being well managed, with the service being able to fund an additional 1 year fixed term post for a support officer from the funding. Further work to explore alternatives to ESOL provision, which could include the training and certification of Officers to provide ESOL sessions. Families are all now established and working well with the service, funding streams are much more focussed on ESOL provision and interpreting requirements, as this is where the majority of demand lies. The service is now preparing to receiving families 5 & 6 in February 2018.

Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Ongoing monitoring of arrivals and submission of evaluation information	Ongoing	Group Manager of Strategic Housing		Evidence of successful resettlements being fed back to central government highlighting our delivery of value for money
Secure and furnish properties for two additional households' arrivals and ensure correct support is in place	Ongoing	Strategic Housing Team Leader/Tenancy Sustainment Team Leader		Four households will successfully resettle in the borough and have access to any support required to meet their needs

Service Objective:

- Deliver a full review of the Empty Homes work stream

End of 3rd Quarter Update

Review of the Empty Homes service has been undertaken and is still ongoing with final amendments. New work streams and procedures have been developed. The sign up process has been digitalised within the current capacity and the forward digital work plan has been updated with future requirements to complete this process – this includes provision of tablets for key staff, adobe read and sign functionality to enable digital tenancy agreements, plus suitable storage for data, ongoing development will therefore be required throughout 2017/18. Current procedures have been revised and clearer work streams defined, reduction of duplication via reporting and spreadsheets is in place, with the service working towards making better use of functionality that is available via Orchard. Further improvements can still be made to further benefit the overall key to key time, the Empty Homes Audit to take place in November 2017, will provide insight as to how this can be achieved, particularly as the delivery of this work area is now split across all three GM areas following the move of Empty Homes in May 2017 back to Property & Place. Reduce use of spreadsheets and Lettings officers now using Orchard for some of the Lettings functions. Full digital implementation of the sign up pack is not yet complete due to corporate restrictions in respect of storage and joining various systems. Further working group set up to review the current sign up pack contents to ensure that this is comprehensive and covers the requirements around health & safety. Awaiting further feedback from the Empty Homes Audit as to recommendations that may need to be put in place.

Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Full implementation of digital sign-up programme	Ongoing	Group Manager Strategic Housing		New tenancy sign-ups are completed digitally, supporting the service's channel shift initiative. This links with corporate plans to utilise customer portals
Review of Empty Homes work stream	Ongoing	Pre-Tenancy Team Leader Strategy Improvement & Engagement Team Leader		Clear procedures will mean improved communications and seamless liaison between all teams involved in managing the empty homes process

Group Manager: Fiona Williamson

Service: Property and Place

Service Objective:

- Explore opportunities to generate income through the review of leases of flats

End of 3rd Quarter Update

Detailed analysis of the volume of leases that are at, or below, 80 years has been completed. Due to low a number below 60 years the cost benefit would be marginal at this time, however this will be subject to ongoing 5 yearly reviews.

Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Review current leases and time left to identify leaseholders eligible for extensions	September 2017	Assets and Business Improvement Team Leader		A understanding of potential income generation opportunities through the extension of leases
Agree the approach to communicate opportunities to leaseholders	October 2017	Assets and Business Improvement Team Leader		Leaseholders will be more informed of opportunities and/or issues regarding their leases

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Service Objective:				
<ul style="list-style-type: none"> Implement recommendations following 2016/17 Housing Cleaning Service Review 				
End of 3rd Quarter Update				
Ongoing work has been undertaken to identify an alternative delivery model whereby efficiencies can be achieved to offset the requirement to clean the additional blocks that are being delivered through the new build programme. These will be rolled out in Q4 and Q1 of the next financial year.				
Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Embed recommendations identified through the Housing Cleaning Service review	December 2017	Assets and Business Improvement Team Leader		An improved customer experience and high standard cleaning service that is resilient to staff absence and turnover

Service Objective:				
Continued effective monitoring of the Total Asset Management Contract				
End of 3rd Quarter Update				
<p>Tenant inspectors have reviewed the performance in two key areas of the contract delivery, Empty Homes and Repairs. A number of recommendations for improvements to the service have been made and reviewed by the Tenant and Leaseholder Committee.</p> <p>The KPI data will be subject to some forensic scrutiny in the final quarter of the year to ensure the methodology for collection and reporting is robust.</p>				
Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Continue to monitor performance in line with contract requirements, KSIs and KPIs	Ongoing	Group Manager Property and Place		All strategic objectives set out within the Total Asset Management contract are met
Ensure the services delivered offer value for money and mitigate risk	Ongoing	Group Manager Property and Place		The Total Asset Management contract continues to provide good quality and value for money services that are compliant with all relevant legislation

Service Objective:

- Conclude the development of supporting Health and Safety and Compliance documentation

End of 3rd Quarter Update

The Asbestos Management Plan has been concluded and presented to the Health and Safety Committee and Corporate Management Team for approval. The Plan will be rolled out in Q4 and a training and communications plan implemented to ensure all staff are appropriately trained and aware of the implications and responsibilities of the Council in this regard.

The Legionella Management Plan has been drafted and awaiting approval

The asbestos and Fire Risk assessment data has been converted into a format so that it can be filtered and the priority areas for investment identified.

Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Finalise the redevelopment of Health and Safety and Compliance documentation	Ongoing	Group Manager Property and Place		A consistent approach to addressing any health and safety and compliance requirements across the Housing Service, corporately and by contractors
Ensure all Health and Safety and Compliance requirements set out in supporting documentation are embedding within the housing service and contractors	Ongoing	Group Manager Property and Place		A consistent approach to mitigating any health and safety and compliance requirements across the Housing Service, corporately and contractors

Group Manager: David Barrett

Service: Housing Development

Service Objective:

- Development of Temporary Accommodation on General Fund garage sites

End of 3rd Quarter Update

Planning Approval has now been achieved and we are preparing documents to invite tenders from Main Contractors. We anticipate starting the building work onsite towards the end of the Summer 2018.

Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Using two garage sites to develop more Temporary Accommodation	Autumn 2019	Group Manager Housing Development/Lead Officer New Build Development	Rental income generated for the General Fund	12 new Temporary Accommodation units leading to a further reduction in the use of expensive temporary accommodation options and increased opportunities for homelessness prevention

Service Objective:

- Deliver the council's New Build Programme in target and within budget

End of 3rd Quarter Update

Able House – Project completed, monitoring scheme during the defects liability period.

Swing Gate Lane (Corn Mill Court) - On programme for the new build element 9 homes i.e. June 2018. Planning application submitted for the refurbishment element which now contains an additional unit and will be completed by August 2018.

Stationer's Place –Project has not commenced on site due to complications around Environment Agency requirements to open up an existing culvert and some utility pipework discoveries. A recovery plan is in place to bring this project back to green which involves a redesign and a planning resubmission for a scheme with 26 units. In the meantime an enabling package of work is being commissioned to prepare the site ready for construction.

Wood House (Kylna Court) – On programme, pressure on budget due to change control specifically relating to design changes post Grenfell including the addition of sprinklers.

Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Deliver Able House	June 2017	Group Manager Housing Development/Housing Development Project Manager	Rental income and HRA	14 homes for social rent in line with DBC strategic objectives
Deliver Swing Gate Lane (Corn Mill Court)	August 2018	Group Manager Housing Development/Lead Officer New Build Development	Rental income and HRA	12 new homes for social rent, three refurbished homes in line with DBC strategic objectives
Deliver Stationer's Place	July 2019	Group Manager Housing Development/Lead Officer New Build Development	Rental income and HRA	26 new homes for social rent in line with DBC strategic objectives
Deliver Wood House (Kylna Court)	November 2018	Group Manager Housing Development/Lead Officer New Build	Rental income and HRA	79 new homes for social rent in line with DBC strategic objectives

		Development		
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Service Objective:				
<ul style="list-style-type: none"> Progress feasibility of future New Build Schemes 				
End of 3rd Quarter Update				
Martindale – Planning approval achieved and currently preparing tender documentation. Project on track to be on site Summer 2018.				
Key Actions to Deliver	By When	Who is Responsible for Delivery	Impact on MTFS	What will be different once this is done?
Planning and delivery of Martindale site	Ongoing	Group Manager Housing Development/Housing Development Project Manager		Delivery of around 66 new homes for social rent and private sale, creating opportunities for social renting in line with DBC strategic objectives

Section 6: Workforce Planning

Tenants and Leaseholders: Workforce Planning Report

Section 1: Staff Turnover

What are the likely turnover rates for your service?

Turnover is higher in supported housing and tenancy sustainment. This is due to the demands of the role and pay level. This does, however, create movement within the service because it plays a significant role in our entry level positions. We are currently working to develop a bank of staff to offset the impact on supported housing.

Are there any major risks of attrition in your service?

Risk of attrition is caused by a single-point-of-failure role within property and place around systems development, because this is the only resource dedicated to our Orchard system.

Section 2: Recruitment:

Are there any skills required that may prove difficult to recruit for in the current market?

None at present.

How could you make your roles more attractive?

Review salary levels for Supported Housing Officers to ensure they are competitive and reflect experience and skills needed.

Make entry level roles/co-ordinators more generic to encourage steps into the service. Explore different and targeted ways of advertising.

Section 3: Skills Development:

What new skills are needed to deliver the council's priorities and meet the service's objectives?

Improve and develop staff ability to work remotely with particular focus on new IT skills. Better understanding and relationship with budgeting/ welfare benefit services. Focus on support planning for all SHO and Tenancy Sustainment staff. Better understanding for front line staff on how their roles contribute to overall performance and finance.

Is it likely that these skills could be developed with existing staff/ capacity?

Yes, there is not an issue around capacity but rather the focus is on continuously developing these skills and keeping pace with the industry. Achieving this will require a change in culture as much as training in individual skills.

Section 4: Are there any single points of failure?

Are there currently any officers that have sole responsibility for key areas within the service?

Recharge Officer
Court Officer

What are you doing to mitigate risks?

Income Officers have the ability and experience to cover these roles.

Section 5: Specialist skills required:

Are there any gaps in specialist skills or future skills you will require?

As we move to more generic roles there will be a need to upskill everyone to enable all staff to work more laterally in order to create a smooth-running service.

There is a need for greater knowledge of specialist welfare and benefit advice.

Section 6: Leadership development:

How do you plan to develop the leadership provided within the service?

With a new group manager now in post, this will be a time of changes within this area as well as across the whole service. The vision for the service will be communicated to all staff, with a clear expectation on Lead Officers and Team Leaders to take this forward and lead by example. It will be important to continue sharing practices at all levels.

Over the year there will be a focus on improving communication between groups and teams.

To develop leadership across the service Team Leaders will be given more responsibility for areas that cross over the service with the aim to empower both them and their Lead Officers to deputise for managers as appropriate.

Another priority will be to identify officers who would like to develop and create opportunities that also meet the needs of the service.

Strategic Housing: Workforce Planning Report

Section 1: Staff Turnover

What are the likely turnover rates for your service?

We anticipate once fully staffed turnover will be low. This will be down to a reduction in demand and pressure of roles once fully recruited; a change in structure and re-evaluation of posts.

Are there any major risks of attrition in your service?

There are no major risks of attrition due to effective pre-planning and in-depth service review.

Section 2: Recruitment:

Are there any skills required that may prove difficult to recruit for in the current market?

There is a shortage in qualified homelessness officers and/or people with a sound knowledge of homelessness legislation. This will be increased once the Homelessness Reduction Bill is introduced.

How could you make your roles more attractive?

Re-evaluation of posts will make roles more attractive, as will introduction of another entry level post and promoting training opportunities along with the whole package.

Section 3: Skills Development:

What new skills are needed to deliver the council's priorities and meet the service's objectives?

No new skills but an investment in current skills and a need to shift the culture of the service/organisation towards homelessness prevention.

A need to develop people's understanding of finances and budget management

More links to be created to assess our local economy and how this impacts on the housing service.

Is it likely that these skills could be developed with existing staff/capacity?

Some new skills could be taught, provided that this did not detract from service provision. Others can be gained through the recruitment process or working more closely with other departments and services e.g. Resident Services, Community Partnerships, Planning and Regeneration, Environmental Health.

Section 4: Are there any single points of failure?

Are there currently any officers that have sole responsibility for key areas within the service?

No single points of failure.

What are you doing to mitigate risks?

If a single point of failure is identified then officers are upskilled to cover.

Section 5: Specialist skills required:

Are there any gaps in specialist skills or future skills you will require?

There is currently a need for in depth legal knowledge and the ability to conduct homelessness case reviews.

Section 6: Leadership development:

How do you plan to develop the leadership provided within the service?

By improving the culture of leadership and focusing on the relationship between Strategic Housing and Tenants and Leaseholders.

Team Leaders and Lead Officers will be encouraged to develop their ability to think strategically when making decisions for the service and piloting new initiatives. This will help them to support the service operationally whilst driving forward the long term vision.

Property and Place: Workforce Planning Report

Section 1: Staff Turnover

What are the likely turnover rates for your service?

Several staff members have left recently due to retirement, career development and the demands of the role requiring more than traditional technical skills. This turnover rate is unlikely to continue but will need to be addressed.

Are there any major risks of attrition in your service?

The major risk of attrition is the risk of officers being increasingly diverted from undertaking technical assessments and contractor management to support an increasing number of tenants that have social, economic or mental health issues. This will need to be managed and a better balance identified to ensure we do not lose the specialist skills within the teams and their ability to meet service demand and support wider priorities such as safeguarding.

Section 2: Recruitment:

Are there any skills required that may prove difficult to recruit for in the current market?

Technical skills required for the desired roles will mean it is difficult to recruit for the requirements of the service.

There are issues around attracting high performing individuals with people skills, and ability to think laterally combined with the necessary technical ability required particularly for the role of Commercial and Quantity Surveyor.

How could you make your roles more attractive?

Salaries are lower than the wider market. Increasing grades would help to both recruit and retain staff as turnover has been linked to more attractive salaries elsewhere.

Ensuring that their roles are focused upon their core skills and that the necessary tenancy support is available to enable the surveyors to concentrate on key areas of construction related safety within tenants homes.

Consideration of the current structure and need to focus upon compliance and contact management.

Section 3: Skills Development:

What new skills are needed to deliver the council's priorities and meet the service's objectives?

Investment in maintaining current knowledge around risk management and compliance with Health and Safety legislation is essential and is likely to increase in terms of design liability once the final draft of the Hackett report is produced.

Is it likely that these skills could be developed with existing staff/ capacity?

The potential to enhance these skills within the existing staff base is possible; however this would only be viable if there were sufficient resources in place to address the key areas of compliance. Capacity has been increased in these areas, but external consultancy support has been required to develop and progress the necessary documentation.

Additionally, an improved relationship needs to be developed between the service and corporate teams.

There needs to be greater emphasis on supporting each other to deliver the council's priorities.

Section 4: Are there any single points of failure?

Are there currently any officers that have sole responsibility for key areas within the service?

Orchard developer

Database and performance Officer

Health and safety and compliance Officer

Commercial relationship Surveyor

What are you doing to mitigate risks?

Orchard developer and Database and performance Officer to undertake shadowing to share knowledge across the two roles and terminated the contract with Pimms to go with the Orchard hosted 'pro master' which should support a better interface and an opportunity for 'super users' to be trained.

Additional resource employed to support the health and safety and compliance requirements.

Supporting staff to complete undergraduate courses to enhance their technical and professional knowledge of the sector.

Section 5: Specialist skills required:

Are there any gaps in specialist skills or future skills you will require?

Commercial and quantity surveying skills
Contract management

Section 6: Leadership development:

How do you plan to develop the leadership provided within the service?

Rotate the deputy provision within the Team Leaders for property and place so there is a shared accountability when there is leave/sickness.

Coaching and mentoring sessions with Team Leaders to help develop weaker areas and identify strengths so that they can go on to share and upskill others.

Attendance of lead officers at Team Leaders meetings so that there is the opportunity for them to develop a greater understanding of some of the strategic decision making.

Development: Workforce Planning Report

Section 1: Staff Turnover

What are the likely turnover rates for your service?

The service does anticipate some turnover and will be offsetting this with robust continuity planning.

Are there any major risks of attrition in your service?

Solely dependent on the volume of the new build programme, but there are no major risks at present and this will be managed by reviewing the resource plan.

Section 2: Recruitment:

Are there any skills required that may prove difficult to recruit for in the current market?

There is a shortage of expertise and competencies in new build construction.

How could you make your roles more attractive?

Consider the use of market sector allowance payment.

Section 3: Skills Development:

What new skills are needed to deliver the council's priorities and meet the service's objectives?

Continuous development is essential. There is a need for further training to upskill the wider team particularly around contract management and contract administration. Other key areas include;

- Health and safety and compliance
- Finance and budget control
- Quality control

Is it likely that these skills could be developed with existing staff/ capacity?

Yes, the majority of these skills could be developed by internal resources or working with a partner organisation that has the capacity.

We are currently working with our partners to improve knowledge of health and safety and compliance for our current team.

Section 4: Are there any single points of failure?

Are there currently any officers that have sole responsibility for key areas within the service?

No single points of failure; more a lack of experience more widely which could be a weakness if the resource is lost.

What are you doing to mitigate risks?

Ensure the experienced New Build Officers are sharing their knowledge with others in the team.

Now a permanent Group Manager is in post there will be a more consistent level of support available to the team which will mitigate risk.

The team is also now working with partners to learn best practice and ways of working within the industry.

Section 5: Specialist skills required:

Are there any gaps in specialist skills or future skills you will require?

Contract management/administration

Section 6: Leadership development:

How do you plan to develop the leadership provided within the service?

The Group Manager is now able to put in place clear strategies, leaderships and direction to support the team.

Focus in on building relationship with other areas within the service.

Section 7: Service Improvement and Efficiency Template

NB: This should be completed in line with the service improvement template guidelines.

Action	Expected Improvement(s)	Planned Start Date	Lead
Improving Communications & Reducing Contact			
Coordinated approach to communications including social media	Planned approach to communications, meaning key information is shared more regularly with tenants. Offering an alternative contact option such as social media also reduces calls	April 2017	Policy and Participation Team Leader
Digitising key forms and making them available on the website	Encouraging more tenants to self-serve	April 2017	Policy and Participation Team Leader
Using dot mailer to carry out consultations and create electronic newsletters. This enables us to move from four to two editions of News and Views each year.	Increased opportunities to collect satisfaction data and consult remotely, thereby reducing the number of calls	April 2017	Policy and Participation Team Leader
Investment in upskilling older tenants' IT skills	Increased number of tenants in sheltered housing able to access the website and report repairs	April 2017	Policy and Participation Team Leader
Reducing Demand			
Undertake research into demand and behaviours	A clearer understanding of peak areas of the service and the profiles of people accessing will allow us to develop targeted approaches	July 2017	Policy and Participation Team Leader
Upskilling tenants through Tenant Academy	Skills such as basic repairs will reduce demand on services and help to educate tenants on caring for their home	September 2017	Policy and Participation Team Leader

Streamlining Key Processes			
Key areas within the service have been identified and will receive a full review of policies and procedures with the aim of streamlining services. Areas include:	Fewer stages for tenants to go through to access required services, more opportunities for self-serve, reduced duplication, improved information-sharing between teams	April 2017	Policy and Participation Team Leader
<ul style="list-style-type: none"> • Allocations • Help to Rent • Supported Housing • Tenancy Sustainment • Income Management • Development • Temporary Accommodation 			
Data & Evidence			
Profiling exercise to capture disability data	<p>A greater understanding of how adapted properties are used by tenants and an impact analysis on support required for tenants with a physical disability and/or mental health issue.</p> <p>Ability to identify trends amongst vulnerable people living in DBC homes.</p>	May 2017	Policy and Participation Team Leader
Profiling of those wards within the borough containing housing stock, to include wider socio-economic impact and demand on service e.g. repairs, arrears	Officers across the service will have an awareness of issues within their patches rather than individual homes so the service can target interventions to reduce demand	July 2017	Policy and Participation Team Leader
Benchmarking and information returns	Compare our performance against peers and identify opportunities for service	April 2017	Policy and Participation

	improvement		Team Leader
Systems and Assets			
Pro-master replacing Pimms to hold asset management data	Orchard-hosted system will allow the wider service and third parties as well as tenants to access information on assets	May 2017	Assets and Business Improvement Team Leader
De-commissioning of Resident Involvement Module within Orchard	Cost saving to the service as in-house resources will meet requirements for recording involvement activity	May 2017	Policy and Participation Team Leader
Civica to hold garage information and manage the adverts	Reduced impact on officer time	April 2017	Tenancy Team Leader
Continued rollout of New Orchard	Utilising functions such as text messaging	April 2017	Assets and Business Improvement Team Leader
Rollout of support planning through genesis	Better use of officer time when carrying out visits. As the system is web-based it allows officers to be mobile and make notes whilst meeting with tenants in their homes	April 2017	Tenancy Sustainment Team Leader
Staff			
Streaming of webinars to keep staff informed of legislative changes and horizon scanning	Officers are able to take part in discussions and prepare for key changes that may impact their roles. This creates a platform for new ideas	April 2017	Policy and Participation Team Leader
Team Site	Officers are informed of work being carried out across the housing service and have access to key documents This also helps with version control	April 2017	Policy and Participation Team Leader
Review of structures within the Housing service	Structure of teams and service areas will better reflect need, maximising the resources available	April 2017	Assistant Director and all Group Managers

Agenda Item 7



AGENDA ITEM:

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	21 st March 2018
PART:	1
If Part II, reason:	

Title of report:	Resident Services Quarter 3 Performance Report
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officer : David Austin, Assistant Director Neighbourhood Delivery
Purpose of report:	Monitoring and information
Recommendations	That Members note the report and identify any areas where they require additional information or reports of specific projects.
Corporate objectives:	A clean, safe and enjoyable environment Building strong and vibrant communities Ensuring economic growth and prosperity Delivering an efficient and modern council
Implications:	<u>Financial</u> Within existing budgets
'Value For Money Implications'	<u>Value for Money</u>
Risk Implications	None at this stage.
Equalities Implications	N/A
Health And Safety Implications	N/A
Consultees:	Service Team Leaders
Background papers:	

1. Introduction

This is the quarter 3 performance report for the Residents Services area which at the time of this performance formed part of the wider Neighbourhood Delivery team.

The services within this group are: -

Neighbourhood Action, Anti-Social Behaviour, Community Safety, The Old Town Hall, Children's Services, Community Cohesion, CCTV, Adventure Playgrounds, Youth Democracy and Safeguarding children and young people.

2. Performance Reports 17/18 – Quarter 3

2.1 Quarter 3 report - See appendix 1

3. Resident Services – 3rd Quarter Achievements.

The following achievements are a sample of the projects/work undertaken by this group of services during the third quarter of 2017/2018.

4. Anti-Social Behaviour

- Reports from Q3 indicates a reduction in ASB, but this was due to the monthly figures from police coming out half monthly as opposed to the end of the month, this was due to staff sickness, and this should be corrected moving into Q4, so figures from this quarter are difficult to report on and analyse.
- We achieved 99% of service requests being responded to within target (our kpi is 98%) with 77% of cases being closed within 60 days. This is due to extended waiting times for court dates, and something we have no control over.
- During quarter 3 the ASB team obtained 2 premises closures, issued one community protection notice, 4 Acceptable Behaviour Contracts and 1 demoted tenancy.
- One premises closure was against an elderly vulnerable tenant, whose son was causing lots of ASB in the property, we obtained the closure which let the elderly tenant remain, but excluded the son from the property, but also obtained a demoted tenancy order to provide the local residents with some reassurance for when the closure expired in 3 months, the demoted tenancy order lasts for 12 months.
- The team highlighted a big problem with ASB in Berkhamsted, in particular around the skatepark during this period, and due to close partnership working with the local safer neighbourhood team from the police, all of the main offenders of ASB, were issued with ABC's, CPW's or have received custodial sentences. There has been a huge improvement in the area, which was also helped by the 2 premises closures the ASB team obtained in early 2018.

- The ASB team have also been involved in discussions around the making of a video highlighting the issue of rough sleepers and beggars in the borough, the connection to drug and alcohol abuse and this work is ongoing.

5. Neighbourhood Action and Verge Hardening / Adventure Playgrounds

- a. Verge Hardening
Going very well and ahead of schedule for this year's budget with 17 Parking bays installed.
- b. Children attending APG's 11,221 attended playground
- c. Mask
Now on cohort 4 of MASK a wellbeing drama project that has engaged with 46 young people referred a number of ways including self-referrals and all had suffered from anxiety or depression. Following the MASK project 23 have continued engagement through the social group.
30 of the attendees have also passed their bronze Arts Award
- d. Community Payback
Dacorum are benefitted from the use of community payback through the probation service and have carried out jobs such as, clearing alleyways, litter picking, reclaiming old allotments for new rental and cleaning community buildings.

6. CCTV

- a. CCTV continues to work closely with the Police, with the CCTV Team Leader now attending weekly Police departmental briefings.
- b. The CCTV Team Leader has again been asked to speak at the National CCTV conference in November, sharing best practice and innovation.
- c. This quarter there were 459 incidents captured and 132 requests for footage.
- d. The control room continues to increase the number of cameras that it monitors. The total number of cameras monitored now stands at 329.

7. Old Town Hall

- a. Hosted sold out comedy performances to Griff Rhys Jones, Stephen K Amos and Jack Dee (a gig which sold out in a matter of a few minutes)
- b. Hosted the Community Action Dacorum 70th Birthday celebrations.
- c. Played to an 80% capacity for our Christmas Show for children.
- d. Increase in café / bar income this quarter – on course to beat the income target for the year.

- e. Below are some Facebook comments about the Old Town Hall that have been posted:

K H reviewed The Old Town Hall — 5 stars

November 9, 2017 ·

Lovely atmosphere & friendly service.

We've seen some great comedians here & there are some lovely puppet/theatre shows for my Grandchildren... a really nice place for all round entertainment at reasonable prices.

Looking forward to seeing Jack Dee again in December

C B reviewed The Old Town Hall — 5 stars

September 30, 2017 ·

A great venue for comedy gigs, easy to park & lots of nice places to eat/drink in the area too, a authentic part of the old town. Love it.

J T reviewed The Old Town Hall — 5 stars

October 4, 2017 ·

What a lovely venue. It is nice to know that there are still gems like this theatre still about. Thank you all for your hospitality.

END.

H&C OSC QUARTERLY PERFORMANCE REPORT

Neighbourhood Delivery

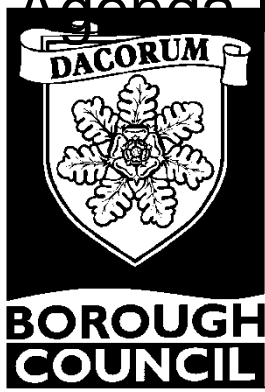
December 2017



Measure	Owner & Updater	Dec 2017 Result	Sep 2017 Result	Dec 2016 Result	Sign Off	Comments
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Emma Walker Nicola Lobendhan	291 Reports Info Only	1152 Reports Info Only	953 Reports Info Only	✓	
ASB04 - ASB Service requests responded to within target	Emma Walker Helen Coates	99% Target: 98	96.5% Target: 98	98% Target: 98	✓	
ASB05 - ASB - Cases closed within 60 days compared to the previous year	Emma Walker Helen Coates	77% Info Only	60% Info Only	75% Info Only	✓	Updater Complex cases continue to take considerable time to resolve and court proceedings continue to have very long lead times for hearings and repeated adjournments
CCTV03 - Increase income	Ben Hosier Jim Guiton	No Data Info Only	No Data Info Only	No Data Info Only	✓	
CSP01 - Number of Community Triggers received that meet criteria	Emma Walker Nicola Lobendhan	0 Reports Info Only	No Data Info Only	No Data Info Only	✓	Updater There were no triggers received this quarter
CYP01a - Number of children attending Adventure Playgrounds	Matt Rawdon Tracey Basnett	No Data Info Only	24490 Attendances Info Only	15637 Attendances Info Only	✓	
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Matt Rawdon Tracey Basnett	1038 Attendances No Target	742 Attendances Target: 0	896 Attendances Target: 0	✓	
OTH01 - Average attendance at the Old Town Hall theatre	Matt Rawdon Sara Railson	76.02% (3126/4112) Target: 62	88.5% (88/100) Target: 61	73% (73/100) Target: 0	✓	

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Measure	Owner & Updater	Dec 2017 Result	Sep 2017 Result	Dec 2016 Result	Sign Off	Comments
OTH02 - Old Town Hall User Satisfaction	Matt Rawdon Sara Railson	84% Target: 75	89% Target: 75	No Data Target: 0	✓	
OTH03 - Number of private hire bookings of the Old Town Hall	Matt Rawdon Sara Railson	35 Bookings Info Only	No Data Info Only	52 Bookings Info Only	✓	
SG02 - Number of concerns resulting in safeguarding children referrals	Emma Walker Nicola Lobendhan	22 Referrals Info Only	14 Referrals Info Only	No Data Info Only	✓	
SG03 - Number of concerns relating to Adults at Risk recorded	Emma Walker Oliver Jackson	No Data Info Only	20 Concerns Info Only	No Data Info Only	✗	



AGENDA ITEM:

SUMMARY

Report for:	Housing and Community Overview and Scrutiny Committee
Date of meeting:	21st March 2018
Part:	1
If Part II, reason:	

Title of report:	Public Spaces Protection Orders – Hemel Hempstead Town Centre
Contact:	Councillor Janice Marshall Portfolio Holder for Environmental, Sustainability and Regulatory Services Author/Responsible Officer: Mark Brookes – Solicitor to the Council David Austin – Assistant Director (Neighbourhood Delivery)
Purpose of report:	To propose the introduction of a Public Spaces Protection Order to provide a means of controlling a number of activities having a detrimental effect on the quality of life for those living in, working in and visiting Hemel Hempstead town centre.
Recommendations	That Scrutiny Committee note the following recommendations to Cabinet: That Cabinet agree: 1.To commence a statutory consultation on a proposal to introduce a Public Spaces Protection Order in accordance with the draft order and plan annexed at Appendix A, to include the following prohibitions: <i>(a) Not to Spit (including discharge of chewing gum), urinate or defecate in a public place within the area coloured blue on order plan 1</i> <i>(b) Not to Cycle or skateboard within the area coloured blue on order plan 2.</i>

	<p>2. To delegate authority to the Portfolio Holder for Environmental, Sustainability and Regulatory Services in consultation with the Assistant Director (Neighbourhood Delivery) to consider representations made pursuant to the statutory consultation and confirm or amend the PSPO as appropriate.</p> <p>3. To set £75 as the sum payable for a fixed penalty notice.</p> <p>4. To note the contents of the report in respect of Designated Public Places Orders (section 2) and note that they will transfer to PSPOs and shall remain in force for a period of three years from 20 October 2017 and shall then be the subject of review.</p>
Corporate Objectives:	<p>Safe and Clean Environment</p> <ul style="list-style-type: none"> • Maintain a clean and safe environment
Implications:	<p><u>Financial</u> In areas where an Order has effect, the local authority must arrange for the display of signage advising of the effect of the Order. There is no prescribed format nor size requirements for these signs, and costs will ultimately depend upon the number of signs required and the design/materials used. There will be ongoing maintenance costs to replace any damaged signage.</p> <p>There may be additional income from fixed penalty notices, which could partially defray the costs of enforcing the Order. No data is held that would allow an estimate for the likely income, as much would depend on the availability of resources to carry out enforcement activities.</p> <p>It is proposed that enforcement of the PSPO will be carried out within existing resources.</p>
'Value For Money Implications'	<p><u>Value for Money</u> PSPO's are seen as a more cost-effective means of controlling the activities in question than under byelaws, also providing a wider range of enforcement options.</p>
Risk Implications	<p>There will be risks associated with Council enforcement officers who will be tasked with enforcing the PSPO and appropriate training will need to be given. Individual risk assessments will be completed for the enforcement activity and all reasonable precautions taken to minimise any risk.</p> <p>There are also reputational risks in terms of the council being perceived as enforcing against vulnerable persons and seeking to criminalise certain behaviours which wouldn't normally attract fixed penalty notices or prosecution for non-payment.</p>

	<p>There are also limited resources for enforcement and therefore enforcement will have to be targeted at certain periods. The PSPO will raise expectations that prohibited behaviours will be eliminated entirely; however due to difficulties in identifying some of the contraventions and taking a proportionate approach to enforcement there will not always be immediate results which will be noticeable to the public.</p>
Community Impact Assessment	<p>A Community Impact Assessment has been completed and a copy is annexed to this report.</p>
Health And Safety Implications	<p>Some H&S implications may arise from the enforcement of orders, and will be incorporated within individual service risk assessments for authorised enforcing officers.</p>
Monitoring Officer/S.151 Officer Comments	<p>Monitoring Officer:</p> <p>The PSPO will assist with the prevention of anti-social behaviour in the town centre. There will need to be a proportionate approach to enforcement particularly where the order is being breached by young and vulnerable persons.</p> <p>S.151 Officer</p> <p>*****</p>
Consultees:	<p>Corporate Management Team</p> <p>Strategic Planning and Environment Overview and Scrutiny Committee</p> <p>Insert feedback</p> <p>Housing and Community Overview and Scrutiny Committee (insert date)</p> <p>Insert feedback</p>
Background papers:	<p>Home Office – Reform of anti-social behaviour powers: Statutory guidance for frontline professionals (section 2.6)</p> <p>Home Office - Anti-social behaviour powers Statutory guidance for frontline professionals Updated December 2017</p> <p>Cabinet report dated 25th July 2017.</p> <p>PSPO Consultation questionnaire analysis (numerical analysis of response to questions) – Appendix B</p> <p>Consultation analysis by Opinion Research Services (written</p>

	comments) – Appendix C
Glossary of acronyms and any other abbreviations used in this report:	<p>PSPO – Public Spaces Protection Order</p> <p>DPPO – Designated Public Places Order</p> <p>CSAS – Community Safety Accreditation Scheme</p> <p>FPNs – Fixed Penalty Notices</p>

1. Background

1.1. Under the Anti-social Behaviour, Crime and Policing Act 2014, local authorities may make orders to prohibit specified activities, and/or require specified activities to be carried on in accordance with certain requirements, within a designated area in the public domain, which may include public highways and footways, parks and open spaces, pedestrianised areas, or similar. Such orders are known as Public Spaces Protection Orders (PSPO).

1.2. PSPO's can be used by authorities to control a variety of problematic behaviours which satisfy two statutory conditions:

“The first condition is that—

- (a) activities carried on in a public place within the authority's area have had a detrimental effect on the quality of life of those in the locality, or*
- (b) it is likely that activities will be carried on in a public place within that area and that they will have such an effect.*

The second condition is that the effect, or likely effect, of the activities—

- (a) is, or is likely to be, of a persistent or continuing nature,*
- (b) is, or is likely to be, such as to make the activities unreasonable, and*
- (c) justifies the restrictions imposed by the notice.”*

1.3. Prohibitions or requirements on activities covered by a PSPO must be reasonable in order to:

- (a) prevent the detrimental effect from continuing, occurring or recurring, or
- (b) reduce that detrimental effect or to reduce the risk of its continuance, occurrence or recurrence.

1.4. Where a PSPO is in force, it is a criminal offence to do anything which is prohibited under the Order, or to fail to comply with requirements of the Order. Persons guilty of such offences are liable, on summary conviction, to a fine not exceeding level 3 on the standard scale (currently up to £1,000). Offences may also be disposed of by way of a fixed penalty notice of up to £100, payable to the local authority.

1.5. PSPOs may be enforced by a police officer, PCSO, or a person authorised by the local authority for that purpose. The Police have agreed to support the PSPO where resources allow; however, it is expected that the local authority will lead on the enforcement of any Orders made.

- 1.6. A PSPO will be valid for a period of up to 3 years, at the end of which it may be extended. Orders may also be varied or discharged by the local authority at any time during their validity.
- 1.7. Prior to making, extending, varying or discharging a PSPO, a local authority must:
- Consult the chief officer of police and the Policing and Crime Commissioner for the applicable area; any community representatives that it is thought appropriate to consult; and the owners/occupiers of land included within the restricted area;
 - Publish the draft Order (or details of variation/discharge proposal);
 - Notify any parish/town councils within the restricted area, and the County Council;
- with regards to its proposals. The authority must also consider its proposed restrictions against the rights of freedom of expression (Article 10) and assembly (Article 11) under the European Convention on Human Rights. The proposed restrictions have been considered against the rights in Article 10 and 11 but it is not considered that there will be any infringement on these rights. If there is any infringement it is considered that it is proportionate for the prevention of disorder and crime.
- 1.8. PSPO's may apply to all persons or only to persons in/not in specified categories; at all times or only within/not in specified times; and in all circumstances or only in/not in specified circumstances.
- 1.9. The power to make PSPO's replaced and consolidated several earlier area-control orders, including designated public place orders which have previously been used by the Council in respect of street drinking (see section 2). Where a PSPO includes prohibitions on the consumption of alcohol in a public space, there are additional enforcement powers available to police and authorised officers, allowing them to require any person not to consume alcohol in breach of the Order, and to surrender any alcohol in their possession for disposal. Failing to comply with such a requirement constitutes a different offence, subject on summary conviction to a fine not exceeding level 2 on the standard scale (currently up to £500).
- 1.10 Prohibitions on alcohol consumption will not apply to any part of a licensed premises, including beer gardens and terraces, with the expectation that the management of those premises will control the consumption of alcohol within the curtilage of their premises, under threat of a licence review if they failed to do so. Public spaces which are licensed for the sale of alcohol (e.g. parks licensed for events) are also exempted at times when alcohol is being lawfully sold there.
- 1.11 PSPO's may be challenged in the High Court by any person who lives in, regularly works in or regularly visits a restricted area, within 6 weeks of an Order being made or varied.

2. Designated Public Places Orders

DPPOs

- 2.1 DPPOs were introduced by Section 13 of the Criminal Justice and Police 2001 Act and allowed local authorities to designate public areas where the consumption of alcohol is restricted. They give authorised officers, including Community Protection Officers, Police Officers and Police Community Support Officers, the power to require a person not to drink alcohol in the restricted area where that officer reasonably believes that the person has or intends to do so. In addition authorised officers have the power to ask that person to surrender the alcohol and any opened or sealed containers in their possession.
- 2.2 It is not an offence to drink alcohol in a restricted area, per se, but it is an offence to fail to comply with the request of an authorised officer to cease drinking or to surrender alcohol in such an area.
- 2.3 The Council currently has 6 DPPOs in force which cover the following areas:
- Hemel Hempstead town centre, Gadebridge Park, Old Town, Randall Park
- Berkhamsted and Northchurch
- Bovingdon
- Boxmoor
- Evans Wharf, Aspley Lock
- Frogmore End, Durrants Hill Road
- 2.4 The plans with the precise areas covered by these orders are at Appendix D. The areas to be covered by the DPPOs were suggested by the Police and approved by the Licensing Committee when they were first brought into force in 2006 and 2007 and combine to provide wide coverage, covering all publicly accessible places such as highways, squares, pedestrian areas, public conveniences, doorways, entrances and other open areas within the administrative area of the Council.
- 2.5 Transitional provisions contained within the Anti-Social Behaviour Crime and Policing Act 2014 provide for DPPOs that were in force on 20 October 2014, including the Dacorum DPPOs, to remain in force until 19 October 2017. From 20 October 2017, they will remain in force for a further three year period as if the provisions of the DPPO were provisions of a Public Spaces Protection Orders (PSPO).

- 2.6 There are no proposals to review the old DPPOs (now PSPOs) at this stage and they will therefore continue in force until 19thOctober 2020.

3. Proposal for new PSPO

- 3.1. Concerns exist around a number of activities currently occurring within Hemel Hempstead town centre, and the old town, which are considered detrimental to the quality of life for persons living in and using that area. It is also intended to include the Water Gardens within the PSPO as displacement from the town centre may move activity from the town centre into that area if it is not covered.

- 3.2. It is therefore proposed to introduce a PSPO covering this area, which would have the following effect:

To prohibit the following activities in public spaces within the restricted area:

- (a) Spitting (including discharge of chewing gum), urinate or defecate in a public place within the area coloured blue on order plan 1.
- (b) Cycle or skateboard within the area coloured blue on order plan 2.

- 3.3 The public consultation also considered three further prohibitions as follows:

- (i) Sleeping in any public place within the designated area which is:

- open to the air
- within a car park
- within a no-fixed structure including caravans and tents

Without the prior permission of the owner or occupier of the land

- (ii) Sitting or standing on the ground in a public place, street, highway or passage within the designated area in a manner to be perceived that you are inviting people to give you money.
- (iii) Feeding birds/wildfowl in the water gardens area

However, for the reasons set out in the report below it is believed that there are more appropriate and proportionate enforcement alternatives for attempting to deal with these issues and therefore is it not proposed to include these prohibitions in the PSPO.

- 3.4 The consultation did also ask for views on restricting the consumption of alcohol within the designated area shown on the order plan and for the reasons set out in section 5 it is proposed to continue this restriction as part of the existing PSPOs (formerly DPPOs).
- 3.5 Littering is not included because littering is already an offence under the Environmental Protection Act 1990 for which the Council is authorised to serve fixed penalty notices. This would include discharging cigarette ends on the ground which was an issue raised in the consultation.
- 3.6 The area in which it is proposed to apply such restrictions is shown on the Order Plans at Appendix A.

4. Consultation

Following Cabinet's recommendation in July 2017 a public consultation was initiated which invited comments from residents and interest groups on the proposals for the PSPO. In total there were 870 responses to the consultation and a summary of the responses provided under each proposal is set out below. Members will also find annexed to this report a consultation questionnaire analysis, which is a numerical analysis of responses to questions (see Appendix B), and a consultation analysis by Opinion Research Services which analyses responses provided in the written "additional comments" section of each question (see Appendix C)

- 4.1. Aside from ensuring that the statutory tests, particularly in respect of proportionality and justifiability, are satisfied, there are a number of considerations around the introduction of PSPO's which would also need to be considered and are highlighted further below

5. Consuming Alcohol

Proposed restriction: Not to consume alcohol within the designated area

- 5.1 The consultation highlighted that drinking in public areas is a problem which has an impact on the enjoyment of the area. 56.1% of respondents commented that it was a problem with 39.5% saying that it impacted on their enjoyment of the area. Furthermore, 71.7% supported the inclusion of the prohibition in the PSPO. 67% of those responding to the additional comments section mentioned that they had witnessed drinking or drunks hanging around.

Examples include: People drinking strong alcohol in large groups in the water gardens. Several individuals drinking alcohol together at market square and obviously drunk - very off-putting when walking past and going shopping

50% said they feel intimidated or have experienced abusive/aggressive behaviour from people in the area. Examples include: Daytime street drinking and begging in these areas is intimidating and antisocial less so on myself but more on children. The atmosphere always seems a little tense.

However, 10% of those who provided additional comments stated they do not have a problem with drunks/drinking in the area, and a further 10% said it should not be a blanket proposal/should only apply to those behaving anti-socially.

- 5.2 Section 63 of the Anti-Social Behaviour Crime and Policing Act 2014 specifically provides for a prohibition on the consumption of alcohol in breach of a PSPO and provides that a constable or authorised officer *may*, (emphasis added) subject to reasonable belief as to a breach, require a person to cease consuming alcohol and surrender the alcohol. As such it is considered that the power to enforce the prohibition on alcohol consumption is discretionary and those consuming alcohol responsibly would not necessarily face sanction as a consequence of PSPO which is intended to deal with problem drinkers and their associated anti-social behaviour. As such there ought to be no issues as regards the Order restricting markets, festivals, temporary events and such like.
- 5.3 Due to the nature of this prohibition enforcement actions will generally need to take place in the evening and therefore this will need to be planned appropriately taking account of available resources. Approaching persons who have consumed alcohol and the risks that follow that action will also be reflected in the planned enforcement activities in order to minimise any risk to council staff.
- 5.4 As noted in paragraph 2.3 above, the town centre, old town, water gardens and Gadebridge Park are already included in a PSPO prohibiting the consumption of alcohol by virtue of transitional provisions relating to DPPOs. This will stay in force until October 2020 and will then be reviewed.
- 5.5 The consultation clearly highlighted that the public believe that drinking alcohol is still an issue within the town centre, old town, water gardens and Gadebridge Park and therefore this will continue to be restricted by the transitional PSPO.

6. Cycling and Skateboarding

Proposed Restriction: No person shall cycle or skateboard within the area coloured blue on order plan 2.

- 6.1. The consultation highlighted that cycling and skateboarding in the town centre is perceived to be a problem which has an impact on the enjoyment of the area. 61.1% of respondents commented that it was a problem with 56.7% saying that it impacted on their enjoyment of the area. Furthermore, 61.9% supported the inclusion of the prohibition in the PSPO. The specific comments made by respondents highlighted problems with people being at risk from injury by persons cycling or skateboarding and aggressive or intimidating behaviour. However, respondents also commented a blanket ban would not be appropriate as it may push people into more dangerous areas and respondents also highlighted that it is a healthy activity which should not be discouraged.

- 6.2. It is not the intention of the PSPO to stop people cycling or skateboarding to and from the town centre and using this as a means of travel; however, in a pedestrianised area such as the town centre there is a conflict if users are riding through a heavily congested area particularly if users are acting inconsiderately. The prohibition will not stop persons from dismounting and walking with their cycle or skateboard once they have arrived within the town centre.
- 6.3. Concerns were raised in the consultation that the order plan was too wide and included areas which are used as a legitimate cycle routes such as Waterhouse Street and the Old Town. The plan has therefore been amended to limit the prohibition to the main pedestrianised area of Marlowes but extended to include the market square. The Water Gardens will also be included to prevent displacement to that area.
- 6.4. Fixed penalty notices will only be issued for repeat offenders once a formal warning has been given. Contraventions of the proposed prohibitions may be by juveniles (aged 10-17) and separate procedures are being developed for enforcing against this age group and ensuring that sufficient warnings are given, including notice to parents where appropriate. Community Protection Notices will also be considered where appropriate.
- 6.5. In summary, the consultation responses highlight that cycling and skateboarding is an issue within the town centre and it is therefore recommended to be included in the proposed PSPO.

7. Spitting (including discharge of chewing gum), public defaecation or urination.

Proposed Restriction: Not to Spit (including discharge of chewing gum), urinate or defecate in a public place within the area coloured blue on order plan 1.

- 7.1 The consultation highlighted that the proposed prohibition was a problem which has an impact on the enjoyment of the area. 68.9% of respondents commented that it was a problem with 53.5% saying that it impacted on their enjoyment of the area. Furthermore, 83.1% supported the inclusion of the prohibition in the PSPO.
- 7.2 Specific issues highlighted included that chewing gum on pavements was an issue and is evidenced by significant areas of newly laid paving now being covered with chewing gum. Respondents reported issues with standing in chewing gum and it getting stuck to pushchairs.
- 7.3 There have also been reports of urinating/defaecation in public areas of the town centre, particularly in areas around the Full House public house.
- 7.4 The prohibited activity will often be linked to the consumption of alcohol and enforcement actions will generally need to take place in the evening and therefore this will need to be planned appropriately taking account of available resources.

- 7.5 It should be noted that identifying persons who spit or discharge chewing gum or urinate/defecate will be problematic unless there is a permanent enforcement presence in the designated areas which is not going to be realistic within existing resources. Accordingly, enforcement will have to be targeted to agreed operations at particular times of the year.
- 7.6. In summary however, and noting the issues with enforcement, the consultation responses highlight that spitting, urinating and defecating is an issue within the town centre and it is therefore recommend to be included in the proposed PSPO.
- 7.7 It is also recommended that this prohibition is supported by increasing the number of waste bins specifically for chewing gum and cigarettes and this is being actioned by the Clean Safe and Green Team.

8. Unauthorised Encampments

Proposed restriction: Not to sleep in any public place within the designated area which is:

- open to the air
- within a car park
- within a no-fixed structure including caravans and tents

Without the prior permission of the owner or occupier of the land

- 8.1 The consultation highlighted that roughsleeping in the town centre is perceived to be a problem which has an impact on the enjoyment of the area. 57.7% of respondents commented that it was a problem with 44.3% saying that it impacted on their enjoyment of the area. Furthermore, 60.1% supported the inclusion of the prohibition in the PSPO. The specific comments made by respondents highlighted problems with people being or feeling threatened or intimidated, problems with begging, and rubbish being left and making the area look untidy. However, there were also clear concerns that banning roughsleeping or criminalising the issue will not help the issue, is the wrong approach and that more help should be given to those who are homeless.
- 8.2 It is acknowledged that serving a fixed penalty notice on a homeless person, or prosecution for non-payment is not likely to resolve the individual's personal issues and the primary aim of the council is always to provide assistance and advice to try and help the person to find a permanent home in accordance with the Council's homelessness policies.

- 8.3 There are however some cases where enforcement is appropriate, particularly if there is anti-social behaviour linked to persons residing within the designated area. Officers will always consider if alternative powers for enforcement are appropriate such as Community Protection Notices (CPN). CPNs can be served if the conduct of the individual or body is having a detrimental effect, of a persistent or continuing nature, on the quality of life of those in the locality, and the conduct is unreasonable. The CPN can require the person to stop doing the act which is causing the issue. If the activity continues in breach of the CPN then the Council can prosecute for non-compliance. CPNs are therefore an alternative which will be considered on a case by case basis as they do not impose an immediate financial penalty on the person. CPNs have been successfully used by the Council in the recent past and are an effective enforcement tool.
- 8.4 The Council also has the power to apply for an anti-social behaviour injunction if the person has engaged or threatens to engage in anti-social behaviour (conduct that has caused, or is likely to cause, harassment, alarm or distress to any person). This power has been used against persons who have been roughsleeping in the town centre where they have also been involved in threatening anti-social behaviour and will also be considered on a case by case basis.
- 8.5 The Home Office in December 2017 has also issued revised guidance to Council's on the use of PSPO's against homeless and persons rough sleeping, which was issued after the end of the public consultation. This includes a section which states:
- “Public Spaces Protection Orders should not be used to target people based solely on the fact that someone is homeless or rough sleeping, as this in itself is unlikely to mean that such behaviour is having an unreasonably detrimental effect on the community's quality of life which justifies the restrictions imposed. Councils may receive complaints about homeless people, but they should consider whether the use of a Public Spaces Protection Order is the appropriate response. These Orders should be used only to address any specific behaviour that is causing a detrimental effect on the community's quality of life which is beyond the control of the person concerned”.
- 8.6 The issue of roughsleeping is clearly one which concerns members of the public and affects their enjoyment of the town centre; however on balance it is believed the use of CPN's and injunctions to address any anti-social behaviour related to the rough sleeping will be a more proportionate and effective means of attempting to deal with the issues. This approach will direct enforcement to the individuals concerned and target the inappropriate behaviour directly rather than a blanket ban across the designated areas.
- 8.7 It is therefore not proposed to include the prohibition on rough sleeping in the PSPO and this approach would also be consistent with the revised Home Office guidance.

9. Begging

Proposed restriction: No sitting or standing on the ground in a public place, street, highway or passage within the designated area in a manner to be perceived that you are inviting people to give you money.

- 9.1 The consultation highlighted that begging in the town centre is perceived to be a problem which has an impact on the enjoyment of the area. 60% of respondents commented that it was a problem with 45.9% saying that it impacted on their enjoyment of the area. Furthermore, 67.4% supported the inclusion of the prohibition in the PSPO. The specific comments made by respondents highlighted problems with aggressive and persistent begging, and feeling threatened or intimidated and having a negative impact on the town centre. However, there were also clear concerns that more help should be given to persons who are begging and banning or criminalising the issue will not help the issue and is the wrong approach.
- 9.2 This has been a reported issue in the town centre for some time which is particularly linked to rough sleepers and the homeless. The considerations of this prohibition are very similar to those of roughsleeping in terms of ensuring a proportionate approach as enforcing against those who have limited or no means to pay a fixed penalty notice is unlikely to be successful.
- 9.3 The Council has obtained injunctions against those aggressively begging in the town centre in the recent past which has proved a successful remedy although it is time consuming and resource intensive to obtain court orders. The remedy will continue to be considered on a case by case basis as well as Community Protection Notices.
- 9.4 Charity collections were also raised as an issue in the consultation responses; however, it is not recommend to prohibit this activity entirely. Charity collections (Direct Debit) are currently managed by the Public Fundraising Regulatory Association (PRFA) and cash collections are licensed by the Council and therefore sufficient protection is in place to manage and regulate this activity.
- 9.5 The issue of begging, particularly aggressive begging is one which the consultation shows concerns members of the public and affects their enjoyment of the town centre; however, the consideration is whether to include it in the PSPO or seek to address the issue by alternative powers such as CPN's or injunctions, which are directed to the individual rather than a blanket ban based on the designated area and these powers have been successfully used in the past.
- 9.6 The revised Home Office guidance is relevant because most of those begging are homeless and roughsleeping and therefore the general guidance (although not specifically directed to begging) is that a PSPO may not be appropriate. Aggressive begging is however noted in the section on injunctions as an appropriate use of that power.

- 9.7 On balance, it is recommended that a consistent approach regarding those who are homeless, roughsleeping and/or begging be taken and therefore begging is not recommended for inclusion within the PSPO, but enforcement action will continue to be taken using CPN's and/or injunctions where appropriate and the position be kept under review.

10. Feeding of Birds/Wildfowl

Proposed Restriction: Not to feed birds/wildfowl in the water gardens area as shown coloured yellow on the order plan

- 10.1 The consultation highlighted that the majority of respondents did not believe that the proposed prohibition was a problem which has an impact on the enjoyment of the area. 28.2% of respondents believed that it was a problem with 20.3% saying that it impacted on their enjoyment of the area. Furthermore, 28.7% supported the inclusion of the prohibition in the PSPO.
- 10.2 Geese in the Water Gardens area are an undoubted issue as they cause damage to the grass verges and leave faeces on the adjoining pathways. Feeding of the geese is an issue which contributes to attracting the geese to the area; however, they mainly feed on the grass which is a constant source of food and it is therefore doubtful that the proposed restriction alone would prevent geese from coming to the area. .
- 10.3 It is therefore questionable that the statutory test for a PSPO would be met in respect of this prohibition because prohibiting the feeding of the birds/wildfowl is unlikely in its own right to stop them coming to the Water Gardens area.
- 10.4. It is therefore recommended that advisory signs are erected asking persons to stop feedings the birds/wildfowl and this be monitored for effectiveness rather than including the prohibition in the PSPO and this has now been actioned in the Water Gardens.

11. Enforcement

- 11.1 If the Order is imposed, consideration will also need to be given to enforcement as there will be raised expectations from the public which will need to be managed. For example, a PSPO does not in its own right allow people to be moved on from a particular area. A stepped and proportionate approach to sanction will need to be developed.
- 11.2 Enforcement officers will need to be mindful of the circumstances of those to whom the Order is most likely to apply i.e. the homeless (be they genuine or otherwise); and others likely to have substance and/ or alcohol misuse problems and mental health issues. Given the precarious financial position of many, the effectiveness of issuing FPNs is likely to be of limited effect; similarly, endeavouring to institute a prosecution against such

individuals, particularly if they are of no fixed abode for the purpose of serving a summons.

- 11.3 Likely to be equally problematic will be securing the attendance of such individuals at court. Consideration will also need to be given to the perception of the courts and the public as regards enforcement action against individual who may be vulnerable and therefore a proportionate approach to enforcement will be taken in accordance with the draft Enforcement Protocol which is current being developed.
- 11.4 Furthermore, there is currently no dedicated resource for town centre enforcement and enforcement sits across a numbers of different council services. Accordingly, a coordinated and targeted approach to enforcement, working together with other enforcement agencies, will need to be developed. Many of the behaviours which the PSPO seeks to prohibit occur outside of normal working hours and therefore enforcement will need to plan for these times.

12. Consultation

- 12.1 If Cabinet is satisfied that the relevant statutory requirements are met, a statutory consultation will commence at the earliest opportunity for a six week period.

13. Recommendations

- 13.1 To consult on a draft Public Spaces Protection Order, applying to the restricted area as shown at Annex A, to prohibit/regulate the activities identified at para 3.2.
 - 13.1.1 To delegate authority to the Portfolio Holder for Environmental, Sustainability and Regulatory Services in consultation with the Assistant Director (Neighbourhood Delivery) to consider representations made pursuant to the statutory consultation and confirm or amend the PSPO as appropriate.

ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT

2014 SECTION 59

PUBLIC SPACES PROTECTION ORDER

This order is made by Dacorum Borough Council (the 'Council') and shall be known as the Public Spaces Protection Order (Hemel Hempstead) 2018.

PRELIMINARY

1. The Council, in making this Order is satisfied on reasonable grounds that:

The activities identified below have been carried out in public places within the Council's area and have had a detrimental effect on the quality of life of those in the locality,

and that:

the effect, or likely effect, of the activities:

is, or is likely to be, of a persistent or continuing nature,

is, or is likely to be, such as to make the activities unreasonable, and

justifies the restrictions imposed by the notice.

2. The Council is satisfied that the prohibitions imposed by this Order are reasonable to impose in order to prevent the detrimental effect of these activities from continuing, occurring or recurring, or to reduce that detrimental effect or to reduce the risk of its continuance, occurrence or recurrence.
3. The Council has had particular regard to the rights and freedoms set out in Article 10 (right of freedom of expression) and Article 11 (right of freedom of assembly) of the European Convention on Human Rights and has concluded that the restrictions on such rights and freedoms imposed by this Order are lawful, necessary and proportionate.

THE ACTIVITIES

4. The Activities prohibited by the Order are:
 - i) Not to cycle or skateboard
 - ii) Not to spit (including discharge of chewing gum), urinate or defecate

THE PROHIBITION

5. A person shall not engage in any of the Activities in 4(i) above anywhere within the restricted area as shown shaded blue on the attached map labelled 'Public Space Protection Order – Plan 1.
6. A person shall not engage in any of the Activities in 4(ii) above anywhere within the restricted area as shown shaded blue on the attached map labelled 'Public Space Protection Order – Plan 2'.

EXCEPTION

7. The prohibition of the Activity specified in 4 (ii) shall not apply to toilets open to the public.

PERIOD FOR WHICH THIS ORDER HAS EFFECT

8. This Order will come into force at midnight on XXXX 2018 and will expire at midnight on XXXX 2021.
9. At any point before the expiry of this three year period the Council can extend the Order by up to three years if they are satisfied on reasonable grounds that this is necessary to prevent the activities identified in the Order from occurring or recurring or to prevent an increase in the frequency or seriousness of those activities after that time.

WHAT HAPPENS IF YOU FAIL TO COMPLY WITH THIS ORDER?

10. Section 67 of the Anti-Social Behaviour Crime and Policing Act 2014 says that it is a criminal offence for a person without reasonable excuse -

- to do anything that the person is prohibited from doing by a public spaces protection order, or
- to fail to comply with a requirement to which the person is subject under a public spaces protection order

A person guilty of an offence under section 67 is liable on conviction in the Magistrates Court to a fine not exceeding level 3 on the standard scale

FIXED PENALTY

11. A constable, police community support officer or authorised council enforcement officer may issue a fixed penalty notice to anyone he or she believes has committed an offence under section 67 of the Anti-Social Behaviour, Crime and Policing Act. You will have 14 days to pay the fixed penalty of £75. If you pay the fixed penalty within the 14 days you will not be prosecuted.

APPEALS

12. Any challenge to this order must be made in the High Court by an interested person within six weeks of it being made. An interested person is someone who lives in, regularly works in, or visits the restricted area. This means that only those who are directly affected by the restrictions have the power to challenge. The right to challenge also exists where an order is varied by the Council.

13. Interested persons can challenge the validity of this order on two grounds: that the Council did not have power to make the order, or to include particular prohibitions or requirements; or that one of the requirements of the legislation has not been complied with.

14. When an application is made the High Court can decide to suspend the operation of the order pending the Court's decision, in part or in totality. The High Court has the ability to uphold the order, quash it, or vary it.

Dated:

The Common Seal of
Dacorum Borough
Council was affixed in
the presence of:

Authorised Signatory

Authorised Signatory

Section 67 Anti-Social Behaviour Crime and Policing Act 2014

- (1) It is an offence for a person without reasonable excuse-
 - (a) To do anything that the person is prohibited from doing by a public spaces protection order, or
 - (b) To fail to comply with a requirement to which a person is subject under a public spaces protection order
- (2) A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 3 on the standard scale
- (3) A person does not commit an offence under this section by failing to comply with a prohibition or requirement that the local authority did not have power to include in the public spaces protection order



Proposal to introduce a Public Space Protection Order for Hemel Hempstead Town Centre

We're currently consulting on a proposed Public Space Protection Order (PSPO) for an area of Hemel Hempstead Town Centre (see map) incorporating the town centre, old town and the Water Gardens area.

We are working with our partners to continue to develop safe and healthy communities, communities where everyone feels secure, free from the fear of crime and anti-social behaviour. To help us do this please complete our survey.

Please read our Frequently Asked Questions as it will help explain what a PSPO is and how it can help address anti-social behaviour in our Public Spaces.

The survey, FAQs and map can also be found on our consultation web page.

All responses are anonymous.

The closing date for all responses is 5pm, Friday 13 October 2017.

Proposal 1 (please note this would not apply to licensed premises)

No person shall refuse to stop drinking alcohol or hand over any containers (sealed or unsealed) which are believed to contain alcohol, when required to do so by an authorised officer

Q1 Do you consider alcohol consumption in public areas to be a problem within the area defined by the map?

488 (56.1%) Yes

210 (24.1%) No

172 (19.8%) Don't know

Proposal 1 (please note this would not apply to licensed premises)

No person shall refuse to stop drinking alcohol or hand over any containers (sealed or unsealed) which are believed to contain alcohol, when required to do so by an authorised officer

Q2 Has this type of behaviour had an impact on your enjoyment of the public areas defined by the map?

343 (39.5%) Yes

438 (50.5%) No (takes you to Q4)

87 (10.0%) Don't know (takes you to Q4)

Proposal 1 (please note this would not apply to licensed premises)

No person shall refuse to stop drinking alcohol or hand over any containers (sealed or unsealed) which are believed to contain alcohol, when required to do so by an authorised officer

Q3 Please provide details of these behaviours and the impact and effect these behaviours have had on you?

303 (100.0%)

Proposal 1 (please note this would not apply to licensed premises)

No person shall refuse to stop drinking alcohol or hand over any containers (sealed or unsealed) which are believed to contain alcohol, when required to do so by an authorised officer

Q4 Do you consider this specific proposal should be included within the PSPO?

622 (71.7%) Yes

168 (19.4%) No

78 (9.0%) Don't know

Proposal 1 (please note this would not apply to licensed premises)

No person shall refuse to stop drinking alcohol or hand over any containers (sealed or unsealed) which are believed to contain alcohol, when required to do so by an authorised officer

Q5 Please provide any additional comments you may wish to make on this specific proposal
264 (100.0%)

Proposal 2: No person shall spit (including discharge of chewing gum), urinate or defecate in a public place

Q6 Do you consider this to be a problem within the public areas defined by the map?

599 (68.9%) Yes

125 (14.4%) No

145 (16.7%) Don't know

Proposal 2: *No person shall spit (including discharge of chewing gum), urinate or defecate in a public place*

Q7 Has this type of behaviour have an impact on your enjoyment of the public areas as defined by the map?

464 (53.5%) Yes

305 (35.1%) No (takes you to Q9)

99 (11.4%) Don't know (takes you to Q9)

Proposal 2: *No person shall spit (including discharge of chewing gum), urinate or defecate in a public place*

Q8 Please provide details of these behaviours and the impact and effect these behaviours have had on you?

365 (100.0%)

Proposal 2: *No person shall spit (including discharge of chewing gum), urinate or defecate in a public place*

Q9 Do you consider that this specific proposal should be included within the PSPO?

723 (83.1%) Yes

91 (10.5%) No

56 (6.4%) Don't know

Proposal 2: *No person shall spit (including discharge of chewing gum), urinate or defecate in a public place*

Q10 Please provide any additional comments you may wish to make on this specific proposal.

218 (100.0%)

Proposal 3

No person shall sleep in any public place which is:

- open to the air***
- within a vehicle***
- within a car park***
- within a no-fixed structure including caravans and tents***

Without the prior permission of the owner or occupier of the land

Q11 Do you consider that rough sleeping in public areas to be a problem within the defined areas?

504 (57.9%) Yes

205 (23.5%) No

162 (18.6%) Don't know

Proposal 3 : No person shall sleep in any public place which is: - open to the air - within a vehicle - within a car park - within a no-fixed structure including caravans and tents.

Without the prior permission of the owner or occupier of the land

Q12 Has rough sleeping had an impact on your enjoyment of the public areas defined by the map?

385 (44.3%) Yes

421 (48.4%) No (takes you to Q14)

63 (7.2%) Don't know (takes you to Q14)

Proposal 3 : No person shall sleep in any public place which is: - open to the air - within a vehicle - within a car park - within a no-fixed structure including caravans and tents.

Without the prior permission of the owner or occupier of the land

Q13 Please provide details of these behaviours and the impact and effect these behaviours have had on you?

315 (100.0%)

Proposal 3 : No person shall sleep in any public place which is: - open to the air - within a vehicle - within a car park - within a no-fixed structure including caravans and tents.

Without the prior permission of the owner or occupier of the land

Q14 Do you consider this specific proposal should be included within the PSPO?

523 (60.1%) Yes

246 (28.3%) No

101 (11.6%) Don't know

Proposal 3 : No person shall sleep in any public place which is: - open to the air - within a vehicle - within a car park - within a no-fixed structure including caravans and tents.

Without the prior permission of the owner or occupier of the land

Q15 Please provide any additional comments you may wish to make on this specific proposal

336 (100.0%)

Proposal 4

No person shall sit on the ground in a public place, street, highway or passage in a manner to be perceived that they are inviting people to give them money.

Q16 Do you consider begging in public areas to be a problem within the defined areas?

522 (60.0%) Yes

235 (27.0%) No

113 (13.0%) Don't know

Proposal 4: No person shall sit on the ground in a public place, street, highway or passage in a manner to be perceived that they are inviting people to give them money.

Q17 Has begging had an impact on your enjoyment of the public area defined by the map?

398 (45.9%) Yes

400 (46.1%) No (takes you to Q19)

70 (8.1%) Don't know (takes you to Q19)

Proposal 4: *No person shall sit on the ground in a public place, street, highway or passage in a manner to be perceived that they are inviting people to give them money.*

Q18 Please provide details of these behaviours and the impact and effect these behaviours have had on you?

300 (100.0%)

Proposal 4: *No person shall sit on the ground in a public place, street, highway or passage in a manner to be perceived that they are inviting people to give them money.*

Q19 Do you consider this specific proposal should be included within the PSPO?

579 (67.4%) Yes

189 (22.0%) No

91 (10.6%) Don't know

Proposal 4: *No person shall sit on the ground in a public place, street, highway or passage in a manner to be perceived that they are inviting people to give them money.*

Q20 Please provide any additional comments you may wish to make on this specific proposal

232 (100.0%)

Proposal 5

No person shall cycle or skateboard

Q21 Do you consider cycling or skateboarding in public areas to be a problem within the defined areas?

530 (61.1%) Yes

267 (30.8%) No

70 (8.1%) Don't know

Proposal 5: *No person shall cycle or skateboard*

Q22 Has cycling or skateboarding had an impact on your enjoyment of the public area defined by the map?

494 (56.7%) Yes

332 (38.1%) No (takes you to Q24)

45 (5.2%) Don't know (takes you to Q24)

Proposal 5: *No person shall cycle or skateboard*

Q23 Please provide details of these behaviours and the impact and effect these behaviours have had on you?

429 (100.0%)

Proposal 5: *No person shall cycle or skateboard*

Q24 Do you consider this specific proposal should be included within the PSPO?

537 (61.9%) Yes

262 (30.2%) No

68 (7.8%) Don't know

Proposal 5: *No person shall cycle or skateboard*

Q25 Please provide any additional comments you may wish to make on this specific proposal

304 (100.0%)

Proposal 6

No person shall feed birds/wildfowl within the Water Gardens area

Q26 Do you consider feeding birds or wildfowl within the Water Gardens area to be a problem within the defined areas?

245 (28.2%) Yes

447 (51.4%) No

177 (20.4%) Don't know

Proposal 6: *No person shall feed birds/wildfowl within the Water Gardens area*

Q27 Has the feeding of birds or wildfowl had an impact on your enjoyment of the public areas defined by the map?

176 (20.3%) Yes

605 (69.6%) No (takes you to Q29)

88 (10.1%) Don't know (takes you to Q29)

Proposal 6: *No person shall feed birds/wildfowl within the Water Gardens area*

Q28 Please provide details of these behaviours and the impact and effect these behaviours have had on you?

141 (100.0%)

Proposal 6: *No person shall feed birds/wildfowl within the Water Garden area*

Q29 Do you consider this specific proposal should be included within the PSPO?

248 (28.7%) Yes

442 (51.2%) No

174 (20.1%) Don't know

Proposal 6: *No person shall feed birds/wildfowl within the Water Gardens area*

Q30 Please provide any additional comments you may wish to make on this specific proposal
307 (100.0%)

Are we missing anything?

Q31 Are there any other behaviours you would like to see included in a PSPO that you feel are detrimental to the quality of life in Hemel Hempstead Town Centre?

253 (29.6%) Yes

470 (54.9%) No (takes you to Q33)

133 (15.5%) Don't know (takes you to Q33)

Q32 You ticked 'yes' to Q31, please tell us what else you would like to see included in a PSPO that you feel is detrimental to the quality of life in Hemel Hempstead Town Centre

249 (100.0%)

Your relationship to Hemel Hempstead Town Centre

Q33 Are you completing this survey as...? (Please select one option only. If more than one option applies please select the one that you feel is most appropriate)

- 114 (13.1%) Local resident who lives in the shaded area shown on the map
- 541 (62.3%) Local resident who lives outside the shaded area shown on the map
- 51 (5.9%) Person who works in the shaded area shown on the map
- 8 (0.9%) Local business owner/manager
- 2 (0.2%) Land owner within the proposed restricted area
- 0 (0.0%) Street entertainer in the shaded area shown on the map
- 103 (11.9%) Visitor to the shaded area shown on the map (e.g. tourist, business, shopper)
- 2 (0.2%) Local Councillor (Town, County, Parish)
- 5 (0.6%) Representative of a local community or voluntary group
- 22 (2.5%) Employed by the Council, Police or any other agency with an interest
- 21 (2.4%) Other (please state below)
- 29 (100.0%)

Thank you for taking the time to complete this survey.

Your feedback will be considered as part of the Council's review of its controls on anti-social behaviour and will be presented to Cabinet later this year. Whereby a decision will be made as to whether or not to implement the PSPO will be made.

Paper copies of this survey are available from the reception desk at The Forum, Hemel Hempstead.

If you have any queries regarding this consultation please email asb@dacorum.gov.uk.

Don't forget to press the Submit button!



Dacorum Borough Council

Proposal to introduce a Public Space Protection Order for Hemel Hempstead Town Centre

**Opinion Research Services
November 2017**

Proposal 1: No person shall refuse to stop drinking alcohol or hand over any containers (sealed or unsealed) which are believed to contain alcohol, when required to do so by an authorised officer

Please provide details of these behaviours and the impact and effect these behaviours have had on you	% of respondents who made comment
People drinking/drunks hanging around	67%
Feel intimidated/abusive/aggressive behaviour from people in area	50%
People shouting/swearing	24%
I avoid going to certain areas/town	23%
It is not nice for children to see this in our area	17%
Groups/gangs of people hanging around/loitering	14%
I don't feel safe/scared to go out in my area	11%
Problems with litter/rubbish everywhere	9%
People around area begging	7%
Problems with homeless people/rough sleepers	6%
People around the area fighting	5%
Deters visitors from the area/gives the place a bad image	5%
I don't go out at night/when dark	4%
Problems with youth	4%
Problems relating to drugs e.g. smoking cannabis in public etc.	4%
Public urination/defecation is a problem/disgusting smell/unhygienic	4%
<i>Other</i>	14%

(Base: 303)

67% of those responding to this question mentioned that they had witnessed drinking or drunks hanging around. Examples include:

People drinking strong alcohol in large groups in the water gardens. Alcohol cans and bottles left in Gadebridge park.

Several individuals drinking alcohol together at market square and obviously drunk - very off-putting when walking past and going shopping

50% said they feel intimidated or have experienced abusive/aggressive behaviour from people in area. Examples include:

Daytime street drinking and begging in these areas is intimidating and antisocial

Less so on myself but more on children. The atmosphere always seems a little tense.

Additional comments	% of respondents who made comment
Drinking in public is an issue/people causing public disturbance e.g. littering, being aggressive/rude	15%
Agree with proposal 1	12%
Do not have a problem with drunks/drinking in the area	10%
Should not be a blanket proposal/should only apply to those behaving anti-socially	10%
Will be hard to reinforce/don't believe it will be enforced	7%
Should ban alcohol consumption in public areas/town centre	6%
Police need to be dealing with ASB/laws are already in place to deal with these issues	6%
Disagree with proposal 1	5%
No reason to drink in public places/there are plenty of drinking establishments around	5%
Public drinking should be allowed/not against the law/still a free country	5%
Alcoholics/people drinking on the street need to be helped/shown compassion instead of being punished	5%
Should apply to more areas/across the whole borough	5%
Should not apply to sealed containers	4%
Should not target the homeless/will unfairly target homeless people	3%
Should not apply to those who have purchased alcohol to take home	2%
Will result in additional aggression towards the police/authorised offices/will put officers in a dangerous situation	2%
Better regulate shops selling alcohol/make these shops more responsible	1%
<i>Other</i>	29%

(Base: 253)

15% stated they felt that drinking in public is an issue/or that there were people causing public disturbance e.g. littering, being aggressive/rude. Examples include:

I think that the market in the main shopping centre area attracts these people who sit and drink all day in the town centre

Drunks in the water gardens and homeless people with cans alongside them anywhere within the area designated the town centre should be moved on

12% additionally expressed general agreement with the Proposal 1. Examples include:

This proposal is a good idea but will need to be purely based on any person(s) that is perhaps causing a nuisance due to the consumption of alcohol within the area and will therefore have to be assessed by the authorities on a case-by-case basis.

It is a reasonable proposal and hopefully will address the drink related issues in the mapped area

However, 10% stated they do not have a problem with drunks/drinking in the area, and a further 10% said it should not be a blanket proposal/should only apply to those behaving anti-socially. Examples include:

If someone is behaving completely fine but has sealed or unsealed alcohol on them, no one should be able to take this off of them purely because of the area that they are in.

The proposal mentions sealed containers, which leaves it open for abuse by authority members to be overly harsh on members of the public. Also large areas of the town already have a fine system in place and police are more than qualified to move people along if needed.

Proposal 2: No person shall spit (including discharge of chewing gum), urinate or defecate in a public place

Please provide details of these behaviours and the impact and effect these behaviours have had on you	% of respondents who made comment
Spitting is disgusting/unhygienic/spreads diseases/people should be fined for spitting	43%
Chewing gum is a problem/chewing gum on pavement/standing in chewing gum	37%
Public urination/defecation is a problem/disgusting smell/unhygienic	28%
Disgusting/unhygienic/unpleasant/unacceptable/matter of common decency etc.	25%
Avoid certain areas/town centre	6%
Need to provide more/better public toilets	4%
Expensive to clean streets/remove chewing gum	3%
These behaviours are already illegal	3%
Agree with proposal 2	1%
Children copy these behaviours/think that they are acceptable	1%
<i>Other</i>	7%

(Base: 355)

43% said that spitting is disgusting/unhygienic/spreads diseases/or stated that people should be fined for spitting. Examples include:

It's just generally unpleasant, obviously! There's far too much of it going on, and those doing it aren't always careful about where it lands.

I've trod in chewing gum my daughter has or on my pushchair on many occasions. People are also always spitting in public in the town and it is disgusting too see and spreads diseases especially when you have a small child who falls over and could fall in it. People always urinate in the town mainly men, because there are no public toilets anymore that also smells especially the alley next to the full house

Chavs and drunks spitting is filthy, and should be enforced with on the spot fines.

37% agreed chewing gum is a problem/commented on chewing gum on pavement or having stood in chewing gum. Examples include:

I've trod in chewing gum my daughter has or on my pushchair on many occasions.

Chewing gum is now under seats, under tables and on the pavements. I have sat in discarded chewing gum and it is very frustrating and can be difficult to remove from garments.

Additional comments	% of respondents who made comment
Disgusting/unhygienic/unpleasant/unacceptable/matter of common decency etc.	21%
Need to provide more/better public toilets	16%
Agree with proposal 2	12%
Police need to be dealing with these issues/laws are already in place to deal with these issues	11%
Spitting is disgusting/unhygienic/spreads diseases/people should be fined for spitting	8%
Will be hard to reinforce/don't believe it will be enforced	8%
Have not encountered these issues	8%
Public urination/defecation is a problem/disgusting smell/unhygienic	6%
Chewing gum is a problem/chewing gum on pavement/standing in chewing gum	6%
Should not be a blanket proposal/may be due to a medical issue so should not be punished/embarrassed for this	4%
Need to provide more bins/places to dispose of chewing gum	4%
Should apply to more areas/across the whole borough	3%
Disagree with proposal 2	2%
<i>Other</i>	27%

(Base: 206)

21% made comments that the behaviours mentioned in the proposal are disgusting/unhygienic/unpleasant/unacceptable/a matter of common decency etc. Examples include:

It's basic common decency not to do these things.

16% expressed a need to provide more/better public toilets. Examples include:

Providing good quality public toilets, specific chewing gum and fag butt bins will combat this issue more effectively.

More lamp posts for people to stick their unwanted gum and to possibly re-open the old bus station public toilets to allow people to have facilities - the 2 new ones in Marlowes are pretty disgusting and locked at certain times.

Proposal 3: No person shall sleep in any public place which is:

- open to the air
- within a car park
- within a vehicle
- within a no-fixed structure including caravans and tents

Without the prior permission of the owner or occupier of the land

Please provide details of these behaviours and the impact and effect these behaviours have had on you	% of respondents who made comment
Problems with people sleeping rough in doorways e.g. KFC, WHSmith etc.	32%
Problems with people being threatening/intimidating/aggressive	24%
Problems with people begging	23%
Sadness that this exists/need to help/rehouse these people	22%
Dislike seeing rough sleepers on street/should be removed	22%
Problems with litter/rubbish left by people/making the area dirty/unhygienic	16%
Problems with people sleeping in car parks/making car park unsafe/also putting themselves at risk from cars	16%
Deters visitors from the area/gives the place a bad image	10%
Makes area look like an eyesore/unkept	10%
I avoid going to certain areas/town	8%
Rough sleepers should be made aware of the DENS organisation	7%
Don't know how genuine some homeless people are/some are frauds	7%
It is not nice for children to see this in our area	6%
Homeless people drinking/consuming alcohol	5%
Homeless people/rough sleepers using drugs	3%
Agree with proposal 3	2%
<i>Other</i>	14%

(Base: 311)

32% said they had experienced people sleeping rough in doorways e.g. KFC, WHSmith etc. Examples include:

Find it very uninviting when these individuals - or couples - are "camped" outside shops/premises - not only at night!!

It's distressing to see. People need help and advice to get a home. Just banning it won't work

24% said they had problems with people being threatening/intimidating/aggressive. Examples include:

It makes the town look dirty and threatening.

People sleeping rough in the town centre especially in shop fronts is bad for the person sleeping, unsightly and sometimes threatening to passers-by, bad for shop business and a bad impression of our town.

23% had experienced problems with people begging. Examples include:

Being asked for money outside of a shop that I have just purchased from makes me feel very uncomfortable. Especially when that person is drinking or smoking

Additional comments	% of respondents who made comment
DBC should be doing more/need to help/rehouse these people	43%
Homeless people are people too/should be offered support/not criminalised	29%
Proposals are just moving the problem to another area which isn't the solution	16%
Disagree with proposal 3	13%
Dislike seeing rough sleepers on street/should be removed	10%
Homelessness is a reflection of a broken system/how we deal with them is a reflection of our society	10%
The proposal is based on perception/therefore open to interpretation/what if people are just taking a nap/proposals need to be clearer/people should be allowed to nap in their car	10%
Where are these people supposed to go/they are homeless/have nowhere to go	10%
Agree with proposal 3	9%
This is not a big problem/haven't been affected by this issue	6%
Rough sleepers should be made aware of the DENS organisation	5%
Problems relating to travellers/they need to be moved/how does this proposal cover travellers?	3%
Problems with people sleeping in car parks/making car park unsafe/also putting themselves at risk from cars	2%
Problems with people sleeping rough in doorways e.g. KFC, WHSmith etc.	2%
<i>Other</i>	20%

(Base: 326)

43% of additional comments suggested Dacorum Borough Council should be doing more/need to help/rehouse homeless people. Examples include:

I think rough sleeping is often caused by poor services for people that are mentally unwell and also not enough low cost/social housing for people.

If Dacorum Borough Council feels that the number of rough sleepers in the town centre has become too high, why not help by upping their funding to local homeless charities instead? After all, their funding has halved in the last 7 years.

29% made comments to the effect of 'homeless people are people too', or stated they should be offered support/not criminalised. Examples include:

If you enforce this where do they go? Will housing and accommodation be provided for all of these people? It is disgusting that people in Dacorum are forced to sleep rough and they should not be punished but helped.

16% stated that the proposal would just move the problem to another area which isn't the solution. Examples include:

Plans put in place to find alternative space for these people to sleep otherwise you just move the problem to somewhere else

Proposal 4: No person shall sit on the ground in a public place, street, highway or passage in a manner to be perceived that they are inviting people to give them money.

Please provide details of these behaviours and the impact and effect these behaviours have had on you	% of respondents who made comment
Beggars can be threatening/intimidating/aggressive	48%
Beggars are too persistent/pestering	37%
Dislike seeing beggars on street/should be removed	36%
It is a major issue/these people need help/DBC should help rehouse them	12%
Beggars have a negative impact on town centre/tourism/visitors to town	12%
I avoid going to certain areas/town	9%
Don't know how genuine some homeless people are/some are frauds	9%
I don't feel safe/scared to go out in my area due to beggars	6%
People using charity/children/dogs for sympathy is not acceptable	5%
Agree with proposal 4	4%
Beggars are causing ASB in town	3%
Chuggers are problem/chuggers should be included under the order	3%
Beggars are causing mess/rubbish	2%
Busking should not be included in the order/busking adds atmosphere to town centre	2%
Problems with buskers/street performers	1%
The Big Issue/other proactive measures should be encouraged	<1%
<i>Other</i>	5%

(Base: 294)

Almost half of comments (48%) mentioned that beggars can be threatening/intimidating/aggressive. Examples include:

People sometimes asking for money, sitting on pavement or sometimes approaching you when out shopping which is alarming and intimidating

Can be intimidating if you are away from other members of the public.

37% felt that beggars are too persistent or pestering. Examples include:

Yes regular occurrence when trying to walk along the Marlowes.

It is impossible to use certain areas without being pestered

A similar proportion (36%) stated that they dislike seeing beggars on the street or believe they should be removed:

Always being asked if I have any change, sometimes even rude comments back when said no - should be removed, makes the town look uninviting.

I feel that in this age we must remove these people that beg and try to make you feel guilty for not helping.

Additional comments	% of respondents who made comment
Dislike seeing beggars on street/should be removed	24%
Beggars/homeless are a reflection of a broken system/how we deal with them is a reflection of our society/DBC should be doing more	24%
Beggars are people too/should be offered support/not criminalised	23%
Disagree with proposal 4	13%
Agree with proposal 4	11%
The order should only cover beggars that are pestering people	9%
Beggars sitting aren't the problem/beggars accosting and following you are	8%
The proposal is based on perception/therefore open to interpretation	8%
Proposals are just moving the problem to another area which isn't the solution	7%
Busking should not be included in the order/busking adds atmosphere to town centre	6%
Chuggers are problem/chuggers should be included under the order	6%
The Big Issue/other proactive measures should be encouraged	2%
<i>Other</i>	12%

(Base: 213)

24% made additional comments about disliking seeing beggars on the street/saying they should be removed.

The people asking for money can be intimidating and have upset my children when we are trying to get on with our shopping

The same proportion (24%) felt that beggars/homeless people are a reflection of a broken system/ how we deal with them is a reflection of our society/DBC should be doing more.

...begging is just a symptom of a hard-up society. Again, criminalising it will not help. And how would Buddhist monks and other alms-seekers be affected by this? Giving is good for you.

People beg for a reason. Although some may not need to do this, the majority do. The Conservative run Dacorum Borough Council needs to ask themselves why and address that, not hide the problem (as with rough sleeping) Please put pressure on your Tory colleagues in Central Government and Herts County Council to implement policies that will alleviate the problem not hide it.

23% of comments were that beggars are people too/should be offered support/not be criminalised

This would make begging OK as long as the beggar is standing up - just like those collecting for charity. Another example of criminalising something which is not a crime.

Stop criminalising homeless people

Proposal 5: No person shall cycle or skateboard

Please provide details of these behaviours and the impact and effect these behaviours have had on you	% of respondents who made comment
Danger/risk of injury if hit by cyclists or skateboarder especially elderly/young	55%
Cyclist/skaters should not be allowed into the pedestrianised areas	44%
Aggressive/intimidating/abusive/inconsiderate behaviour	35%
Myself/someone I know has almost been knocked over by a cyclist or skateboarder	25%
They perform stunts, jumps, tricks with no regard for pedestrians/road users/themselves	18%
Cyclists/skateboarders travelling too fast/speeding down street	18%
Cyclists/skateboarders expect you to give way to them	13%
Agree with proposal 5	11%
Too worried/dangerous to go into town	6%
Police presence would discourage this behaviour	5%
There are already bikes/skate parks e.g. XC, Gadebridge Park.	5%
Myself/someone I know has been injured by a cyclist or skateboarder	4%
More provision should be put in place for cyclists/skateboarders	4%
<i>Other</i>	9%

(Base: 428)

55% said there was danger/risk of injury if hit by cyclists or skateboarder especially elderly/young

I have four children, and trying to keep them all together and safe in town is tricky at the best of times, without inconsiderate cyclists and boarders crashing into them or near misses as has happened on occasion.

Particularly young cyclists are a danger to pedestrians, again particularly elderly people and the area should be protected from cycling or skateboarding where there is a designated area in Gadebridge Park for this activity.

44% made similar comments that cyclists should not be allowed in pedestrianised areas.

People cycle through Marlows at dangerous speeds with no regard for pedestrians and young children.

Additional comments	% of respondents who made comment
Disagree with proposal 5	19%
More provision should be put in place for cyclists/skateboarders	18%
Aggressive/intimidating/abusive/inconsiderate behaviour	13%
Cyclist/skaters should not be allowed into the pedestrianised areas	13%
Policies already in place to deal with cyclists/skateboarders/protection orders need to be enforced	12%
Cycling/skateboarding should be encouraged as it is good exercise	11%
Safe cyclists/skateboarders shouldn't be punished/blanket ban is inappropriate/only target those who are reckless/break the law	10%
Agree with proposal 5	7%
Don't have a problem with bikes/skateboards/not experienced any issues	7%
Proposals will make it more dangerous for cyclists/force cyclists down dangerous alternative routes i.e. Leighton Buzzard Road	7%
Police should be dealing with this/police presence would discourage this behaviour	6%
Cycling/skateboarding is a good hobby/fun activity for children	6%
Danger/risk of injury if hit by cyclists or skateboarder especially elderly/young	5%
There are already bikes/skate parks e.g. XC, Gadebridge Park.	5%
Skateboards/bikes are good for the environment/less pollution than cars	5%
Cyclists/skateboarders travelling to fast/speeding down street	4%
Skateboards/bikes should be seized/fined if inappropriately used	3%
They perform stunts, jumps, tricks with no regard for pedestrians/road users	2%
Skateboarders aren't the problem/don't mind people skateboarding/cyclists are the problem	2%
Cyclist/skaters should be allowed into the pedestrianised areas	2%
Myself/someone I know has almost been knocked over by a cyclist or skateboarder	1%
Myself/someone I know has been injured by a cyclist or skateboarder	1%
Cyclists/skateboarders expect you to give way to them	1%
Too worried/dangerous to go into town	1%
Redevelopment of the town has encouraged this behaviour	1%
Map is unclear/proposed area in map covers both pedestrian/non pedestrianised zones	1%
<i>Other</i>	20%

(Base: 288)

Most commonly, respondents expressed general disagreement with proposal 5 (19%).

Cycling and skateboarding are exercise and should be encouraged.

I think it is ok to cycle in these areas providing the speed is slow and people around are aware of cyclist and skaters approach and in any case laws already exist for these activities.

People cycling to a place of work or home etc. should not be banned

A similar proportion (18%) suggested that there should be more provision for cyclists and skateboarders.

Please provide a skate park closer to the town centre but away from residents.

I'd rather cyclists/skateboarders shared the paths with pedestrians than risk their lives on the roads. More pedestrian/cycle/skateboard only paths please. All of these should have priority over cars in the area proposed.

STATS19 data on <https://bikedata.cyclestreets.net/collisions/#17/51.75016/-0.47158/opencyclemap> shows pedestrian injuries where the police attended. There were 9 incidents involving buses and 16 incidents involving cars and taxis. Together, these modes injured 31 pedestrians. There was one injury caused by a cyclist. Whatever anti-social behaviour is caused by cyclists, far more is caused by buses and cars. The PSPO should ban buses and cars from the town centre, and allow cycles.

Proposal 6: No person shall feed birds/wildfowl within the Water Gardens area

Please provide details of these behaviours and the impact and effect these behaviours have had on you	% of respondents who made comment
Bird mess is everywhere/unhygienic/unpleasant/slippery	50%
Bread is not good for birds/make people more aware of this/more education/signage on this available	29%
Canada Geese are a menace/destroying river banks	23%
Litter/rubbish/pollution from bread/bread packets	17%
Problems with vermin/pests caused by mess/rubbish	17%
Problems relating to pigeons/too many pigeons/pigeons should be culled	10%
Everyone loves feeding bird/wildfowl/children have grown up feeding birds/families favourite past time	6%
Make sure appropriate bird feed is available/vending machines in park/shops nearby selling appropriate feed	3%
Agree with proposal 6	1%
<i>Other</i>	16%

(Base: 140)

Half of respondents who gave comments (50%) stated that bird mess is everywhere/unhygienic/unpleasant/slippery

The proliferation of birds in such a confined location, tends to lead to areas that are unpleasant and slippery underfoot

29% said that bread is not good for the birds, or suggested people needed to be made aware of this/more education/asked to increased signage on this.

Most people feeding the waterbirds use bread. This is damaging to the birds and the environment. People should be educated to only feed the birds with appropriate seed mixes. Educational signs re the effects of "Angel Wing" and on the water quality from using bread should be clearly visible along the whole stretch of water.

23% of responses were concerned that Canada Geese are a menace/destroying river banks

...only that it encourages the Canada Geese which destroy the grass.

Some birds, especially geese, have degraded the riverbank in recent years. This has made the area unattractive, dangerous (slip hazard) and unhygienic. Birds are able to feed themselves and do not benefit from being fed.

The Canada geese are a menace encouraged by the duck feeders. The ducks are being displaced by the geese which are not an indigenous species and should be culled.

Additional comments	% of respondents who made comment
Bread is not good for birds/make people more aware of this/more education/signage on this available	38%
Everyone loves feeding bird/wildfowl/children have grown up feeding birds/families favourite pastime	32%
Make sure appropriate bird feed is available/vending machines in park/shops nearby selling appropriate feed/use money made by this to reinvest in park	28%
Disagree with proposal 6	23%
Canada Geese are a menace/destroying river banks	6%
Agree with proposal 6	5%
This order will be hard to enforce/would you be fining young children or parents/would need enforcements officers	5%
Litter/rubbish/pollution from bread/bread packets	4%
Water Gardens has been rejuvenated/don't want to see it being destroyed/plenty of money has been spent to make Water Gardens look nice	4%
Problems relating to pigeons/too many pigeons/pigeons should be culled	3%
Bird mess is everywhere/unhygienic/unpleasant/slippy	2%
Problems with vermin/pests caused by mess/rubbish	2%
There should be a specific area designated for feeding birds/wildfowl	2%
<i>Other</i>	17%

(Base: 292)

The most common comments (38%) were about bread not being good for birds/saying that people should be more aware of this/that there should be more education, or that signage on this should be available.

Persons should be allowed to feed any wild animals where safe in a public space. Council activity should be focused more effectively on educating people not to feed birds bread, but instead feed peas, nuts. Also encourage people to feed species effectively, e.g. feed ducks and swans not pigeons. Council activity could also encourage better habitats and food sources for hedgehogs, wood mice, bees, butterflies and other endangered species. Council could set up feeding stations for these species that public could contribute to in an effective and educational way.

Similarly, many comments (32%) suggested that feeding birds/wildfowl was a widely loved activity, or that children and families have grown up feeding birds as a pastime.

Feeding the birds has always been the thing to do with young children. If the feeding of bread is causing problems, why not have specific feeding times and let the public buy the feed (not expensive) from the person monitoring feeding time? That way you are making money to help support the birds, it's not too expensive for the public to buy and feeding is controlled. Children

also learn the lesson of looking after wildlife and the preservation of the surrounding grass land through not feeding stale bread, cake etc.

One comment suggested an alternative to control the bird population:

As a student when home from university in the holidays I worked for the New Towns Commission from the depot in the water gardens and as well as keeping the river clean, at least once a year we created a cage by the bridge by the police station and starting at the lake herded them upstream into the cage where they were caught and safely put in cages taken to Tring reservoirs and humanely released there, this certainly controlled numbers. Is this still done annually? It was mainly mallard ducks from memory and controlled the numbers; of course they weren't all removed.

Are we missing anything?

What else you would like to see included in a PSPO?	% of respondents who made comment
Problems with people being aggressive/intimidating/antisocial	18%
Problems with littering Inc. people dropping cigarette butts	17%
Problems with people shouting/swearing	13%
Problems relating to charity workers e.g. too many chuggers in the area/too persistent etc.	13%
Problems with traffic issues e.g. speeding/inconsiderate drivers etc.	12%
Problems with loud noises/music being played too loudly	11%
Problems with groups of people hanging around/loitering Inc. teenagers	8%
Problems with people smoking/vaping in public areas	8%
Lack of police patrols in area/need more PCSO/police on the beat	6%
Problems with people drinking/being drunk in public	5%
Problems relating to drugs e.g. smoking cannabis in public etc.	4%
Problems with parking e.g. parking on pavements/inconsiderately etc.	4%
Problems with uncontrolled dogs/dogs need to be on a lead	4%
Problems with people not wearing appropriate clothing e.g. men walking around without a t-shirt on.	2%
<i>Other</i>	30%

(Base: 248)

18% of respondents suggested that there were general problems with people being aggressive, intimidating or antisocial:

Large groups of young people/adults shouting flooding into various shops. Shouting amongst groups of people in an aggressive or anti-social way.

Others expressed concern with littering, often specifically dropped cigarette butts (17%):

General littering and particularly throwing used cigarette butts, often still alight, which smokers don't appear to regard as litter.

Dropping cigarette butts. Can this be included with the spitting chewing gum?

13% said they'd experienced problems with shouting/swearing:

Large groups of youths shouting

Abusive and offending language. I do not like the "F" word shouted by groups of mainly youngsters particularly around young children of impressionable age

The same proportion (13%) said there were problems relating to charity workers e.g. too many chuggers in the area/too persistent etc.:

Charity collectors specifically target women with children who they know will agree to anything to get rid of them as the children become fractious at waiting around.

Charity collectors who earn money from it and lead people to believe all the money goes to the charities. Usually there are groups trying to get you to sign a dd. I just want to be able to walk along the street without being asked to stop and hand over money.

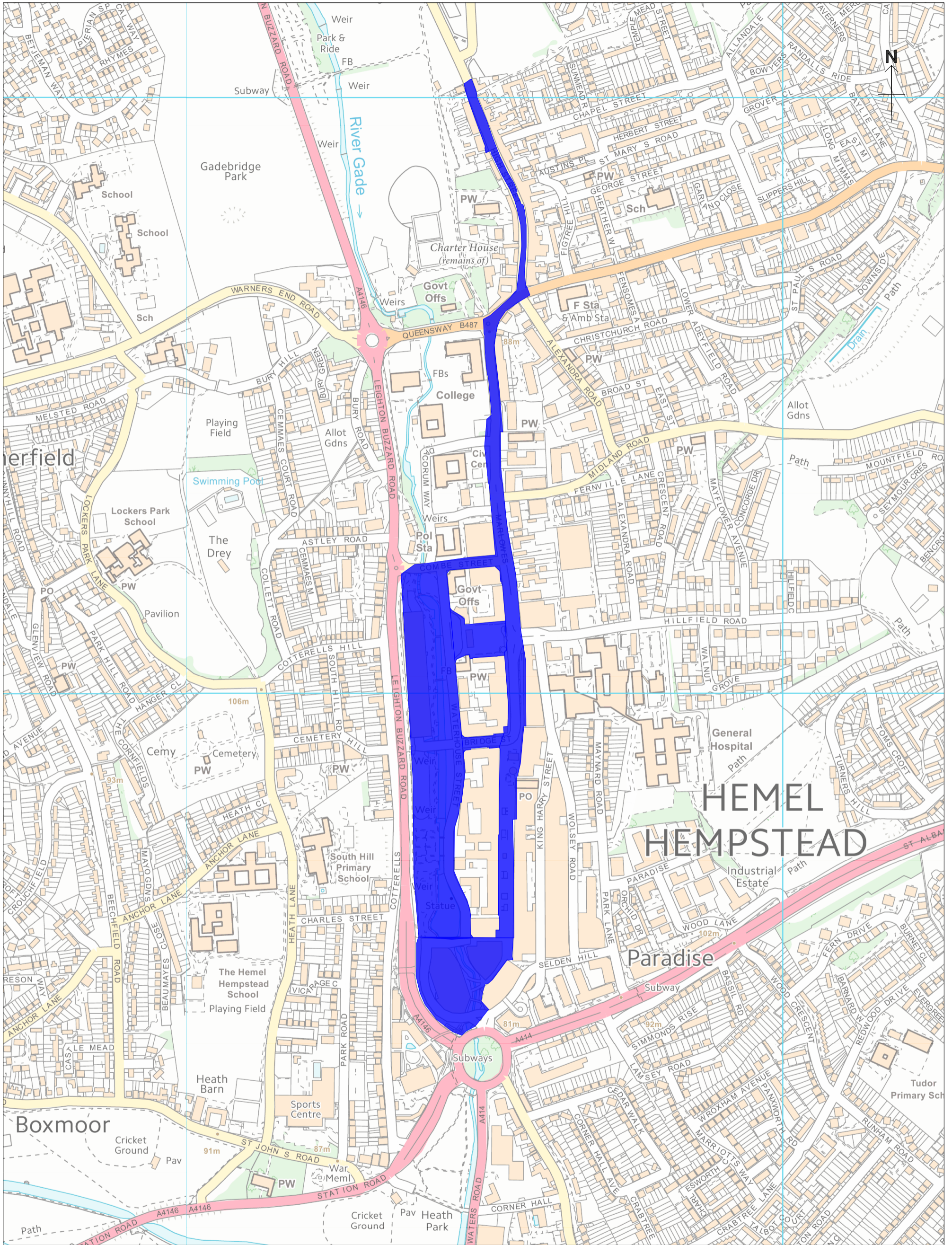
People with clipboards approaching passers-by's to sign up for charities. They are sometimes very persistent and annoying.

Are you completing this survey as...?

Are you completing this survey as...?	% of respondents who made comment
Local resident who lives outside the shaded area shown on the map	62%
Local resident who lives in the shaded area shown on the map	13%
Visitor to the shaded area shown on the map (e.g. tourist, business, shopper)	12%
Person who works in the shaded area shown on the map	6%
Employed by the Council, Police or any other agency with an interest	3%
Local business owner/manager	1%
Representative of a local community or voluntary group	1%
Land owner within the proposed restricted area	<1%
Local Councillor (Town, County, Parish)	<1%
<i>Other</i>	2%

(Base: 869)

PUBLIC SPACE PROTECTION ORDER - PLAN 1



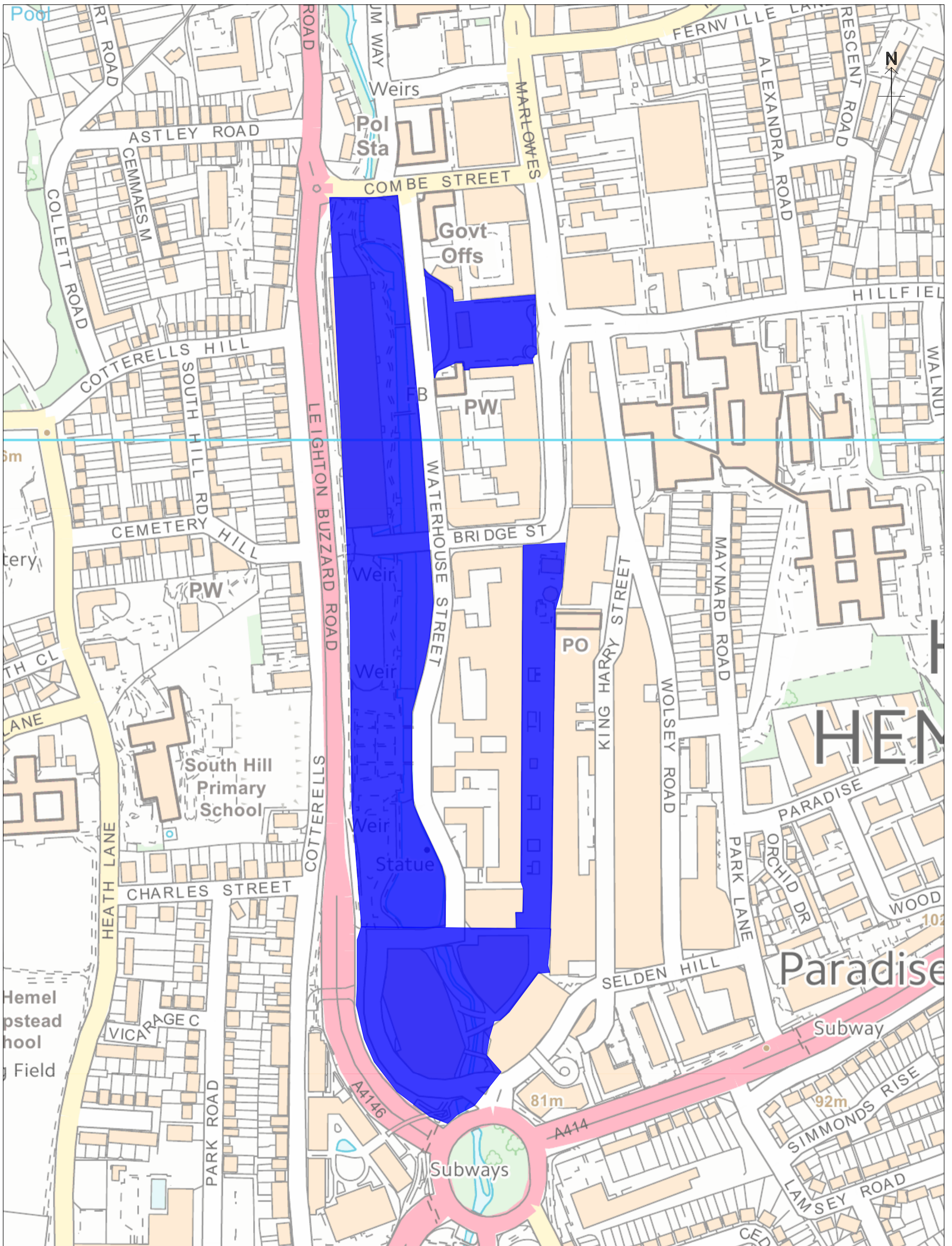
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Valuation & Estates
Dacorum Borough Council
The Forum
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Hemel Hempstead
Herts
HP1 1DN

Scale: 1:6000
Date: 28/02/2018

PUBLIC SPACE PROTECTION ORDER - PLAN 2



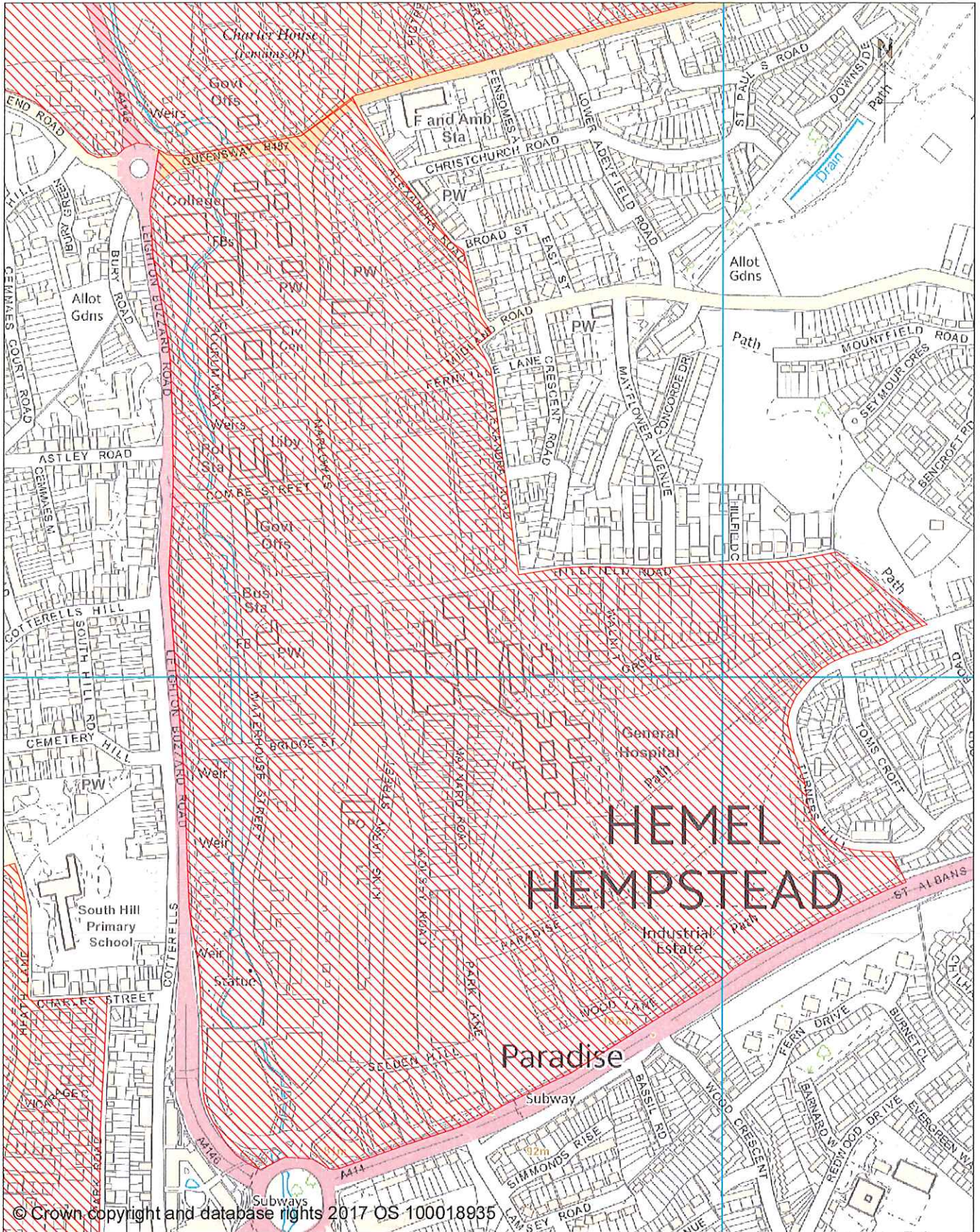
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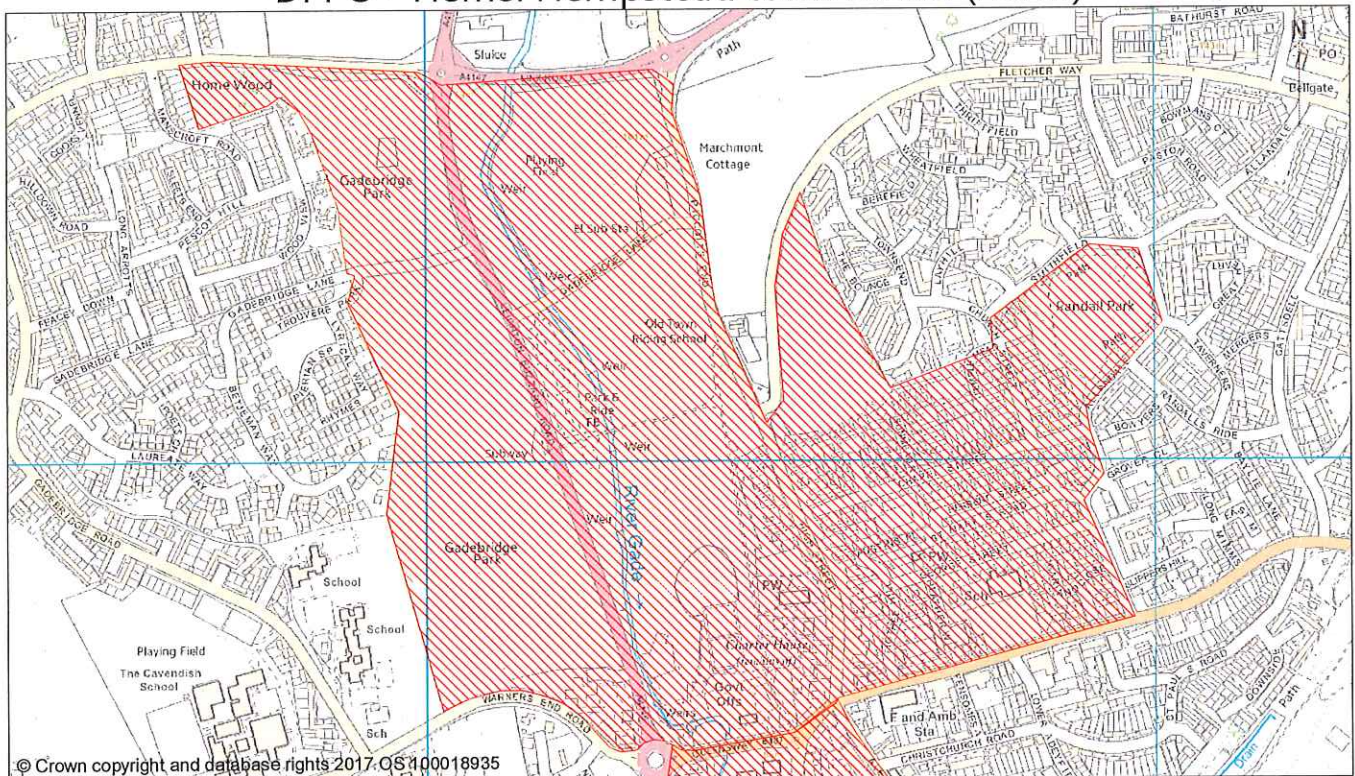
DPPO - Hemel Hempstead town centre (south)



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DPPO - Hemel Hempstead town centre (north)



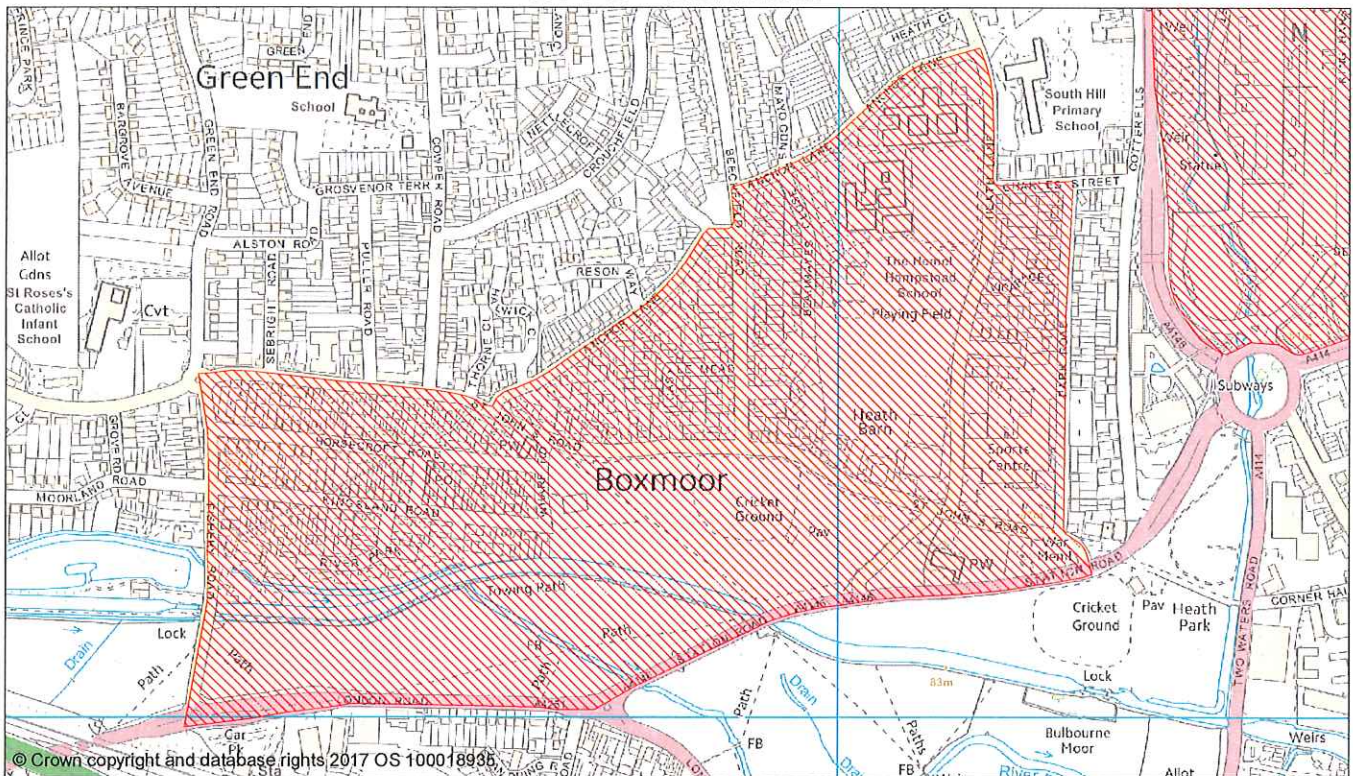
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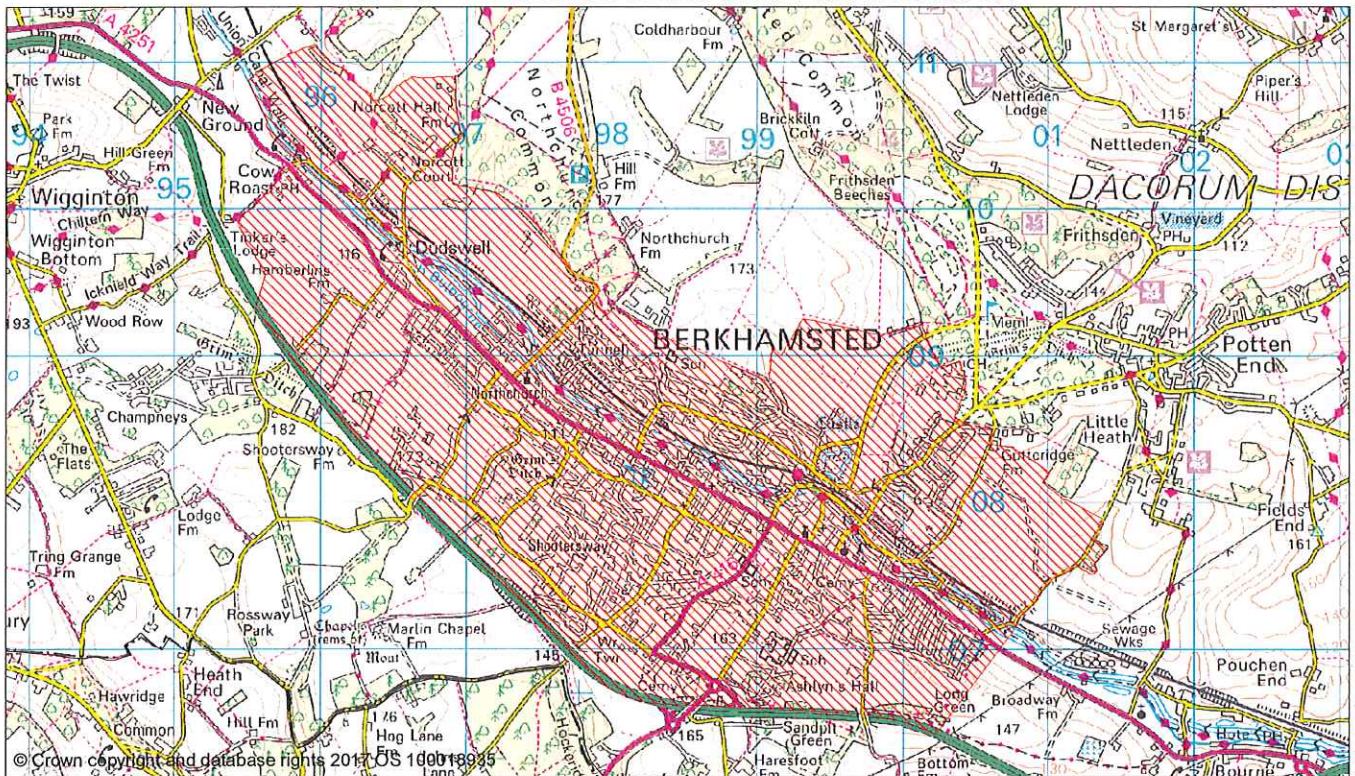
DPPO - Boxmoor



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DPPO - Berkhamsted and Northchurch



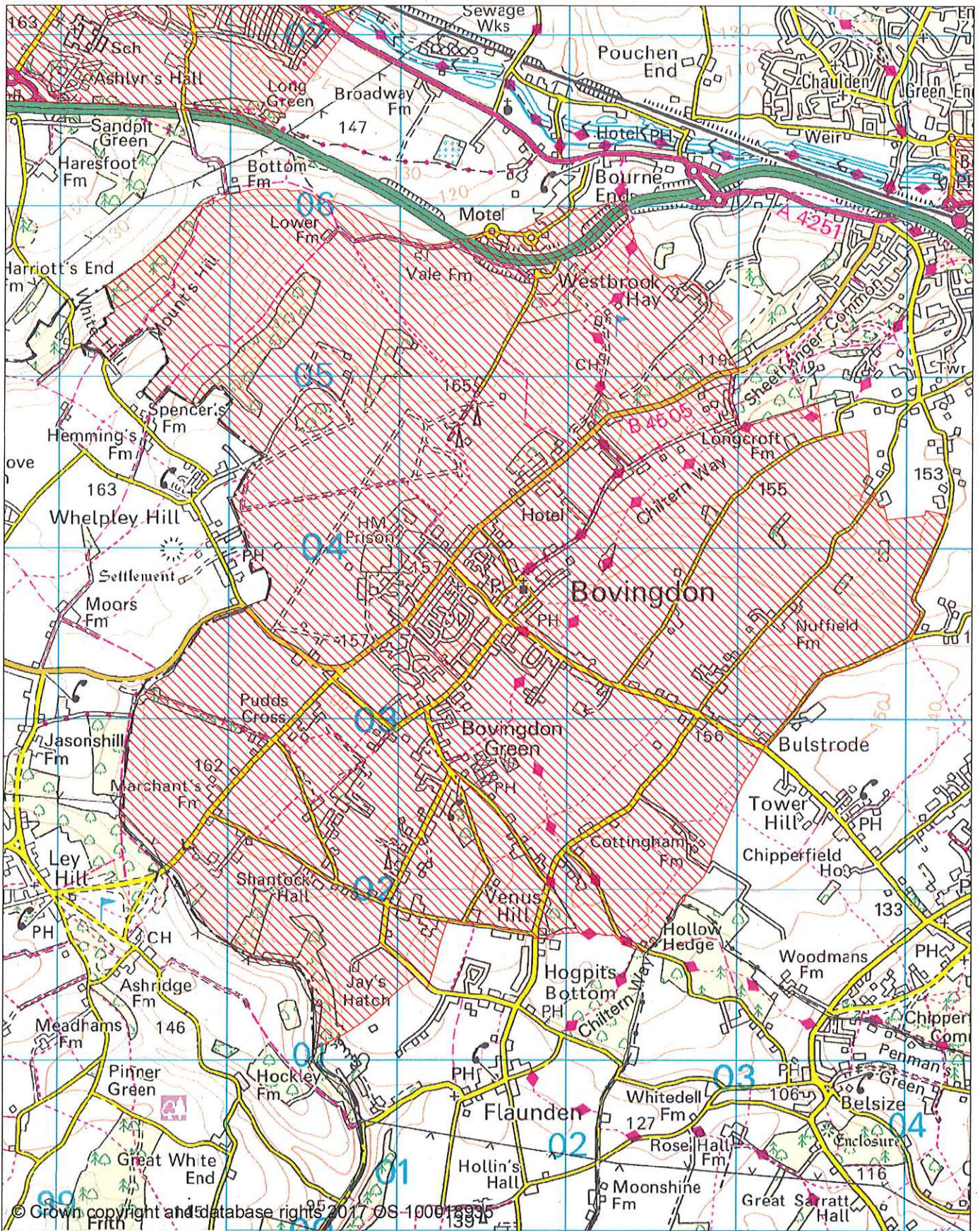
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DPPO - Bovington



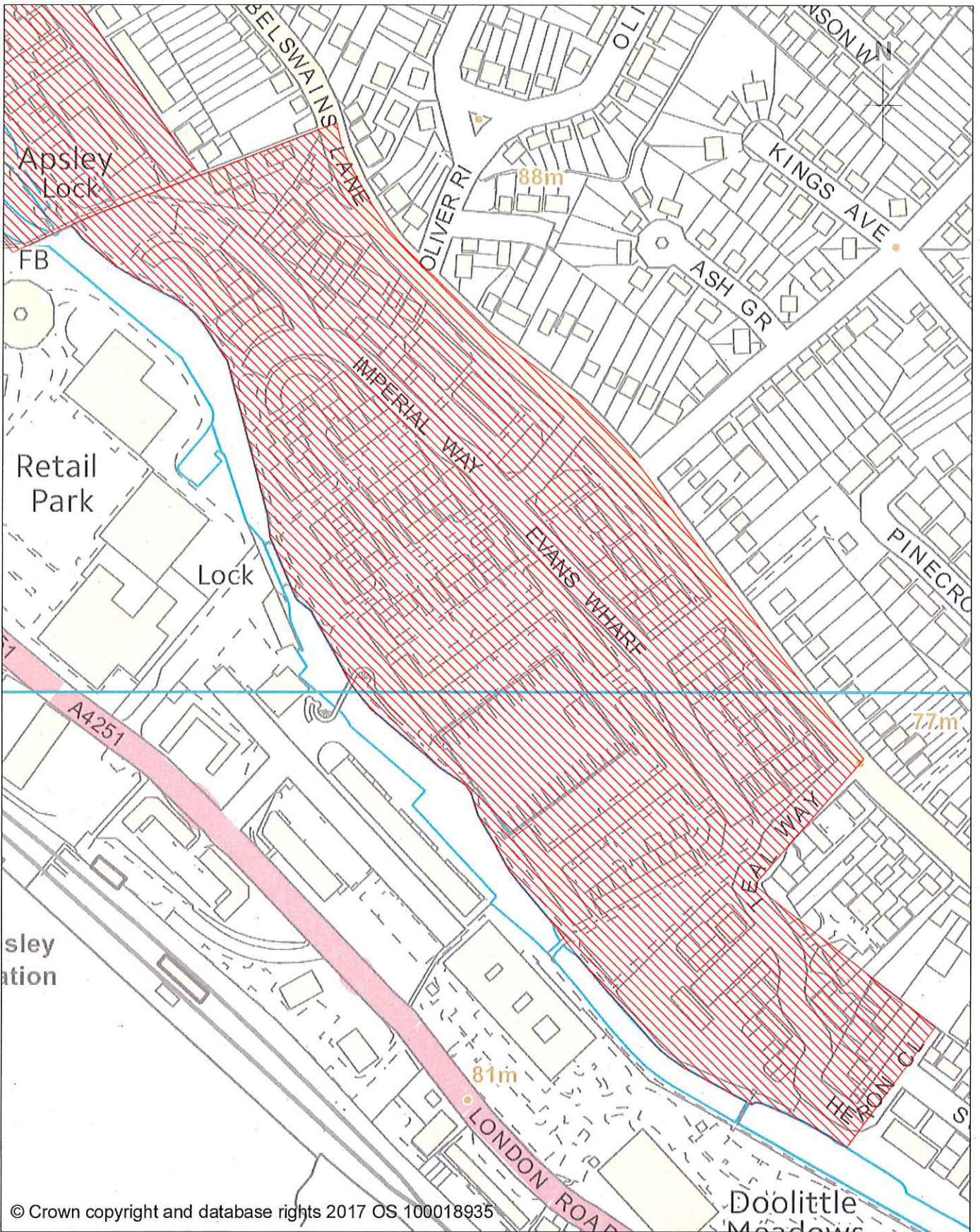
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DPPO - Evans Wharf



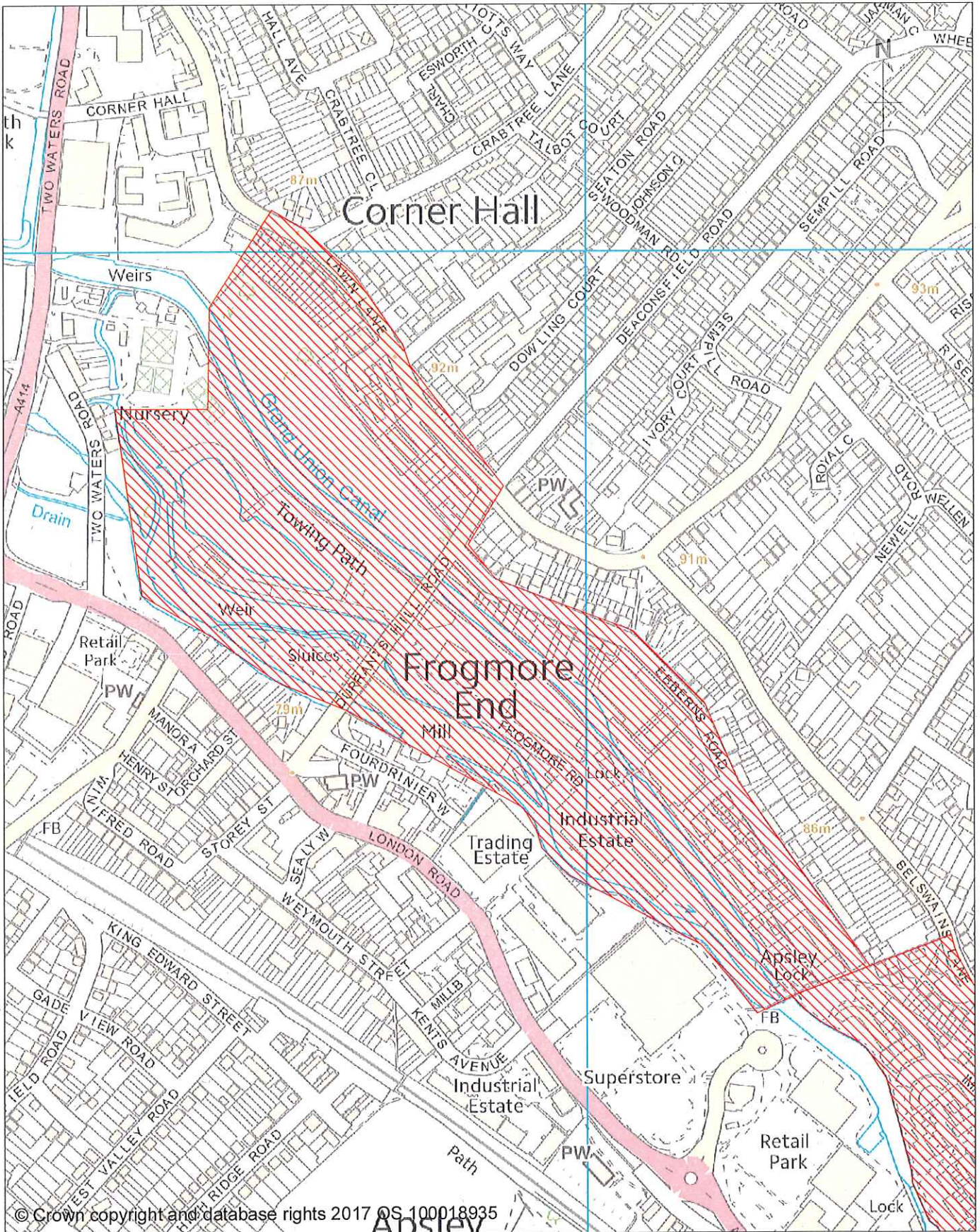
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DPPO - Durrants Hill



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Herts
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Scale: 1:5000
Date: 24/01/2017



Agenda item:

Summary

Report for:	Housing and Community Overview and Scrutiny Committee
Date of meeting:	21st March 2018
Part:	1
If Part II, reason:	

Title of report:	Older Persons Strategy
Contact:	<p>Councillor Margaret Griffiths, Portfolio Holder for Housing</p> <p>Author/Responsible Officer: Kevin Mutio - Lead Officer Supported Housing, Emily-Rae Maxwell, Team Leader</p> <p>Responsible Officers: Oli Jackson – Team Leader Supported Housing, Layna Warden - Group Manager Tenants and Leaseholders, Elliott Brooks – Assistant Director Housing, Emily-Rae Maxwell – Strategy, Improvement and Engagement Team Leader</p>
Purpose of report:	1. To provide the committee with an overview of the draft Older persons strategy.
Recommendations	<ol style="list-style-type: none"> 1. Review the vision and commitments set out within the strategy and consider whether this will help to shape the housing services provision of services, and offer of support, to older people living in the borough. 2. Offer any further feedback on the proposed approach to providing services to older people
Corporate objectives:	<p>Person centred support and services tailored to meet the specific needs of older people within the borough contributes to all of the corporate objectives:</p> <p>A clean, safe and enjoyable environment</p> <p>Building strong and vibrant communities</p> <p>Ensuring economic growth and prosperity</p> <p>Providing good quality affordable homes, in particular for those most in need</p>

	Delivering an efficient and modern council
Implications:	<u>Financial</u>
'Value for money' implications	<p>There are no additional financial implications. The Older persons strategy will be delivered using existing budgets.</p> <p><u>Value for money</u></p> <p>It is essential that we offer good value for money for older people living in our schemes and in the wider borough. The quality of properties, investment in schemes and community alarm service is key to this.</p>
Risk implications	Housing Risk Assessment is presented to the committee on a quarterly basis
Community Impact Assessment	Community Impact Assessment carried out – see appendix 2
Health and safety Implications	N/A
Consultees:	<p>Supported Housing Tenant Forum</p> <p>Tenant and Leaseholders Committee</p> <p>Corporate Director Housing and Regeneration</p> <p>Housing Senior Management Team</p> <p>Housing Operational Managers</p> <p>Age UK Dacorum</p> <p>Adult Care Services</p> <p>Cllr Margaret Griffiths Portfolio Holder for Housing</p>
Background papers:	<p>Appendix 1 – Older Persons strategy</p> <p>Appendix 2 – Community Impact Assessment</p> <p>Appendix 3 – Tenant and Leaseholder Feedback</p>
	<p>The Older Persons Housing Strategy was developed in 2014 and is set to expire in 2020. As a service we recognised a need to review this strategy earlier. This is a result of a number of legislative changes and increased demand for the service not just for existing supported housing tenants but for older people throughout the borough.</p> <p>The proposed Older Persons Strategy 2018-2022 recognises the role housing plays in meeting older peoples needs is much wider than meeting supply and demand requirements. Building on the previous strategy, this approach looks to coordinate a borough wide response to tackling social isolation, developing</p>

	the support offered and ensuring a robust approach to safeguarding is maintained.
Glossary of acronyms and any other abbreviations used in this report:	Tenant and Leaseholder Committee (TLC) Adult Care Services (ACS) Department of Works and Pensions (DWP)

1. Introduction

1.1 The Older persons housing strategy is due to expire in 2022 and was a 6 year strategy. This provided an opportunity for tenants and staff to review the councils approach to providing services to older people living in designated supported housing, general needs housing and the wider community to respond to changing need.

1.2 This report outlines the key elements of the strategy and gives members an oversight of the approach taken by the supported housing team to review the Older persons housing strategy.

1.3 It is worth noting that housing plays a significant role in the Older persons strategy but is not exclusively focused on it. The statutory responsibilities for older people in the borough lies with health and social care, however elements of the strategy will apply in some cases where we do not provide a housing function.

2. Proposed strategy

2.1 The vision for the Older persons strategy is for older people to feel independent, maintain a sense of belonging, and have access to good quality housing and support that meets their current and future needs.

2.2 Using the information gained through consultation the supported housing team have developed five commitments to deliver the strategy.

2.3 Commitment one – Older people’s housing allows them to achieve their aspirations for independence. The key areas within this commitment requires the housing service to:

- Work with older people and their families to ensure they are aware of the housing options available and support them to make informed and well thought out decisions before a crisis forces them into a decision.
- Promote the benefits of moving into supported housing and making it an attractive offer, while recognising that for some having the opportunity to remain in their own home is key to their wellbeing.
- Work closely with Health and Social Care to offer appropriate housing options for people leaving hospital.

- Embrace the development of technology that can play a key role in people retaining their independence.
- 2.4 Commitment two - Older people should be in control of their housing and make decisions that support their needs. The key areas within this commitment requires the housing service to:
- Give housing advice that is honest and specific to the individuals needs. Taking the time to understand their support needs and aspirations will benefit the individual and the council in the long term.
 - Promote independence and choice, and balance this approach against supporting individuals to manage risks within their homes and the potential impact upon others.
 - Work with partner agencies to ensure that older peoples homes are safe and energy efficient.
- 2.5 Commitment three - Our supported housing needs to be somewhere older people want to live. To achieve this the housing service will:
- Continue to invest in communal areas so they are vibrant places to live that encourage and promote interaction and a sense of community.
 - Recognise the diversity of the current and future supported housing tenant population.
 - Provide a repairs and maintenance service that recognises the individual needs of older people.
 - Recognise the important role the supported housing officer team plays in providing person centred, preventative support.
- 2.6 Commitment four - We take a 'channel shift' not 'channel shove' approach to using technology in our older person's service offer. The housing service will achieve this by:
- Understanding the importance of all communication channels and the benefit of face to face interaction for some older people.
 - Provide specific opportunities for older people to develop their own digital skills.
 - Make full use of the benefits of developing telecare and telehealth solutions and making technology an integral part of the support available.
- 2.7 Commitment five - We give older people a voice in the future of Dacorum's housing and communities:
- Understand the impact of social isolation and provide opportunities to reduce this.

- Promote the benefits of intergenerational work by developing links with school and youth groups.
- Continue to develop our approach to engaging and involving older people through a range of appropriate opportunities.

3. Developing the strategy

3.1 The involvement of older people living in our supported housing was essential to the development of this strategy.

3.2 Appendix 3 provides members with an overview of the consultation responses.

3.3 Tenants were consulted on issues such as social isolation and maintaining active lifestyles. This feedback was then used to shape the commitments outlined in the strategy and the approach the service would take to deliver them.

3.4 Following the initial consultation with tenants, the Tenant and Leaseholder Committee (TLC) was invited to a focus group session where they were presented with the challenges facing the service, the consultation feedback from tenants.

3.5 Officers across the housing service supported the development of this strategy. This ensures that all service areas are brought into the delivery of the commitments.

3.6 Partners such as Age UK Dacorum and Herts County Council were also consulted. It is important to note this strategy also considered the current contract managed by the Community Partnerships team dedicated to reducing social and digital isolation for older people and their carers'.

3.7 As part of the process of developing this strategy, the supported housing service also underwent a rigorous assessment against the Centre for Housing Support. Dacorum's supported housing service was awarded the three-star accreditation for the second time. This accreditation requires the supported housing service to evidence:

- the quality of service;
- that staff are knowledgeable, trained and supported to provide care and support services;
- a focus on the positive outcomes experienced by customers using the housing and support services that we provide.

Dacorum Borough Council were the first local authority to achieve this standard and remain only one of nine reaching the top three-star rating.

3.8 The service was commended on its approach to safeguarding and knowledge of supported housing officers and engagement with older people.

3.9 Please see appendix 1 for the full Older Persons Strategy 2018 – 2020.

4. National and Local picture

- 4.1 The ageing population in England is due to significantly increase with projections suggesting that by 2025 1 in 5 people will be over the age of 65. This national trend is expected to be mirrored within Dacorum.
- 4.2 People with long term illnesses are living longer which places greater strain on health and social care services. Having housing and support services that can identify concerns early can play a pivotal role in reducing this strain.
- 4.3 Our supported housing stock makes up approximately 1/5 of the total housing stock in Dacorum yet the demand fluctuates. This strategy aims to respond to this issue and make it a realistic housing offer for eligible, older people.

5. Current and pending legislation

- 5.1 The Care Act 2014 placed statutory responsibilities on local authorities. We are required to promote the wellbeing of adults at risk and one of the key elements of this is safeguarding them from abuse. As a borough council we work closely with Adult Care Services (ACS) to refer and respond to safeguarding concerns involving older people that we come into contact with. Adhering to the requirements of the Hertfordshire Safeguarding Adults Board (HSAB) and ensuring we are able to respond to the changing nature of safeguarding adults at risk is fundamental.
- 5.2 The Department of Works and Pensions (DWP) have recently consulted with local authorities and housing providers on proposed changes to the way that supported housing is funded. The proposals for Supported Housing for Older People are based around the introduction of a 'Sheltered Rent' which would see, amongst other things, the level of service charges capped at a certain level and the need to have greater transparency on what people are expected to pay. This is due to be implemented in 2020.

6. Conclusion

- 6.1 To conclude, if approved the Older persons strategy 2018 – 2022 will replace the Older persons housing strategy 2014-2020. The purpose of this is to provide strategic direction for providing services to Older people living in the borough.
- 6.2 Through consultation with tenants and partner organisations the strategy sets out five commitments that focus the housing services approach to providing services to Older people with underpinning principle of promoting independence, choice of housing and support options that meets the individuals needs.
- 6.3 The report has referred to national and local picture and highlighted the importance of having services that can meet the needs of the growing older population in Dacorum, some of whom have complex needs.
- 6.4 The report highlights current and future legislation that places greater responsibility on Dacorum to safeguard our vulnerable tenants and proposes a change in the way that these services are funded with a key focus on working with partner agencies.

6.5 The increase in numbers of older people requiring housing and support services has been referred to in this report as has the potential growing complexity of these needs. This assumed increase in demand supports the approval of the strategy.

6.6 It will be important that this strategy, in its approved form, is taken into account with a number of other services within the Council and with whom Housing will work very closely. It should influence the developing Local Plan, work with the voluntary sector, leisure services for older people and of general note for all our service delivery.

7. Recommendations

7.1 For members to consider the impending legislative changes and demands likely to impact the service and consider the role the strategy will play in meeting these requirements

7.2 For members to review the proposed strategy and offer further feedback ahead of presentation to Cabinet for final approval



Older Persons Strategy 2018-2022

Foreword

I am pleased to introduce Dacorum Borough Council's Older Persons Strategy for 2018-2022. With the number of older residents in Dacorum continuing to increase, the Council understands the need to provide a range of housing options that meet the demands and requirements of our residents. Using the five commitments set out in this strategy to inform and guide our practice we will continue to work with residents and other external service providers to ensure that our older residents are provided with the appropriate support and service to lead independent and healthy lifestyles and remain connected to the community.

Councillor Margaret Griffiths

Portfolio Holder for Housing and Deputy Leader

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Introduction and vision

Introduction

Dacorum Borough Council is committed to delivering a great service for older people across the borough.

This strategy sets out the housing services offer for older people not only living in council owned homes but in all tenures.

We know, as people get older their housing needs change. This strategy outlines how we will help older people to access the right housing and the right services for their needs.

We also understand everyone has different aspirations when it comes to living 'independently'. Throughout this strategy we will outline how the service will empower older people accessing the service to take ownership for the care and support they receive in order to achieve independence. We will also include how technology will develop our service offer.

This strategy also explores the impact of legislative changes on the role of Dacorum's housing service and the impact of these changes on our delivery of an older person's service.

We consider an older person to be anyone who is aged 60+.

Vision

To deliver a great housing service our vision is for *“older people to feel independent, maintain a sense of belonging, and have access to good quality housing and support that meets their current and future needs.”*

This strategy supports the councils corporate vision of *‘...working in partnership to create a borough that enables Dacorum's communities to thrive and prosper’*.

Through an effective older person's service, we can enable older people to live in safe and clean environments and build strong and vibrant communities. This also supports our commitment to continuing to provide good quality and affordable homes, particularly to those most in need. We also recognize the contributions older people make to the economic growth and prosperity of our borough through employment and volunteering. As a landlord we will also work with our tenants to achieve efficient and modern services.

National Context

Over the next 10 – 15 years, the number of older people living in England will continue to increase. By 2025 as many as one in five of our population will be 65+. This is roughly 22% of the whole population.

As people get older, their health can deteriorate, they are less able to travel and their housing needs change. This create challenges for local authorities and other public service and with more people the ability to keep providing these services will only get harder. Older people are also lonelier. Simple issues like being able to move around easily, often mean that older people stay at home and have no contact with others for days or weeks at a time. We also know that loneliness can also mean older people are using services like the local doctors to make contact with other people. Changes in legislation have pushed local authorities and public services to recognise the importance of a ‘person centred approach’. This stops services taking a one size fits all stance and recognise each any every person will have their own needs and aspirations. It is then up to the service to adapt to fit this person. An example of this is The Care Act (2014) which introduced statutory responsibilities to promote wellbeing and keep adults at risk safe. This is achieved through the principles of ‘making safeguarding personal’.

Nationally services now understand the impact being lonely and isolated can have on older people and are working to tackle this. To help people keep their independence, grow their support networks and stay well we must shape our housing offer to overcome these national and growing issues. There are however risks to our ability to provide these services.

Proposed changes to how supported housing is currently funded mean areas with two-tier councils would stop funding being paid directly to the local authorities for short term or refuge accommodation. This means local authorities would be required to evidence need to receive the right amount of grant funding.

There is also a growing number of older people becoming homeless. The Homelessness Reduction Act (2017) means local authorities must prevent or relieve people who are homeless or at risk of homelessness through housing advice and identifying suitable housing options. For many older people the experience of temporary accommodation could be unsettling. Also their needs for properties with adaptations could mean they are waiting longer for a more permanent home. If moving into supported housing, we also recognise homelessness can impact people negatively and lead to poor mental health, substance abuse or self neglect.

Local Context

There are roughly 25,000 older people aged 65+ living in the borough. Dacorum Borough Council has 32 supported housing schemes which are home to around 2000 of these older people. We also work closely with other organisations working to support and house older people and provide a community alarm service. The average life expectancy for a male is 80 years old and for a female it is 84. We know there are some wards where the life expectancy is significantly less and this is a result of living in deprivation or limited access to services. 11% of older people in Dacorum are living in deprivation. Although this is better than the average for Hertfordshire and England we recognise the impact of this on those older people and are committed to tackling this.

Equality and Diversity

As a Housing Service, we will treat everyone regardless of their; age, disability, gender, race, religion or belief and sexual orientation (Equality Act 2010) fairly and with respect. We will also ensure our services are accessible to all.

Value for Money

Delivering value for money is about ensuring older people accessing our service feel they are getting worthwhile support. Treating people as an individual and involving them in decisions around their support means, we can tailor our offer to their specific needs.

It is also about creating environments that older people want to live in. This ranges from maintaining their home, investing in communal areas or creating opportunities to socialize and feel a part of the community.

To support the wider housing service with its commitment to value for money we will also look at how we can make our supported housing a desirable place to live. This will encourage older people in council homes to move into supported housing allowing others to use homes and reduce the number of adaptations.

Partnership working

Partnership working is about having the right people around the table so that every older person accessing our housing service can live a good quality life and feel safe.

We know that housing, adult social care and the health service are key to making this happen. Our communities, local transport providers, businesses and voluntary organizations also have a part to play. So that we can deliver a well-rounded support offer for older people, we will continue to invest in these relationships.

Safeguarding

As a Housing Service we maintain a strong commitment to safeguarding vulnerable adults and protecting them from abuse.

Our Staff are key to this and we regularly invest in training and develop robust policies and procedures to supported them. We work proactively with a range of partners such as the police, social services and the voluntary and community sector to promote ways our tenants and the wider population of older people can stay safe.





Our commitments

We value the thoughts of others when developing our services. To write this strategy and set the direction for our service over the next four years we spoke to tenants, staff, voluntary organizations and statutory service providers.

We have also achieved an outstanding service award through the Centre for Housing Support (CHS). This required us to demonstrate a high level of service across lots of areas. Although we received outstanding and were commended for the staff who work in our supported housing and the level of involvement we have from our tenants, we know we can be even better. Using recommendations from the CHS and the thoughts we gained through consultation, we have five commitments that we will deliver through this strategy. These are:

- Commitment One: Older people's housing allows them to achieve their aspirations for independence
- Commitment Two: Older people are in control of their housing and make decisions that support their needs
- Commitment Three: Our supported housing is somewhere older people want to live
- Commitment Four: We take a 'channel shift' not 'channel shove' approach to using technology in our older person's service offer
- Commitment Five: We give older people a voice in the future of Dacorum's housing and communities

Commitment One: Older people's housing allows them to achieve their aspirations for independence

Commitment one recognizes that housing plays a big part in enabling people to live independently. Often medical or mobility issues affect older people's independence meaning their housing needs also come with a need for extra support. We recognize the importance of empowering older people to take control of the care they receive so it meets their needs in the best way possible. It is also important that the structure of their home does not reduce their ability to feel independent. To achieve this, we will;

- Encourage older people to move into supported housing before their needs increase so they can live independently for longer
- Work with older people, carers' and families in council owned homes to tailor support plans and get the right support in place
- Improve relationships with local hospitals so older people have better housing options when they are discharged from hospital
- Develop housing options that are dementia friendly and enable older people living with dementia to feel safe and secure in their home
- Develop our use of technology to help older people with daily tasks e.g. taking medication

Commitment Two: Older people are in control of their housing and make decisions that support their needs

Commitment two recognizes the issues created by poor or unsuitable housing for older people. Finding accommodation that is suitable for older people is essential to delivering this commitment. Dacorum Borough Councils supported housing is designed to meet the needs of older people including those with complex needs. We also recognize that not everyone wants to live in supported housing meaning we must also commit to helping people to stay safe in other types of housing. We also understand that managing a home can affect a person's quality of life, staying warm and keeping properties weather tight is key to delivering this. To achieve this, we will:

- Be honest with older people when their housing is not suitable and offer alternatives such as living in a supported housing scheme
- Tackle fuel poverty by carrying out inspections and working with partner charities to help older people make their homes more energy efficient
- Invest in our approach to tackling hoarding in older people's homes
- Where possible, carry out adaptations to a council owned home to help make moving around the home easier
- When giving housing advice and allocating properties consider the persons needs and mobility
- Be proactive in helping older people to stay safe in their home and share information on how to reduce risk to themselves

Commitment Three: Our supported housing is somewhere older people want to live

Commitment three recognizes the decision to move into supported housing can be daunting. For many it can mean leaving a home they have lived in for a long time, additionally it might be a down size in the property. Supported housing has many benefits including reassurance, support, more opportunities to socialize, repairs and maintenance and a safe and secure environment. Promoting these benefits will help to ensure our supported housing is somewhere people want to live. To achieve this commitment, we will:

- Ensure our repairs and maintenance service are easy to access and consider specific needs of older people when reporting or carrying out repairs
- Invest in communal areas so they are places older people enjoy
- Be proactive in encouraging older people to move to supported housing before reaching crisis point
- Continue to offer a high quality support service by investing in our Supported Housing Officers
- Create inclusive communities and raise awareness of different cultures within our scheme so everyone feels at home regardless of their race, gender or religion

Commitment Four: We take a ‘channel shift’ not ‘channel shove’ approach to using technology in our older person’s service offer

Commitment four understands that technology offers many opportunities for older people to tackle issues that affect them. From shopping on the internet to chatting to friends and accessing services, getting online has become a big part of daily life. We recognize however that not everyone wants to go digital and to provide the kind of service our older people want and need requires balance. Technology has also advanced the type of support we as a service can offer. This means that using technology in our services for older people is not centered on getting them online. To achieve this, we will;

- Develop a range of communication channels for older people to use that still recognizes the value of face to face contact
- Ensure services and support can be accessed by those who are not digitally active
- Invest in our use of telecare and telehealth to improve our support offer
- Empower older people who do want to get online by continuing our Digital Skills program through Tenant Academy
- Make the services that are online easy to use so older people can self-serve and resolve problems independently

Commitment Five: We give older people a voice in the future of Dacorum’s housing and communities

Commitment five outlines as a council that we are passionate about giving our tenants a voice and empowering them to feel part of the wider community. We know that loneliness is a growing problem for many older people. This can be a result of lost confidence or physical limitations such as mobility. We are committed to a robust approach to engagement, developing relationships with partners in the voluntary and community sector and investing in activities. To deliver this commitment we will;

- Continue to engage with tenants on a daily basis and consult with them to shape our services
- Develop a program of activities and engagement opportunities based on the needs of individual schemes
- Work with voluntary partners to identify opportunities for older people in the community such as volunteering to create wider social networks
- Encourage older people to engage with young people by working with schools and youth groups to develop intergenerational projects

Conclusion

Within this strategy we have set out how Dacorum Borough Council housing service will work with key stakeholders, partners and older residents to ensure that we continue to meet the housing needs of our ageing population.

We will ensure that tenants have access to the right information, in the right format and at right time to be able to make informed choices on the housing options and support available to them in the Borough. We will continue to provide tailored and co-ordinated support within our Supported housing schemes and to our general needs tenants.

Throughout this strategy we have outlined the importance of partnership working and will continue to keep this at the core of our service delivery to support and improve the health and wellbeing of our older residents.

By providing the right information and support and empowering older people to have a voice we aim to ensure that our residents feel safe, supported and connected.

Community Impact Assessment

Name and description of project, policy or service	
Older Persons Strategy 2018 – 2022. The strategy sets out the housing services approach to providing services to older people from now until 2022	
Identifying the impact of this project, policy or service on the community and environment	
	<p>Questions to explore: What positive impact will your project, policy or service have? What negative impact will your project policy or service have? How will you ensure any negative impact is limited? What is the impact of doing nothing?</p>
<p>On the community in general e.g. social or economic benefits, negative impacts</p>	<p>The introduction of the Older persons strategy will have a positive impact on older people, and their relatives, living with Dacorum. It highlights our responsibilities to safeguard adults at risk and our commitment to providing housing and support services to some of the most vulnerable members of the community. The strategy is not based solely on tenants and provides an over arching approach to supporting older people regardless of tenure.</p> <p>The strategy promotes diversity and inclusion and commits to raising cultural awareness. While the strategy defines ‘Older people’ as being 60+ it does not discriminate against those below this age and we are regularly providing services to those below 60 who have a defined support need.</p>
<p>On the council as an organisation e.g. on staff, services or assets</p>	<p>A key theme of the strategy is to work in partnership with a range of other agencies. This is positive for the council as an organisation as it places further emphasis on working in a collaborative manner. The relationships with other agencies that have been enhanced by completing this strategy will benefit the council from an operational perspective as it will allow officers and managers to utilise these links.</p> <p>The introduction of this strategy will give direction to staff and emphasise the need to focus on the commitments set. It will not change any working practice as many of the commitments have already been adopted in principle.</p>
On the protected characteristics	

Community Impact Assessment

<p>Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation (Specify where impacts are different for different characteristics)</p>	<p>The strategy is inclusive and makes reference to the need to recognise diversity and raise cultural awareness and puts the person as an individual at the heart of the services they receive.</p> <p>The strategy states that for the council Older means 60+, however this is not to exclude those under this age and in practice the services referred to meet the needs of people below the age of 60. However it was felt necessary to include an age limit in it to ensure that staff are aware they need to adopt these commitments when coming into contact with Older People.</p>
<p>On the environment e.g. effects on the climate, trees, amenity space, biodiversity, water, energy, waste, material use, air quality</p>	<p>N/A</p>
<p>On the specific target community / location e.g. if the project is based in a specific area or targeted community group</p>	<p>The strategy targets those over the age of 60. It recognises the diverse range of support and housing needs for those that fall above the stated age and promotes the need to treat people as individuals.</p> <p>There are no negative impacts on the targeted community group and aims to treat older people with dignity and respect.</p>
<p>Outline the approach you took to identify the need for this project, policy or service. Please include use of research, data and consultation with residents and/or staff.</p>	
<p>A range of sources were used to identify the need to revise of the Older persons housing strategy. Census 2011 data was considered with regard to the ageing population within Dacorum and the potential future demand on services. Additionally the impact of legislative changes are shaping the way that services need to be provided and has as such , shaped elements of the strategy.</p> <p>Consultation was facilitated with a a group of tenants living within supported housing to identify their priorities and areas that were important to them. Additionally the draft strategy was taken to Tenants and Leaseholder Committee to gain the views of people who are not actively involved, or in receipt, of services provided to older people.</p>	

Community Impact Assessment

It was important to understand the views of some of our key partners and consultation was undertaken with voluntary and statutory organisations to seek their views and understand what priorities they have for providing services to older people.

Which commitment(s) does this policy, project or service support from the Equality and Diversity CIH Charter Housing Framework? [Link to PDF CIH Commitments on intranet](#)

Equality and diversity is driven from the top

Equality and diversity is supported through staff training, development and engagement

We know who our customers are

We involve our customers in shaping and scrutinising services

We represent the communities which we serve

How will you review the impact, positive or negative once the project, policy or service is implemented?

Action	By when	By who
Regular feedback from Older people receiving services to monitor satisfaction	Ongoing	Supported Housing Team
Regular customer profiling exercise	April 2018 and every quarter thereafter	Supported Housing Team
Review of approach to providing assistive technology	April 2018	Supported Housing Team
Evaluation of impact of work to reduce social isolation	August 2018	Supported Housing Team

Community Impact Assessment

Completed by:

Name:

Role:

Date:

Reviewed and signed off by relevant Group Manager:

Name:

Role:

Date:

Older Person Strategy – 2017-2020

1. Providing Suitable accommodation and advice.

Current concerns/issues	Proposed Actions
<ul style="list-style-type: none"> Information provided on the process of moving not clear Information not easily accessible only via the internet- Not all can / are able to access the internet. 	<p>More streamlined information setting out the process Extra hard copies or different format can be made available on request, Prospective tenants and their supporting network need to be updated on the matter. Fund more IT sessions.</p>
<ul style="list-style-type: none"> To consider giving first option / extra points to tenant already living in the scheme to move into ground floor properties –Internal transfers rather than moving out. Easier process for tenants wishing to move to a different scheme. 	<p>Allocation Process currently under review- Existing tenants need to be provided with internal transfer requirements and procedure. Will recommend- problem / cost of refurbishing the new / existing property</p>
<ul style="list-style-type: none"> To build larger properties (Two bedrooms) to accommodate couples moving into Sheltered accommodation or tenants requiring sleep in carers due to medical reasons. 	<p>Make recommendation when considering new buildings / flats or renovating existing ones.</p>
<ul style="list-style-type: none"> Consider mutual exchange-SH 	<p>Already happening but the few cases completed tenants had no clear idea of what was expected- The warden visiting to complete safety / welfare checks and the charges.</p>
<ul style="list-style-type: none"> Young tenants should only be considered for sheltered housing if they have support needs. Consider the geographical setting on new and existing properties- some properties are on a hill and not easily accessible. 	<p>Still the policy-Hard to let properties- under 60 yrs. Recommend for a density check on all the sheltered accommodations / schemes.</p>
<ul style="list-style-type: none"> When refurbishing or doing new kitchens to consult with the tenants. 	<p>Appliances and fittings do not support the ageing population to continue living independently in their homes / flat-too narrow, cupboard handles not safe, oven or cooker positioning etc.</p>
<ul style="list-style-type: none"> Sufficient parking- now a big issue in all Supported Housing Schemes 	<p>To recommend a complete review on all the schemes car parks and marking, New tenants moving into scheme to be made aware of the parking issue, Tenants to be informed about the car sharing scheme. Encourage tenants to sign up to existing community transport schemes</p>
<ul style="list-style-type: none"> Grants to part pay for stair lift for people willing to live upstairs 	<p>To make recommendation – But problem with maintenance and existing narrow stairways.</p>
<ul style="list-style-type: none"> Young people living in sheltered accommodation not 	<p>We are Looking for a better integration and support system which</p>

<ul style="list-style-type: none"> always suitable- Age gap- 60? Special need tenants not mixing well with the elderly tenants. 	will facilitate a better outcome for all.
<ul style="list-style-type: none"> Antisocial Behaviour Issues (ASB) caused by visitors 	All tenants to be made aware of their responsibilities- Tenancy Agreement / Council abusive behaviour zero tolerance. Other tenants to be encouraged to report ASB incidents. To organise more Silver street events and safeguarding updates in all schemes.
<ul style="list-style-type: none"> Two communal rooms 	To make recommendation To equip existing ones
<ul style="list-style-type: none"> Larger communal kitchens 	To make recommendations- Will depend on cost and space.
<ul style="list-style-type: none"> Lack of provision for adapted properties 	Recommend for more adaptable properties / Easily adaptable properties. Allocation process

2. Promoting Healthy Living / lifestyle and wellbeing

Current concerns/issues	Proposed Actions
<ul style="list-style-type: none"> Tenants have big expectations when moving into SH Misrepresentation of/ in particular scheme. 	Make sure the induction pack / online page is up to date- existing and proposed activities.
<ul style="list-style-type: none"> Assisted activities - Organised activities; By whom- SHO or outside providers? . Supported Housing Officer function is limited –staff not able to help, support or get involved. 	New SHO Job descriptions being looked into. To publicise activities happening in communal centres / community. Currently exploring any available activities run by other organisation in our communal lounges / nearby centres eg-Lets dance, Arm chair exercise. Working more closely with AgeUK Dacorum.
<ul style="list-style-type: none"> Loneliness -Very important to have sheltered accommodation & support. 	Information on support network / groups Tenants centred support plan which is regularly reviewed / updated Tenants encouraged to join in diverse range of activities. More joined up / coordinated support.
<ul style="list-style-type: none"> Restricted by rules and regulations 	Do tenants really know what they can or cannot do?
<ul style="list-style-type: none"> Support with garden maintenance 	Tenancy to set up a garden programme to help struggling tenants.
<ul style="list-style-type: none"> Up to date Information on noticeboard 	Staff to be encouraged to regularly update the notice board-Could be part of the supervision checks / questions.

3. Promoting Partnership working and coordinated support.

Current concerns/issues	Proposed Actions
<ul style="list-style-type: none"> • Get value for money + what is available 	Better research of what is available and the proven outcomes
<ul style="list-style-type: none"> • Age UK activities met with challenges-clashing with scheme events 	Making sure partners organising activities liaise with tenants and the SHO.
<ul style="list-style-type: none"> • Working with other local authorities to see what works better in other organisation 	Bench marking Encourage tenants to visit thriving schemes to see how they operate / run / organise events
<ul style="list-style-type: none"> • Using established links within the local area organisations- CAD (transport, trips and Door to door shopping) etc. 	Make sure tenants have the right information – encourage these groups to attend tenants update sessions in our schemes. Other community activities.
<ul style="list-style-type: none"> • Should Council provide care service 	Potential area- will make recommendation.
<ul style="list-style-type: none"> • Carry out survey in schemes to see how tenants view their homes 	Promote / encourage more consultation events.
<ul style="list-style-type: none"> • Supported Housing officers not very encouraging or supportive 	Job Description / role being reviewed. Tenants encouraged to raise any concerns / complaints via the right channels.
<ul style="list-style-type: none"> • Newsletters being delivered- Neighbourhood action and love your neighbourhood days 	
<ul style="list-style-type: none"> • Discussion with DBC contractors & Repairs service (Osborne community partnership service) • Working closely with other partners 	Osborne now organising community events- part of their corporate social responsibility.

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4. Empowerment and community involvement

Current concerns/issues	Proposed Actions
<ul style="list-style-type: none"> • Produce a Supported Housing newsletter online as well as having hard copies for those who prefer them. 	
<ul style="list-style-type: none"> • Make sure external contractor wear recognisable ID and numbers provided to tenants to call if they want to 	Ongoing

make complaints or offer feedback	
<ul style="list-style-type: none"> • Encourage PCSO to attend tenants coffee morning build up trust with tenants 	SHO
<ul style="list-style-type: none"> • Out of hours call to be more responsive- tenants don't like to use the option because of delay and long waiting time on the phone 	To request a dedicated number / fully trained staff who are aware of tenants needs & support.
<ul style="list-style-type: none"> • Arrange for regular meetings at each scheme and share any ideas from meetings to benefit other schemes. 	To be discussed on 9.8.2017 extra ordinarily Tenants Forum.
<ul style="list-style-type: none"> • Utilising our communal centres / area –Providing mere activities for tenants 	Already being looked into
<ul style="list-style-type: none"> • Informing tenants in advance on people who are visiting /meetings. 	Prior / enough advance warning on any upcoming events.
<ul style="list-style-type: none"> • Partners visiting schemes + explaining their services. 	Encourage more service providers to visits and promote their services.
<ul style="list-style-type: none"> • Continue circulating minutes from the SH Forum. • Providing tenants with all the relevant numbers 	Ongoing
<ul style="list-style-type: none"> • Better links with local GPs and local Hospitals. 	To explore more
<ul style="list-style-type: none"> • Give the tenants the opportunity to add things in the newsletter. 	Promote scheme newsletters Tenants to promote their events in DBC newsletters.

5. Promoting Independent Living and inclusion

Current concerns/issues	Proposed Actions
<ul style="list-style-type: none"> • Digital inclusion – facilities and training DCFL etc, Wifi in schemes 	Ongoing
<ul style="list-style-type: none"> • Building suitable accommodation in suitable setting (not on the hill or steep slope) 	Already discussed / mentioned.
<ul style="list-style-type: none"> • More information to enable tenants to make better choices or referrals 	Information available in different formats
<ul style="list-style-type: none"> • Better telehealth and telecare 	Ongoing discussions- New alarm system compatible with modern technology being fitted / installed in our schemes
<ul style="list-style-type: none"> • Better communication process & systems. 	Revisiting our channels of communication with our tenants and partner Looking at our current recording systems-ongoing.

Agenda Item 10



AGENDA ITEM:

SUMMARY

Report for:	<u>Housing and Communities Overview and Scrutiny Committee</u>
Date of meeting:	21 March 2018
PART:	1
If Part II, reason:	

Title of report:	London Homelessness Issues and the Impact on Dacorum Borough Council
Contact:	Cllr Margaret Griffiths – Portfolio Holder for Housing Cynthia Hayford – Homeless Prevention & Assessment Team Leader
Purpose of report:	The purpose of this report is to provide the Housing & Communities Overview & Scrutiny Committee with a briefing on the issues the Council is facing with regards to London Boroughs making placements in the borough, impacting on the ability to prevent homelessness.
Recommendations	1. For members to note the implications of the outlined challenges and impacting Dacorum's response to preventing and tackling homelessness; in particular the growing demands on the council's homelessness service.
Corporate objectives:	Preventing and tackling homelessness contributes to the follow corporate objectives: <ul style="list-style-type: none"> • A clean, safe and enjoyable environment • Building strong and vibrant communities • Providing good quality affordable homes, in particular for those most in need
Implications:	Increased number of approaches to the authority as families placed in the area would gain local connection with the Council within 6-12 months (in line with Housing Act 1996, Part VII). Ongoing management of properties, in relation to anti-social behaviour activity and property condition.

Risk Implications	The Housing Service's Operational Risk Register is presented to the Committee on a quarterly basis.
Equalities Implications	Community Impact Assessment carried out for 2016-2020 Homelessness strategy
Health And Safety Implications	There are no direct Health and Safety implications arising from this report.
Consultees:	Cllr Margaret Griffiths – Portfolio Holder for Housing Mark Gaynor – Corporate Director Housing and Regeneration Elliott Brooks – Assistant Director Housing Natasha Beresford – Group Manager, Strategic Housing
Background papers:	N/A
Glossary of acronyms and any other abbreviations used in this report:	LHA – Local Housing Allowance

1. Introduction

- 1.1 In October 2016 the new Preventing and Tackling Homelessness Strategy 2016 – 2020 was presented to the Housing and Communities Overview and Scrutiny Committee (H&COSC).
- 1.2 It was agreed that H&COSC would monitor the Housing Service's performance against the five commitments set out within the strategy.
- 1.3 The purpose of this report is to provide the H&COSC with a briefing on the issues the Council is facing with regards to London Boroughs making placements in the borough, impacting on the Council's ability to prevent homelessness.

2. London Homelessness issues

- 2.1 The Localism Act 2011 gave Housing Authorities the power to discharge their main homelessness duty into private sector properties. This marked the beginning of out of borough placements by some London Housing Authorities.
- 2.2 The effects however on Housing authorities like Dacorum Borough Council was not felt initially. In 2016 out of borough placements increased within the Dacorum area, enabling the placing borough to fulfil their requirements for temporary accommodation, discharge of homeless duty and for the prevention of homelessness as well.

- 2.3 Housing Authorities such as Brent, Barnet and Southwark Councils offer large sums of money to their homeless families and encourage them to seek alternative accommodation outside London. The Council is aware that Brent in particular has purchased properties in the Dacorum area to enable them to fulfil their duties towards homeless households.
- 2.4 In 2017 there was an increase in London authorities approaching landlords in the Dacorum area, offering large monetary incentives take on their properties. This provided an increasing challenge for DBC, competing for the same properties and looking to grow the property portfolio of the Help to Rent Scheme. Many of these properties are leased to the authority for a period between 3 and 5 years, which means that rent is paid even when the property is not occupied. This provides the landlord with a far greater financial assurance than Dacorum is able to offer. Additionally repairs to the property were dealt with by the managing authority and not the landlord.
- 2.5 Brent Council have also recently started buying their own properties and letting them out to their clients as temporary accommodation. DBC has recently been contacted by Brent Council, offering their services to lease some of their larger 4 bedroom properties as temporary accommodation.
- 2.6 Hightown Praetorian Housing association have established a Private Sector Leasing scheme in the last 12 months. They had sought to engage Dacorum in this scheme, however due to the high rents being charged (many in excess of Local Housing Allowance levels), DBC cannot use these properties to prevent homelessness as the accommodation is not considered affordable for our clients. For example Hightown was offering the Council 1 bed properties for £775 per month when the LHA rate for 1 bed in Dacorum is £677. 2 bedroom properties were being offered at £1100 per month with LHA rates for 2 bed properties at £855 per month. Neighbouring district Watford, with higher LHA rates is using these properties and discharging their homelessness duty into them, in some cases, they are paying large monetary incentives to secure the properties.
- 2.7 The act of out of area placements made by other boroughs in the Dacorum area has several impacts for the Council. Where there have been anti-social behaviour issues occurring, this has resulted in an increase in workload for our Anti-Social Behaviour Team. An example of this would be a property in Grovehill. A family was placed there by Brent Council a couple of years ago and there have been complaints about noisy parties, fights, drugs and littering in the area. The team are still involved and have been attending meetings with various partners to try and resolve the issues. There is also another family that was placed by the same authority in a different property in Grovehill; this family have now been evicted by the landlord due to drugs dealing from the property. Additionally the greater monetary incentives on offer to our local landlords, reduces the ability for DBC to be able to recruit new landlords to the Help to Rent Scheme and prevent homelessness via the private rented sector.
- 2.8 Additionally it is important to note that clients placed into the Dacorum area by an out of area local authority, will start to accrue a local connection with this borough, meaning that in future if their housing situation changes and they approach the Council, they may

meet the local connection criteria under Part 6 (Allocations) and Part 7 (Homelessness) of the Housing Act 1996, meaning that Dacorum Borough Council may have a duty to provide assistance.

3. Conclusion

- 3.1 The Strategic Housing Service is now responsible for the management and regulation of Private Rented Sector stock within the Dacorum area. An evaluation of the Help to Rent Scheme is underway to consider the effectiveness of the scheme when working with landlords in the Dacorum area. Additionally as part of the wider approach to managing the private sector in Dacorum, a review of how the Council can work in partnership to improve the management and regulation of housing stock and landlords in the area. Through improved methods of engagement and insight into this area, it will be possible to establish a more effective route to accessing private sector accommodation to prevent homelessness in Dacorum and reduce the reliance on social housing stock.
- 3.2 The use of out of borough placements by London Boroughs and other councils is both reducing the availability of private renting that the Council can use for temporary accommodation or as full discharge of homelessness duties and having an upward impact on rent levels to the point where there is concern that they exceed LHA levels, above which housing benefit is not payable.

4. Recommendations

For members to consider the update in full and offer comments on the report.