



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 10 June 2015 at 7.30 pm

DBC Bulbourne Room - Civic Centre

The Councillors listed below are requested to attend the above meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Membership

Councillor Mahmood (Chairman)
Councillor McLean (Vice-Chairman)
Councillor Adshead
Councillor Banks
Councillor Hazel Bassadone
Councillor Conway

Councillor Hearn
Councillor Imarni
Councillor Silwal
Councillor Timmis
Councillor Wyatt-Lowe

Co-Opted Members:

Substitute Members:

Councillors Howard, Collins and Clark

For further information, please contact

AGENDA

1. MINUTES (Pages 1 - 18)

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. QUARTER 4 PROVISIONAL OUTTURN (Pages 19 - 26)

7. QUARTER 4 HOUSING (Pages 27 - 70)

8. QUARTER 4 RESIDENTIAL SERVICES (Pages 71 - 96)

9. QUARTER 4 REGULATORY SERVICES (Pages 97 - 108)

10. EXCLUSION OF THE PUBLIC

To consider passing a resolution in the following terms: That, under s. 100A (4) of the Local Government Act 1972 Schedule 12A Part 1, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded during the items in Part II of the Agenda for this meeting, because it is likely, in view of the nature of the business to be transacted, that if members of the public were present during these items there would be disclosure to them of exempt information relating to: information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.(Item 13).

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MINUTES

HOUSING AND COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE

WEDNESDAY 18 MARCH 2015

Present:

Councillors:

Adeleke	Killen
Mrs Bassadone	
Conway	Marshall (Chairman)
Flint	R Sutton
Hearn	

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

Officers:

Steve Baker	Assistant Director (Chief Executive's Unit)
Richard Baker	Group Manager (Financial Services)
Chris Gaunt	Solicitor (Legal Governance)
Julie Still	Group Manager – Resident Services
Steve Baker	Assistant Director, (Chief Executive's Unit)
Chris Troy	Group Manager, Regulatory Services
Elliott Brooks	Assistant Director - Housing
Julia Hedger	Group Manager Strategic Housing
Kayley Johnston	Member Support Officer (Minutes)

The meeting began at: 7:30pm.

OS/089/15 MINUTES

The minutes of the Housing and Community OSC meeting on 28 January and 4 February 2015 were agreed by members

OS/090/15 APOLOGIES FOR ABSENCE

Apologies received from Cllr Adshead, Cllr Mclean, Cllr Mahmood and Co-Opted TLC Members Cook, Howard and Horn.

OS/091/15 DECLARATIONS OF INTEREST

There was no declaration of interest.

OS/092/15 PUBLIC PARTICIPATION

There was no public participation.

OS/093/15 CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE IN RELATION TO CALL IN

None.

E Brooks presented the report on the Housing Service Plan and the Risk Register and the service plans for the quarter ending December 2014.

E Brooks referred to the performance indicators around empty homes, highlighting the success of the new Empty Homes Team and Osbornes as it has been a joint effort between DBC housing and Osbornes to get the properties back quickly and let.

E Brooks will get clarification on page 16, (TL21B) and advise the committee by email.

Page 5 explains in more detail work that Osbornes have completed since July 2014, they have really hit the ground with planned work.

Page 6 is around Summer Court which is coming up for completion, the dry weather recently has helped move this along.

Longlands project is a full refurbishment of the block with the construction of 6 new flats at the top. The work has been underway since January and is due for completion around the end of this year.

Cllr Adeleke queried the targets measuring Osbornes' performance.

E Brooks advised they have two types of performance indicators; they have regular day to day performance indicators which are in the report and planned the performance indicators which are around satisfaction of service from the tenants. There are quality control checks, with 70% of new kitchens and bathrooms inspected by officers.

In terms of the contract as a whole there are some strategic objectives within the contract that are not directly linked to asset management and there are the performance indicators that have to be hit before the contractors can bank (add) another year of the contract.

Cllr Killen referred to page 9, PP20 regarding the delay with major adaptations and asked what are the cost consequences and the increased volume of work.

E Brooks explained the original subcontractors of Osbornes were not performing satisfactorily and, on DBC recommendation, Osbornes terminated the contract and brought in new subcontractors. There is no cost implication to the Council.

Cllr Flint asked if there had been any reports about difficulties in getting through to housing repairs and that tenants keep getting the answer phone message.

E Brooks confirmed that there has been a problem lasting about 6 weeks with the call centre. The out of hours service is provided by a national call centre but the service during the day is just for DBC tenants. The problem appeared to be lack of staff in the national call centre. This issue has now been addressed and for the last month staffing levels has been ok and E Brooks himself has tested the lines and he feels the problems are resolved.

Cllr Marshall referred to page 8 (PP10) suggests that the definition is slightly changed to tie in with the comment.

Cllr Marshall asked for an explanation on (SH03B) on the top of page 11.

J Hedger said it links to the empty homes' team to reduce the re let times by letting homes as soon as they are ready rather than wait for a Monday. A legal query had arisen as to whether a mid-week tenancy could be backdated to the previous Monday with the relevant days credit, thus reducing the void time. This has been confirmed as suitable. The Department would like to commence tenancies on a daily basis but that requires IT work.

Cllr Marshall asked, regarding the last two on page 13, (SH20a) why the figures not recorded last year and (SH20b) why has the figures gone up this quarter.

J Hedger replied that, during the whole of last year, there was not an active register as it was brought into operation in November 2013. There is no obvious reason why applications have increased by so much other than applications tend to come in peaks.

Action: None

Outcome: The report was noted.

OS/095/15 QUARTER 3 REGULATORY SERVICES REPORTS

C Troy highlighted a few things on the quarterly report, in particular the slippage in food safety inspections is diminishing and should be able to complete the targets by the end of the financial year, the H&S successful prosecution of Royal Mail, a successful fly tipping prosecution in November 2014 with 3 other fly tipping cases being considered for legal action and the Air Quality Action Plan approved by Cabinet in December. DBC and Public Health organised an Air Quality Event for the whole of the County in October.

Sustainability audits have taken place and they are looking at water leaks in Gadebridge Park as they cost DBC about £10,000 p.a. Overall, water leaks cost DBC £15,000 p.a.

Cllr Killen, referring to air quality, queried the impact on pollution from the increased use of Luton Airport.

C Troy advised that there would be no increase in the Borough from the aircraft as they are so high up that the pollution disperses but the vehicle traffic Luton is an issue and a potential for increased pollution arising from traffic coming through Dacorum due to the expansion of the Airport. The solution is a reduction in vehicles, cleaner emissions and an air quality strategy which includes all planning aspects.

Cllr Adeleke referred to the fly tipping, four cases and one prosecution. Can you let the committee know of all the cases reported and over what quarter?
Chris agreed and will let the committee know the number of fly tips and include them on future cases.

Cllr Flint, referred to the Friends of the River Gade and Gadebridge Park, she was at a meeting last night where they discussed having a meeting before a public meeting and asked if their department was connected to it.

Cllr Harden said it falls under Cllr Laws as portfolio holder.

Action: None

Outcome: Report was noted.

OS/096/15 QUARTER 3 RESIDENT SERVICES REPORTS

J Still clarified a couple of red and amber areas. The number of people attending youth clubs is amber and that is because there has been works done to the adventure playground over the Christmas period. The number of residents at neighbourhood action by residents is up but did not meet target, these figures do not include the large events like Harvest Festival or all the events over Christmas.

Cllr Marshall referred to page 50 (ASB03) and asked if the 89 cases is the accumulative figure.

J Still said it is the number of cases that were open at the time.

Cllr Marshall said why is (CYP01a and b) conflicted, one was down due to work in playgrounds and the other was up.

J Still advised that CYP01a relates to the core group of young people and children age 6-13 who attend the adventure playground every day except Sundays. CYP01b relates to 11-16 years old and that is one night a week.

Cllr Adeleke noted the figures imply that crime has gone up.

J Still said up until the end of February crimes have gone up around about 12% since last year, however that is due to measuring crime differently this year compared to the previous year, so there is no direct comparison. True figures can only be given next year so the best way to measure performance is the position within the county and that will give a truer position and can be measured against last year.

Cllr Marshall asked if 1 is best or 10.

J Still confirmed 1 is best.

Action: None.

Outcome: Report was noted.

OS/097/15 QUARTER 3 BUDGET MONITORING 2014/2015

R Baker presented the report. There were no questions asked and Members were happy with the clarity of the report and the report was noted.

Action:

Outcome: Report was noted.

OS/098/15 HOUSING ALLOCATION POLICY REVIEW

Since the agenda was printed, J Hedger said TLC's views have been received. The TLC suggestions to be taken forward is better communication with residents, in particular writing a leaflet on the policy, giving clearer information about the deferred register and the local connection criteria and to be more open and transparent about the role of the housing panel within the allocations policy.

J Hedger drew attention to the data analysis on page 76, in particular 44% of applicants were housed within 6 months of registering their application, with a further 17% within a year, and most properties were allocated to applicants with between 15-19 points, for 3 bed maisonettes and flats and 4 bedroom houses. The Council's pressure point is for the 2 bedroom properties, which were being let for considerably higher points.

Cllr Marshall said she is aware that the TLC had a working group looking at the policy and the group's report will be going to the TLC next month, so there could be further tweaking. J Hedger agreed and explained that is why the revised Policy will not go to the Cabinet until May.

Cllr Hearn wants to be convinced that elderly people who cannot access the web or are not computer literate have the same opportunity bidding on a property as someone with a computer.

J Hedger said they have a list of older people that they mail out a hard copy of the available properties on a weekly basis. In addition, officers will ring such people or a family member or support worker dealing with the application to inform them of properties which might be suitable. Sheltered properties are not included in the "continuous bidding cycles" so there is a longer period to lodge a bid.

The department will be monitoring it over the next 6 months as the issue of non-web access has also been highlighted at TLC. J Hedger said the department receive very few complaints. There are approximately 90 people on a weekly basis that they mail out so the numbers are still very small.

There are 2,500 people on the active housing register who are not bidding so the department will be reviewing that to see if those people actually need to be on it or if there is a reason they are not bidding.

Cllr Adeleke referred to p83 (para 4.12) concerning priority to members of the armed forces and asked if it is a national policy.

J Hedger said the Council signed up to the Armed Forces covenant some time ago and during the drafting of the allocations policy the Council took the decision that somebody who has been discharged from the Armed Forces would not need a local connection if the discharge was within the last 5 years. There have been a couple of cases that we have brought for Portfolio Holders attention where an applicant has severe disabilities sustained during active service but who fails on the time criteria and a decision on those facts is decided upon a case by case basis. Often DBC extends the 5-year criteria.

Cllr Bassadone asked how frequently do one bedroom bungalows come up.
J Hedger advised rarely as there are so few.

Cllr R Sutton asked how long a mother and child in a bedsit would need to stay there before they were re housed, what age does the child have to be to be considered overcrowded.

J Hedger said it is not based on years but the size of the property and whether that property would attract overcrowding points. Some of these cases go to the housing panel and the applicants may get extra points for welfare. Overcrowding points on their own would not get them a move.

Cllr Marshall is in favour of the changes and highlighted a few points. There should be somewhere in the policy a statement to the effect that the local lettings plan may be in place for specific locations which override the allocations policy. J Hedger said she would amend the policy to incorporate that.

Cllr Marshall also asked what Code of Guidance on page 84 (6.3.2) is referred to. J Hedger said it is the housing allocations code of guidance 2012 but will quote the title in full.

Regarding P88, Cllr Marshall queried the meaning of low, medium, high properties.

J Hedger said that is a separate document and they will be making that widely available to clients and applicants. J Hedger will circulate to the Committee.

Cllr Marshall referred to page 88 Village Lettings and queried the change to the 3rd point.

J Hedger said they had to amend it slightly due to a case they had a couple of months ago in Kings Langley where the applicant in question worked in the Three Rivers district of Kings Langley. The housing department were questioned by a solicitor over the wording. Cllr Marshall suggested that such instances would be rare and the revised wording was no longer village specific regarding places of employment. It was agreed that the wording needs to be rephrased.

Cllr Marshall queried the flexi care policy to refer to on the top of page 89.

J Hedger said it's a separate policy that is currently being reviewed and will be brought back to OSC soon. J Hedger will circulate the existing policy to the Committee

The Committee expressed satisfaction with the revised policy but with the comments of the members taken into account.

Action: see above Julia to send some documents to members.

Outcome: Revised policy supported but with comments of the members to be taken into account.

OS/099/15 SAFEGUARDING POLICY AND PROCEDURES

Julie Still presented this policy, most of it has been refreshed and updated but there are two new areas of change relating to UK's Counter Terrorism Strategy and the requirement by national and local organisations to target child sexual exploitation.

Front line staff will be trained in those two areas after the end of March and courses are running up until the end of the year.

Between Jan-Dec 2014 DBC referred 81 individuals to Herts Safeguarding Board, including 33 children at risk and/or concerns of safety; there were 14 in poor or dangerous living conditions

Cllr Marshall asked if this was a draft or final.

J Still confirmed it was final and is due to go to Cabinet next week.

Cllr Marshall referred to page 96, the penultimate paragraph in section 2, it is understandable why the referrals cannot be anonymous but the individuals may be required to give evidence for prosecution. If that was read by a prospective witness they may think their identity will be disclosed to the alleged perpetrator and will be too scared and will not say anything. She suggested the paragraph needed to be rephrased or added to.

J Still said the direction for the safeguarding policy comes from Herts Safeguarding Board and they have advised that if we are contacted if we are to make a referral then it should not be on an anonymous basis J Still considered she was unable to amend the wording.

Cllr Adeleke referred to Page 91, DBC is not a child authority, if we have a query, do they go straight to Herts County Council or do they go to DBC?

J Still said that is exactly what the policy and procedures are for - to assist DBC officers and members if they have concerns. DBC have no duty to investigate, the policy is about identifying concerns and referring them appropriately,

J Still said there are designated Officers within each department of DBC and there is also a helpline, there are several ways to feed in this information.

Cllr Marshall referred Cllr Adeleke to the contacts and addresses on page 115 through to 118 of the report..

Cllr Marshall referred to page 110 and asked if the Adventure Playgrounds' IT facilities are protected so that users cannot access inappropriate sites.

J Still confirms yes they are, a lead officer at the playground is CEOP trained as a national guideline. There are codes that meet OFSTED requirements and there are restrictions on use and are monitored.

Cllr Marshall asked how you inappropriately adopt the policy, reference page 98.
Cllr Griffiths said if you were not trained in how you operate then that would be inappropriate adopting the policy because you have not fully taken it on board.

Action: None

Outcome: Report was noted.

OS/100/15 **EXCLUSION OF THE PUBLIC**

Agreed

OS/101/15 **APPENDIX A – WORK PROGRAMME 2015/2016**

Sports Centre Report – Annual update in the Autumn.

The meeting closed at 21:25

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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AGENDA ITEM: 6

SUMMARY

Report for:	Housing & Community Overview and Scrutiny Committee
Date of meeting:	10 June 2015
PART:	1
If Part II, reason:	

Title of report:	Provisional Outturn 2014/15
Contact:	Cllr Graeme Elliot, Portfolio Holder for Finance and Resources James Deane, Corporate Director (Finance & Operations) Richard Baker, Group Manager (Financial Services)
Purpose of report:	To provide details of the provisional outturn position for the: <ul style="list-style-type: none"> · General Fund · Housing Revenue Account · Capital Programme
Recommendations	That Committee note the provisional outturn position.
Corporate objectives:	Dacorum Delivers
Implications:	Financial and Value for Money implications are included within the body of the report.
Risk Implications	Risk implications are included within the body of the report.
Equalities Implications	There are no equality implications.

Health And Safety Implications	There are no health and safety implications.
Glossary of acronyms and any other abbreviations used in this report:	GF – General Fund HRA – Housing Revenue Account

1. Introduction

1.1 The purpose of this report is to outline the Provisional Outturn for 2014/15, prior to the closure of the accounts. Outturn is reported for the following:

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

1.2 The Accounts and Audit Regulations 2011 require local authorities to have prepared their annual Statement of Accounts, complete with certification from the Section 151 Officer, by 30 June. The Statement of Accounts must be published by 30 September, following an audit to be undertaken by Ernst & Young.

1.3 The Council's outturn position is a primary source of information for the production of the Statement of Accounts. The provisional outturn position detailed in this report is subject to amendment as work continues on the preparation of the Accounts. The final outturn position, along with movements in reserves, will be reported to Cabinet at its meeting of 26 June 2015 if there are any material variances.

2. General Fund Revenue Account

2.1 The General Fund (GF) revenue account records the income and expenditure associated with all Council functions except management of the Council's housing stock. This is accounted for within the Housing Revenue Account (HRA) (see Section 5).

2.2 Appendix A provides an overview of the General Fund provisional outturn position, separating expenditure into controllable and non-controllable categories in order to focus scrutiny on those areas that officers are able to influence, i.e. the controllable.

2.3 The majority of non-controllable costs result from year-end accounting adjustments, e.g. depreciation charges, which are required to show the true value of resources used to provide the Council's services, but do not result in a cash charge to taxpayers. The provisional adjustments that have been completed to date are explained in section 4 of this report.

2.4 The table below provides a summary of the provisional outturn for the General Fund by Scrutiny area.

	Original Budget £000	Provisional Outturn £000	Forecast Variance	
			£000	%
Finance & Resources	11,746	11,772	26	0.2%
Strategic Planning & Environment	6,169	5,706	(463)	-7.5%
Housing & Community	1,555	1,538	(17)	-1.1%
Total	19,470	19,016	(454)	-2.3%

2.5 It should be noted that the above variances are measured against the Original Budget as opposed to a Revised Budget. In previous years, the Revised Budget has been approved in February, and the Provisional Outturn has been measured against this Revised Budget. An overall variance of 2.3% in controllable expenditure against the Original Budget represents a significant improvement in financial management across the Council when compared with previous years.

2.6 The following section provides a subjective analysis of provisional outturn and major budget variances shown by Scrutiny area.

3. Housing and Community

Housing & Community	Controllable Budget £000	Forecast Outturn £000	Forecast Variance	
			£000	%
Employees	3,213	3,294	81	2.5%
Premises	402	381	(21)	-5.3%
Transport	43	37	(6)	-13.9%
Supplies & Services	1,965	1,972	7	0.4%
Third Parties	25	26	1	4.3%
Income	(4,094)	(4,173)	(79)	1.9%
	1,555	1,538	(17)	-1.1%

3.1 Employees - £81k over budget (2.5%)

This overspend is across services, and is as a result of the vacancy factor not being achieved.

3.2 Premises - £21k under budget (5.3%)

Saving of £70k – In the Homelessness service, there have been savings in temporary accommodation costs arising from 2 key factors: firstly improved advice and prevention has led to a reduced need for temporary accommodation, and secondly, the Council-owned Leys Road hostel has now been open for the first full year.

Overspend of £66k - Dacorum has taken over the management of 2 Homes of Multiple Occupancy, through the process of Management Orders. This was due to the inadequate state of the properties which were posing a health and safety risk to tenants. Expenditure of £66k has been incurred to bring the properties up to the required standard. This will be recovered in full, as rental income from tenants is being retained by Dacorum until the expense is recovered.

3.3 Supplies and Services - £7k over budget

Underspend of £50k - A saving has been achieved against a budget of £83k on the cost of the Housing Stock Condition Survey. This was due to a joint procurement process being carried out with East Herts and Welwyn Hatfield District Councils. This expenditure is funded from reserves, so there will be no impact on the outturn overall.

Overspend of £36k - Unbudgeted expenditure has been incurred relating to the Community Safety Partnership. This expenditure is fully matched by increased grant income meaning that there is no overall impact on the taxpayer (see paragraph 3.4).

3.4 Income - £79k over achieved (1.9%)

Surplus of £60k - An increase in income across Regulatory Services has been generated, in the areas of Environmental Protection & Housing, Pest Control, Disabled Facility Grant Agency income and Primary Authority work.

Surplus of £36k - The grant income for the Community Safety Partnership of £36k referred to in paragraph 5.3 is unbudgeted income which offsets the budget pressure in expenditure.

4. Non-Controllable Expenditure

4.1 Appendix A includes the provisional outturn for non-controllable expenditure. These are largely year-end accounting adjustments. There will be further adjustments as work on the Statement of Accounts continues, but major variances arising to date are shown below:

	£
Bad debt provision	<u>(20,000)</u>
Total	(20,000)

4.2 At the time of writing, the depreciation and recharge calculations for the year have yet to be finalised and included within the non-controllable expenditure section of Appendix A. At this stage, both have been included as on budget.

4.3 The depreciation charge is an accounting adjustment which has no impact on the taxpayer. However, the recharge calculation is likely to result in the charge to the HRA deviating from budget. Any changes resulting from the recharge calculation will be reported to the Audit Committee as part of the Final Outturn report.

5. Housing Revenue Account (HRA)

5.1 The HRA is a ring-fenced account relating to the Council's Landlord functions. A guiding principle of the HRA is that revenue raised from rents and service charges must be sufficient to fund expenditure incurred. The forecast outturn position for the HRA is shown at Appendix B.

5.2 The provisional HRA balance at the end of 2014/15 is £2.9m, which complies with the Council's approved strategy of maintaining a minimum balance on the HRA of 5% of turnover (£2.85m).

5.3 Over the course of the year the HRA generated a surplus of £177k, which is £62k lower than the budgeted surplus. Significant variances are explained in the paragraphs below.

5.4 Dwelling Rents - £136k surplus (0.3%)

Surplus income has been generated due to a number of tenants moving to target rent as they have begun a new tenancy. The level of void properties has also been kept low, with the average for the year running at approximately 0.6% (an estimate of 1% was used to set the budget).

5.5 Non Dwelling Rents - £30k surplus (37.5%)

A surplus has been generated on income from third parties for commercial use, for example telecommunications companies locating masts on HRA land. This is due to backdated income coming to the Council following the recent resolution of lease issues.

5.6 Leaseholder Charges - £34k surplus (7.9%)

This surplus is as a result of under-budgeted insurance costs chargeable to leaseholders. This has been corrected for Budget 2015/16.

5.7 Interest and Investment Income - £78k surplus (78%)

An increase in the number of Right to Buy sales over the year has resulted in increased capital balances, which have generated additional investment income.

5.8 Contribution towards expenditure - £210k surplus (45.7%)

This surplus results from the high number of repairs carried out in 2013/14 which were subsequently recharged to leaseholders on an arrears basis in 2014/15.

5.9 Repairs and Maintenance - £1,043k under budget (8.1%)

There is an efficiency saving of £400k across the areas of Responsive Repairs and Void Repairs arising from the new Total Asset Management contract with Osborne which commenced in July 2014.

There is an underspend of £680k in the area of Planned Maintenance due to delays in the programme of works, following the implementation of the Osborne contract in July 2014. The delay in the programme will be caught up in 2015/16.

5.10 Supervision and Management - £77k under budget (0.7%)

The underspend relates to:

Pension backfunding paid in 2013/14 – £210k. In February 2014, following the triennial actuarial review of the Council's pension scheme, Full Council approved a one-off payment of £210k (HRA element) to reduce the deficit on the pension scheme. At the time of approval it was anticipated that this payment would be made in the financial year 2014/15. However, since approval the Council received notification that payment was required in March and therefore would come from the 2013/14 budget.

Savings of £80k generated from the implementation of energy efficiency projects, including installation of solar panels on some sheltered housing roofs.

Underspend of £40k Under-Occupation Incentive Scheme – the number of tenants paid an incentive to move to a smaller home has been lower than anticipated, due to a lower than expected take up of the policy.

Underspend of £320k in Salaries - of this underspend, £120k relates to the TUPE of staff to Osborne. Other savings have arisen from a number of vacancies being held due to a restructure.

Off-set by overspends relating to:

£500k - Uninsured losses relating to insurance claims from tenants for damages to buildings and water leaks. After incorporating this year's figures, trend analysis has been carried out and the budget has been increased for 2015/16.

£100k - ICT costs related to the Total Asset Management contract and merging Orchard with Osborne's equivalent (£50k), and additional development work to improve in-house systems such as Orchard and Sprint.

5.11 Revenue Contribution to Capital £1,672k over budget

Revenue Contribution to Capital (RCC) is that amount of surplus revenue, generated over the course of the year, which is transferred out of the Housing Revenue Account into the Housing Capital Programme in order to fund capital projects.

Because it is revenue over and above the amount that is required to operate the HRA for the year, the actual level of RCC will go up or down dependent on over- or under-spends elsewhere within the HRA budget. Therefore, the increase in RCC at provisional outturn 2014/15 reflects the cumulative underspend elsewhere in the budget.

In summary, this means that £1,672k more than budgeted will be available to spend on HRA capital projects in future years. This will ensure that the capital

programme, which includes elements such as the new build programme, can be successfully delivered.

6. Provisional Capital Outturn

6.1 The provisional capital outturn position is summarised by Scrutiny area in the table below. Appendix C shows the provisional outturn by scheme.

The 'Rephasing' column refers to those projects where expenditure is still expected to be incurred, but will now be in 2015/16 rather than 2014/15, or conversely, where expenditure planned initially for 2015/16 has been incurred in 2014/15.

The 'Variance' column refers to those projects which are now complete, but have come in under or over budget and those projects which are no longer required.

	Current Budget £000	Provisional Outturn £000	Rephasing £000	Variance	
				£000	%
Housing & Community	5,856	6,540	(3)	686	11.7%
G F Total	5,856	6,540	(3)	686	11.7%
HRA Total	35,050	25,469	(8,282)	(1,300)	-3.7%

6.2 General Fund Major Variances

The final position for the General Fund comprises the following elements:

- £686k - overspends on completed projects
- £3k - slippage on incomplete projects into 2015/16

The major variances on the General Fund capital programme are as detailed below.

6.3 Net overspend of £686k comprises the following key elements:

- Line 106: unbudgeted spend of £653k relating to the Highbarns Land Stabilisation Project. This expenditure is for work to the highways which has been fully funded by Herts County Council.
- Line 129: an underspend of £150k on Home Improvement Loans due to take up being less than expected. The annual budgets for future years have been reduced from £250k to £150k to reflect a lower than anticipated demand going forward.
- Line 142: a pressure of £174k on the Elms Hostel development at Redbourne Road due to the tender price being higher than budgeted. Section 106 funding has been earmarked to offset this pressure.

6.4 Slippage of £1.864m comprises the following major elements:

- Line 106: £77k slippage on Highbarns Land Stabilisation Project. The majority of the work at this site is complete and the Council has fulfilled its obligation under the Derelict Land Clearance order. However the work is not completely finished and final sign off from the contractor is awaited.
- Line 116: £194k slippage on the purchase of the land at Bunkers Farm for a new burial site. The land will be purchased from the Homes & Communities Agency, once satisfactory site investigations have been concluded, which is estimated to be early 2015/16.

These are offset by pressures requiring funding to be drawn from the 2015/16 budget allocation:

- Line 142: £250k pressure on the Elms Hostel due to the tender price being higher than budgeted. This is in addition to the £173k referred to above. The total overspend is £424k. The £250k will be funded from budget brought forward from the Affordable Housing Development Fund.

6.5 Housing Revenue Account Major Variances

There is a projected underspend on the HRA capital programme of £1.3m.

- Line 196: £331k underspend on the New Build at Farm Place Berkhamsted where the tender price was lower than budgeted.
- Line 201: £970k underspend relating to the transfer of The Point from the General Fund to the HRA, which will be made through an accounting adjustment rather than the use of budget. The financial implications for both funds will be exactly the same.

There is projected slippage of £8.28m into 2015/16 from the following:

- Line 194: £1.3m slippage in Planned Fixed Expenditure. This figure is mainly due to re-profiling of large projects which continue into 2015/16, offset by efficiencies identified in the Osborne open book contract.
- Line 196: £217k slippage on the New Build scheme at Farm Place, which was due for completion at the end of March but will now complete early 2015/16.
- Line 198: £2.89m of slippage due to delays on the New Build scheme at London Road. Construction works have been delayed due to difficulties relocating the substation during the initial phase of the scheme. Works have now commenced and the contractor is on site.
- Line 200: £3.98m of slippage on the purchase of land for the new build site at Martindale. A deposit of 5% has been paid in this financial year to secure the purchase, but the balance has been paid in 2015/16 following completion of an archaeological survey and the granting of planning permission.



AGENDA ITEM: 7

SUMMARY

Report for:	Housing & Communities Overview & Scrutiny Committee
Date of meeting:	10 th June 2015
PART:	1
If Part II, reason:	

Title of report:	2014/15 Quarter 4 Performance Report, Service Plan update & Risk Register - Housing
Contact:	Councillor Margaret Griffiths, Portfolio Holder for Housing Author/Responsible Officer – Elliott Brooks – Assistant Director - Housing
Purpose of report:	1. To Update the Committee on the Performance of the Housing Service for the Quarter 4 2014/15 2. To inform the Committee of the status of the current Housing Service Risk Register and Housing Service Plan
Recommendations	1. That the Committee note the Performance Report & Risk Register, and Service Plan Update
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 Financial Accountant. Budget Reporting is quarterly to the Committee and 6 monthly to 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:	Andy Vincent – Group Manager Tenants & Leaseholders Fiona Williamson – Group Manager Property & Place Julia Hedger – Group Manager Strategic Housing
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, and key Service Plan Objectives are identified and agreed.
Glossary of acronyms and any other abbreviations used in this report:	TLC – Tenants & Leaseholder Committee HRA – Housing Revenue Account STAR – Survey of Tenants & Residents

1.0 Introduction

This report details the end of 4th quarter performance against the agreed Housing Performance Indicators as well as the progress against the Service Plan and Operational Risk Register.

2.0 Housing Key Performance Indicators

Please see full Performance Indicators report in Appendix 1. This includes all areas of the housing service in the 3 Groups:

- Tenants & Leaseholders – Group Manager Andy Vincent
- Strategic Housing – Group Manager Julia Hedger
- Property & Place – Group Manager Fiona Williamson

Regarding performance of re-letting an empty home please see update below which relates to April 15 Performance:

- | | |
|---|------------------------|
| • SH03a- Average time to re-let a Council property | 24.71 (target 35 days) |
| • SH03b - Average time to re-let a General Needs property | 21.31 (target 25 days) |
| • SH03c - Average time to re-let a Sheltered Property | 31.4 (target 45 days) |
| • SH03d - Average time to re-let an Adapted Property | 47 (target 50 days) |

3.0 Housing Service Plan

Appendix 2 shows the latest position regarding the initiatives within the Housing Service Plan 2014 – 2016 and current Housing Structure Chart

4.0 HRA Capital Programme

Between 1st July 2014 & 31st March 2015 the following works were completed by Osborne:

- Kitchens 516
- Bathrooms 386
- Doors - 2565
- Re-wires – 413

(Includes Empty Homes)

5.0 Housing Operational Risk Register

Appendix 3 details the Housing Service's key operational risks and the mitigation in place for each. These are reviewed on a quarterly basis by the Assistant Director and Group Managers

6.0 Special Projects & Case Studies

Attached are a number of recent submissions made by the Housing Service to the District Councils Network. If approved these will be displayed at the DCN's National conference later this month to demonstrate some of the innovation and progress being made in the Borough related to Housing.

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H&C OSC YEARLY PERFORMANCE REPORT



Housing Landlord

March 2015

Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments	Flag
FIN12 - Garages Income ytd budget against ytd actual	Andy Vincent Caroline Souto	£2584166 Target: 2630000	£2468942 Target: 2481886	↓	£2584166 Target: 2630000	✓	Owner The performance is broadly in line with target	
HL05a - Stage 1 Complaints responded to within target for Housing	Elliott Brooks Corvu Admin	97.40% (75/77) No Target	92.51% (247/267) No Target	↑	94.34% (300/318) No Target	✓	Updater	
HL05b - Stage 1 Complaints received for Housing	Elliott Brooks Corvu Admin	83 Complaints Info Only	266 Complaints Info Only	↑	304 Complaints Info Only	✓	Updater	
PP09 - Percentage of dwellings with a valid Gas Safety Certificate	Fiona Williamson Fiona Williamson	99.99% Target: 100.00	99.99% Target: 100.00	→	99.99% Target: 100.00	✓	Owner The performance is below the target due to one property falling outside the performance target. This property has a tenant with issues that are being addressed, the property now has a valid Gas Safety Certificate.	
PP08 - Percentage of tenants satisfied with Gas Servicing	Fiona Williamson Fiona Kimberley	99.00% Target: 97.00	100.00% Target: 97.00	↓	99.00% Target: 97.00	✗		
PP10 - Percentage of emergency repairs completed within 4 hours	Fiona Williamson Graham Tookey	99.00% Target: 99.00	98.89% Target: 98.00	↓	94.00% Target: 99.00	✗		

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Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments	Flag
PP11 - Average Time taken to complete non urgent repairs	Fiona Williamson Graham Tookey	8.70 Days Target: 14.00	16.70 Days Target: 15.00	↗	8.95 Days Target: 14.00	✗		
PP13a - Percentage of responsive repairs completed within target	Fiona Williamson Graham Tookey	96.38% (6651/6901) Target: 97.00	No Data No Target		95.44% (33452/35049) Target: 97.00	✓	Owner The performance for the period includes pre Osborne work. Osborne are working closely with the Council to improve the performance to at least the target levels, it is expected this will be achieved during 2015/16.	
PP13b - Percentage of responsive repairs completed right first time	Fiona Williamson Graham Tookey	92.00% Target: 96.00	99.45% Target: 98.50	↘	93.00% Target: 96.00	✗		
PP14 - Appointments kept as a percentage of appointments made	Fiona Williamson Graham Tookey	86.00% Target: 98.00	99.82% Target: 97.00	↘	86.00% Target: 98.00	✗		
PP15 - Percentage of tenants satisfied with the service planned and responsive works	Fiona Williamson Graham Tookey	95.00% Target: 90.00	99.83% Target: 97.00	↗	94.00% Target: 90.00	✗		
PP20 - Average time taken for major adaptations	Fiona Williamson Simon Smith	164.51 Days (9377/57) Target: 151.00	139.81 Days (30758/220) Target: 151.00	↘	148.94 Days (28001/188) Target: 151.00	✓	Owner Performance is within target for the year, however this includes the months before the Osborne contract commenced. Performance during the contract period with Osborne is below target but improving.	

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Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments	Flag
SH01 - Number of current Deposit Rent Guarantees	Julia Hedger Natasha Brathwaite	158 Dwellings Target: 170	165 Dwellings Target: 180		158 Dwellings Target: 170		<p>Updater Reduction in total number of guarantees within the scheme over the year. Improvement plan in place for Help to Rent scheme includes proposal to introduce incentives for landlords in the next financial year, enhanced service package and increased advertising via newspaper, web and social media - this increased activity has been put in place to increase numbers of guarantees within the scheme and draw in new landlords.</p> <p>Owner significant improvements works with the new team are planned for the year with a Cabinet report due to be presented on new initiatives in June 2015</p>	

Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments	Flag
SH03a - Average Time (calendar days) to re-let all properties	Julia Hedger Natasha Brathwaite	34.2 Days (5504/161) Target: 35.0	No Data No Target		36.3 Days (21390/590) Target: 35.0	✓	<p>Updater Average time to re-let all properties slightly outside target set for the year, due to a number of hard to let properties affecting the overall figure, some properties have been offered on more than 2 occasions delaying the re-let time. In addition to this closer monitoring and targets have been put in place for all officers responsible and it is intended that this will improve the overall re-let times.</p> <p>Owner significant work this year since the empty homes team was formed within the Strategic Housing Team. Improvements still planned for next financial year as outlined to performance board in March</p>	

Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments	Flag
SH03b - Average Time (calendar days) to re-let General Needs properties	Julia Hedger Natasha Brathwaite	29.89 Days (2810/94) Target: 25.00	No Data No Target		33.39 Days (12255/367) Target: 25.00	✓	<p>Updater Empty Homes team restructured and located within Strategic Housing Service from April 2014. The annual outturn for re-let of general needs properties has reduced since this time and continued work with the team on improved procedures, increased training, monitoring and challenging performance has seen continued improvements within this time. The service continues to be closely monitored by weekly Empty Homes meetings and there are further plans in place to improve the service going forward.</p> <p>Owner significant improvement on last years performance. Last quarter was amber and work continues to get down to 25 day target</p>	
SH03c - Average time (calendar days) to re-let Sheltered properties	Julia Hedger Natasha Brathwaite	40.6 Days (2681/66) Target: 50.0	55.3 Days (10834/196) Target: 50.0	↗	41.2 Days (8851/215) Target: 50.0	✓	<p>Updater Reduced time taken to re-let sheltered properties within the year based on last years figure. This improvement is due to ongoing hard word within the team to improve acceptance rate of some difficult to let sheltered accommodation and in addition ongoing performance improvements and challenge within the team.</p> <p>Owner this is a positive result and the target has been amended for 15/16</p>	

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Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments	Flag
SH03d - Average time (calendar days) to re-let Adapted properties	Julia Hedger Natasha Brathwaite	13.0 Days (13/1) Target: 150.0	0.5 Days (116/212) No Target		35.5 Days (284/8) Target: 150.0		Updater Overall average time to let adapted properties well within target, due to close working between allocations/empty homes and the Occupational therapist to ensure applicants needs are met without unnecessary delays. Owner this is a positive performance and the target has been amended to reflect this in 15/16	
SH04a - Percentage of General Needs properties let within target	Julia Hedger Natasha Brathwaite	47.31% (44/93) Target: 47.73	28.57% (108/378) Target: 28.00		39.45% (144/365) Target: 47.73		Updater Improvement in the percentage of general needs properties let within target during the year. Ongoing improvement plan within the team to further increase this figure.	
SH04b - Percentage of Sheltered properties let within target	Julia Hedger Natasha Brathwaite	78.79% (52/66) Target: 73.53	No Data No Target		74.44% (166/223) Target: 73.53		Owner improvement in performance will be ongoing	
SH04c - Percentage of Adapted properties let within target	Julia Hedger Natasha Brathwaite	100.00% (1/1) Target: 100.00	No Data No Target		100.00% (8/8) Target: 100.00		Updater All adapted properties let within target in the year.	
SH05 - Number of new Affordable Homes completed	Julia Hedger Sarah Pickering	42 Dwellings Target: 0	130 Dwellings Target: 150		248 Dwellings Target: 150		Updater Owner corporate target of 150 well exceeded	

Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments	Flag
SH07a - Number of new cases seeking Housing Advice	Julia Hedger Cynthia Hayford	473 Cases Info Only	1784 Cases Info Only	↓	1530 Cases Info Only	✓	Updater There has been a significant drop compared to last year's figure and i believe this is as a result of the various housing surgeries we run at different centres. This has proved to be very successful. Owner homelessness prevention and advice surgeries as per strategy working well	
SH07b - Number of Housing Advice cases YTD	Julia Hedger Cynthia Hayford	1530 Cases Info Only	1784 Cases Info Only	↓	1530 Cases Info Only	✓	Updater Same as above	
SH08a - Number of new homelessness applications taken	Julia Hedger Cynthia Hayford	60 Applications Info Only	216 Applications Info Only	↓	162 Applications Info Only	✓	Updater New homelessness applications taken has gone down due to excellent prevention work by the team.	
SH08b - Number of new homelessness applications taken YTD	Julia Hedger Cynthia Hayford	162 Applications Info Only	216 Applications Info Only	↓	162 Applications Info Only	✓	Updater Same as above	
SH09a - Percentage of homeless decisions in 33 days or less	Julia Hedger Cynthia Hayford	93.3% (56/60) Target: 70.0	No Data Target: 100.0		95.7% (291/304) Target: 70.0	✓	Updater We had a few difficult cases hence not being to make our usual of 100%. Still excellent compared to the yearly target of 70%	
SH09b - Average time taken to investigate a homeless application	Julia Hedger Cynthia Hayford	11.2 Days Info Only	23.5 Days Info Only	↓	12.2 Days Info Only	✓	Updater Excellent performance by the team compared to last year's figures and the national average time to investigate (33).	

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Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments	Flag
SH11a - Percentage of Homelessness reviews upheld by Member's panel	Julia Hedger Cynthia Hayford	57% (4/7) Target: 100	No Data Target: 90		85% (29/34) Target: 100	✓	Updater Owner the homeless panel review process changed in December therefore this indicator is not now accurate. No member panels undertaken in January - March	
SH12a - Total number of households in Temporary Accommodation	Julia Hedger Natasha Brathwaite	58 Households Info Only	No Data Info Only		58 Households Info Only	✓	Updater Total number of households in temporary accommodation has increased over the year, due to increase in homeless presentations and duty to provide interim accommodation.	
SH14 - Number of households with children (or pregnant) in B&B for more than 6 weeks	Julia Hedger Natasha Brathwaite	0 Households Target: 0	16 Households Target: 0	↗	1 Households Target: 0	✓	Updater 1 household in B&B in excess of the 6 week period as duty to the household had ended and notice had already been served ending the accommodation, therefore temporary accommodation was continued until the end of notice period rather than moving the client to alternative housing and serving a new notice. Owner decision taken by GM and Director.	
SH20a - Active Number of Applications	Julia Hedger Cynthia Hayford	4983 Applications Info Only	180 Applications Info Only	↗	4983 Applications Info Only	✓	Updater	
SH20b - Deferred Number of Applications	Julia Hedger Cynthia Hayford	4968 Applications Info Only	No Data Info Only		4968 Applications Info Only	✓	Updater No data to compare	

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Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments	Flag
SH27 - Value of rent guarantees paid out	Julia Hedger Natasha Brathwaite	£1343.63 Info Only	£5362.25 Info Only		£5057.36 Info Only		Updater Reduction in total amount of guarantees paid out during the year. Further improvement plan within the team for 2015/16 is hoped that this figure will further reduce.	
TL01 - Current rent arrears as a percentage of the annual debit	Andy Vincent Katie Kiely	3.16% Target: 3.50	2.85% Target: 3.80		3.16% Target: 3.50		Owner A good result and within target. The Income Team have put a lot of effort into pursuing arrears, including a ring round prior to the free week.	
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	Andy Vincent Katie Kiely	99.23% Target: 99.50	101.41% Target: 98.50		99.23% Target: 99.50		Owner Slightly below target - but an excellent year end position considering the poor start to the financial year.	
TL04 - Voids loss as a percentage of the rent roll	Andy Vincent Katie Kiely	0.98% Target: 0.80	0.96% Target: 1.00		0.98% Target: 0.80		Owner This figure has increased due to the extremely high level of voids/lets in March. Actions are being taken to continue to improve relet times. Unfortunately there were a very high number of properties returned in March which has pushed this figure up	
TL12 - Percentage of New Tenant visits completed in target (within 6 weeks) for general needs properties	Andy Vincent Lindsey Walsh	98% (63/64) Target: 98	99% (285/289) No Target		97% (285/295) Target: 98		Owner Difficulties with contacting new residents and gaining access has affected the performance against this indicator - the performance target will be looked at again to take this difficulty into account	

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Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments	Flag
TL13a - Percentage of Community Alarm calls answered within 1 min	Andy Vincent Dharini Chandarana	97.59% Target: 97.50	97.03% Target: 97.50	↗	97.43% Target: 97.50	✓	Updater Performance over the year has remained pretty consistent except for one month during the winter when the control centre was affected by bad weather causing a huge volume of calls.	
TL13b - Percentage of Community Alarm calls answered within 3 min	Andy Vincent Dharini Chandarana	99.35% Target: 99.00	99.47% Target: 99.00	↘	99.46% Target: 99.00	✓	Updater Performance over the year has remained pretty consistent except for one month during the winter when the control centre was affected by bad weather causing a huge volume of calls.	
TL13c - Percentage of Community Alarm calls answered within 90 seconds	Andy Vincent Dharini Chandarana	99% Target: 98	98% Target: 98	↗	98% Target: 98	✓	Updater Performance over the year has remained pretty consistent except for one month during the winter when the control centre was affected by bad weather causing a huge volume of calls.	
TL15 - Satisfaction with the outcome of medium level ASB cases	Andy Vincent Lindsey Walsh	80% (12/15) No Target	87% (74/85) Target: 80	↗	87% (48/55) No Target	✓	Owner This performance is excellent. Satisfaction levels this high indicates that the team are delivering performance that tenants are appreciating	
TL16 - Acknowledgement of a report of ASB within 24 hours	Andy Vincent Lindsey Walsh	100% (91/91) Target: 95	98% (586/597) Target: 95	↘	98% (506/516) Target: 95	✓	Owner Excellent performance against this service standard	

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Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments	Flag
TL19 - The number of Mutual Exchanges undertaken in the financial year to date	Andy Vincent Vivienne Cunningham	86 Info Only	103 Info Only	↓	86 Info Only	✓	<p>Owner Fewer mutual exchanges have been done in 2014/15 than the previous year.</p> <p>This may be due to changes to welfare benefits being introduced in 2013/14 which acted to encourage people to move</p>	
TL21a - Percentage of households formally involved with the Housing Service	Andy Vincent Jules Stevens	0.5% (51/10500) Target: 0.2	No Data No Target		0.5% (51/10500) Target: 0.2	✓	<p>Owner Formal involvement levels have remained static at around 50 people throughout the year</p>	

<p>TL21b - Percentage of households informally involved with the Housing Service</p>	<p>Andy Vincent Kevin Young</p>	<p>4.4% (465/10500) Target: 2.8</p>	<p>No Data Target: 0</p>	<p>4.4% (465/10500) Target: 2.8</p>	<p>✓ Owner This year I can report that we have involved 465. Our reporting system is currently not catching all participants and this will be amended over the coming months. Having reviewed all the events attended this year, I believe the actual figure is nearing 1200 tenants and leaseholders. This has been through a mixture of events: 44 Local improvement Grants were completed, Crawley Drive complete a charity calendar, 2 film events at supported schemes, 2 boat trips, 19 Conference on the Road events, Gade Tower met 9 times, 16 projects complete or underway for parking barriers, 12 Neighbourhood Action meetings attended, 2 meetings for Westerdale residents, 92 coffee mornings attended, 2 meetings with Waveney for consultation, approximately 100 people attended the Tenant and Leaseholder Day, Tenant Involvement Review Group met 3 times, The Tenant and Leaseholder Committee held 11 meetings, The Tenant and Leaseholder Scrutiny Panel met 4 times, Housing Management Committee held 8 meetings, 14 meetings of the Housing Environment and Maintenance Committee, the Supported Housing Forum met 5 times, 6 events were held at supported housing schemes by the Youth Action Entertainers, The Tenant Inspectors met 9 times and the Youth Tenant Involvement held 19 meetings and got involved in 5 community projects.</p>
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Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments	Flag
TL21c - Percentage of tenants on whom the organisation holds diversity information	Andy Vincent Kevin Young	75% (7392/9909) Target: 80	No Data Target: 0		75% (7392/9909) Target: 80	✓	<p>Owner The reason for the drop is that profiling data for new tenants is not being passed across from the Abrisas system onto Orchard. An upgrade to Abrisas is due in December 2015 which will allow both systems to integrate and share information automatically.</p> <p>In the interim, a temporary procedure for passing the data across has been established and an exercise to update the data for recent tenants will shortly be put in place.</p>	
TL29 - Number of tenants who have moved to a smaller home this year	Andy Vincent Lindsey Walsh	343 Info Only	153 Info Only	↗	343 Info Only	✓	<p>Owner This includes tenants who are transferring and who are mutually exchanging</p>	

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Housing

Service Plan

June 15 Update

Period of the Plan	September 2014 – March 2016
Service:	Housing <ul style="list-style-type: none"> • Tenants & Leaseholders • Property & Place • Strategic Housing
Assistant Director:	Elliott Brooks

Dacorum Borough Council Corporate Priorities – 2010 – 2014

- Regeneration
- Affordable Housing
- Safe & Clear Environment
- Dacorum Delivers
- Building Community Capacity

Service priorities

The landlord service, managing and maintaining the Council's rented and leasehold housing stock, is an integral part of the broader housing service which incorporates the strategic function – developing and delivering the strategies for the future including ensuring a healthy supply of new homes (including affordable) to meet the needs of the Borough – and housing options which deals with housing need, homelessness and allocations of rented homes. Although having elements of separation in operation – not least because the HRA is ring fenced to landlord expenditure only – the delivery of the housing service should be seen as a single entity with clear and shared vision and objectives.

The broader strategic vision takes account of the housing needs – current and predicted – of the whole of the borough, whatever tenure or socio-economic background. Key priorities are:

- Ensuring a healthy level of new house building is achieved, ideally accelerating this delivery ahead of the trajectory in the Core Strategy.
- New build to ensure a good balance of tenure and housing opportunities: market housing of varying sizes and types; affordable housing for rent or shared ownership, a re-invigorated private rented sector; and services and stock to meet the needs of particular groups (such as the elderly and people with physical or mental disabilities)
- Playing a direct role in the building and stimulus for new build affordable homes for rent in conjunction with Housing Association, developers and investors
- Ensuring that the evidence base – of housing need and land availability – is in place and kept up to date
- That the Council has the key strategies, policies and plans in place to deliver requirements

Due to the significant changes in the Housing Service over the past few years it was acknowledged that there needed to be a clear direction and vision for staff, tenants and leaseholders and the Council to buy into so that common goals were expressed in order to achieve success and take the service forward.

We want Dacorum to be a place people are proud to call home. We will involve our tenants & leaseholders in decisions, provide good quality, affordable homes, help maintain tenancies and prevent homelessness – and be honest about improvements we still need to achieve.

The Housing Service undertake a survey of all the Council's Tenants & Leaseholders every two years – 'STAR'. The results of the most recent survey, January 2014 have, along with further consultation resulted in the targets and priorities identified.

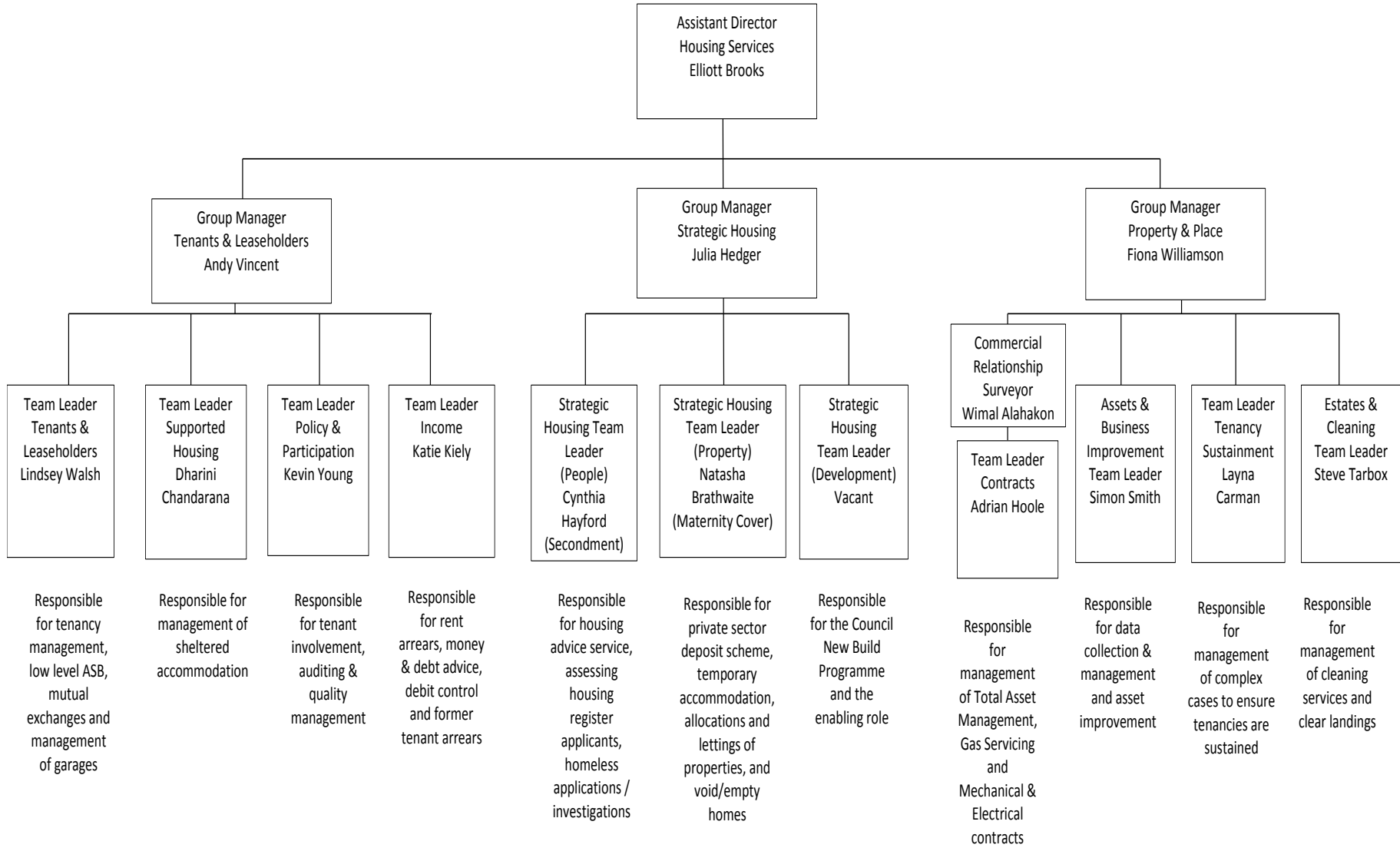
Relevant Policies and Strategies

Dacorum Borough council Housing Strategy

Dacorum Borough Council Housing Revenue Account Business Plan 'People, Property, Place'

Dacorum Borough Council Development Strategy – 'Building Homes for the Future'

Housing Service Structure



Emerging issues

This section identifies issues and/or risks which have shaped the current service plan or which could effects its delivery

Issue	Service plan impact
<p>Staff Recruitment & Retention – the ability to attract high quality candidates is becoming more of a challenge for the service due to competition primarily from Housing Associations. The same issue applies to retention of staff who have benefited from development, training and the opportunity to use these skills within the service to do the amount of initiatives taking place</p>	<p>The initiatives and service improvements desired by all stakeholders are challenging and require good quality highly motivated teams to deliver them</p>
<p>Performance of the HRA Business Plan – Since the introduction of Self Financing the Housing Service has benefited from having more resources than previously. This has meant that tenants have received more improvements within their homes, in the communal areas of their estates and in terms of our ability to engage and consult with them.</p> <p>Increasing costs of services (particularly New Build) and the new rent policy will have an impact which will need to be monitored and reflected in the Council’s HRA Business Plan</p>	<p>Without robust management of the HRA operational budgets and the Business Plan the ability to deliver improvements to homes or the service is restricted</p>
<p>Tenancy Sustainment - A growing number of our tenants require more intensive support than can be offered in the traditional way the Council has structured its Landlord function. A specialist team has been introduced partly using existing resources to work with those tenants who require more in depth work to sustain a successful tenancy</p>	<p>The introduction of a Tenancy Sustainment Team should enable some complex issues to be dealt with more efficiently by the correct officers so that progress with key initiatives continues</p>
<p>Flexible & Remote Working – The Council promotes the approach of encouraging new ways of working whilst ensuring</p>	<p>IT and equipment have to be</p>

the needs of the service and its customers are not compromised. Whilst the benefits to individuals in terms of a work / life balance are obvious it requires a new culture and approach to line management which can cause teething problems in terms of consistency of implementation.

suitable and fit for purpose to allow effective flexible working and it has to then be used appropriately so projects and initiatives can be managed without daily contact with individuals face to face.

Objective	What will be different once this work is done	Project Lead & Target Completion	Other Services Involved consulted	Update June 15
Introduce arrangements for identifying and supporting our most vulnerable tenants.	<p>Ensure that vulnerable tenants are identified and that support arrangements are put in place to enable them to manage their tenancy effectively.</p> <p>Vulnerable Persons Strategy</p>	<p>Group Manager Tenants and Leaseholders</p> <p>September 2014</p>	Resident Services	<p>A Housing Vulnerable Persons Strategy has been produced.</p> <p>Complete</p>
Improve Digital access	<p>Identify geographic areas with high levels of digital exclusion.</p> <p>Provide training sessions on internet access and security – run prize draws with free IT equipment</p> <p>Create a virtual tenant resource centre to be linked to the customer service portal login allowing access to online training – Housemark – CIH – TPAS etc</p>	<p>Income Team Leader</p> <p>March 2015</p>	Part of a wider Borough Wide Project	<p>A programme of tenant training on IT is being undertaken – this will continue.</p> <p>Mapping of digital exclusion is being undertaken.</p> <p>A virtual tenant resource centre will be provided – this is linked to develop of the customer service portal.</p> <p>The Team Leader for Tenancy Sustainment is representing Housing in the Corporate Digital Inclusion working group, to consider the areas which would be appropriate to include within the Customer Service Portal.</p> <p>The Group Manager for Tenants and Leaseholders is leading the Corporate Digital Inclusion Project</p>
<p>Launch a back to work initiative</p> <p>Develop a theme for the programme</p>	<p>Theme ‘conference on the road’, the tenant and leaseholder day and other involvement events around getting back to work.</p> <p>Link to Digital Access</p> <p>Work with our Repairs and Maintenance Partner regarding</p>	<p>Policy and Participation Team Leader</p> <p>March 2015</p>	Regeneration	<p>A series of activities are being undertaken to encourage tenants back to work. This includes activities at conference on the road and the love your neighbourhood events.</p> <p>A joint project is being run with Resident Services to encourage tenants and residents back to work</p> <p>Tied with strategic housing back-to-work initiative for all residents coming through the Council’s housing options service</p>

	<i>the recruitment of tenants to apprenticeship posts</i>			
Review our Local Offers	<i>Review the Local Offers we have agreed with tenants (tenants key priorities) to ensure they reflect the priorities of the community</i>	<i>Policy and Participation Team Leader</i> <i>October 2014</i> <i>October 2015</i>	<i>N/A</i>	<i>Our local offers were reviewed at the Tenant and Leaseholder day. A further review will be undertaken in 2015.</i> <i>Our local offers have been reviewed following the STAR survey results and the same priorities will be retained.</i> <i>Complete</i>
Put in place arrangements for reporting environmental issues and monitoring the environmental condition of our estates	<i>This work will enable the condition of the environment to be monitored.</i> <i>Themes affecting the environmental condition to be identified and areas of the borough with the lowest environmental standards prioritised.</i>	<i>Tenant and Leasehold Team Leader</i> <i>March 2015</i>	<i>Clean Safe & Green</i>	<i>Work is underway with the Cleaning Team and Neighbourhood Support Officers to enable the reporting of environmental issues and to capture a picture of the condition of our estates.</i> <i>Due to some IT issues this will take until the autumn to be finally completed.</i> <i>The Neighbourhood Wardens will undertake environmental monitoring on behalf of the service – this will utilise the CIH environmental picture book</i> <i>Complete</i>
Review our 'Get Involved' Strategy – and develop new objectives for tenant involvement from 2016-2020	<i>The purpose of this strategy is to continue to expand the involvement of tenants with the service – ensuring that tenant's priorities set the direction for the service as a whole (including housing management, repairs and improvements, management of the housing register and allocations and new build)</i>	<i>Policy and Participation Team Leader</i> <i>Commences in March 2015 completed by December 2015</i>	<i>Resident Services</i>	<i>A tenant consultation structure for the review has been discussed and developed with the Tenant Involvement Review Group.</i> <i>The consultation exercise will commence in the spring</i>
Review our Financial Inclusion Strategy and	<i>The purpose of this strategy is to assist tenants to get access</i>	<i>Income Team Leader</i>	<i>Revenues & Benefits</i>	<i>The review of the existing strategy does not commence until March 2015</i>

develop a strategy from 2016-2019	<i>to financial services which can often be restricted from people with the lowest levels of income.</i>	<i>Commences March 2015 completed by December 2015</i>		<i>Tied with work in strategic housing to develop a financial inclusion approach to delivering its housing options service</i>
Completion of the new Homeless Hostel, Farm Place and the Nokes - end of March 2015	<i>New Council homes will be the first completed – Farm Place and The Nokes. The new Homeless Hostel will be a new facility within the Borough for single homeless and will include community facilities.</i>	<i>Group Manager Strategic Housing March 2015</i>	<i>New Build Project Group</i>	<i>The Elms and the Nokes (St Peters Court) both completed.. Farm Place due to complete in mid-June.</i>
Continue with Council New Build Programme as set out in the HRA Business Plan – March 2016	<i>Regular updates to TLC</i>	<i>Group Manager Strategic Housing Ongoing</i>	<i>New Build Project Group</i>	<i>HRA Business Plan has been updated regularly. Council new build programme is ongoing with new schemes identified in London Road Apsley, started on site January 2015. Other schemes in progress include, Tring, Stationers Place, Woodhouse and Able House.</i>
Extend current Housing advice and education services available within the Community	<i>To increase the Homeless Prevention service by working with providers of hard to reach client groups; to include (Youth Offending Team) YOT, Probation, Dacorum Education Support Centre (DESC) & Teenage pregnancy</i>	<i>On-going with completion by March 2016</i>	<i>N/A</i>	<i>Welfare and Support Officers Job Description have been amended to include education and training provision to clients. Housing Advice surgeries throughout the Borough are ongoing.</i>
Prepare for peer review in line with Gold Standard and agree timescales for review to take place.	<i>Achievement of Gold Standard status acknowledges the service improvements within the team and would be a national award to recognise the successful work of the service.</i>	<i>Natasha Brathwaite – Strategic Housing Team Leader (People) Peer Review Autumn/Winter 2014</i>	<i>N/A</i>	<i>Peer Review to be arranged for September 2015. Timescales will then be agreed to achieve the Gold Standard for Homelessness.</i>

		<i>Achieve Gold Standard Status by Autumn 2015</i>		
<i>Set up a single non-priority project group, obtain commitment from partner agencies.</i>	<i>To eradicate street homeless to help the Council to achieve Gold Standard status.</i>	<i>Natasha Brathwaite – Strategic Housing Team Leader (People)</i> <i>Summer 2015</i>	<i>Partnerships</i>	<i>Project Group met for the first time in December 2014 and will continue to meet quarterly to focus on reducing single non-priority homeless. Project group have continued to meet and this has been a successful initiative.</i>
<i>Develop a Young Persons Housing Strategy</i>	<i>To set out a long term plan for meeting the housing needs of young people living in the Borough</i>	<i>Isabel Connolly – Strategic Housing Team Leader – (Property)</i> <i>Completion and approval of Strategy by December 2015</i>	<i>Resident Services</i>	<i>Work has begun scoping the document. On target to complete for December 2015.</i>
<i>Develop Help to Rent offer</i>	<i>Develop further ideas (eg possible Landlord incentive scheme) with the aim to recruit more landlords and increase partnership working with local lettings agencies.</i>	<i>Isabel Connolly – Strategic Housing Team Leader (Property)</i> <i>Summer 2015</i>	<i>N/A</i>	<i>New Lead Officer has been recruited in January 2015 to focus on developing the Help to Rent offer. Temporary member of staff has also been made permanent to assist with this work. Implementing a new ASB offer for landlords to improve support the Council can offer</i>
<i>Woolmer Drive – New Temporary Accommodation</i>	<i>Develop plans to bring property back into use as new temporary accommodation – significant structural and internal works to the property required.</i>	<i>Housing Development Team Leader</i> <i>Summer 2015 occupation</i>	<i>N/A</i>	<i>Work is ongoing to develop Woolmer Drive as a new temporary accommodation option. On target for occupation in Summer 2015.</i>

Through HMEC ensure that both Osborne & Sunrealm work with the Council and tenants to ensure that there is choice and consultation surrounding renewals of doors, kitchens, bathrooms and that boilers are suitable for the needs of the tenants	<i>Put in place protocol of consultation through HMEC</i>	<i>Group Manager Property & Place December 2014</i>	<i>N/A</i>	<i>There has been active consultation with HMEC both in the monthly meetings held at the Civic Centre and the interim meetings held in Osborne's offices. To date this has established the options available for kitchens and bathroom refurbishment, colour choices for external wall insulation finishes and some improvement items such as Sure Stop Valves and soft close drawers.</i>
Complete the review of service provided to Leaseholders		<i>Group Manager Tenants & Leaseholders December 2014</i>	<i>N/A</i>	<i>The review of the leaseholder service has been completed. The actions from the review are currently being addressed – these will be considered by the Leaseholder Forum</i>
That the council should continue to promote awareness of the standard of cleaning that tenants can expect, monitor standards via satisfaction surveys and invest in improvements to the service, including staff training where necessary.		<i>Team Leader Cleaning Services & Tenant Involvement Team Ongoing</i>	<i>N/A</i>	<i>The cleaning service has appointed a lead officer to improve the improve supervision and monitoring of the service.</i> <ul style="list-style-type: none"> • <i>Cleaning Standard booklet issued to all residents and also available online</i> • <i>Satisfactions survey currently via the STAR but considering other additional methods of survey</i> • <i>Easy-log system has been changed so inspections can be carried out by managers, supervisors and "operatives with a van" soon to also be available to Neighbourhood Support Officers and Housing staff with the use of tablets</i> • <i>Equipment and chemicals constantly reviewed and replaced where necessary</i> • <i>Training in house, and from suppliers of equipment and chemicals to reinforce health and safety and appropriate use of the products.</i> • <i>Staff acting as eyes and ears reporting maintenance issues when encountered</i> • <i>Run a team which patrols to ensure all internal communal areas are clear in line with the Clear Landings policy.</i>
That Grounds		<i>Team Leader</i>	<i>Clean Safe &</i>	<i>HMEC have had a member sitting on the monthly joint</i>

<p>Maintenance should be a regular agenda item for Housing Maintenance and Environment Committee (HMEC) with a view to monitoring standards and investigating options for improving levels of satisfaction.</p>		<p>Housing Asset Management</p> <p>Ongoing</p>	<p>Green</p>	<p>Housing/Clean Safe and Green (CSG) meetings to enable better understanding of the frequency and scope of work which is undertaken by the teams.</p> <p>This is currently being reviewed as CSG want their role clarified in terms of what items are discussed in front of the HMEC member as there is some overlap into staffing and HR issues which are not considered appropriate..</p> <p>HMEC has a quarterly update as a standing agenda item from Simon's Coultas and Simon Smith.</p>
<p>That HMEC and TLC should continue their involvement with monitoring the new TAM contract and work co-operatively with officers to devise both the new definition of 'right first time' and satisfaction surveys to promote confidence that service standards are being met.</p>		<p>Group Manager Property & Place</p> <p>Ongoing</p>	<p>N/A</p>	<p>The HMEC are actively involved in monitoring the performance of the new Tam contract and performance reports are discussed at the monthly meetings, where areas of performance are scrutinised in detail.</p> <p>The definitions for emergency repairs and first time fix have been agreed and these will be established in the Corvu reports from the beginning of the next financial year with new data quality sheets produced to reflect the changes.</p> <p>HMEC members are to review the contract terms and conditions and the final bid solutions that formed Osborne's tender, to assess if all of the service elements are being delivered.</p> <p>The HMEC members were involved in a contract review meeting to improve their understanding of the contractual and specification requirements, so that any improvements that they may suggest can be considered with an improved knowledge of what any financial or contractual implications may be.</p>
<p>Develop a Fencing Policy</p>		<p>Team Leader Housing Asset Management</p> <p>March 2015</p>		<p>A draft fencing policy has been produced but there are concerns about the ongoing revenue costs if fencing between gardens is to be provided to all properties. It has been agreed that fencing enquiries will be dealt with on a case by case basis and the GM's from Property and Place and Tenants and Leaseholders will review.</p>
<p>That all possible steps should be taken to reverse the trend of</p>		<p>Assistant Director – Housing</p>	<p>Corporate Customer First project</p>	<p>The Housing Service are involved in the two corporate projects in place to address issues relating to the customer experience and access to services. The service has designated lead officers to</p>

<i>increasing numbers of residents finding it difficult to reach the correct person when contacting the Council and the Housing Service in particular.</i>		<i>Ongoing</i>	<i>sponsored by Chief Exec</i> <i>Digital Dacorum Corporate Project</i>	<i>ensure that housing's needs and those of our tenants and leaseholders are considered.</i>
<i>That using an Estate Management approach the Tenant Involvement Team in partnership with other housing colleagues should continue to organise and promote local area walkabouts to highlight any local problems and work co-operatively with Clean Safe & Green and Resident Services to tackle any local rubbish or littering issues.</i>		<i>Group Manager Tenants & Leaseholders</i> <i>April 15</i>	<i>N/A</i>	<i>An approach to Neighbourhood Management will be launched in April – which will involve regular inspections and neighbourhood action plans.</i>
<i>To work in partnership with colleagues across the Council to develop a garage strategy</i>	<i>Consider all options for the Council's garage stock following evaluation</i>	<i>Group Manager Tenants & Leaseholders</i>	<i>Estates / Finance</i>	<i>A garage strategy was presented to the Council's Cabinet – this identifies sites which have a development opportunity</i>

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OPERATIONAL RISK REGISTER

March 2015



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: Cllr Margaret 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	2 Medium	2 Green
Consequences		Current Controls		Assurance	
Delivery of the Business Plan would not be achieved if income and financial control is not closely managed		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 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		HRA Business Plan Signed off by Cabinet	
Sign Off and Comments					
Sign Off Complete					

OPERATIONAL RISK REGISTER

March 2015



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: Cllr Margaret 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.		Recently Agreed New Homelessness Strategy Recent Study carried out to report to CMT regarding trends and demand for the DBC Homelessness Service as a comparative to 12 months ago	
Sign Off and Comments					
Sign Off Complete Peer Review completed - areas highlighted for development subject of an action plan					

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: Cllr Margaret Griffiths	Tolerance: Transferring
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

March 2015



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

Contract Update Report to be taken to Housing & Communities Overview & Scrutiny Jan 15

HL 103 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: Cllr Margaret 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

March 2015



Sign Off and Comments

Sign Off Complete
Recent Review of Housing Lone Working Arrangements & Risk assessment

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: Reputational	Corporate Priority: Affordable Housing	Risk Owner: Elliott Brooks	Portfolio Holder: Cllr Margaret 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 vists and support plans Line management structure within supported housing including performance management structure (1:1s and appraisals).		Supported Housing Officer Procedures	

Sign Off and Comments

Sign Off Complete

OPERATIONAL RISK REGISTER

March 2015



HL_R03 Failure to Deliver the Council's New Build Programme					
Category:	Corporate Priority:	Risk Owner:	Portfolio Holder:	Tolerance:	
Reputational	Affordable Housing	Elliott Brooks	Cllr Margaret Griffiths	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 Schemes have project worksheets updated fortnightly	
Sign Off and Comments					
Sign Off Complete					
New Corporate Report produced detailing summary position on each scheme monthly					

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St Peters Court Dacorum Borough Council

The local need

As an area in which fuel poverty is a serious and growing problem the Council is committed to improving the energy efficiency of existing stock and promote innovation in new building. This combines with a serious shortage of affordable homes. In November 2014, 1050 applicants (22% of the active housing register) had a housing need for a two bedroom property in Dacorum. The development of nine, two bedroom flats contributes to meeting this housing need.

The vision

Increasing the supply of new affordable homes is a Council and community priority and following the 'self-financing' agreement with the government the Council aims to provide 400 new Council homes over the by 2019. The vision was to bring back to use the site of a derelict church and meet both housing need and energy efficiency improvement – as a show case for potential private sector take up by demonstrating it can be delivered locally and at a reasonable price.

The challenge

The councils challenge was to develop nine, two bedroom flats. The council also decided that the new building at Gadebridge should make a positive contribution to offset global warming. In order to achieve this, the council chose to design the flats to a 'Passivhaus' standard.

The challenge was a (self-imposed) deadline to complete within 18 months and to keep development costs within a tight envelope of c. £110K and achieving the energy savings for tenants. The project will be monitored for a 12-24 month period to confirm the achievement of the energy bill reductions.

The results

The Council delivered nine, two bedroom flats, designed to the 'Passivhaus' standard. Practical completion was achieved at the beginning of May, with residents moving in shortly after.



Where next?

The council is continuing to develop homes in the borough through its new build programme. The council aims to deliver 400 new homes by 2020. All new housing developments will meet high energy efficiency standards. The properties delivered through the Council's new build programme will continue to assist in meeting the high demand for affordable homes in the borough.

For more information >>

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- > Housing Development Team Coordinator
- > 01442 228822
- > Elizabeth.Budd@Dacorum.gov.uk



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Summer Court Refurbishment Dacorum Borough Council

The local need

Summer Court consists of 34 flats of the timber-framed construction design. Upon investigation we discovered there was no insulation, which meant fuel bills were high and residents were at risk of falling in to Fuel Poverty. Before insulating the properties we consulted with residents who also made us aware of other issues we needed to tackle, such as lack of suitable bins, poor lighting, inadequate drying areas and faulty drains. The planned refurbishment reflected the tenants' needs.

The vision

By taking a holistic approach to Summer Court we want to achieve a coordinated and efficient approach to energy efficiency retrofit and planned asset maintenance. This minimises long-term disruption to residents and enhances our asset value. 'Green' initiatives, such as the Feed in Tariff and Renewable Heat Incentive, will contribute towards the costs of the works, whilst delivering reduced fuel bills to our tenants. We are committed to reducing our carbon emissions and being less reliant on gas - the biomass district heating system will help us achieve this.

The challenge

Large scale retrofits to tenanted properties can be difficult to deliver. Ultimately we wanted to minimise disruption to residents, but a large refurbishment of this nature will have an impact and managing residents concerns and expectations is key. A Resident Liaison Officer proved to be an invaluable asset and the programme was delivered on time and in budget. Planning could have been an issue, but planners were engaged early and all parties bought in to the proposed development and the benefits to the Council and its residents. Synchronising the installation of utilities and working with multi-agencies proved challenging, as did the sometimes adverse weather conditions, but ultimately these had little impact on the project delivery.

The results

The combination of external wall insulation and the biomass district heating system not only reduced our carbon emissions, but also delivered anticipated fuel savings to residents. This has decreased the risk of Fuel Poverty, which could result in more disposable income for tenants. This could contribute towards rent and a more sustainable tenancy.



The appearance of the estate has been improved significantly and this has given residents a home they can be proud of.



Secure and safe drying areas means they can dry their clothes outdoors, which will reduce damp and condensation issues.

New bins with additional recycling facilities have also minimised waste and contributed to an innovative, clean, green, low carbon estate.

Where next?

It has been possible to see the immediate positive impact of this refurbishment scheme. Consequently neighbouring blocks of flats have been identified that would benefit from a similar programme of works. However, as Summer Court was our first biomass district heating system we need to monitor this closely to ensure the benefits to tenants are sustainable. This could be impacted further should the government revise funding schemes and renewable incentives.

For more information >>

- > Ricky Lang
- > Home Energy Officer
- > 01442 228000
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Longlands Refurbishment & Rooftop Development Dacorum Borough Council

The local need

Longlands is a block of flats with 26 residents and it was highlighted that the parapet wall was collapsing inwards. We consulted with the tenants at the early stages of concept and found there were lots of areas of refurbishment that they required, including improved bin stores, better rain water system and balconies. Also as Dacorum is in high demand of additional social housing we looked at the block's flat roof, with the view to providing 6 additional homes.

The vision

Dacorum wanted to look at the block including two elements: one maximising the benefit for existing tenants and two, benefit for ever growing housing need. Making sure that while the site had been set up, all areas of the block were upgraded to suit the tenants' needs. Dacorum wanted to make sure that tenants were involved with the decisions right from the start, even before designs were finalised. Several open days were organised before the tender was sent out for procurement.

The challenge

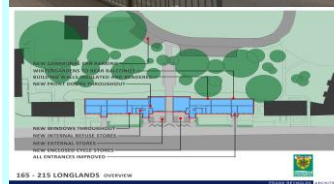
There were several challenges associated with this project. We had to do all encompassing preliminary tests to check the building could take the extra load and services before involving the design team and residents. Housing worked closely with the planners early on, to make sure the design was favourable, as this is an iconic block. Dacorum wanted to make sure the residents felt supported and understood all the stages of the project as carrying out external wall insulation, changing of doors and windows amongst other items could cause disruption. This is being achieved by key milestone open days, regular newsletters, updates in communal notice boards and a Resident Liaison Officer available on a daily basis.

The results

The block of flats is central to the area of Adeyfield. The Queen opened the square just prior to her coronation. It was looking tired and was in need of modernising. The design of internal rain water pipes, cantilver balconies and a poor roof covering was causing damp and water ingress to many flats.



All these issues as well as tenants wish list was taken into consideration and will produce a block with no maintenance for many years, reduced fuel bills, damp and condensation problems.



This is a pilot scheme and when completed successfully the result will be a possibility to maximise the area in Dacorum for future housing needs with no land costs, all in improving the living conditions of existing tenants

Where next?

The project is due to be finished early November 2015 and will be reviewed as a whole in terms of budget, programme, quality and benefits to existing and future tenants. If found favourable other blocks within the borough will be identified, looking at the two elements, of existing tenant refurbishment needs and the feasibility of building on the flat roofs.

For more information >>

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AGENDA ITEM: 8

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	10th June 2015
PART:	1
If Part II, reason:	

Title of report:	Resident Services Quarter 4 Performance Report.
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officer, Julie Still, Group Manager – Resident Services
Purpose of report:	To provide Committee with the Quarter 4 Performance Report for Resident Services (2014/2015).
Recommendations	That members note the report and identify any areas where they require additional information or reports on specific projects.
Corporate objectives:	Safe and Clean Environment Building Community Capacity Dacorum Delivers
Implications:	<u>Financial</u> Within existing budgets
'Value For Money Implications'	<u>Value for Money</u>
Risk Implications	As per Operational Risk Register appended to this report.
Equalities Implications	None
Health And Safety Implications	None
Consultees:	Service Team Leaders, Community Safety Co-ordinator

Background papers:	Service Reports, Police reports (JAG), CorVu, Community Safety report from Community Safety Co-ordinator Fire and Rescue Service CSP report April 14 to March 15
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Housing and Community Overview and Scrutiny Quarter 4, 2014 – 2015

1 Introduction

1.1 This is the fourth quarter performance report for the Residents Services Group which forms part of the wider Neighbourhood Delivery service area and covers the period 1st January 2015 to 31st March 2015.

1.2 The services within this group are: -

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

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

3 Quarter 4 Performance Report and Year End 14/15 Performance Report – CorVu

3.1 See Appendices A and A1

4 Resident Services – 4th Quarter Achievements.

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

5 Community Safety Partnership

5.1 1/1/15 to 31/3/2015 compared with same period in previous year showing percentage increase/decrease followed by number of crimes/incidents.

		% Change	Change in numbers	Actual numbers	Position in County
All Crime	UP	+12%	+1772	7153	5 th
Burglary	UP	+4%	+15	346	4 th
Vehicle Crime	UP	+7%	+56	865	8 th
Violent Crime	UP	+48%	+523	1309	5 th
Criminal Damage	UP	+3.5%	+28	1169	6 th
ASB	DOWN	-1%	-32	2914	5 th

5.2 Due to changes in the recording procedures for certain crime categories, the overall figures for 2014/15 CANNOT be compared to the figures for 2013/14 at this stage. The above table shows what that comparison is but

the comparison is based upon two different datasets so it is analogous to trying to compare apples and pears.

- 5.3 The figures obtained in 2014/15 will be used as a baseline for 2015/16 when the comparison will be valid.
- 5.4 A more meaningful measure of performance at this stage can be taken from looking at the position of Dacorum in relation to the other 9 districts in the county as the changes in recording procedure have affected all districts. With the exception of vehicle crime, Dacorum is well placed in all other categories. Vehicle crime has been discussed regularly at the CSP meetings and various initiatives and investigations have taken place.
- 5.5 The Community Safety Grant from the Police and Crime Commissioners for 14/15 was £29,324 and in addition to this there was an accrual of £3,643 brought forward from 2013/14.
- 5.6 Applications are made to the Community Safety Partnership (CSP) and are considered on how well they align with the priorities of the Strategic Assessment of the CSP which are details below. Young people and vulnerable as well as reassurance are included across all priorities.

Strategic Priorities 2014/15

- Anti-Social Behaviour and Criminal Damage
- Dwelling Burglary
- Vehicle Crime
- Alcohol Misuse
- Drug Misuse
- Managing Offenders/ Reducing Re Offending

- 5.7 It is important to stress that issues which are either, a) not identified as priorities or are, b) emerging, will not be ignored – they will continue to be monitored by the Partnership and dealt with on a proportionate problem solving basis.
- 5.8 An example of this would be “Protecting the Vulnerable” where although data can be difficult to gather, the Partnership is already supporting projects such as “Think Safe” which provides support to adults with learning difficulties. A list of successful grant applications is attached at appendix D
- 5.9 Community Safety Partnership Joint Action Group Report (All Crime) for April 14 to March 15 attached at appendix B.
- 5.10 For members information a full performance report of the Fire and Rescue Service April 14 to March 15 is attached at appendix C.

6 Anti-Social Behaviour

- 6.1 Reports of anti-social behaviour for the year were down 1% on 2013/2014.
- 6.2 The County Court made possession orders in respect of an introductory tenancy due to anti-social behaviour and a secure tenancy due to domestic abuse.
- 6.3 Working with our partners in the Neighbourhood Policing Team, some issues in the town centre relating to anti-social behaviour at Burger King and in the locality was addressed with 23 Acceptable Behaviour Contracts (ABC's) and 8 injunction notices
- 6.4 On 23rd March 2015, the final part of the Anti-Social Behaviour, Crime and Police Act 2014 came into force. This element of the act replaced the ASBO with a civil order and Dacorum Borough Council had cause to use this on the first day it was available – this was the first Anti-Social Behaviour Injunction under the new legislation in the County.
- 6.5 Partnership working continues to deliver 'Silver Street' sessions at Dacorum Borough Council's sheltered schemes. These sessions give safety advice to our residents and involve the ASB Team, Fire Service, Trading Standards, Police and Crime Prevention. The sessions are welcomed by residents and colleagues from across the County have asked to attend sessions to see the good practice.

7 Quarter 1 – 2015/16 priorities for ASB: -

- Adoption and implementation of new policies and procedures reflecting the new legislation in the Crime, Policing and Anti-Social Behaviour Act 2014.

8 Neighbourhood Action

- 8.1 16th – 20th February 2015 saw the launch of the Love Your Neighbourhood event in Highfield. This event was a new approach to delivering services to our residents based on evidence of need.
- 8.2 During the week-long event 548 people attended and received information advice and support from a wide range of agencies. The week covered a range of topics such as Health and Wellbeing, Making Ends Meet, Community Safety, Upskilling and Employment and ended with a Community Celebration Day.
- 8.3 There was positive feedback from partners who were involved in this project and extremely positive feedback from residents and a full report and evaluation of this project will come to this committee in the summer.

- 8.4 **Verge Hardening** – 5 areas were completed this quarter at Hobbs Hill Road, Candlefield Close, Old House Road, Hobletts Road and Elm Tree Walk – an additional 28 bays and verge hardening (Hobletts Road).
- 8.5 This project has delivered 116 additional bays in 10 separate areas with nine sites identified for 2015/16. 5 of the sites for this year have already been consulted with and have received a positive response from residents.
- 8.6 2015/16 is the final year of the verge hardening project.
- 8.7 **Dacorum Youth Forum** welcomed Shelly Taylor from Public Health to discuss mental health following concerns raised by the group. Shelley delivered some resilience training to the group on how to deal with situations that may cause worry and how they can be managed differently.
- 8.8 Two members of the Youth Forum also attended First Aid training at Adeyfield Adventure Playground and received their Essential First Aid certificate from St Johns Ambulance.
- 8.9 **Youth Democracy** - All nine secondary schools in Dacorum signed up to take part in in **Bite Size Voting Sessions** being run jointly by the teams in Dacorum Borough Council Resident Services and Democratic Services.
- 8.10 Information booklets were put together by the Resident Services team and handed out to every student at each session. Jim Doyle presented to the groups, showing the winning film from Local Democracy Week in 2013 and talking to the group about democracy, the importance of registering onto the electoral register, why voting matters and what to expect on the day of the election.
- 8.11 We presented to approximately 600 students in total and 120 students will have been registered by the Resident Services team over the duration of the sessions, with another 60 being sent the registration form if they didn't have all of their details to hand on the day, with the remainder being given the information to be able to register on-line themselves.
- 8.12 **Play areas** – 13 play areas across the borough have received new equipment and improvements and a further 4 playgrounds will be completed in quarter 1 2015.

9 Quarter 1 2015-16 priorities for Neighbourhood Action: -

- 9.1 Full evaluation of Love Your Neighbourhood event and report to senior management.
- 9.2 Implementation of new structure in Neighbourhood Action Team.
- 9.3 Agree projects for 'Love Your Neighbourhood' events during 2015-16
- 9.4 Stage 5 – final leg of Womens Tour of Britain and community fayre on 21st June 2015
- 9.5 Continue with next stage of verge hardening project

9.6 Continue with next stage of play area improvement project

10 Adventure Playgrounds

10.1 This quarter saw 11,873 attendances by the core group of children to the Adventure Playgrounds (aged 6-13) and the annual figure is 79,070 which meets the target set and is an increase of 1,175 attendances for this group on last year.

10.2 In addition to the core group the youth clubs at the Adventure Playgrounds continue to be popular with 1142 attendances in this quarter and an annual figure of 4,970. This is an increase of 91 on last year and 3 of the playgrounds are also used by Hertfordshire Connexions to deliver their youth sessions.

10.3 At Adeyfield the Youth Club ran First Aid Sessions for young people who received Essential First Aid Certificates and dance lessons are now a regular feature.

10.4 At Bennetts End the Youth Club has become established and there is close working with the local Children's Centre which has resulted in an increase in attendance across the board.

11 CCTV

11.1 A new staffing structure was introduced in CCTV in February 15 to reflect the new control centre and requirements of the Public Space Code of Practice.

11.2 The new control room is receiving a high number of requests for their services and there are a number of projects being evaluated.

11.3 Body cameras have been obtained and are in the process of being evaluated and the appropriate procedures agreed. The cameras will then be available for use (following training) by enforcement teams within Dacorum Borough Council but will be managed through the CCTV control centre.

11.4 The Team Leader for CCTV has been invited to speak at the CCTV national conference in June about the innovative approach to the new CCTV service. In addition there has been significant interest in the new control centre and there has been a number of from local authorities.

11.5 During this quarter there have been 582 incidents captured and 2713 during the last 12 months.

12 Quarter 1 2015/16 priorities CCTV: -

12.1 Ongoing planning and implementation of code of practice

- 12.2 Development of CCTV/Community Control services
- 12.3 Increase customer base and income

13 Old Town Hall

- 13.1 A good solid start to the performance season achieving an out-turn of 68.5 % for performances
- 13.2 Poorer sales in film showings dragged our average down - resulting in a closer look at film as a part of our programme
- 13.3 The highlight of this quarter is the Arts Award project which saw year 3 pupils from three local schools, (Boxmoor, Chaulden and George Street) complete the Discover level of an Arts Award due to a successful funding application to Royal Opera House Bridge.
- 13.4 Discover is only the first step in the Arts Award journey. There has been an overwhelmingly positive response by pupils, teachers and school governors to this project and we are actively looking at ways of further developing and strengthening our work with local schools.
- 13.5 A new Lead Officer has been recruited to support the Team Leader and they will commence work in April 15.

14 Quarter 1 2015/16 priorities Old Town Hall

- 14.1 Secure funding for additional Arts Award projects
- 14.2 New Lead Officer induction
- 14.3 Review Marketing Audit and develop strategy.

15 Safeguarding

- 15.1 An updated Safeguarding Children and Young People Policy and Procedures was approved by Council and is now adopted.
- 15.2 Level one training has taken place with further sessions booked for June and September 15.
- 15.3 3 Officers are being trained in May for delivering awareness of Child Sexual Exploitation to staff and other relevant parties such as Hotels, Taxi Drivers, licensees etc.

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YEARLY PERFORMANCE REPORT

Resident Services

March 2015

All Measures



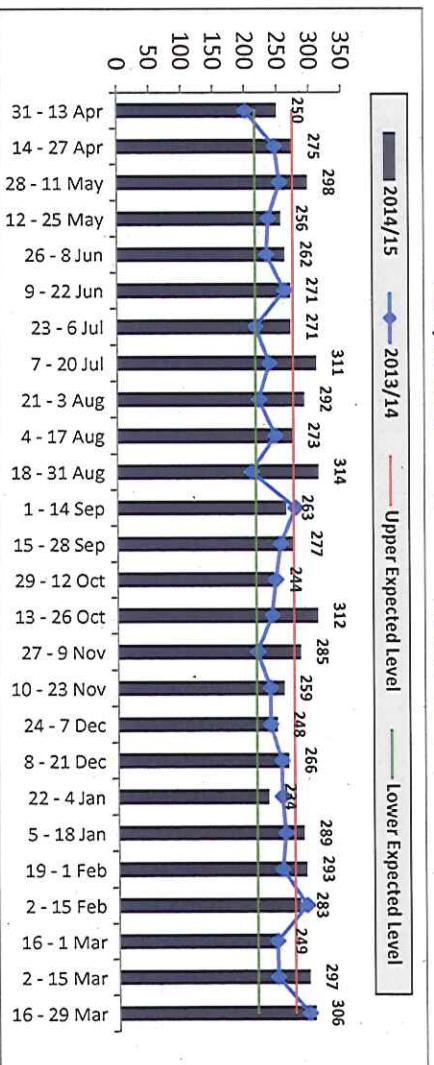
Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments	Flag
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Nicola Bryant	606 Reports Info Only	2975 Reports Info Only	↓	2790 Reports Info Only	✓	Owner Overall reduction of 1.1% across the borough for ASB.	
ASB03 - Number of current flare cases open for ASB	Julie Still Nicola Bryant	81 Cases Info Only	No Data Info Only		81 Cases Info Only	✓	Updater Owner For management purposes only	
CCTV02 - Number of Incidents Recorded	Julie Still Jim Guiton	643 Reports Info Only	No Data Info Only		2713 Reports Info Only	✓	Owner For management purposes only	
CYP01a - Number of children attending Adventure Playgrounds	Julie Still Pat Fox	11873 Attendances Target: 11811	77895 Attendances Target: 72177	↓	79070 Attendances Target: 78690	✓	Updater Owner Numbers have increased over the last 12 months	
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	1142 Attendances Target: 1020	4879 Attendances Target: 4473	↓	4970 Attendances Target: 5074	✓	Updater Owner Attendance numbers are 104 down in total on the previous year. Several (approx 5) Youth sessions have been cancelled due to maintenance works which would account for the shortfall	

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Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments	Flag
CYP02 - Number of young people involved in Community and Youth Democracy events	Julie Still Joe Guiton	525 People Target: 350	1488 People Target: 1300	↓	906 People Target: 1300	✓	Updater Owner These figures do not include the Youth Action Entertainers figures for the year or the Youth Forums at the Adventure Playgrounds	
OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	68.50% Target: 75.00	65.75% Target: 62.00	↓	63.15% Target: 62.75	✓	Updater Owner Attendance targets have been surpassed since the reopening of the venues in September	
OTH02 - Old Town Hall User Satisfaction	Julie Still Sara Railson	0.00% Target: 85.00	63.75% Target: 86.00	↓	0.00% Target: 85.00	✓	Updater Owner The satisfaction survey was suspended during the extensive works and is currently being reviewed. This figure is not reflective of the year as there were no results for 3 quarters	
OTH03 - Number of private hire bookings of the Old Town Hall	Julie Still Sara Railson	25 Bookings Info Only	68 Bookings Info Only	↗	77 Bookings Info Only	✓	Updater Owner This service was suspended during the works to the Old Town hall but the target reached and the Cellar Club is now available again for private hires.	

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Dacorum All Crime
01 April 2013 to 29 March 2015



Monthly Data	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date	% Change on Last Year
2013/14	481	549	514	505	506	571	533	482	547	599	536	558	6381	
2014/15	571	589	605	640	647	573	648	539	556	635	530	620	7153	+12.1%

Location	2014/15	2013/14	Difference	% Change
D1A (Hemel Hempstead Central)	1088	1049	39	3.7%
D1B (Apsley)	399	393	6	1.5%
D1C (Adeyfield East)	565	519	46	8.9%
D1D (Corner Hall)	386	369	17	4.6%
D1E (Leverstock Green)	256	207	49	23.7%
D1G (Highfield & St. Pauls)	406	338	68	20.1%
D1H (Grovehill)	429	343	86	25.1%
D1J (Boxmoor)	136	144	-8	-5.6%
D1K (Gadebridge)	167	135	32	23.7%
D1L (Warners End)	211	172	39	22.7%
D1M (Chaulden & Shrubhill)	184	127	57	44.9%
D1N (Adeyfield West)	217	186	31	16.7%
D1P (Bovingdon, Flaunden etc)	317	289	28	9.7%
D1Q (Bennetts End)	284	200	84	42.0%
D1R (Kings Langley)	222	206	16	7.8%
D1S (Wating Ward)	288	236	52	22.0%
D1T (Woodhall Ward)	224	192	32	16.7%
D1V (Nash Mills)	94	93	1	1.1%
D2A (Berkhamssted Castle Ward)	218	233	-15	-6.4%
D2B (Berkhamssted East)	177	177	0	0.0%
D2C (Berkhamssted West)	194	168	26	15.5%
D2D (Northchurch)	79	52	27	51.9%
D2E (Ashridge)	52	64	-12	-18.8%
D3A (Tring East)	104	94	10	10.6%
D3B (Tring Central)	183	168	15	8.9%
D3C (Tring West)	152	126	26	20.6%
D3D (Aldbury & Wigginton)	96	81	15	18.5%
In Area (non specific location)	25	20	5	25.0%
Dacorum Total	7153	6381	772	12.1%

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Dacorum – Community Safety Partnership (CSP)

Date: April 2014 to March 2015
Hertfordshire Fire & Rescue Service Performance Report



District Commander: Ian Markwell

Please note: This document provides statistics based on provisional data which will be subject to future revisions.

This performance report has been prepared for the Dacorum District Community Safety Partnership (CSP) to highlight the level of activity within the District and the Fire and Rescue Service's performance against the former National Indicators.

- NI.33 - Deliberate Fires
- NI.49 - Primary fires, primary fire deaths and injuries.

Performance Summary: April 2014 – March 2015

(Activity Comparison against previous year)

	Deliberate Fires	Primary Fires	Fire Injuries
Hertfordshire	+13% (816 to 922)	-3% (1341 to 1298)	+16% (49 to 57)
Dacorum	-9% (97 to 88)	-15% (171 to 146)	Fallen 6 to 3

N.I.33 Deliberate Fires in Dacorum (April 2014 – March 2015)

Deliberate Fires in buildings, vehicles and other outdoor locations have risen by 13% across the County and in Dacorum this year have fallen by 9%, compared with the same period last year.

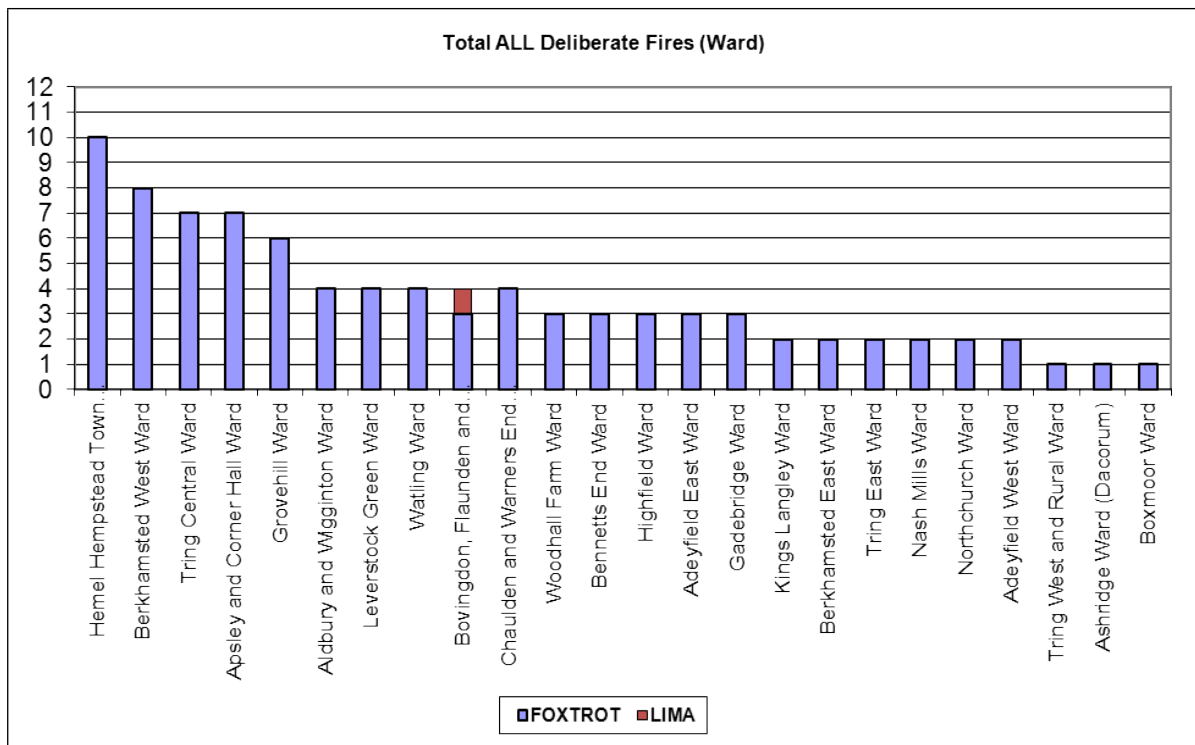
Tring Central Ward had the highest number of Deliberate Primary Fires excluding vehicles with 5. A number of Wards had 0.

Bennetts End, Watling and Woodhall Farm Wards had the highest number of Deliberate Vehicle Fires with 2. A number of Wards had 0.

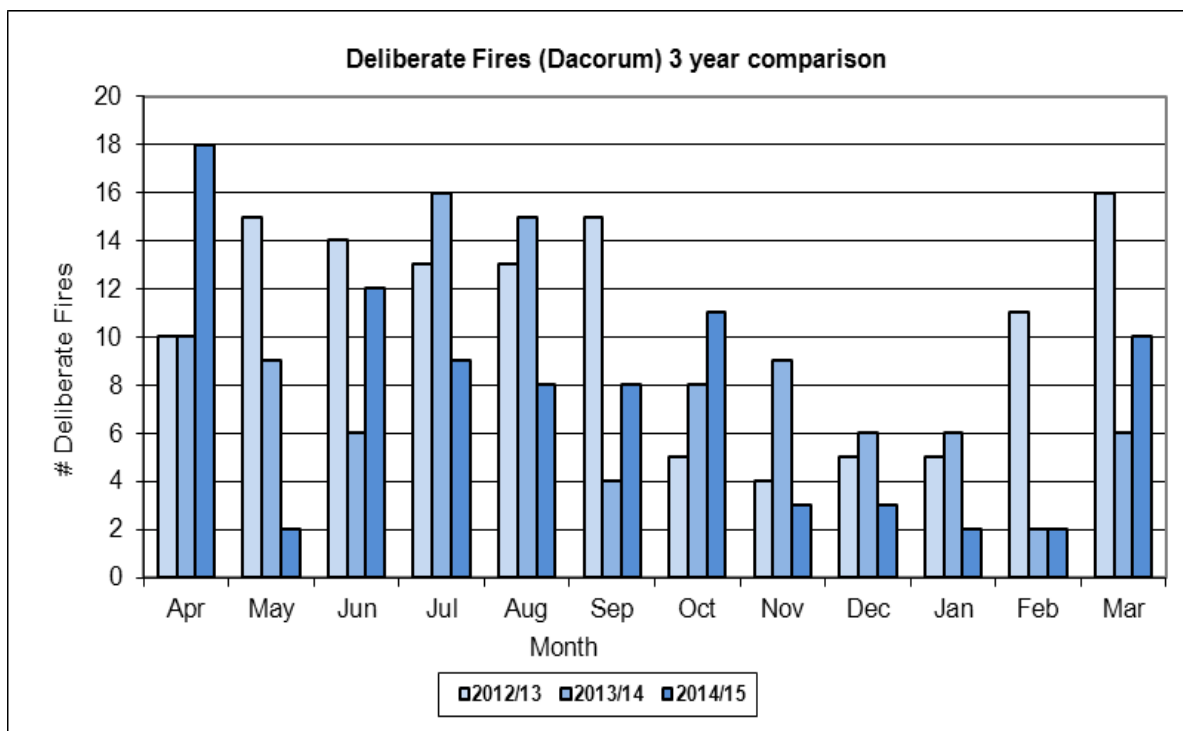
Hemel Hempstead Town Ward had the highest number of Deliberate Secondary Fires with 10. Berkhamsted Castle Ward had 0.

Overall this year Hemel Hempstead Town Ward had the highest number of Deliberate Fires with 10. Berkhamsted Castle Ward had 0.

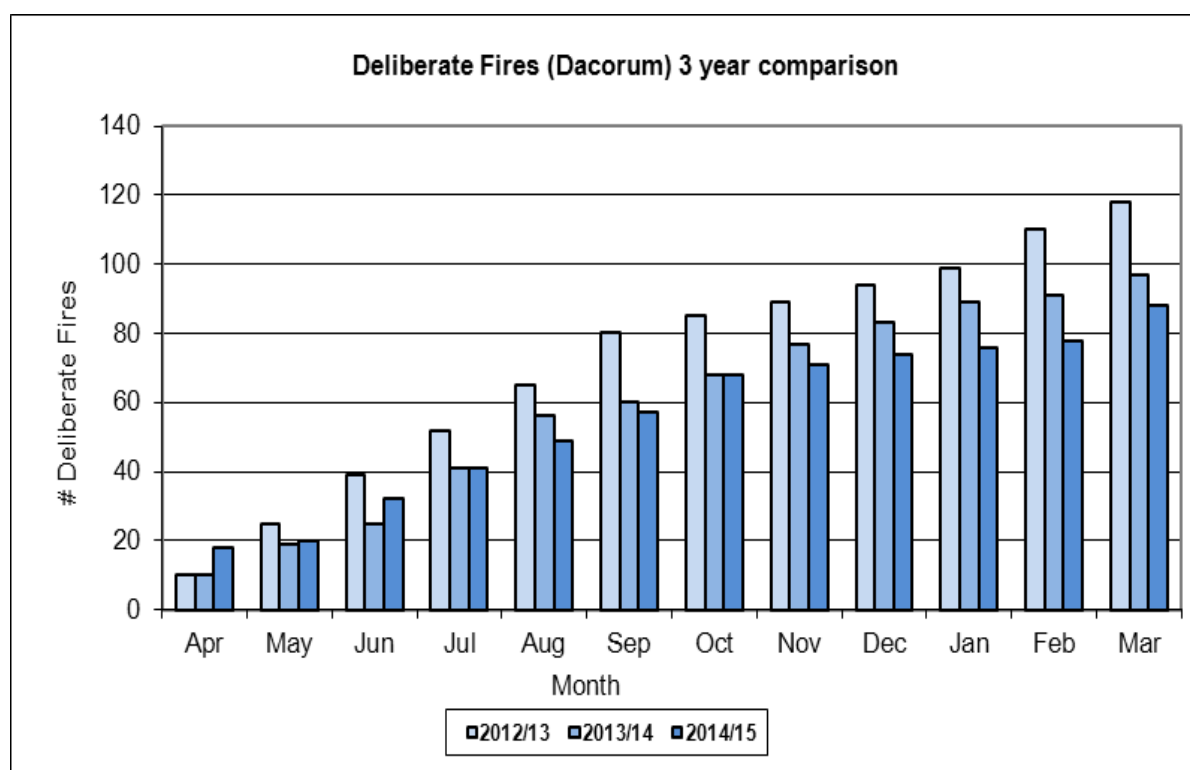
All Deliberate Fires in Dacorum by Ward (April 2014 – March 2015)



Deliberate Fires in Dacorum (Month on Month) (April 2014 – March 2015)



Deliberate Fires in Dacorum (Cumulative) April 2014 – March 2015)



Ward(s) with highest Deliberate Fires

Hemel Hempstead Town Ward

INCIDENT_NUMBER	Property Type	ADDRESS
017605-30102014	71 Other Outdoor Location	HIGH STREET,HEMEL HEMPSTEAD
017364-26102014	57 Refuse Bin / Rubbish Tip Wheelie Bin / Skip	A4146,LEIGHTON BUZZARD ROAD,HEMEL HEMPSTEAD,GADEBRIDGE
014771-13092014	51 Tree Scrub / Single Tree / Hedgerow	QUEENSWAY,HEMEL HEMPSTEAD
014750-12092014	57 Refuse Bin / Rubbish Tip Wheelie Bin / Skip	LEIGHTON BUZZARD ROAD,HEMEL HEMPSTEAD
014587-10092014	57 Refuse Bin / Rubbish Tip Wheelie Bin / Skip	WATERHOUSE STREET,HEMEL HEMPSTEAD
012694-08082014	51 Tree Scrub / Single Tree / Hedgerow	WOOD LANE,HEMEL HEMPSTEAD
008182-31052014	71 Other Outdoor Location	HILLFIELD ROAD,HEMEL HEMPSTEAD
005672-13042014	71 Other Outdoor Location	A4146,LEIGHTON BUZZARD ROAD,HEMEL HEMPSTEAD,GADEBRIDGE
004411-26032015	57 Refuse Bin / Rubbish Tip Wheelie Bin / Skip	A4146,LEIGHTON BUZZARD ROAD,HEMEL HEMPSTEAD,GADEBRIDGE
003749-14032015	51 Tree Scrub / Single Tree / Hedgerow	GADEBRIDGE LANE,HEMEL HEMPSTEAD

NI.49 Primary Fires in Dacorum (April 2014 – March 2015)

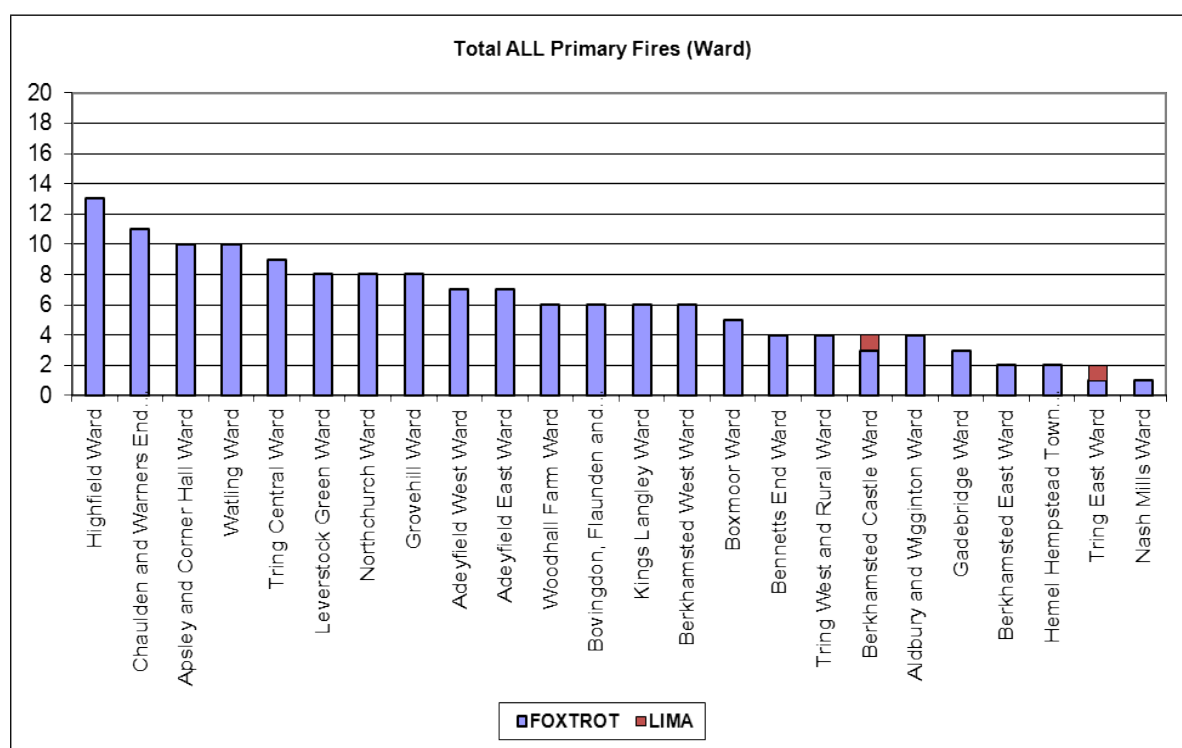
Primary fires across the County have fallen by 3% and across Dacorum this year have fallen by 15% compared with the same period last year.

Highfield Ward had the highest number of Primary Fires excluding vehicles this year with 12. Ashridge Ward had 0.

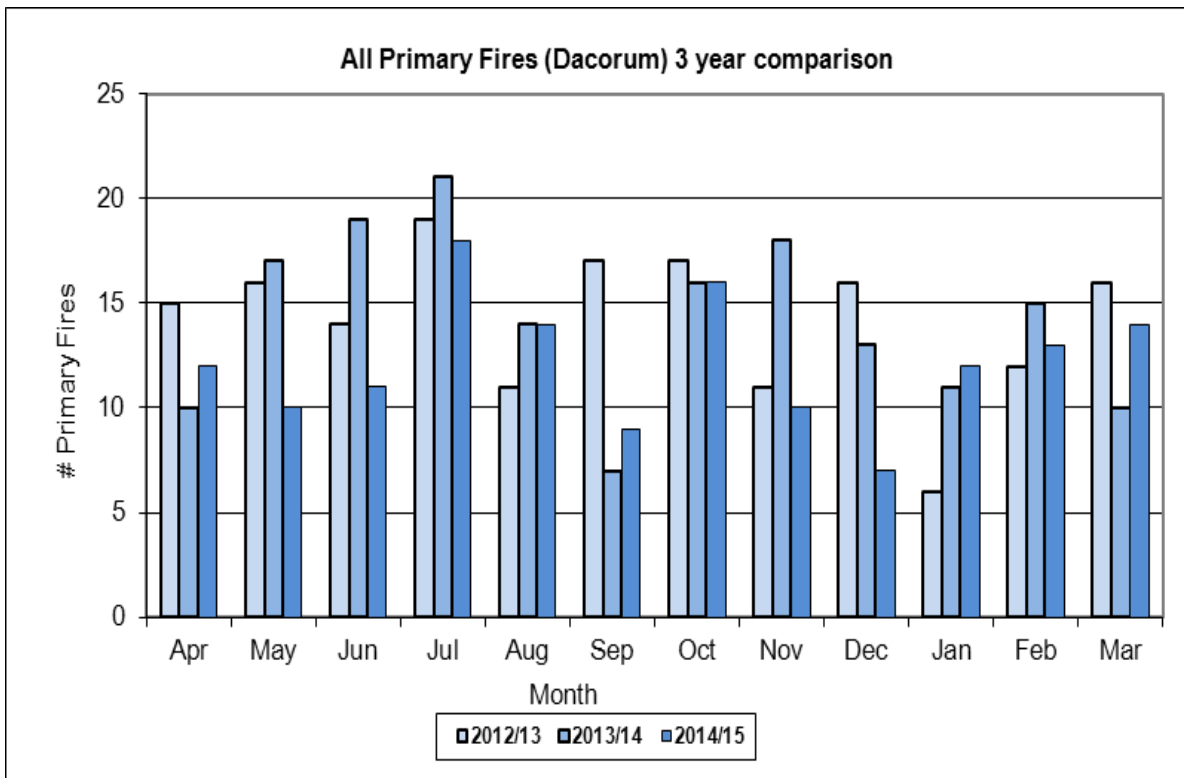
Watling Ward had the highest number of Vehicle Fires with 8. A number of Wards had 0

Overall Highfield Ward had the highest number of Primary Fires with 13. Ashridge Ward had 0.

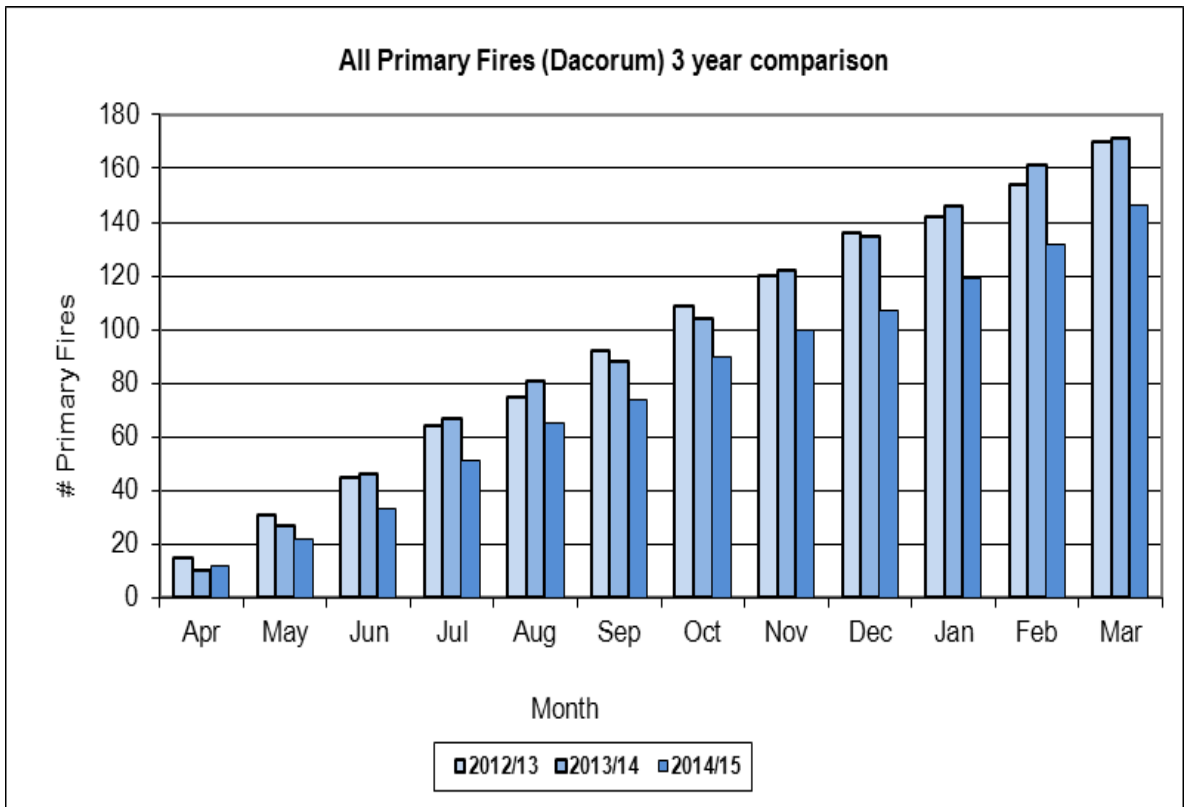
Primary Fires (incl. Vehicles) by Ward in Dacorum (April 2014 – March 2015)



Primary Fires in Dacorum (Month on Month) (April 2014 – March 2015)



Primary Fires in Dacorum (Cumulative) (April 2014 – March 2015)



Primary Fire Injuries

Primary Fire Injuries across the County have risen by 16% this year, and across Dacorum they have fallen from 6 to 3 compared with the same period last year.

Primary Fire Injuries this year in Dacorum

INCIDENT_NUMBER	Property Type	CASUALTIES	ADDRESS
017494-28102014	05 Self Contained Sheltered Housing	2	COMPASS POINT,NORTHCHURCH,BERKHAMSTED
003360-07032015	34 Private Garage Greenhouse / Shed	1	ICKNIELD GREEN,TRING

RTC by Ward in Dacorum (April 2014 – March 2015)

Hertfordshire Fire and Rescue have attended 492 Road Traffic Collisions during the period of April 2014 to March 2015. 55 of those incidents have been in the Dacorum District.

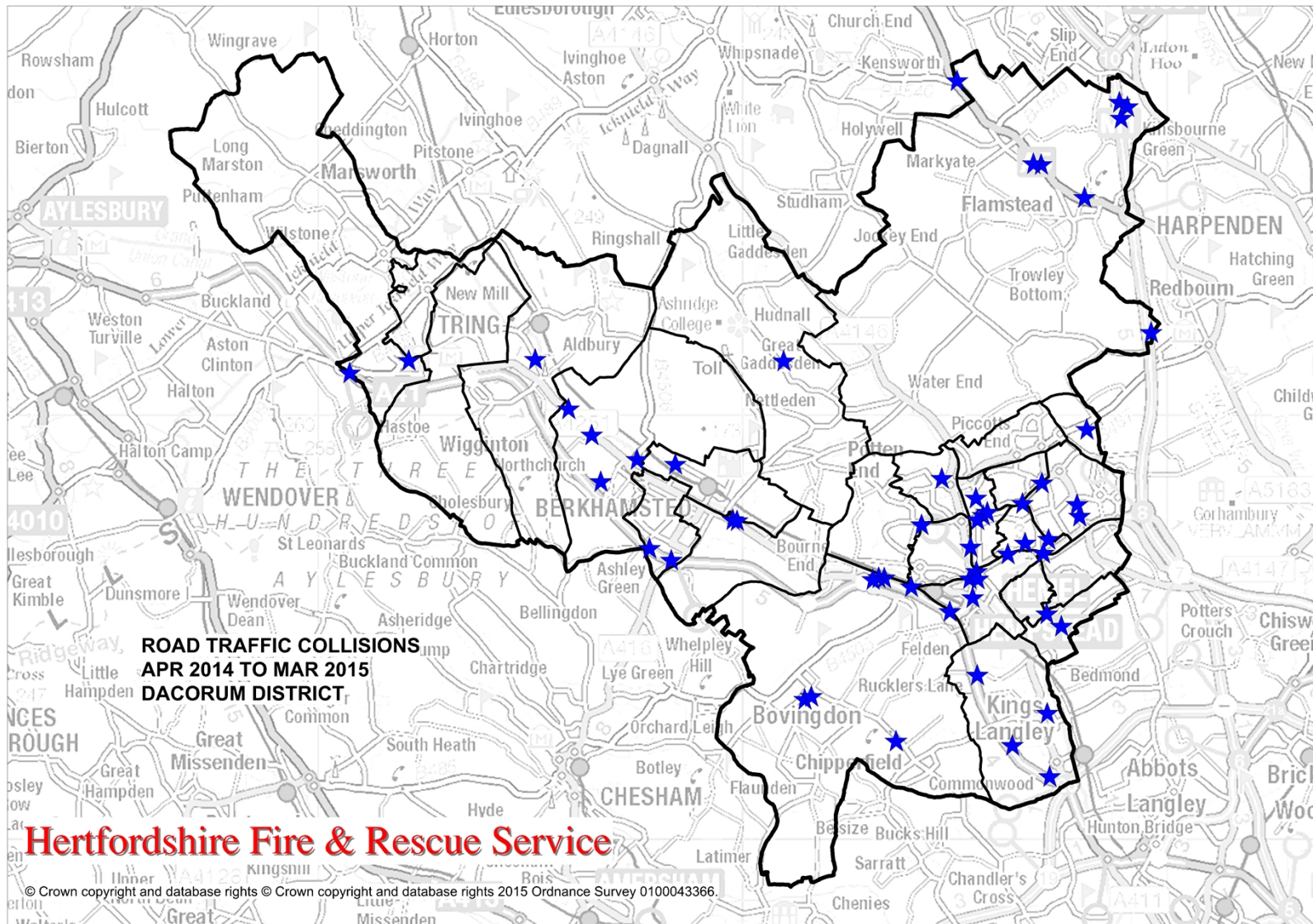
Watling and Bovington, Flaunden and Chipperfield Wards had the highest number of RTCs with 8. A number of Wards had 0

Watling Ward

INCIDENT_NUMBER	Property Type	ADDRESS
020644-22122014	43 Multiple Vehicles	JUNC 9 8 SOUTHBOUND,MW M1
019647-04122014	43 Multiple Vehicles	JUNC 10 9 SOUTHBOUND,MW M1
010055-02072014	43 Multiple Vehicles	A5,MARKYATE
006229-23042014	44 Road Vehicle	JUNC 9 10 NORTHBOUND,MW M1
004194-23032015	43 Multiple Vehicles	JUNC 9 10 NORTHBOUND,MW M1
001977-10022015	44 Road Vehicle	A5,MARKYATE
001804-06022015	44 Road Vehicle	A5,MARKYATE
001123-23012015	43 Multiple Vehicles	A5,FLAMSTEAD

Bovington, Flaunden and Chipperfield Ward

INCIDENT_NUMBER	Property Type	ADDRESS
019774-06122014	43 Multiple Vehicles	BOURNE END,A41
018772-18112014	43 Multiple Vehicles	TOWER HILL,CHIPPERFIELD,KINGS LANGLEY
016203-06102014	44 Road Vehicle	A41,HEMEL HEMPSTEAD
015068-18092014	43 Multiple Vehicles	A41,BOURNE END,HEMEL HEMPSTEAD
007993-28052014	44 Road Vehicle	A41,BOURNE END,HEMEL HEMPSTEAD
007019-09052014	44 Road Vehicle	NYE WAY,BOVINGDON,HEMEL HEMPSTEAD
005399-07042014	44 Road Vehicle	BOURNE END,A41
003510-10032015	43 Multiple Vehicles	GREEN LANE,BOVINGDON,HEMEL HEMPSTEAD



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Community Safety Grant 2014/15 –Annual Report: Dacorum Community Safety Partnership – April 2015

1. Executive Summary:

The Dacorum Community Safety Partnership received £29,324 Community Safety Fund from the Office of the Police & Crime Commissioner for financial year 2014/15.

An accrual of £3,643 was brought forward from year 2013/15

Bids received are considered by the Joint Agency Group (Up to £1500) or Responsible Authorities Officer Group (Over £1500).

All bids are considered initially on how well they align with the priorities identified in the Strategic Assessment of the CSP which are below. Young people and the vulnerable are considered to be included across all priorities.

Strategic Priorities 2014/15

The Partnership is recommending the following priorities should be adopted for 2014/15 with Reassurance covering all categories.

Anti-Social Behaviour and Criminal Damage

Dwelling Burglary

Vehicle Crime

Alcohol Misuse

Drug Misuse

Managing Offenders/ Reducing Re Offending

It is important to stress that issues which are either

a) not identified as priorities or are

b) emerging

will not be ignored – they will continue to be monitored by the Partnership and dealt with on a proportionate problem solving basis.

An example of this would be “Protecting the Vulnerable” where although data can be difficult to gather, the Partnership is already supporting projects such as “Think Safe” which provides support to adults with learning difficulties.

Where data is available in relation to other categories of vulnerability this should be gathered and analysed as part of the problem solving process to determine future activity.

2. Funding Allocation:

Project	Lead Agency	Strategic Assessment Priorities + Any Relevant information	Amount of Grant
Scam Blockers (Device to prevent scam telephone calls being made to vulnerable elderly victims)	Herts Trading Standards	Protecting the Vulnerable <i>Dacorum identified by T/Std as a high risk area for scams on the elderly</i>	£2064
Swan Youth Centre, Berkhamsted – Youth Diversionary Activity	Swan Youth Project	Diverting young people from crime	£1500
Silver Street Meet (Regular meetings in localities with elderly and other vulnerable residents)	Joint – Police/Trading Standards/HHSS/Fire & Rescue/Home Meals Service	Dwelling Burglary/Protecting the Vulnerable	£2402
Fire & Rescue Service 1 Letterbox Guards 2 Uniforms for Young Peoples Courses	Fire & Rescue/DBC ASB Team/Police	ASB/Criminal Damage/Protecting the Vulnerable(esp victims of Domestic Abuse)/Diverting young people from crime	£4246
Hertswatch (Replacement Signage)	Hertfordshire Neighbourhood Watch	ASB/Criminal Damage/Dwelling Burglary/Vehicle Crime	£500
Think Safe Project (Providing Safety Courses for adults with Learning Difficulties)	Herts CC Community Learning Disabilities Team/Herts Fire & Rescue/Dacorum Police	Protecting the Vulnerable	£1240
Street Homeless Project Targeted working to return street homeless to accommodation	Joint - Dacorum Emergency Night Shelter(Charity)/DBC ASB Team/DBC HousingTeam/Dacorum Police/SPECTRUM Drug & Alcohol Services	ASB/Alcohol Misuse/Drug Misuse/Protecting the Vulnerable	£1500
Speed Indication Devices + Installation Costs	Parish Councils & Neighbourhood Action Groups	Area of local concern-aligns with community speedwatch concept	£5960
Preventing CSE A drama production	Herts County Council Targeted Youth Support	Protecting the Vulnerable	£1300

for TYST service users (vulnerable) to raise awareness of Child Sexual Exploitation	Team		
Taxi Marshalling Scheme Funding has provided radios for marshals linking them to CCTV & Police	DBC Licensing	ASB/Alcohol/Violent Crime/Protecting Vulnerable	£926
Cycle Lights From October to April Herts RPU in Dacorum will be targeting youngsters working on newspaper delivery and providing cycle lights to them	Herts Road Policing Unit	Road safety/Protecting Vulnerable	£1500
Young Homeless Starter Packs TYST service users starting out on independent living often have no basics (cooking utensils etc) and these packs provide them with the essentials	HCC TYST	Protecting Vulnerable	£1200
Dacorum Police Cadets Scheme Funding provided for week course in Wales to develop leadership/team building skills	Herts Police – Insp. Such	Youth Initiative	£1500
Rural Covert Surveillance Cameras Covert Cameras (with relevant authorisation) to be located in identified hotspots	Herts Police	Vehicle Crime/Flytipping <i>Flytipping in Dacorum is increasing</i>	£1500
Restorative Justice – Unpaid Work Provision. HCC Youth Services responsible for delivery of young people's unpaid work provision	Herts CC Youth Services – Nick Smith	Managing Offenders – Reduce Re Offending	£3858

CCTV linked bodyworn cameras. For evidential use by ASB & Licensing officers	J Guiton Dacorum Borough Council CCTV Manager	ASB/Alcohol Misuse	£4471
Total			£32967

3. Meeting strategic objectives:

How are the priorities in the strategic assessment being met?

The priorities are monitored and reported on at each monthly JAG meeting with updates provided by member agencies. Crime & ASB Figures are reported every month and any areas of concern are actioned. The funding provided is clearly aligned to Strategic Priorities

How are your plans meeting the key principles set out in *'Everybody's Business' The Police and Crime Plan for Hertfordshire*

The funding table illustrates the scope of partnership working within Dacorum and that the needs of victims are clearly being addressed. Community Payback is used effectively in Dacorum (Offender Pays concept) and wherever possible joint working (e.g. Joint ASB Management meetings) is utilised to obtain value for money.

4. Evidence and evaluation:

- Provide evidence of approaches that have proven to have had a positive impact on crime and community safety.

Think Safe Project, Safety of Vulnerable Victims – attendees have expressed an increase in their levels of confidence and ability to deal with situations they may encounter

**Swan Youth Centre (Low youth crime and ASB in Berkhamsted)
Essential equipment provided to TYST clients is part of the process of diversion from offending**

- Demonstrate how you have prioritised activity according to intelligence and risk.

Funding for Covert Cameras for flytipping based on evidence from both police & local authority statistics

Funding for cycle lights (Road Safety) based on input from Herts Road Policing Unit.

Funding for telephone scam blockers based on intelligence from Trading Standards and Police

- Demonstrate how you have used evidence-based working and how you have evaluated community safety activity.

It is always difficult to correlate CSP activity to reductions in figures but initiatives such as the Fire and Rescue Service extensive programme with young people appears to link directly to Dacorum having the lowest Arson rate in the county. Where local initiatives such as Swan Project take place, we see low youth crime incidents. Data will be examined to identify the effectiveness of initiatives such as Scam Blockers, Cycle Lights, and Covert Rural Cameras etc.

As of 30th March the below illustrates Dacorum's position in the county compared to the other 9 Districts. This shows an improving performance and places the Borough in a strong position in comparison to the other districts.

All Crime	5th
Residential Burglary	4th
Vehicle Crime	8th
Violent Crime	5th
Criminal Damage	6th
Anti Social Behaviour	5th

5. Conclusion:

All funding received has been allocated to projects which the CSP believes contribute to both the Strategic priorities of the partnership and the key principles of the Police & Crime Commissioners' Police & Crime Plan.

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AGENDA ITEM: 9

SUMMARY

Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	10/06/2015
PART:	1
If Part II, reason:	

Title of report:	Quarter Four Performance Report – Regulatory Services
Contact:	Cllr Janice Marshall, Portfolio Holder for Residents and Regulatory Services Author/Responsible Officer: Chris Troy, Group Manager, Regulatory Services
Purpose of report:	To provide Members with the performance report for Quarter 4 in relation to Regulatory Services.
Recommendations:	That Members note the report.
Corporate	Resources and Value For Money; Optimise Resources and Implement Best Practice.

objectives:	
Implications: 'Value For Money Implications'	Financial: None. Value for Money: Monitoring Performance supports the Council in achieving Value for Money for its citizens.
Risk Implications	Risk Assessment completed for each service area as part of service planning and reviewed quarterly. The key risks relate to not achieving statutory targets and failing to protect the public/businesses from Environmental Health Risks : <ul style="list-style-type: none"> • If statutory targets are not achieved the service can be taken over and managed by the Government. • Potentially the public & businesses put at risk • Legal action taken against the Council • Reputational damage to Council
Equalities Implications	Equality Impact Assessment completed for each service area as part of service planning and reviewed quarterly.
Health And Safety Implications	None.
Consultees:	
Background papers:	Quarterly Performance Report – quarter 4 (attached).
Glossary of acronyms and any other abbreviations used in this report:	

1. Background

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

- Environmental Health (Food Safety, Health and Safety, Statutory Nuisances, Contaminated Land, Drainage, Private Water Supplies, Infectious Diseases, Air Quality Management)
- Private Sector Housing (HMOs, Illegal Eviction, Private Sector Landlord Issues, Improvement Grants, Disabled Facilities Grants, etc)
- Public Health
- Corporate Health and Safety

- Home Energy Conservation
- Pest Control
- Stray Dogs / Dog Warden Services
- Clinical Waste
- Cesspool Emptying
- Environmental Enforcement and High Hedges
- Emergency and Business Continuity Planning
- Street Trading
- Sustainability

2. Regulatory Services Quarter 4 Performance Indicators

2.1 REG02 - Percentage of A-C rated food premises inspected

Quarter 4 has seen a significant increase in completion of the higher risk A-C category inspections and overall PI's relating to food inspections have been completed over the year as a whole, in accordance with Food Standards Agency requirements.

3. Health & Safety Enforcement

One improvement notice and Health and Safety Prohibition notice was served on non compliant premises.

Guidance has been sent to the majority of businesses outlining their responsibilities for asbestos management as part of a wider LA project and Care homes were all emailed Health & Safety guidance associated with their sector.

4. Food Safety Enforcement

4.1 Two Hygiene improvement notices were served on food businesses in the last quarter, mainly relating to lack of food safety management systems, hygiene and poor temperature control.

5. Communicable disease investigations

5.1 Officers were involved in the investigation of two outbreaks of infectious disease in Dacorum. The largest outbreak involved out 30 or so cases with symptoms of vomiting and diarrhoea but no single food source could be isolated. It was assumed that this was a viral source.

6. Environmental Protection

6.1 On 8 April 2015 Mr Daniel O'Connor and Mr Claude Tambwe, both of Lomond Road Hemel Hempstead, pleaded guilty to leaving waste at a recycling site, failing to comply with Sections 33 and 34 of the Environmental Protection Act 1990.

On separate occasions in January 2015 both offenders were seen by CCTV to dump household rubbish at the recycling site at Henry Wells Square, Hemel Hempstead. Mr O'Connor was ordered to pay a total of £1455.71 and Mr Tambwe £1434.26.

6.2 There are also a further 2 flytipping cases that are being considered for legal proceedings.

6.3 Regulatory Services participated in the Keep Britain Tidy campaign locally.

7. Air Quality

7.1 Dacorum officers sit on the County Wide Air Quality Planning Group and have helped to develop a Herts Air Quality Strategy which has gone to Localism Board. Dacorum are in the process of securing funding from Public Health for adaptations to an existing air monitoring unit which will assist in enabling a wider range of pollutants to be monitored. Air quality is a key public health priority and the projects above have been approved by Hertfordshire's Public Health Board.

8. Corporate Health and Safety

8.1 The third quarter priorities included health and safety risk assessments, risk assessment training for staff, fire safety, fire evacuation plans, DSE assessments.

Other longer term projects include:

- Review the organisation & arrangements for delivering H&S
- Develop more detailed corporate H&S plans
- Auditing
- Development of Health & Safety Coordinators

9. Private Sector Housing

9.1 Inspected all mobile home sites to check compliance against site licenses which has resulted in action by officers to remedy defects. The main issues have been to do with fire safety.

10. Sustainability

10.1 Tendering for Certification of ISO14001:2004 Environmental Management System took place in January and this was awarded to LRQA.

10.2 Annual Management review of ISO14001:2004 EMS took place attended by Cllr Julie Laws; Cllr Graham Sutton; James Deane & David Austin.

Six key Environmental Objectives for 2015 were agreed:

Objective	Target
Reduce the Fuel Consumption of the Council's fleet	2015 - 5% reduction
Record the weekly Electricity Consumption at each site	2015 - 5% reduction
Record the weekly Gas Consumption at each site	2015 - 5% reduction
Record the weekly Water Consumption at each site	2015 - 5% reduction
Increase Recycling Rates at each site	2015 – over 50%
Develop guidance and protocols for Sustainable Procurement	2015 – Implemented at every site

A detailed EMS report for Quarter 4 is attached

Annual Review

It has been a busy year for Regulatory Services.

The year started with a high profile court case following an appeal against a Food Hygiene Prohibition notice which banned a business from using a novel food for human consumption (In this case human placenta). This took up a lot of officer time and resource but the court upheld the Council's decision to prohibit placenta processing and the business is no longer operating in our District.

We had a reorganisation of the operations section which covers emergency planning, business continuity, pest control and clinical waste/cesspools to help streamline activities and deliver efficiencies. Later we had to recruit for the post of Corporate Health & Safety Specialist and then advertise and recruit for the post left vacant when this officer took up their position. In Sept and October two of the Team Leaders went on maternity leave and a temporary reorganisation was put in place. This all caused a degree of disruption at the time but we have achieved key targets over the year.

We achieved 100% of programmed food hygiene inspections (253 premises) & served 12 Food Hygiene notices and 4 cautions.

The Food Standards Agency undertook an audit of our food safety procedures and we were deemed to be fully compliant. In addition they highlighted many areas of good practice particularly with respect to our database. We also achieved full compliance as a result of an audit of the Council's Emergency Planning procedures.

Further businesses have signed up to the Council's Primary Authority Partnership. In addition to Tescos, Empire and Hilton, 'One Stop' signed up last year. At a meeting with the Government's Better Regulation Delivery Office (BRDO) it was highlighted that the Dacorum/Tescos PA agreement is a leading example of how the PA arrangements should work and praised officers for their exemplary work in this area.

In 2014/15 a successful prosecution was brought against Royal Mail for Health & Safety offences. The prosecution followed an investigation by Environmental Health Officers following an accident in which an employee from the Royal Mail Hemel Hempstead site suffered severe chemical burns to his leg whilst carrying out cleaning activities. The Court awarded the maximum fine of £40,000 (£20,000 per offence) and gave costs to the Council of nearly £4000.

The Council's Air Quality Action Plan was presented to Cabinet for final approval in Dec 2014 following a detailed consultation. This sets out the Council's strategy over the next three years for managing poor air quality and focuses primarily on the three Air Quality Management Areas (AQMA's) where levels of NO₂ exceed prescribed limits. Dacorum officers also sit on the new Hertfordshire Air Quality Planning Group which aims to improve air quality across Hertfordshire. An Air Quality Event was held in October which brought together all the districts, Highways and Public Health. This successful event was the first of it's kind in the UK and is being rolled out in other Counties and is an example of effective partnership working. This has led to the setting up of a County wide air quality group which is now working on a Hertfordshire air quality strategy.

DBC issued a Final Management Order (FMO) with respect to a House in Multiple Occupation (HMO) which had serious defects and was a danger to tenants. DBC continues to manage the property in terms of the tenancies and it is also maintaining the property and remedying any defects so it is fit for habitation. Officers have served another FMO with on a second property owned by the same person which is in a similar state of disrepair. The landlord has been successfully prosecuted for breaching their duty of care to tenants following an extensive investigation and collation of evidence. In addition officers have served 10 notices on other landlords for 'category one' hazards in the private rented sector.

Last year Regulatory Services took over responsibility for Corporate Health & Safety (CHS). A new lead officer was recruited and changes to the way CHS is delivered were put in place to make it more effective and accountable to senior management. The first Health and Safety committee meeting took place in the summer of 2014 and a number of key objectives have been achieved.

- New Health & Safety Policy
- Gave training to Fire Wardens and First Aiders (we now have a full complement of staff that deliver these functions)
- All accidents are now on an electronic database
- In house training on risk assessment has been set up and there is now a rolling programme.

Environmental Protection saw an increase in enforcement activity. Three flytipping prosecutions were taken and measures such as use of additional cameras and signage were increased to deter and catch offenders. A number of nuisance notices have been served and a total of 24 statutory abatement notices were issued last year mainly for noise.

Ongoing appeals took place last year in relation to the Enforcement notices served on Bovingdon Airfield. The notices were served as a result of noise complaints and the change of use of the site with intensified motor sport activity. The Council's decisions were upheld and the noise abatement measures are now included in the site management plans.

Cabinet agreed the new proposals for the pest control service including charges for pests and expansion of the current service. We are now charging for rats and provide a whole range of services for other pests including mice, fleas, wasps and cockroaches.

In October there was an EMS presentation to Overview & Scrutiny Committee with a particular focus on Energy Management. Also in October external Bsi audits took place for the continuation of our ISO14001:2004 Environmental Management System Certificate (Civic Centre, Berkhamstead Civic Centre , the Depot and Cemeteries)

Action was also taken to identify water leakage at Gadebridge park. Work is currently underway to stop these leaks and save the Council money in the long term. A number of additional water meters have been installed across the Council's assets which will help to identify further leaks.

The main highlights of the ISO14001:2004 Environmental Management System over the past year:

- Passed all External Audits across all EMS Sites – with positive feedback from the External Auditor
- Gas, Water & Electricity Utilities are now all monitored & measured weekly to set baseline
- Much improved and involved Site Manager engagement with the EMS at all sites
- Solatubes installed at Grovehill Adventure Playground
- Recycling Target set to at least 50% - to be achieved by the end of 2015

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QUARTERLY PERFORMANCE

Regulatory Services

March 2015

All Measures



Measure	Owner & Updater	Mar 2015 Result	Trend	Dec 2014 Result	Mar 2014 Result	Actions	Comments	Sign Off
REG02 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	Chris Troy Nicholas Egerton	100.00% (58/58) Target: 95.00	↑	88.00% (66/75) Target: 95.00	No Data Target: 0		Updater All properties inspected 4 food businesses have closed	✓
REG03 - Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	Chris Troy Nicholas Egerton	97.82% (898/918) Target: 98.00	↓	98.35% (894/909) Target: 98.00	98.87% (786/795) Target: 98.00		Owner Nonted Target Just short of 98%	✓
REG05 - Percentage of Noise cases closed within 60 days	Chris Troy Nicholas Egerton	90.74% (49/54) Target: 90.00	↑	86.73% (85/98) Target: 90.00	84.93% (62/73) Target: 90.00		Owner Target Achieved	✓
REG06 - Disabled Facilities Grants - percentage of final payments made within 6 months following approval	Chris Troy Nicholas Egerton	80.00% (8/10) Info Only	↓	86.67% (13/15) Info Only	85.71% (12/14) Info Only		Owner Target Achieved	✓

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Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments
Performance Measures							
REG02 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	Chris Troy Nicholas Egerton	100.00% (58/58) Target: 95.00	No Data Target: 0		100.00% (253/253) Target: 95.00	✓	Owner 100% inspection target achieved for the year 2014/15.
REG03 - Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	Chris Troy Nicholas Egerton	97.82% (898/918) Target: 98.00	99.34% (3485/3508) Target: 98.00	↓	98.63% (3515/3564) Target: 98.00	✓	Owner Target Achieved
REG05 - Percentage of Noise cases closed within 60 days	Chris Troy Nicholas Egerton	90.74% (49/54) Target: 90.00	88.47% (422/477) Target: 90.00	↓	87.90% (276/314) Target: 90.00	✓	Owner There have been a small number of high profile noise cases which have involved appeals against noise abatement notices & a couple of complex investigations triggered by multiple complainants. This has resulted in figures being slightly below the 90% target but still within amber status.
REG06 - Disabled Facilities Grants - percentage of final payments made within 6 months following approval	Chris Troy Nicholas Egerton	80.00% (8/10) Info Only	83.33% (45/54) Info Only	↓	81.82% (45/55) Info Only	✓	Owner Target Acheived

Key Actions

