



Public Document Pack Housing and Community Overview and Scrutiny Agenda

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

Wednesday 16 September 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 Adshead
Councillor Banks
Councillor Mrs Bassadone
Councillor Conway
Councillor Hearn
Councillor Link
Councillor Imarni

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

Co-Opted Members:
Cook, Howard and Horn

Substitute Members:
Councillors

For further information, please contact Kayley Johnston - EXT: 2226

AGENDA

1. MINUTES

To confirm the minutes from the previous meeting

2. APOLOGIES FOR ABSENCE

To receive any apologies for absence

3. DECLARATIONS OF INTEREST

To receive any declarations of interest

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

- (i) must disclose the interest at the start of the meeting or when the interest becomes apparent

and, if the interest is a disclosable pecuniary interest, or a personal interest which is also prejudicial

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

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

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

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

4. PUBLIC PARTICIPATION

An opportunity for members of the public to make statements or ask questions in accordance with the rules as to public participation

5. CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE IN RELATION TO CALL-IN

6. QUARTER 1 FINANCIAL BUDGET REPORT (Pages 1 - 12)

7. QUARTER 1 HOUSING (Pages 13 - 46)

8. QUARTER 1 RESIDENT SERVICES (Pages 47 - 72)

9. QUARTER 1 REGULATORY SERVICES (Pages 73 - 78)

10. EXCLUSION OF THE PUBLIC

11. APPENDIX A: WORK PROGRAMME OF THE HOUSING AND COMMUNITY OVERVIEW & SCRUTINY COMMITTEE 2015-2016 (Pages 79 - 82)



AGENDA ITEM: 6

SUMMARY

Report for:	Housing & Community Overview and Scrutiny Committee
Date of meeting:	16 September 2015
PART:	1
If Part II, reason:	

Title of report:	Budget Monitoring Quarter 1 2015/16
Contact:	Cllr Graeme Elliot, Portfolio Holder for Finance and Resources David Skinner, Assistant Director (Finance & Resources) Richard Baker, Group Manager (Financial Services)
Purpose of report:	To provide details of the projected outturn for 2015/16 as at Quarter 1 for the: <ul style="list-style-type: none"> • General Fund • Housing Revenue Account • Capital Programme
Recommendations	That Committee note the forecast 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 Council's forecast outturn for 2015/16 as at 30 June 2015. The report covers the following budgets:

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

2. General Fund Revenue Account

2.1 The General Fund revenue account records the income and expenditure associated with all Council functions except management of the Council's own housing stock, which is accounted for within the Housing Revenue Account (HRA) (see Section 4).

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. These 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.

2.4 The table below provides an overview by Scrutiny area of the current forecast outturn for controllable budgets within the General Fund.

	Controllable Budget £000	Projected Outturn £000	Variance	
			£000	%
Finance & Resources	10,623	11,102	479	4.5%
Strategic Planning & Environment	5,810	6,089	279	4.8%
Housing & Community	1,101	1,128	27	0.5%
Total	17,534	18,319	785	4.5%

- 2.5 The following sections provide an analysis of the projected outturn and major budget variances shown by Scrutiny area.

3 Housing and Community

Housing & Community	Controllable Budget £000	Projected Outturn £000	Forecast Variance	
			£000	%
Employees	3,282	3,367	85	2.6%
Premises	357	315	(41)	-11.6%
Transport	39	39	0	0.0%
Supplies & Services	1,619	1,641	22	1.3%
Third Parties	36	36	0	0.0%
Income	(4,233)	(4,270)	(38)	0.9%
	1,101	1,128	27	2.5%

3.1 Employees - £85k over budget (2.6%)

Pressure of £40k – there is a pressure in Strategic Housing due to two posts being funded by grant income. The budgets will be realigned in due course to remove this variance, as the grant income has already been secured.

Pressure of £45k - A pressure of £45k across services is projected linked to the vacancy provision. This target is set at 5% of direct salary costs for 2015/16. This position will continue to be monitored.

3.2 Premises - £41k under budget (11.6%)

Underspend of £40k – In the Homelessness service, there have been savings in temporary accommodation costs arising from 2 key factors: firstly improved advice and prevention have led to a reduced need for temporary accommodation, and secondly, the Council has been using its own hostels at Leys Road and Woolmer Drive.

3.3 Supplies & Services - £22k over budget (1.7%)

Pressure of £20k - There is a projected overspend in the Homelessness service due to some additional cost for the hostels including CCTV monitoring at The Elms and beds and mattresses for both The Elms and Woolmer Drive.

3.4 Income - £38k surplus (0.9%)

Surplus of £36k – This surplus relates to grant income received by the Homelessness service to fund the pressure in Employees mentioned above. This variance will be tidied up in due course through the virement process.

4 Housing Revenue Account (HRA)

- 4.1 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.

4.2 The projected HRA balance at the end of 2015/16 broadly in line with the budgeted balance of £2.9m.

4.3 Supervision and Management – £14k over budget (0.1%)

The relatively minor overspend of £14k is comprised of various different factors:

- £35k pressure as a result of contract staff being used to cover the Housing Development Manager post. This cost could potentially be capitalised, however as most of the HRA capital programme is funded from Revenue Contribution to Capital, the cost would ultimately be funded from the Revenue budget in any case.
- £20k pressure from agency staff being employed in the Voids team, over and above the budgeted establishment.
- £50k pressure in Property & Place largely due to vacancy provision not achieved.
- £30k saving in Tenants and Leaseholders and Supporting People as these areas are close to full capacity, and the agency budgets are not being utilised.
- £65k saving being forecasted as 2 posts for Mobile Cleaners are to remain vacant throughout 2015/16.

5. Capital Programme

5.1 Appendix C shows the projected capital outturn in detail by scheme.

The table below summarises the overall capital outturn position by Scrutiny area.

The 'Rephasing' column refers to those projects where expenditure is still expected to be incurred, but it will now be in 2016/17 rather than 2015/16, or conversely, where expenditure planned initially for 2016/17 will now be in 2015/16.

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.

	Adjusted Budget £000	Projected Outturn £000	Rephasing £000	Variance	
				£000	%
Housing & Community	2,598	2,800	26	176	6.8%
G F Total	2,598	2,800	26	176	6.8%
HRA Total	35,564	35,673	0	109	0.3%
Grand Total	38,162	38,473	26	285	0.7%

5.2 General Fund Major Variances

There is an overall projected overspend of £202k on the General Fund. This is a combination of forecast overspending of £176k and rephasing of £26k from 2016/17 into 2015/16.

The projected net overspend of £176k is comprised of one key item:

- Line 142: an overspend of £170k on the Elms Hostel due to a number of fixtures and fittings such as a new kitchen, furniture and CCTV being agreed with Dens but falling outside of the main contract for the build. There have also been a number of unforeseen items associated with the building contract including Japanese knotweed, tree removal, ground obstructions and gas meter, which have added to the initial contract value. This variance will be funded from S106 receipts.

The projected rephasing of £26k from 2016/17 into 2015/16 is made up of:

- Line 115: £26k accelerated spend from 2016/17. Funds allocated to the Bunkers Farm project for 2016/17 will now be required in 2015/16.

5.3 Housing Revenue Account Major Variances

- Line 191: an overspend of £119k on the new build at Farm Place. This is due to a S106 payment to Herts County Council of £54k not having been budgeted. The remaining £65k is due to amendments to the specification of the build required by Planning, plus some minor adjustments to the original specification. A saving of £330k was reported last financial year as a result of the tender price being lower than budgeted, but this did not allow for the additional costs which have now come to light.
- Line 194 – 199: these lines relate to the HRA New Build programme. Budgets need to be realigned between new schemes and the New Build General line once the revised HRA Business Plan has been approved by Cabinet.

This page is intentionally left blank



Dacorum Borough Council

APPENDIX A

Revenue Budget Monitoring Report for June 2015 (by Overview and Scrutiny Committee)

	Month			Year-to-Date			Full Year		
	Adjusted Budget £000	Actuals £000	Variance £000	Adjusted Budget £000	Actuals £000	Variance £000	Adjusted Budget £000	Forecast Outturn £000	Variance £000
Controllable									
Finance and Resources	2,880	3,109	229	3,881	4,167	286	10,623	11,102	479
Strategic Planning and Environment	689	846	157	1,525	1,593	68	5,810	6,089	279
Housing and Community	155	116	(39)	376	406	30	1,101	1,128	27
Controllable	3,724	4,071	347	5,782	6,166	384	17,534	18,319	785
Non-Controllable									
Finance and Resources	(219)	(294)	(75)	(656)	(1,034)	(378)	(4,456)	(4,456)	0
Strategic Planning and Environment	315	0	(315)	946	0	(946)	3,783	3,833	50
Housing and Community	164	0	(164)	492	0	(492)	2,275	2,275	0
Non-Controllable	260	(294)	(554)	782	(1,034)	(1,816)	1,602	1,652	50
General Fund Service Expenditure	3,984	3,777	(207)	6,564	5,132	(1,432)	19,136	19,971	835
Reversal of Capital Charges							(4,125)	(4,125)	0
Interest Receipts							504	504	0
Revenue Contributions to Capital							4,106	4,106	0
Contributions to / (from) Reserves							(898)	(958)	(60)
Contributions to / (from) Working Balance							(152)	(1,011)	(859)
Budget Requirement:							18,571	18,487	(84)
Met From:									
Revenue Support Grant							(2,070)	(2,070)	0
Non-Domestic Rates							(3,986)	(3,986)	0
New Homes Bonus							(2,611)	(2,620)	(9)
Other General Government Grants							0	(75)	(75)
Council Tax Surplus							(80)	(80)	0
Requirement from Council Tax							(9,825)	(9,825)	0
Total Funding:							(18,572)	(18,656)	(84)

Interpreting this report

General Fund Service Expenditure

This subtotal includes those costs which are directly attributable to specific Council services.

Budget Requirement

This subtotal shows the total cash requirement to operate the Council for one year. It includes the General Fund Service Expenditure plus corporate costs and income.

Total Funding

This subtotal shows how the Council receives sufficient funding from different sources to meet the Budget Requirement. In order to 'balance the budget', Total Funding must equal the Budget Requirement.

This page is intentionally left blank



Housing Revenue Account
Projected Outturn 2015/16 - June 2015

	Original Budget £000	Forecast Outturn £000	Forecast Variance £000	%
Income:				
Net Dwelling Rents	(56,236)	(56,236)	0	0.0%
Non-Dwelling Rents	(80)	(80)	0	0.0%
Tenants Charges	(273)	(273)	0	0.0%
Leaseholder Charges	(507)	(507)	0	0.0%
Interest and Investment Income	(114)	(114)	0	0.0%
Contribution towards Expenditure	(555)	(555)	0	0.0%
Total Income	(57,765)	(57,765)	0	0.0%
Expenditure:				
Repairs and Maintenance	10,262	10,262	0	0.0%
Supervision & Management:	11,334	11,348	14	0.1%
Rent, Rates, Taxes & Other Charges	14	14	0	0.0%
Interest Payable	11,658	11,658	0	0.0%
Provision for Bad Debts	216	216	0	0.0%
Depreciation	9,288	9,288	0	0.0%
HRA Democratic Recharges	264	264	0	0.0%
Revenue Contribution to Capital	14,729	14,729	0	0.0%
Total Expenditure	57,765	57,779	14	0.0%
HRA Deficit / (Surplus)	0	14	14	0.0%
Housing Revenue Account Balance:				
Opening Balance at 1 April 2015	(2,900)	(2,900)	0	
Deficit / (Surplus) for year	0	14	14	
Proposed Contributions to Reserves	0	0	0	
Closing Balance at 31 March 2016	(2,900)	(2,886)	14	

This page is intentionally left blank

CAPITAL PROGRAMME MONITORING BY SCRUTINY COMMITTEE FOR JUNE 2015

Scheme	Budget Holder	Original Budget	Prior Year Slippage	In-Year Adjustments	Current Budget	YTD Spend	Projected Outturn	Forecast Slippage	Projected Over / (Under)	
General Fund										
Housing and Community										
Chief Executive's Unit Management										
110	Highbarns Land Stabilisation Project	Steve Baker	0	77,252	0	77,252	1,635	77,252	0	0
			0	77,252	0	77,252	1,635	77,252	0	0
Commercial Assets and Property Development										
114	Woodwells Cemetery - Work Yard Development	Nicholas Brown	20,000	(20,000)	0	0	0	0	0	0
115	Bunkers Farm	Nicholas Brown	0	194,218	0	194,218	0	220,000	25,782	0
116	Sanctum 2000 Interment Chambers - Woodwells	Nicholas Brown	35,000	0	0	35,000	0	35,000	0	0
117	Sanctum 2000 Interment Chambers - Tring	Nicholas Brown	20,000	0	0	20,000	0	20,000	0	0
118	Rose Garden of Remembrance - Woodwells	Nicholas Brown	45,000	0	0	45,000	0	45,000	0	0
119	Rose Garden of Remembrance - Tring	Nicholas Brown	10,000	0	0	10,000	0	10,000	0	0
120	Refurbishment of Facilities at Woodwells Cemetery	Nicholas Brown	64,000	0	0	64,000	0	64,000	0	0
121	Cremated Remains Burial Area Woodwells Cemetery	Nicholas Brown	18,500	0	0	18,500	7,494	18,500	0	0
			212,500	174,218	0	386,718	7,494	412,500	25,782	0
People										
125	Capital Grants - Community Groups	Matt Rawdon	20,000	8,508	0	28,508	0	28,508	0	0
			20,000	8,508	0	28,508	0	28,508	0	0
Regulatory Services										
129	Disabled Facilities Grants	Chris Troy	588,000	(105,167)	0	482,833	125,714	482,833	0	0
130	Home Improvement Grants	Chris Troy	150,000	0	0	150,000	0	150,000	0	0
			738,000	(105,167)	0	632,833	125,714	632,833	0	0
Residents Services										
134	Rolling Programme - CCTV Cameras	Julie Still	25,000	0	0	25,000	0	25,000	0	0
136	Verge Hardening Programme	Julie Still	300,000	(33,179)	0	266,821	27,446	272,542	0	5,721
137	Youth Centre Provision	Julie Still	0	100,000	0	100,000	0	100,000	0	0
138	Adventure Playgrounds - Rewire Chaulden, Adeyfield, Bennettsend	Julie Still	0	31,361	0	31,361	4,622	31,361	0	0
			325,000	98,182	0	423,182	32,068	428,903	0	5,721
Strategic Housing										
142	New Build - Elms Hostel Redbourne Road	Julia Hedger	0	0	0	0	168,617	170,000	0	170,000
143	Affordable Housing Development Fund	Julia Hedger	1,300,000	(250,000)	0	1,050,000	0	1,050,000	0	0
			1,300,000	(250,000)	0	1,050,000	168,617	1,220,000	0	170,000
Totals: Housing and Community			2,595,500	2,993	0	2,598,493	335,527	2,799,996	25,782	175,721

CAPITAL PROGRAMME MONITORING BY SCRUTINY COMMITTEE FOR JUNE 2015

Scheme	Budget Holder	Original Budget	Prior Year Slippage	In-Year Adjustments	Current Budget	YTD Spend	Projected Outturn	Forecast Slippage	Projected Over / (Under)
Housing Revenue Account									
Housing and Community									
Property & Place									
187 Planned Fixed Expenditure	Fiona Williamson	20,200,000	992,443	0	21,192,443	5,288,815	21,192,443	0	0
		20,200,000	992,443	0	21,192,443	5,288,815	21,192,443	0	0
Strategic Housing									
191 New Build - Farm Place Berkhamsted	Julia Hedger	0	218,681	0	218,681	205,807	338,000	0	119,319
192 New Build - Galley Hill Gadebridge	Julia Hedger	0	68,318	0	68,318	57,785	58,000	0	(10,318)
193 New Build - London Road Apsley	Julia Hedger	0	2,890,351	0	2,890,351	494,127	2,890,351	0	0
194 New Build - General Expenditure	Julia Hedger	6,202,000	0	0	6,202,000	0	5,955,528	0	(246,472)
195 Martindale	Julia Hedger	0	3,977,038	0	3,977,038	4,057,350	4,058,287	0	81,249
196 Wood House	Julia Hedger	0	(78,239)	0	(78,239)	12,593	0	0	78,239
197 The Apsley Paper Mill (Land Adj to Retail Park, London Road)	Julia Hedger	0	(43,278)	0	(43,278)	705	0	0	43,278
198 New Build - Queen Street (Old Tring Depot)	Julia Hedger	580,000	(13,321)	0	566,679	6,000	580,000	0	13,321
199 Able House	Julia Hedger	0	(30,385)	0	(30,385)	12,480	0	0	30,385
200 New Build - Longlands	Julia Hedger	300,000	300,000	0	600,000	0	600,000	0	0
		7,082,000	7,289,165	0	14,371,165	4,846,846	14,480,166	0	109,001
Totals: Housing and Community		27,282,000	8,281,608	0	35,563,608	10,135,661	35,672,609	0	109,001
Totals - Fund: Housing Revenue Account		27,282,000	8,281,608	0	35,563,608	10,135,661	35,672,609	0	109,001
Totals		29,877,500	8,284,601	0	38,162,101	10,471,188	38,472,605	25,782	284,722



AGENDA ITEM: 7

SUMMARY

Report for:	Housing & Communities Overview & Scrutiny Committee
Date of meeting:	16 th September 2015
PART:	1
If Part II, reason:	

Title of report:	2015/16 Quarter 1 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 1 2015/16 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 the HRA Financial Accountant. Budget Reporting is quarterly to the Committee and 6 monthly to the Tenants & Leaseholders Committee. <u>Value for Money</u> The Housing Service & its costs are reviewed annually through a national benchmarking organisation (Housemark)

Risk Implications	Appendix – Housing Operational Risk Register
Equalities Implications	Equality Impact Assessments are carried out when policies or procedures are amended as appropriate
Health And Safety Implications	Health & Safety is an identified key risk for the Housing Service.
Consultees:	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 performance of the Housing Service during the 1st quarter 2015/16 against performance indicators and an update regarding the Housing Service Plan 2014- 2016

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

2.0 Housing Performance Report – 2015/16

Appendix 1 shows performance against the ‘Service Critical’ performance indicators for 2015/16 for the period of April – June.

Following feedback received from the committee the number of indicators reported has been reduced to those seen as most appropriate and of most

relevance. All other indicators remain available and are monitored for management purposes.

2.1 Repairs & Maintenance - Osborne

The Osborne 'Total Asset Management' (TAM) contract completed its first year on July 1st 2015.

The 1st quarter performance report shows that performance indicators are improving and for the 1st quarter all indicators were either on target or within tolerance.

The relationship between the Council as client and Osborne is continuing to develop strongly and there is evidence of a true partnership approach, particularly in terms of innovation, new ideas and problem solving.

Together with consultants in the role of 'partnering advisor' for the Council officers have recently concluded the 1st year review which is the mechanism for determining whether Osborne successfully 'bank' another year to the existing contract.

In summary the extension is awarded automatically if the Key Strategic Indicators for the year are met. If they are not all achieved there is an opportunity for mitigation presented and a discussion facilitated by the partnering advisor would take place.

The Key Strategic Indicators are:

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

component condition information from operatives, tenant preferences, complaints, satisfaction surveys etc. is collated and shared with the client to develop annual programmes for targeted investment and continually develop the asset management strategy	collected through repairs data, component condition information from operatives, tenant preferences, complaints, satisfaction surveys etc. is collated and shared with the client to develop annual programmes for targeted investment and continually develop the asset management strategy
--	--

As the first year of contact delivery spanned two financial years, the first 9 months of the contract was reviewed and the targets for the Key Strategic Indicators measured at pro-rata levels. The subsequent reviews will align with the commencement and completion of each financial year.

Regarding KSI 1, there were periods during the first year that Key Performance Indicators were not at target however consideration was given to the number of challenges faced within that period and the willingness of Osborne to be transparent and report the true picture was pleasing.

All other KSI's could be demonstrated as being achieved.

It was therefore agreed to award the extension after consultation with the Portfolio Holder for Housing and Corporate Director of Housing & Regeneration.

2.2 Empty Homes

The new Empty Homes team has now been operating for over a year and there has been a gradual improvement over this period. The report details how the average number of days it takes for the Council to carry out the required safety checks, repairs, advertising and sign-up of an empty home has reduced on average by approximately 12 days during the last year.

3.0 HRA Capital Programme

The Council continues to invest in its housing stock ensuring that tenants properties are of an excellent standard. For the period of April – June 2015 the following been works have completed through the 'Total Asset Management' contract with Osborne.

- Kitchens 120
- Bathrooms 61 + 95 level access and wet-rooms (156 total)
- Doors –365 front doors 84 back / side doors (449 total)
- Rewires 168 Rewires and 54 Upgrades (222 Total)
- Roofs 33 street properties and 8 flat block roofs

4.0 Special Projects

As well as investing in tenants homes the Council is also committed to improving the communal areas and environment in which people live. The following projects include communal areas such as drying areas, hallways, footpaths and bin stores.

Summer Court – Energy Efficiency Refurbishment & Estate Improvements

(Contractor – Kier)

This project is now completed. The project was on time and within budget. Members of the Council's Tenants & Leaseholder Committee have had a number of visits throughout the duration of the project. Close monitoring of the energy efficiency measures such as the External Wall Insulation, Solar PV and the communal Biomass boiler is being carried out to ensure the benefits to the Council and tenants are captured and fully understood.

165 – 215 Longlands – External Refurbishment & Rooftop Development

(Contractor – Keepmoat)

This contract involves full external refurbishment, some reconfiguration of communal facilities and the creation of 6 new homes on the roof. Works have been ongoing since early January and are due for completion in November/December 2015. The new homes are now in place and will be advertised during October through 'Moving With Dacorum'

5.0 Housing Service Plan

It was agreed with the Council's Tenants & Leaseholder Committee that the Housing Service plan should be aligned with the STAR survey which is carried out every two years. The most recent survey took place in early 2014.

Appendix 2 shows progress of the Housing Service Pan as at end of August 2015.

The Council has recently introduced a new corporate template for Service Plans and they will be aligned with the budget setting process for 2016/17. The new format will be reported throughout 2016/17.

5.0 Housing Risk Register

Appendix 3 details the Housing Service Operational Risk Register following a quarterly review carried out by the Assistant Director & Group Managers.

H&C OSC QUARTERLY PERFORMANCE REPORT

Housing Landlord

June 2015



Measure	Owner & Updater	Jun 2014 Result	Trend	Mar 2015 Result	Trend	Jun 2015 Result	Sign Off	Comments	Flag
HL05b - Stage 1 Complaints received for Housing	Elliott Brooks Corvu Admin	81 Complaints Info Only	↓	83 Complaints Info Only	↓	80 Complaints Info Only	✓	Updater	
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	Fiona Williamson Fiona Kimberley	99.80% Target: 100.00	↑	99.99% Target: 100.00	↑	100.00% Target: 100.00	✓	Owner There has been pro-active interventions by the Service Provider, Sun Realm and the officers within the tenancy and property teams to ensure the gas boilers are serviced within the statutory timescales.	
PP04 - Percentage of properties passing QA checks Repairs and voids	Fiona Williamson Graham Tookey	No Data Target: 98.00		99.00% Target: 98.00	→	99.00% Target: 98.00	✓	Updater To date Osborne have carried out 10% of all post inspection on repairs and voids, and as such the KPI figures are representative of Osborne findings without contribution from DBC QA. Empty Homes has yet again hit 100% through June; a figure reached by joint inspections with DBC.	
PP05 - Percentage of properties passing QA checks Planned works	Fiona Williamson Graham Tookey	No Data Target: 98.00		0.00% Target: 98.00	↑	100.00% Target: 98.00	✓	Updater Osborne hand over all planned works for DBC inspection and results show 100% for June with no handovers being passed back from DBC.	

Page 19

Monitoring Information

Measure	Owner & Updater	Jun 2014 Result	Trend	Mar 2015 Result	Trend	Jun 2015 Result	Sign Off	Comments	Flag
PP10 - Percentage of emergency repairs completed within 4 hours	Fiona Williamson Graham Tookey	98.02% Target: 98.00	↗	99.00% Target: 99.00	↗	100.00% Target: 99.00	✓	Updater Emergency and OOH jobs all completed within 4 hours. This is based on attendance and completion of the emergency part of the repair within that time frame. The definition of this KPI has been developed by both DBC and Osborne and as such truly reflects the service provided to our tenants.	
PP12 - Percentage of non-urgent repairs completed within target	Fiona Williamson Graham Tookey	96.99% Target: 97.00	↘	96.00% Target: 98.00	↘	95.00% Target: 98.00	✓	Updater Osborne have now achieved target for completing Routine Repairs within 20 days. This is attributed in part to the demarcation between repairs and small works, which have been taken out of the results and managed by a specific team. Further, the planning team have been focussing on jeopardy planning to ensure they are on top of repairs going out of target. Owner The performance over the quarter has improved, but the below target score is due to the amalgamation of the three months within the quarter.	

Page 20

Measure	Owner & Updater	Jun 2014 Result	Trend	Mar 2015 Result	Trend	Jun 2015 Result	Sign Off	Comments	Flag
PP13a - Percentage of responsive repairs completed within target	Fiona Williamson Graham Tookey	97.36% (6315/6486) Target: 97.00	↓	96.38% (6651/6901) Target: 97.00	↓	94.94% (5384/5671) Target: 97.00	✓	Owner The performance over the quarter has improved, but the below target score is due to the amalgamation of the three months within the quarter.	
PP15 - Percentage of tenants satisfied with the service planned and responsive works	Fiona Williamson Graham Tookey	96.57% Target: 97.00	↑	95.00% Target: 90.00	↑	96.00% Target: 90.00	✓	Updater Customer satisfaction remains high but a place where Osborne constantly strive for improvement. Whilst operationally improving we find the results here match this. Planned Works are averaging 97% whilst Repairs are at 96% in June.	
SH01 - Number of current Deposit Rent Guarantees	Julia Hedger Natasha Brathwaite	166 Dwellings Target: 170	↑	158 Dwellings Target: 170	↑	156 Dwellings Target: 155	✓	Updater Owner	
SH03a - Average Time (calendar days) to let all properties	Julia Hedger Natasha Brathwaite	39.1 Days (5234/134) Target: 35.0	↑	34.2 Days (5504/161) Target: 35.0	↑	27.2 Days (3647/134) Target: 35.0	✓	Updater Owner very positive result for this quarter	
SH05 - Number of new Affordable Homes completed	Julia Hedger Sarah Pickering	24 Dwellings Info Only	↑	42 Dwellings Info Only	↑	88 Dwellings Info Only	✓	Updater Owner	
TL02 - Rent collected as a percentage of rent owed (excluding current arrears brought forward)	Andy Vincent Katie Kiely	97.31% Target: 99.50	↑	99.23% Target: 99.50	↑	99.01% Target: 95.00	✓	Updater This is an improvement on the figure at the same time last year and we are in line to meet the target.	
TL04 - Voids loss as a percentage of the rent roll	Andy Vincent Katie Kiely	0.74% Target: 0.80	↑	0.98% Target: 0.80	↑	0.46% Target: 0.80	✓	Updater A good result and an improvement over the quarter	
TL13a - Percentage of Community Alarm calls answered within 1 min	Andy Vincent Sandra Mogan	97.56% Target: 97.50	↑	97.59% Target: 97.50	↑	97.81% Target: 97.50	✓	Updater Performance exceeded target	

Page 21

Measure	Owner & Updater	Jun 2014 Result	Trend	Mar 2015 Result	Trend	Jun 2015 Result	Sign Off	Comments	Flag
TL15 - Satisfaction with the outcome of medium level ASB cases	Andy Vincent Dharini Chandarana	No Data Target: 50		No Data Target: 65		60% (12/20) Target: 50	✓	Updater	
TL16 - Acknowledgement of a report of ASB within 24 hours	Andy Vincent Dharini Chandarana	No Data Target: 95		No Data Target: 95		97% (97/100) Target: 95	✓	Updater	



Housing

Service Plan

September 2015 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.

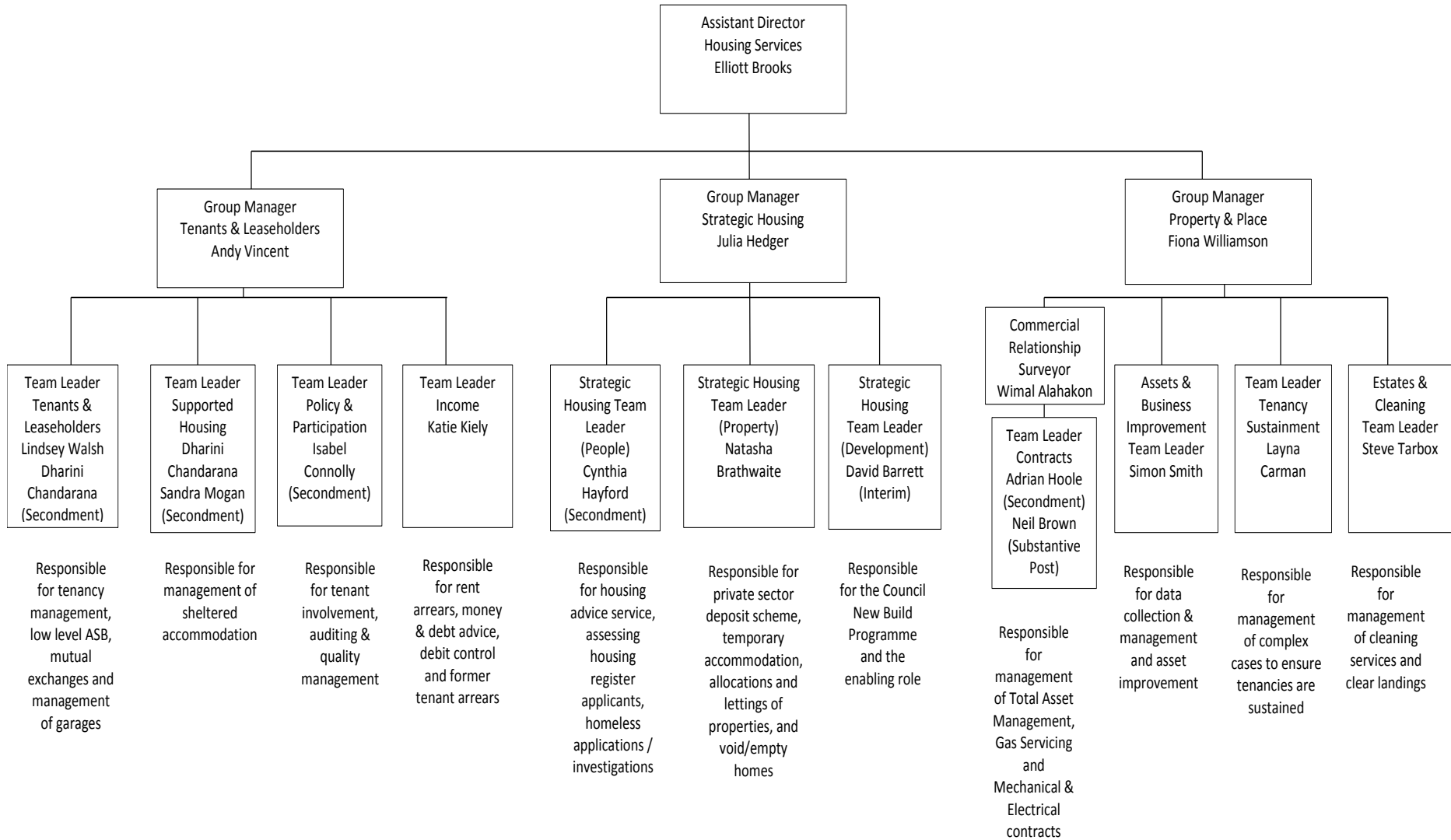
Relevant Policies and Strategies

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 announced by the government recently will have an impact which will need to be monitored and reflected in the Council’s HRA Business Plan. Officers are currently reviewing the Council’s HRA Business Plan to fully reflect the impact of proposed changes in government policy.</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>

Flexible & Remote Working – The Council promotes the approach of encouraging new ways of working whilst ensuring 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.

IT and equipment have to be 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
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>The Group Manager for Tenants and Leaseholders is leading the Council's Digital Inclusion Project. This includes a programme of tenant training on IT is being undertaken and promoting wider access to the internet and the financial benefits this brings.</p> <p>Mapping of digital exclusion is also 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>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 the recruitment of tenants to</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>

	<i>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>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>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 has been undertaken – the strategy document is now being put together for December 2015</i>
Review our Financial Inclusion Strategy and develop a strategy from 2016-2019	<i>The purpose of this strategy is to assist tenants to get access to financial services which can often be restricted from people with the lowest levels of income.</i>	<i>Income Team Leader</i> <i>Commences March 2015 completed by</i>	<i>Revenues & Benefits</i>	<i>The review of the existing strategy does not commence until March 2015</i>

		<i>December 2015</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) achieved practical completion by the end of March 2015 with Farm Place completed in June 2015 (due to some issues with discharging planning conditions.) All new homes are occupied.</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, which started on site January 2015 and is progressing well. Completion is due by April 2016. Tring (Queens Court) is due to start on site 5th October. Other schemes in progress include 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 and are increasingly busy.</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 Achieve Gold Standard Status</i>	<i>N/A</i>	<i>Peer Review was completed in February 2015, with an action plan for improvements specifically around the service provided from CSU. Processes have been fully reviewed with a new referral procedure to the Housing Team in place from August 2015. The NPSS have also changed the way the Gold Standard can be achieved, therefore it will not be possible to achieve this status by Autumn 2015. A further peer review has been arranged for March 2016 with the aim to achieve Bronze status summer/autumn 2016 (this is dependent on NPSS being able to assess the criteria within these</i>

		by Autumn 2015		timescales).
Set up a single non-priority project group, obtain commitment from partner agencies.	<i>To eradicate street homeless to help the Council to achieve Gold Standard status.</i>	<i>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 has continued to meet quarterly to focus on reducing single non-priority homeless.</i>
Develop a Young Persons Housing Strategy	<i>To set out a long term plan for meeting the housing needs of young people living in the Borough</i>	<i>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 and drafting the document. On target to complete for December 2015.</i>
Develop Help to Rent offer	<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>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. Team are working well with a focus on recruiting new landlords to the scheme.</i>
Woolmer Drive – New Temporary Accommodation	<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>Woolmer Drive was completed in June 2015 and is currently fully occupied. The property has a crash pad facility for 16 and 17 year olds to ensure the Council meets the Governments recommendation to place no 16 and 17 year olds in B&B accommodation.</i>
Through HMEC ensure that both Osborne & Sunrealm work with the Council and tenants to ensure that there is choice and consultation surrounding renewals	<i>Put in place protocol of consultation through HMEC</i>	<i>Group Manager Property & Place</i> <i>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. The tenant and leaseholder participation is currently being</i>

of doors, kitchens, bathrooms and that boilers are suitable for the needs of the tenants				reviewed to ensure that the various participatory bodies represent a wider number of views of those individuals who have recently experienced repairs or planned works. Osborne and Sun Realm will continue to attend meetings as appropriate to the various work strands that are being reviewed.
Complete the review of service provided to Leaseholders		Group Manager Tenants & Leaseholders December 2014	N/A	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 Complete
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.		Team Leader Cleaning Services & Tenant Involvement Team Ongoing	N/A	The cleaning service has appointed a lead officer to improve the improve supervision and monitoring of the service. <ul style="list-style-type: none"> • Cleaning Standard booklet issued to all residents and also available online • Satisfaction survey currently via the STAR but considering other additional methods of survey • 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 • Equipment and chemicals constantly reviewed and replaced where necessary • Training in house, and from suppliers of equipment and chemicals to reinforce health and safety and appropriate use of the products. • Staff acting as eyes and ears reporting maintenance issues when encountered • Run a team which patrols to ensure all internal communal areas are clear in line with the Clear Landings policy. • The new window cleaning contract will provide the rota for the sites so that these can be proactively monitored by the Supported Housing Officers.
That Grounds Maintenance should be a regular agenda item		Team Leader Housing Asset Management	Clean Safe & Green	HMEC have had a member sitting on the monthly joint Housing/Clean Safe and Green (CSG) meetings to enable better understanding of the frequency and scope of work which is

<p>for Housing Maintenance and Environment Committee (HMEC) with a view to monitoring standards and investigating options for improving levels of satisfaction.</p>		<p>Ongoing</p>		<p>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 empty homes are for review by the tenant and leaseholder scrutiny panel which will provide a further opportunity for the service to be monitored.</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 increasing numbers of residents finding it difficult to reach the correct person when</p>		<p>Assistant Director – Housing</p> <p>Ongoing</p>	<p>Corporate Customer First project sponsored by Chief Exec</p> <p>Digital Dacrum</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 ensure that housing's needs and those of our tenants and leaseholders are considered.</p>

<i>contacting the Council and the Housing Service in particular.</i>			<i>Corporate Project</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 April 15</i>	<i>N/A</i>	<i>An approach to Neighbourhood Management was launched in April – this 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>

This page is intentionally left blank

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

Recent government announcements relating to both Social Rent Policy and RTB policy will have a significant impact on the HRA Business Plan in the short, medium and long term. Officers are currently 'modelling' scenarios to present to Members with the intention to revise the HRA Business Plan and take to TLC/Scrutiny/Cabinet in October 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
--------------	------------------	-----------



<p>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.</p>	<p>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.</p>	<p>Recently Agreed New Homelessness Strategy</p> <p>Recent Study carried out to report to CMT regarding trends and demand for the DBC Homelessness Service as a comparative to 12 months ago</p>
--	---	--

Sign Off and Comments

Sign Off Complete

Rather than a full review which will take place in 2016 the Homelessness Strategy will be 'updated' over the coming months to reflect certain legislation and procedural changes. No strategic alteration will take place.

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	
<p>Inability of the contractor to secure contract extensions 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.</p>		<p>Regular contract review through a matrix of operational, 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.</p>		<p>Strategic Core Group Minutes Key Performance Indicators</p>	

Sign Off and Comments

Sign Off Complete

Year 1 completed and successful review resulted in 1 year rolling extension awarded



June 2015

HL_I03 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 Quarterly Housing Fire Safety Group attended by Fire Service		All Risk Assessments / Notes of meetings available for review	
Sign Off and Comments					
Sign Off Complete					

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	

June 2015



Page 42



June 2015

Appropriate Support to individuals living in sheltered accommodation and if not given there is risk to health and wellbeing of some of our most vulnerable residents	Supported Housing Operational Procedures. Partnership working with other agencies. Effect use of SPRINT – sheltered housing IT system. This allows for more robust record keeping and management of visits and support plans Line management structure within supported housing including performance management structure (1:1s and appraisals).	Supported Housing Officer Procedures
Sign Off and Comments		
Sign Off Complete		

HSR03 Failure to Deliver the Council's New Build Programme					
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
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					

June 2015

Page 44

June 2015

New Build Development Programme currently being reviewed due to government announcements which will effect the HRA Business Plan

June 2015

Page 46



AGENDA ITEM: 8

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	16th September 2015
PART:	1
If Part II, reason:	

Title of report:	Resident Services quarter 1 performance report, 1/4/2015 to 30/6/2015
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officer, Julie Still, Group Manager – Resident Services/David Austin, Assistant Director
Purpose of report:	(1) Monitoring and information
Recommendations	1) That members note the report and identify any areas where they require additional information or reports of specific projects.
Corporate objectives:	Safe and Clean Environment Building Community Capacity Dacorum Delivers
Implications:	<u>Financial</u> Within existing budgets
'Value For Money Implications'	<u>Value for Money</u>
Risk Implications	See risk register in report
Equalities Implications	
Health And Safety Implications	
Consultees:	Service Team Leaders, Community Safety Co-ordinator

Background papers:	Service Reports, Police reports (JAG), CorVu, Community Safety report from Community Safety Co-ordinator
--------------------	--

Housing and Community Overview and Scrutiny Quarter 1, 2015 – 2016

1 Introduction

1.1 This is the first quarter performance report for the Residents Services Group which forms part of the wider Neighbourhood Delivery service area and covers the period 1st April 2015 to 30th June 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 Appendix 1

4 Risk

4.1 Operational Risk Register - See Appendix 2

5 Resident Services – 1st Quarter Achievements.

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

6 Community Safety Partnership

6.1 1/4/15 to 30/6/2015 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	+9%	+166	2033	5 th
Burglary	UP	+1%	+1	89	3 rd
Vehicle Crime	DOWN	-21%	-49	184	5 th
Violent Crime	UP	+69%	+210	512	6 th
Criminal Damage	UP	+1%	+4	307	6 th
ASB	UP	+13%	+104	914	5 th

- 6.2 Following the changes in the Crime Recording procedure which were introduced by Hertfordshire Constabulary prior to April 2014, we now have a baseline against which the figures for 2015/16 can be compared and as can be seen from the table above, a 9% increase in recorded crime is indicated.
- 6.3 A more meaningful measure of performance at this stage can be taken from looking at the crimes/incidents per 1000 population and then comparing the position of Dacorum in relation to the other 9 districts in the county as the changes in recording procedure have affected all districts.
- 6.4 What can be seen is that with the exception of an above average performance in domestic burglary, Dacorum is placed right in the middle in terms of performance in the county. This indicates a good performance across the partnership in a borough which has the highest population in the county, a varied demography and at a time of making the best use of existing resources.
- 6.5 It must always be borne in mind that because of the relatively low level of crime in Dacorum, small increases in numbers of crime can lead to large percentage rises, so when making use of these figures is advisable not to rely on percentages alone.
- 6.6 The Community Safety Partnership (CSP) strategic assessment for the next year will be completed during the Autumn but the priorities for 15/16 are as follows.

Strategic Priorities 2015/16

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

Young people and vulnerable as well as reassurance are included across all priorities.

- 6.7 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.
- 6.8 For members information a full performance report of the Fire and Rescue Service April 15 to July 15 is attached at appendix 3. The same warning regarding the use of percentage rises applies for this report due to the low numbers involved.

7 Anti-Social Behaviour

- 7.1 Reports of anti-social behaviour for the first quarter have increased by 13%. Anti-social behaviour is regularly discussed at the Community Safety Partnerships Joint Action Group (JAG) and the Anti-social behaviour Action Meeting and the rise in reports can be attributed to certain individuals, groups and specific incidents.
- 7.2 The Anti-social behaviour team are extremely busy dealing with a number of complex cases and have obtained 3, suspended possession orders on Dacorum Borough Council properties, agreed 4 Acceptable Behaviour Contracts (ABC's) with youths and obtained 2 injunctions to prevent anti-social behaviour both which have a power of arrest attached to them.
- 7.3 There are a number of Court hearings pending which relate to breach of injunctions which are tenure neutral and can be used against any person causing anti-social behaviour regardless of tenure.
- 7.4 Led by the ASB Team, partnership working continues to deliver 'Silver Street' sessions not only at Dacorum Borough Council's sheltered schemes but also at any older persons group that make a request. The meetings have proved to be very popular and there have been 24 sessions at a range of venues since April where safety advice has been given to our residents and practical support given.
- 7.5 Advice and support ranges from crime prevention advice, how to report and who to talk to about anti-social behaviour, and Trading Standards taking details of people who receiving scam mail and writing to the companies to ask them to stop as well as taking names for residents who want to be included on the telephone and mail preference service.

8 Quarter 2 – 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. In particular the use of Community Protection Notices and Public Space Protection Orders.

9 Neighbourhood Action

- 9.1 During the first quarter of this year there have been 10 Neighbourhood Action steering group meetings with 52 residents attending.
- 9.2 **Dacorum Youth Involvement** – The Youth Forum had a change of officer in May and continue to meet on a monthly basis and have updated their webpage and agreed to meet at the Old Town Hall where they will be delivering a project on Community to include an exhibition in the gallery in October 2015.

- 9.3 A visit to local schools from international cyclist Lauren Creamer was organised prior to the Women's Tour of Britain. Micklem and Aldbury Schools were visited by Lauren and the Active Communities Officer who also took the smoothie bike to promote healthy eating and exercise.
- 9.4 The **Interfaith Group** – continue to meet on a monthly basis supported by the Active Communities Officer. April saw the annual general meeting, May had an enlightening a presentation on Islam and the difference between Sunni and Shi'a and May a presentation on Alzheimer's and wished to discuss how people with Alzheimer's could be supported within faith based communities.
- 9.5 **Women's Tour** - On 21st June Dacorum once again raised its profile in the international sporting world by hosting the final stage of the Aviva Women's Tour 2015. The top international female cyclists raced to the finish line on Leighton Buzzard Road at Gadebridge Park were the final stage was won by British rider Hannah Barnes.
- 9.6 The community event supporting the tour was a great success with charity and community stalls commenting of selling out. Community and friends groups took the opportunity to sign up new members/volunteers (Friends of Gadebridge Park 79 new members).
- 9.7 The race was supported along most of the 22 miles through Dacorum with estimated crowds of around 5000 and the race organisers were extremely satisfied with Dacorum as a venue.
- 9.8 **Verge Hardening** – 2 areas were completed this quarter. Farland Road in Adeyfield saw a scheme that created 15 additional bays and Elm Tree Walk in Tring saw 6 bays.

10 Quarter 2 2015-16 priorities for Neighbourhood Action: -

- 10.1 Deliver Tring Love your Neighbourhood event in August.
- 10.2 Commence annual consultation for Neighbourhood Action
- 10.3 Annual Neighbourhood Action meetings.
- 10.4 Complete Verge Hardening Project

11 Adventure Playgrounds

- 11.1 This quarter saw 21,899 attendance at the playgrounds (aged 6-13). This included a successful Easter programme which delivered a wide range of opportunities for service users.
- 11.2 Attendances at the Youth Clubs was down to 827 attendances for the Dacorum Borough Council sessions but in addition to this, Youth Connexions have been delivering 3 sessions from Grovehill, Adeyfield and Chaulden Adventure Playgrounds.

11.3 Since 2010, training for staff has been prohibitively expensive with the cost to train an employee to a level 3 standard extremely high. However recent research has identified training which will develop staff, is appropriate for the needs of the playgrounds and which meets OFSTED requirements. Five staff will start their training in July and will be supported by the Lead Officers.

12 Quarter 2 2015-16 priorities

- 12.1 Prepare and deliver summer programme
- 12.2 Continue work with Get Set Go Dacorum
- 12.3 Prepare for National Play days

13 CCTV

13.1 The Community Control Centre continues to extend its remit and offer a service to a range of new customers.

13.2 The Elms CCTV system is now monitored by this service and a new system at Woodwells Caravan Site. In addition to this there are a range of new sites and customers considering the new control centre as a monitoring option.

13.3 Work continues on the development of Dacorum's new policy and procedures for CCTV which will reflect the Surveillance Commissioners statutory code of practice introduced in the Protection of Freedoms Act 2012. This document will be available for consultation in the Autumn and will be a corporate approach to the use of all public space surveillance.

13.4 The code aims to ensure that where there is use of overt surveillance cameras in a public space, that their use is: in pursuit of a legitimate aim; necessary to meet a pressing need; proportionate; effective, and; compliant with any relevant legal obligations. The new policy and procedures will reflect these requirements and give guidance on the process to consider new cameras as well as justifying existing ones.

13.5 During this quarter there have been 628 incidents captured and 60 requests for footage.

14 Quarter 2 2015/16 priorities CCTV: -

- 14.1 Ongoing planning and implementation of code of practice
- 14.2 Development of CCTV/Community Control services
- 14.3 Increase customer base and income

15 Old Town Hall

15.1 The first quarter of this year has been a challenging one for the Old Town Hall with unavoidable staff shortages at critical programming times.

15.2 The staff at the Old Town Hall performed exceptionally well to cover the absences in a specialist area and delivered a comprehensive programme for the season despite the lack of a Team Leader and Lead Officer.

15.3 The Lets Dance programme has been a resounding success and has required an additional session to meet demand. A collaboration with Get Set Go Dacorum has secured funding for further sessions in the Autumn.

15.4 Following on from the success of the first Arts Award project, funding has been sourced to deliver a further project and work continues with Boxmoor School on developing the Arts Awards further.

16 Quarter 2 2015/16 priorities Old Town Hall

16.1 Deliver Look Out Pop Up events

16.2 Autumn brochure

16.3 Launch of sale of Autumn Season

16.4 Review Marketing Audit and develop strategy.

17 Safeguarding and Prevent

17.1 Public sector frontline staff have been identified as a key group that can make an important contribution to the identification and referral of individuals who may be vulnerable to radicalisation.

17.2 During June 2015, 5 officers from the Resident Services Team attended train the trainer courses to deliver the Home Office accredited training for WRAP – Workshops Raising Awareness of Prevent.

17.3 Prevent is part of CONTEST the Governments Counter Terrorism Strategy and focuses on early identification, intervention and support to prevent vulnerable persons being drawn into or supporting extremism.

17.4 The expectation is that all frontline staff within Dacorum Borough Council are trained and that this training is also delivered to the employees of frontline contractors.

17.5 The training aims to deliver the following objectives: -

- An understanding of the Prevent Strategy and the individuals role within it.
- The ability to use existing expertise and professional judgement to recognise the vulnerable individuals who may need support
- Local Safeguarding and referral mechanisms and people to contact for further help and advice.

17.5 Training will start in October and be ongoing.

This page is intentionally left blank

QUARTERLY PERFORMANCE

Resident Services








June 2015

All Measures



Page 55

Measure	Owner & Updater	Jun 2015 Result	Trend	Mar 2015 Result	Jun 2014 Result	Actions	Comments	Sign Off
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Nicola Bryant	730 Reports Info Only	↗	202 Reports Info Only	461 Reports Info Only		Owner There is an upward trend in reports of ASB. A number of individuals responsible for repeated ASB incidents have been identified and there is an action plan in place to address this.	✓
ASB03 - Number of current flare cases open for ASB	Julie Still Nicola Bryant	239 Cases Info Only	↗	81 Cases Info Only	111 Cases Info Only		Owner Reports are steady and complex in their nature	✓
ASB04 - ASB – Service requests responded to within target	Julie Still Nicola Bryant	94.30% Target: 98.00		No Data Target: 98.00	No Data Target: 98.00		Updater Owner There was a short period of delay in getting online submissions to the appropriate officer - this is now resolved and performance should improve	✓
ASB05 - ASB – Cases closed within 60 days.	Julie Still Nicola Bryant	78% Info Only		No Data Info Only	No Data Info Only		Updater this represents the percentage of cases closed within 60 days Owner This reflect the complexity of the 22.5% of cases that are not closed within the 60 days. These cases are often subject to legal action and the wait for a court hearing	✓
CCTV01 - Requests for CCTV footage	Julie Still Jim Guiton	60 Requests Info Only	↘	90 Requests Info Only	80 Requests Info Only		Owner For management information only	✓
CCTV02 - Number of Incidents Recorded	Julie Still Jim Guiton	628 Reports Info Only		No Data Info Only	399 Reports Info Only			✗
CYP01a - Number of Children Attending Adventure Playgrounds	Julie Still Pat Fox	21899 Target: 21899	↘	46000 Target: 23000	23000 Target: 23000		Owner Attendance is good and increasing	✓
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	827 Attendances Target: 1400	↘	1142 Attendances Target: 1020	1391 Attendances Target: 1300		Owner Attendance numbers are down due to closure of the venues over Easter and due to staffing issues	✓
CYP02 - Number of young people involved in Community and Youth Democracy events	Julie Still Joe Guiton	110 People Target: 500	↘	525 People Target: 350	60 People Target: 400		Updater Due to Neighbourhood Action re-structure and the Womens Tour there has been a reduction in youth projects due to workload.	✓

Measure	Owner & Updater	Jun 2015 Result	Trend	Mar 2015 Result	Jun 2014 Result	Actions	Comments	Sign Off
OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	58.00% Target: 65.00		68.50% Target: 75.00	51.30% Target: 57.00		Owner Attendance is below target - this seasons programme was late going on sale due to a vacant post and a long term sickness situation. The team work extremely hard to deliver the programme in the absence of a Team Leader and Lead Officer	
OTH02 - Old Town Hall User Satisfaction	Julie Still Sara Railson	No Data Target: 90.00		0.00% Target: 85.00	No Data Target: 85.00		Owner The new satisfaction survey has not been introduced due to staff resources.	
OTH03 - Number of private hire bookings of the Old Town Hall	Julie Still Sara Railson	32 Bookings Info Only		25 Bookings Info Only	9 Bookings Info Only		Owner Bookings continue to rise with the Cellar being a popular venue	
REG02 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	Chris Troy Nicholas Egerton	90.91% (30/33) Target: 95.00		100.00% (226/226) Target: 95.00	84.21% (32/38) Target: 95.00		Owner Four inspections due for June will be inspected in July which will ensure we meet the targets required by the Food Standards Agency	

OPERATIONAL RISK REGISTER

June 2015



2) Neighbourhood Delivery - David Austin

ND_E05 Response to EH Emergencies

Category: Health and Safety	Corporate Priority: Health & Safety	Risk Owner: David Austin	Portfolio Holder: Cllr Janice Marshall	Tolerance: Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
3 Likely	5	15 Red	3 Likely	3 High	9 Amber
Consequences		Current Controls		Assurance	
<p>Failure to respond to a serious EH/PH Incident involving death, harm or injury (or potential to cause these) could have catastrophic consequences to individuals , communities, businesses and the environment. An outbreak of infectious disease for example could spread further unmitigated. Chemical hazards left uncontrolled in the environment could continue to expose individuals to explosion, fire and chemical burns. A biological hazard such as legionella has potential to cause a serious health hazard if uncontrolled.</p>		<p>Ensure there is sufficient resilience and expertise in Regulatory Services to manage an incident and control the risks. Training carried out on a regular basis which covers roles and responsibilities.</p> <p>There are arrangements in place for other LA's to provide cover in emergency. Any incident would be managed by TL or GM.</p>		<p>Mass casualty /CBRN incidents would be covered by Centralised emergency plans.</p> <p>Local emergency plans tested on an annual basis. LA outbreak plans peer reviewed.</p>	
Sign Off and Comments					
<p>Sign Off Complete</p> <p>No other comments at this stage.</p>					

OPERATIONAL RISK REGISTER

June 2015



ND_E01 General enforcement

Category: Technical/Operational	Corporate Priority: Health & Safety	Risk Owner: David Austin	Portfolio Holder: Cllr Janice Marshall	Tolerance: Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
2 Unlikely	3 High	6 Amber	2 Unlikely	2 Medium	4 Green
Consequences		Current Controls		Assurance	
Lack of resource for Enforcement could result in a failure to meet statutory duties imposed by central government. This could result in Legal action, poor reputation and most likely put the public at risk in terms of their health or safety. Failure to employ officers of sufficient calibre or monitor competence could also have similar consequences.		Resources maintained to a level which will achieve statutory inspection targets and respond to any complaints in a timely fashion. Ensure that officers employed by DBC have the required level of competence commensurate with their level of responsibility. There are arrangements in place for other LA's to provide cover in emergency.		Annual Inspection reports to FSA. Performance published on FSA website All officers required to do CPD. All EH Targets reported quarterly at H&C Overview & Scrutiny Committee and any resource issues identified. Service Plans identify key priorities and emerging issues. All enforcement actions are taken in accordance with the Councils Enforcement Policy which has been reviewed and approved by Cabinet.	
Sign Off and Comments					
Sign Off Complete No comments at this stage.					

ND_E02 Direct enforcement action

Category: Technical/Operational	Corporate Priority: Health & Safety	Risk Owner: David Austin	Portfolio Holder: Cllr Janice Marshall	Tolerance: Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
2 Unlikely	4 Severe	8 Amber	2 Unlikely	3 High	6 Amber

OPERATIONAL RISK REGISTER

June 2015



Consequences	Current Controls	Assurance
Direct enforcement action resulting in closure of businesses, curtailment of commercial operations or sanctions against individuals. Immediate enforcement action is taken in response to serious contraventions of EH or PH legislation and the impact on businesses and individuals can be far reaching. The types of enforcement action include closure of premises (residential or commercial), works in default, prohibition of processes and sanctions against individuals. The consequences of getting this wrong is very serious and could result in compensation claims as well as legal action against DBC	Ensure that officers employed by DBC have the required level of competence commensurate with their level of responsibility. Enforcement protocols followed and any direct action is overseen by a team leader/GM. In many cases the Ass Director will also be advised.	All enforcement action is taken in accordance with the Councils Enforcement Policy and corresponding regulators code.

Sign Off and Comments

Sign Off Complete

None at this stage.

ND_E03 Primary Authority

Category: Financial	Corporate Priority:	Risk Owner: David Austin	Portfolio Holder: Cllr Janice Marshall	Tolerance: Treating
Inherent Probability 2 Unlikely	Inherent Impact 4 Severe	Inherent Risk Score 8 Amber	Residual Probability 1 Very Unlikely	Residual Impact 2 Medium
Consequences		Current Controls	Assurance	
DBC has a number of Primary Authority Partnerships and		Ensure that full cost recovery is achieved at the	PA budgets are reviewed on a monthly basis and with	

OPERATIONAL RISK REGISTER

June 2015



the income from these partnerships pay for the salaries of the specialist EHO's. If any of the larger companies suddenly terminated their contract this would result in an immediate deficit in funding. There is also a risk that failure to give the correct technical advice could have far reaching implications nationally and could result in legal action against DBC. There would also be legal implications if we blocked an enforcement action by one of the enforcing Authorities and a challenge was upheld.	beginning when contracts are agreed and throughout the term of the partnership. Ensure that officers employed by DBC have the required level of competence commensurate with their level of responsibility. If specialist officers left the authority other officers in the team could take over duties on a temporary basis.	the larger companies such as Tesco's there is an annual assessment of performance and key objectives.
--	---	---

Sign Off and Comments

Page 60
Sign Off Complete

ND_E04 Pest Control

Category: Reputational	Corporate Priority: Safe and Clean Environment		Risk Owner: David Austin	Portfolio Holder: Cllr Janice Marshall	Tolerance: Treating
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
3 Likely	4 Severe	12 Red	2 Unlikely	2 Medium	4 Green
Consequences		Current Controls		Assurance	
Failure to honour contracts or provide effective treatments could result in a loss of income and loss of reputation. The incorrect use of pesticides could result in harm to the public and non-target species and could result in compensation claims against the Council.		Ensure that pest control officers employed by DBC have undergone appropriate training. All PCO's have successfully completed the BPCA course and are familiar with the correct use of pesticides and other eradication techniques. COSHH risk assessments are carried out.		A log of training is maintained by the Team Leader. COSHH risk assessments are reviewed on an annual basis.	

Sign Off and Comments

OPERATIONAL RISK REGISTER

June 2015



Sign Off Complete

ND_M02 Failure to reach our most vulnerable citizens, in particular the elderly and disabled, in the provision of housing assistance i.e. grant aid and loan schemes

Category: Marketplace	Corporate Priority: Safe and Clean Environment	Risk Owner: David Austin	Portfolio Holder: Cllr Janice Marshall	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	
Leads to essential repairs and disabled adaptations not being undertaken, resulting in (non Council owned) dwellings remaining unfit for purpose and a reduction in the quality of the housing stock.		<ul style="list-style-type: none"> - The housing assistance scheme being completely reviewed to offer a comprehensive package - The Private Sector Housing Renewal Strategy being reviewed to reflect this - IT system being re-programmed to capture more sophisticated performance data 		There have been no issues to date with performance in this area.	

Sign Off and Comments

Sign Off Complete

No further comments at this stage.

OPERATIONAL RISK REGISTER

June 2015



ND_RO2 CCTV – Not implementing the mandatory Public Surveillance Code of Practice

Category: Reputational	Corporate Priority: Safe and Clean Environment	Risk Owner: David Austin	Portfolio Holder: Cllr Neil Harden	Tolerance: Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
3 Likely	3 High	9 Amber	2 Unlikely	2 Medium	4 Green
Consequences		Current Controls		Assurance	
A failure to implement the code of practice is likely to result in an intervention from the Surveillance Commissioner (Part of the Information Commissioners Office) and an improvement notice or closure of the system		A full compliant policy and procedure is currently being drafted and will be implemented in the permitted time span.		Full training will be given to all staff A corporate approach is being applied to all Public Space CCTV within DBC Monitoring and regular review will form part of the procedures	
Sign Off and Comments					
Sign Off Complete The work on the new policy has commenced and progress will be monitored.					

ND_RO4 Adventure Playgrounds – failure to manage risk of adventure play

Category: Reputational	Corporate Priority: Safe and Clean Environment	Risk Owner: David Austin	Portfolio Holder: Cllr Neil Harden	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	2 Green

OPERATIONAL RISK REGISTER

June 2015



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

Sign Off and Comments

Sign Off Complete

No further comments at this stage.

NO RO5 Old Town Hall – increased competition from other providers

Category: Marketplace	Corporate Priority:	Risk Owner: David Austin	Portfolio Holder: Cllr Neil Harden	Tolerance: Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
2 Unlikely	3 High	6 Amber	1 Very Unlikely	2 Medium	2 Green

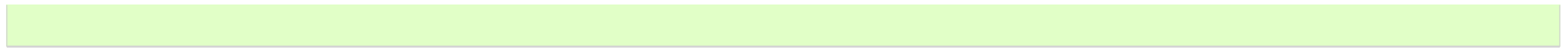
Consequences	Current Controls	Assurance
The consequences of increased competition could impact on the attendance at the Old Town Hall and the Cellar Club	A wide range of genres offered to a wide range of age groups The Old Town Hall's reputational standing	Experienced staff setting the programme

Sign Off and Comments

Sign Off Complete

OPERATIONAL RISK REGISTER

June 2015



ND_RO1 Lack of capacity to deliver Neighbourhood Action/Love Your Neighbourhood					
Category: Reputational	Corporate Priority: Building Community Capacity		Risk Owner: David Austin	Portfolio Holder: Cllr Neil Harden	Tolerance: Treating
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
3 Likely	3 High	9 Amber	2 Unlikely	1 Low	2 Green
Consequences		Current Controls		Assurance	
A failure to act on priorities as identified by residents, members which are supported by the Dacorum 'Knowing What Works' (EBDM) process		Demand is managed by NA Officers who manage expectations of residents and members. All projects to be assessed and supported with evidence of need and a full evaluation		There is a new team structure in place to manage this process. All projects require an evidence base to proceed and are targeted on a needs basis	
Sign Off and Comments					
Sign Off Complete					

ND_RO3 Community Safety and Anti-social behaviour – failure to address ASB at an early stage and identify vulnerable or repeat victims					
Category: Reputational	Corporate Priority: Safe and Clean Environment		Risk Owner: David Austin	Portfolio Holder: Cllr Neil Harden	Tolerance: Treating
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score

OPERATIONAL RISK REGISTER

June 2015



2 Unlikely	4 Severe	8 Amber	1 Very Unlikely	4 Severe	4 Green
Consequences		Current Controls		Assurance	
A failure to identify vulnerable or repeat victims of ASB /crime could result in extreme outcomes – as in the Pilkington case. This would result in not only the damage to the victim but significant damage to reputation and trust of the Council		Shared IT systems with Police and other partners Dedicated ASB Team Community Trigger Early intervention meetings with partnerships Monitoring of emerging Community Safety trends		Highly trained and experienced staff Strong Community Safety Partnership with good working relationships with partners.	
Sign Off and Comments					
Sign Off Complete					

Page 65

This page is intentionally left blank

Dacorum – Community Safety Partnership (CSP)

Date: April 2015 to July 2015

Hertfordshire Fire & Rescue Service Performance Report

District Commander: Andy Hopcraft

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 2015 – July 2015

(Activity Comparison against previous year)

	Deliberate Fires	Primary Fires	Fire Injuries
Hertfordshire	+27% (361 to 460)	+3% (437 to 450)	-24% (17 to 13)
Dacorum	+41% (41 to 58)	+4% (51 to 53)	Equal 0

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

Deliberate Fires in buildings, vehicles and other outdoor locations have risen by 27% across the County and in Dacorum this year have risen by 41%, compared with the same period last year.

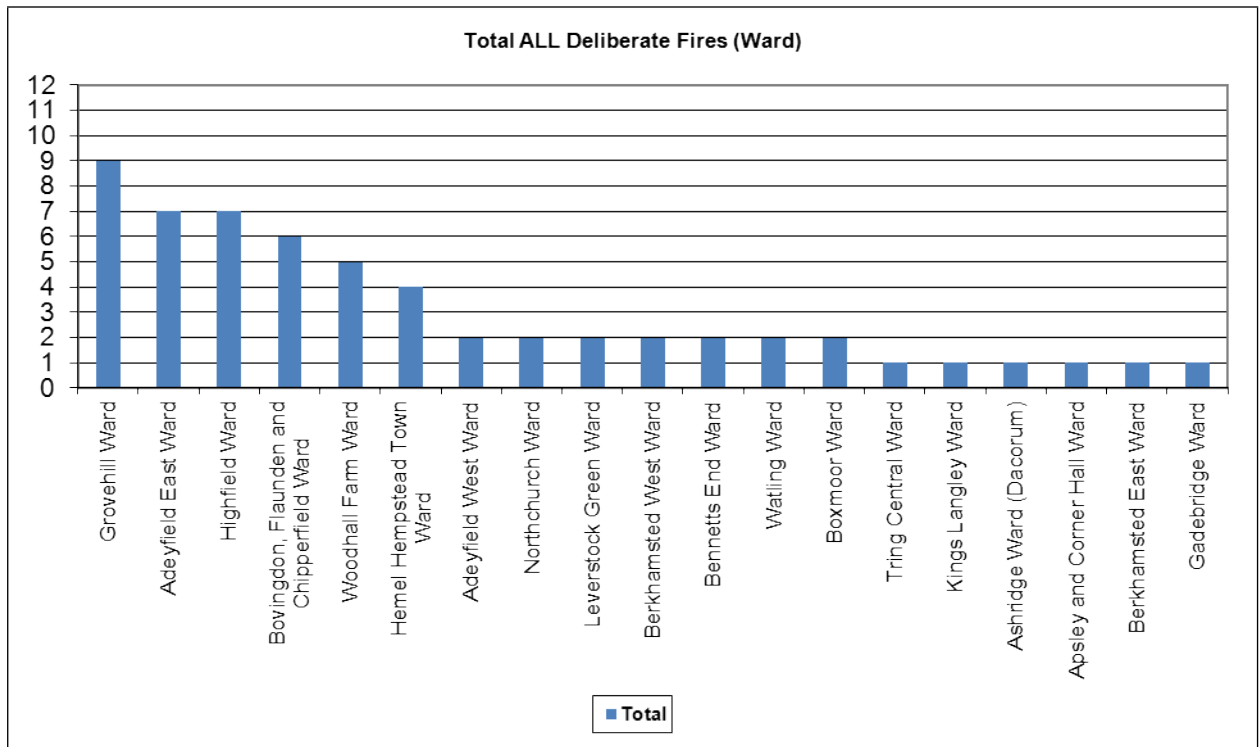
Grovehill Ward had the highest number of Deliberate Primary Fires excluding vehicles with 4. A number of Wards had 0.

Grovehill, Northchurch, Berkhamsted West, Adeyfield East, Leverstock Green and Boxmoor Wards are the only Wards to have had a Deliberate Vehicle Fire.

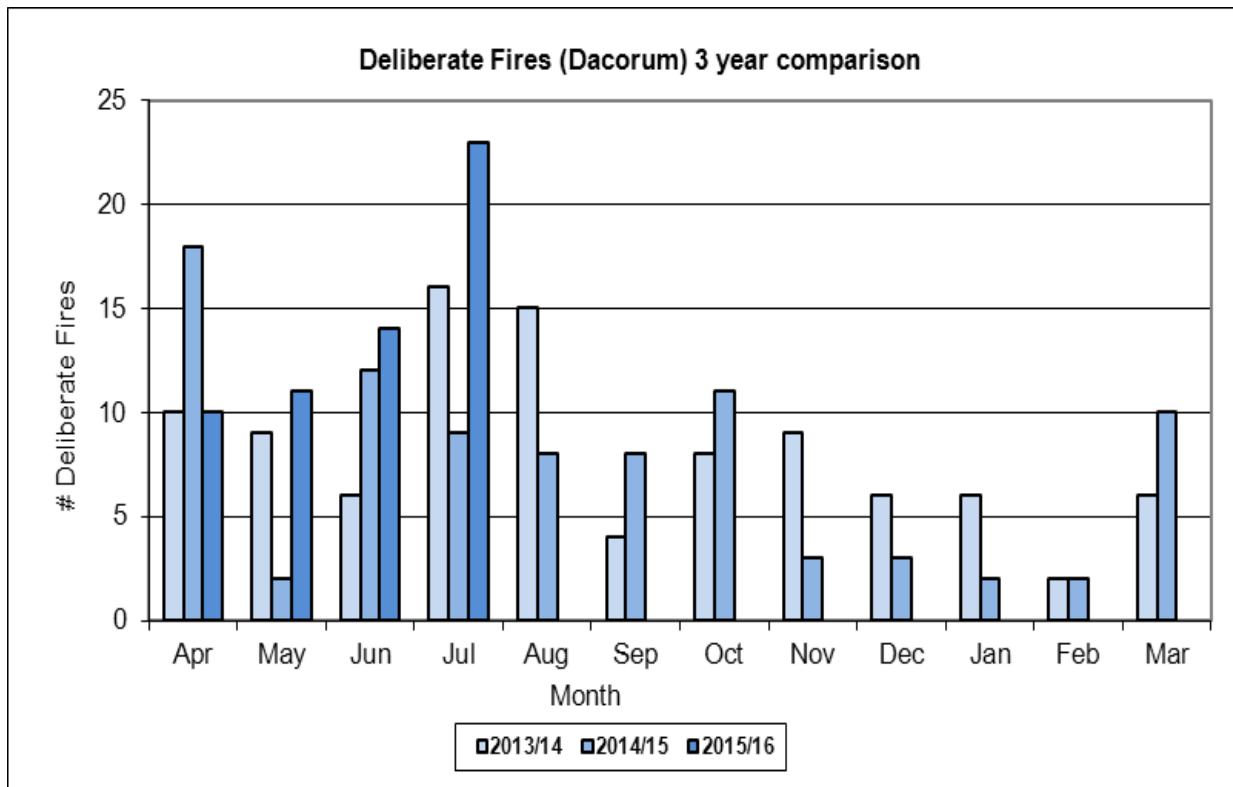
Adeyfield East, Highfield and Woodhall Farm Wards had the highest number of Deliberate Secondary Fires with 5. A number of Wards had 0.

Overall this year Grovehill Ward had the highest number of Deliberate Fires with 9.

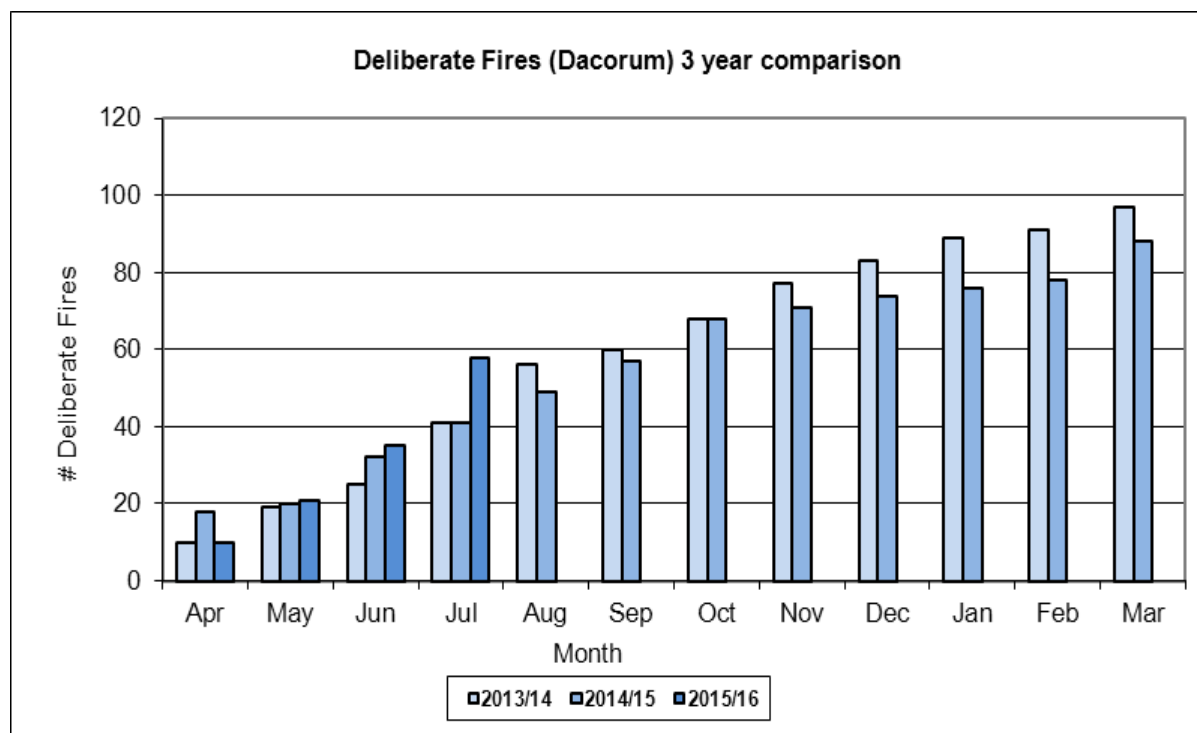
All Deliberate Fires in Dacorum- by Ward (April 2015 – July 2015)



Deliberate Fires in Dacorum (Month on Month) (April 2015 – July 2015)



Deliberate Fires in Dacorum (Cumulative) April 2015 – July 2015)



Ward(s) with highest Deliberate Fires

Grovehill Ward

INCIDENT_NUMBER	Property Type	ADDRESS
012081-23072015	61 Tent / Marquee / Gazebo	KATRINE SQUARE,HEMEL HEMPSTEAD
011993-22072015	51 Tree Scrub / Single Tree / Hedgerow	HUNTING GATE,HEMEL HEMPSTEAD
010045-27062015	34 Private Garage Greenhouse / Shed	STEVENAGE RISE,GROVE HILL,HEMEL HEMPSTEAD
009578-21062015	65 Outdoor Storage	LOMOND ROAD,HEMEL HEMPSTEAD
008763-08062015	01 House	LAPWING CLOSE,HEMEL HEMPSTEAD
008700-07062015	57 Refuse Bin / Rubbish Tip Wheelie Bin / Skip	KATRINE SQUARE,HEMEL HEMPSTEAD
008696-07062015	71 Other Outdoor Location	HATFIELD CRESCENT,HEMEL HEMPSTEAD
008226-30052015	44 Road Vehicle	CRAWLEY DRIVE,HEMEL HEMPSTEAD
005186-09042015	53 Private Garden / Allotment	CLAYMORE,HEMEL HEMPSTEAD

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

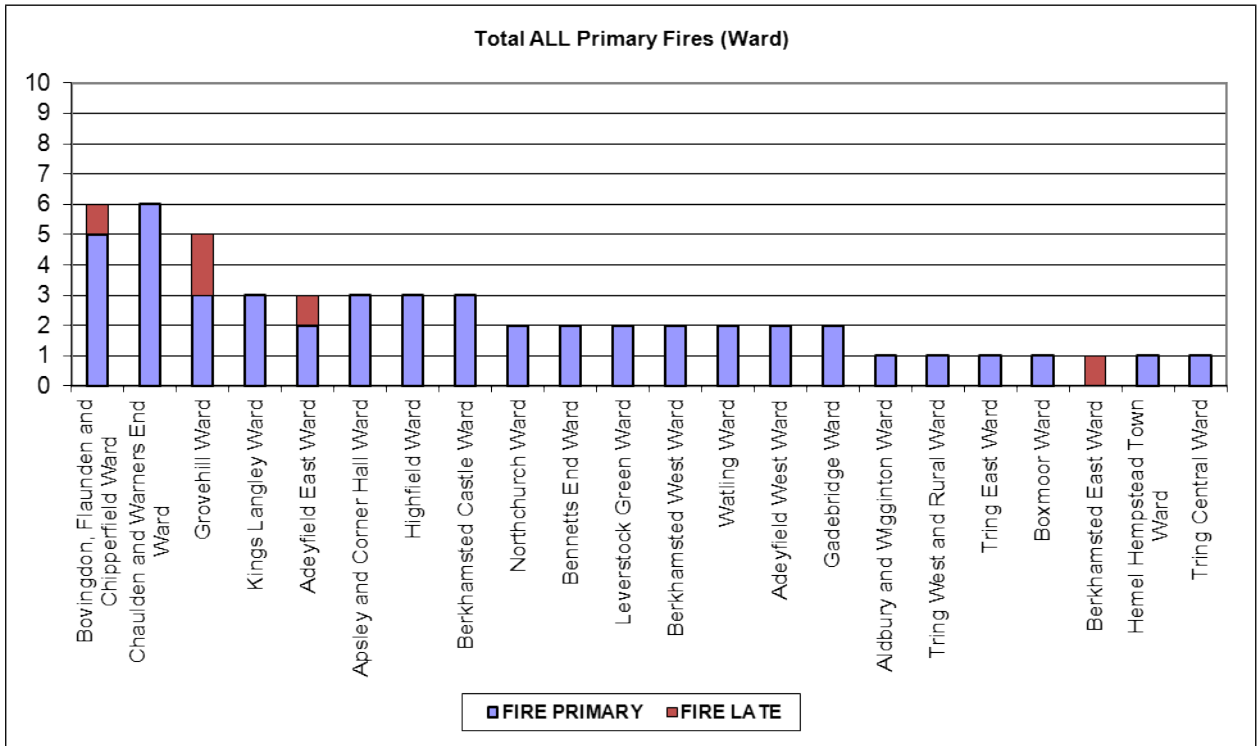
Primary fires across the County have risen by 3% and across Dacorum this year have risen by 4% compared with the same period last year.

Chaulden and Warners End Ward had the highest number of Primary Fires excluding vehicles this year with 6. A number of Wards had 0.

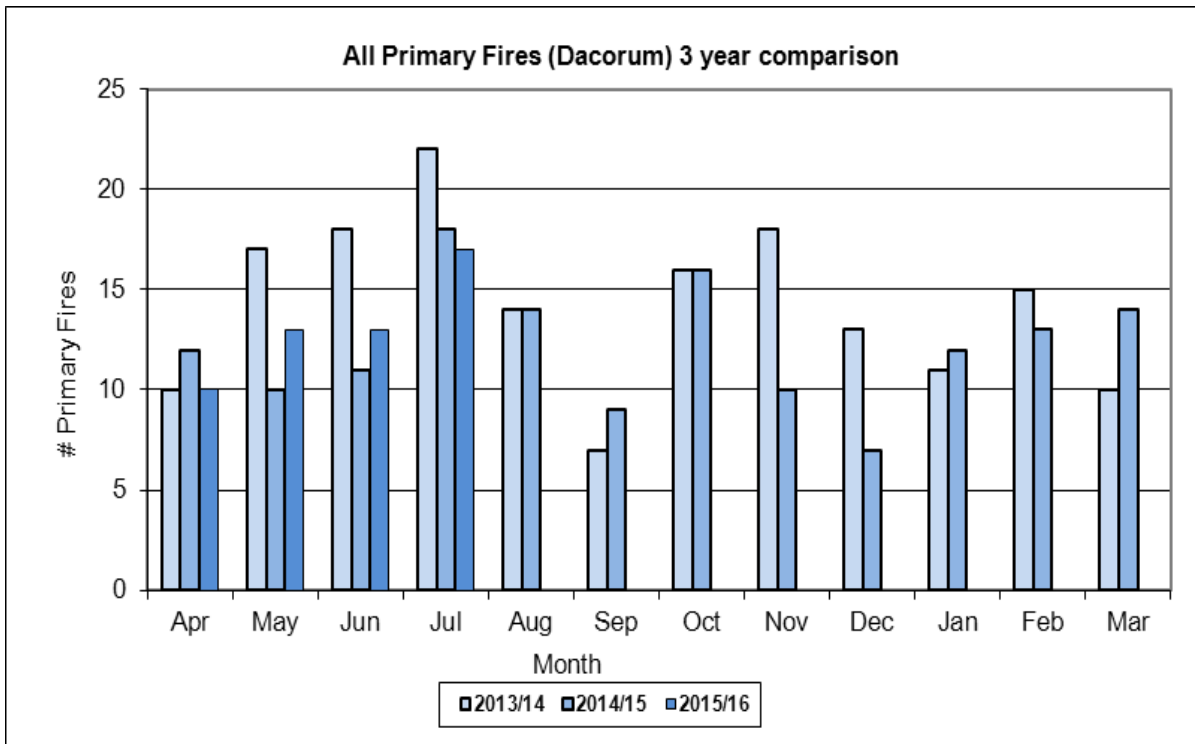
Watling and Apsley and Corner Hall Wards had the highest number of Vehicle Fires with 2. A number of Wards had 0

Overall Bovington, Flaunden and Chipperfield and Chaulden and Warners End Wards had the highest number of Primary Fires with 6. Nash Mills, Ashridge and Woodhall Farm Wards had 0.

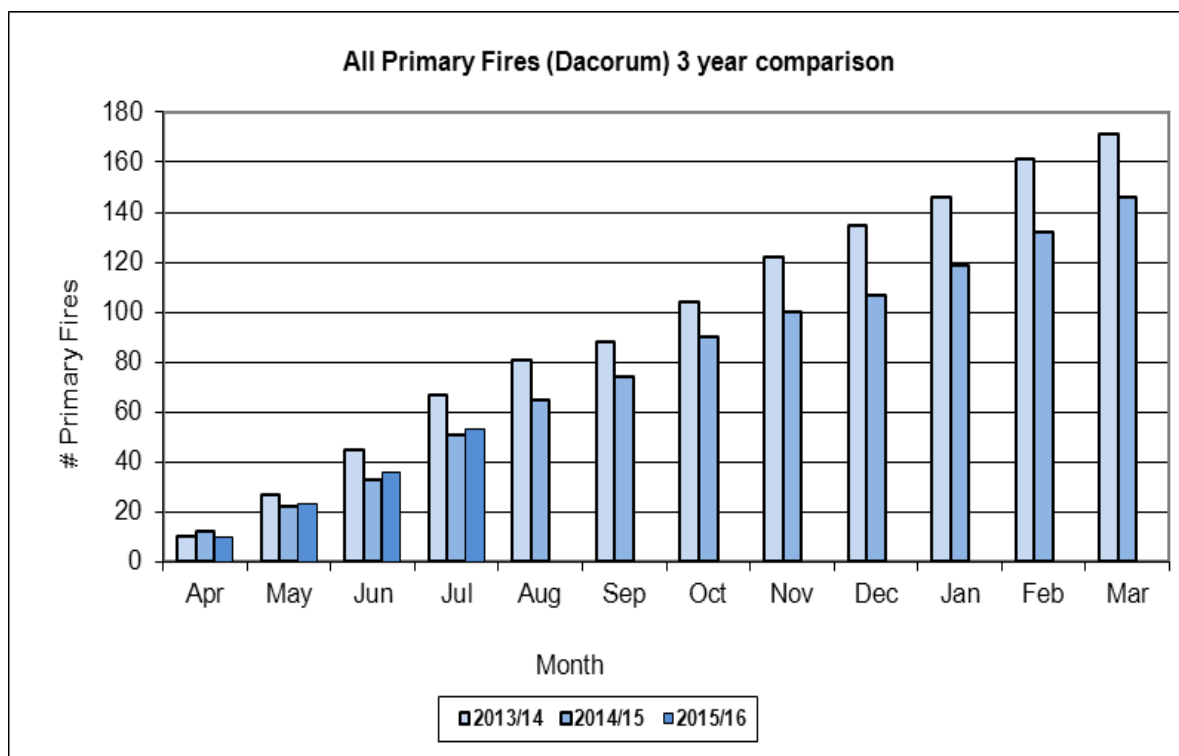
Primary Fires (incl. Vehicles) by Ward in Dacorum (April 2015 – July 2015)



Primary Fires in Dacorum (Month on Month) (April 2015 – July 2015)



Primary Fires in Dacorum (Cumulative) (April 2015 – July 2015)



Primary Fire Injuries

Primary Fire Injuries across the County have fallen by 30% this year, and across Dacorum they are equal with 0 compared with the same period last year.

RTC by Ward in Dacorum (April 2015 – July 2015)

Hertfordshire Fire and Rescue have attended 137 Road Traffic Collisions during the period of April 2015 to July 2015. 17 of those incidents have been in the Dacorum District.

Grovehill Ward had the highest number of RTCs with 3. A number of Wards had 0

Grovehill Ward

INCIDENT_NUMBER	Property Type	ADDRESS
009508-20062015	44 Road Vehicle	REDBOURN ROAD,HEMEL HEMPSTEAD
005547-14042015	44 Road Vehicle	MERSEY PLACE,HEMEL HEMPSTEAD
005046-07042015	44 Road Vehicle	BASILDON SQUARE,HEMEL HEMPSTEAD

This page is intentionally left blank



AGENDA ITEM: 9

SUMMARY

Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	16/09/2015
PART:	1
If Part II, reason:	

Title of report:	Quarter One Performance Report – Regulatory Services
Contact:	Cllr Janice Marshall, Portfolio Holder for Residents and Regulatory Services Author/Responsible Officers: Chris Troy, Group Manager, Regulatory Services Dave Austin, Assistant Director (Neighbourhood Delivery)
Purpose of report:	To provide Members with the performance report for quarter 1 in relation to Regulatory Services.
Recommendations:	That Members note the report.
Corporate objectives:	Resources and Value For Money; Optimise Resources and Implement Best Practice.
Implications:	Financial: None.
‘Value For Money Implications’	Value for Money: Monitoring Performance supports the Council in achieving Value for Money for its citizens.
Risk Implications	Risk Assessment completed for each service area as part of service planning and reviewed quarterly. Key risks are

	<p>recorded on the Council's Risk Register which has been updated recently.</p> <p>The key risks relate to not achieving statutory targets and failing to protect the public/businesses from Environmental Health Risks :</p> <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 1 (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 1 Performance Indicators

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

According to Corvu there is some slight slippage on this PI. This was due to access issues (some smaller premises are not always open when officers do the unannounced visits) and also there are issues with the way the planned inspections are generated on Corvu, which is currently being looked into. All outstanding inspections were completed in the first week of quarter 2 and this will not adversely affect the overall annual PI or the Food Standards Agency targets.

2.2 REG06-Percentage of noise complaints completed in 60 days

There has been slippage in this area due to long running noise investigations and due to delays obtaining noise diary sheets from complainants. 51 out of 68 complaints were closed in 60 days. This trend is likely to continue whilst we have to deal with more complex investigations.

3. Food Safety Enforcement

3.1 One hygiene improvement notices was served on food businesses in the last quarter, relating to lack of food safety management systems, hygiene and poor temperature control. One premises agreed to voluntarily close due to a mouse infestation and the proprietor was issued with a caution.

3.2 Officers undertook a project to connect with many of the cricket and bowls clubs in Dacorum to make sure they had up-to-date food safety information at the beginning of their busy seasons.

4. Environmental Protection

4.1 Two men were prosecuted Sections 33 and 34 of the Environmental Protection Act 1990. They pleaded guilty to leaving waste at a recycling site and were fined over £1,400 plus costs. A third person was issued with a caution for similar offences.

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

5. Air Quality

5.1 The Hertfordshire Air Quality Strategy is now finalised and can be viewed on the 'hertsdirect' website. The District councils in Hertfordshire have received Public Health funding for air quality monitoring and Dacorum is in the process of adapting an existing monitor to include analysis of a wider spectrum of pollutants.

6. Primary Authority

6.1 DBC formed a new Primary Authority partnership with Costco to advise them on Health & Safety issues. This provides a good example of how local authorities can work with businesses to enhance regulatory standards

nationally. This partnership is funded by a full cost recovery agreement and will be reviewed after one year to ensure ongoing financial commitment.

7. Corporate Health and Safety

- 7.1 The 1st quarter priorities included the delivery of health manual handling & risk assessment training, fire safety, fire evacuation plans and development of alcohol policy.

Other longer term projects include:

- Review the organisation & arrangements for delivering H&S
- On-line assessments for Display Screen Equipment
- Develop more detailed corporate H&S plans
- Auditing
- Development of Health & Safety Coordinators

8. Private Sector Housing

- 8.2 DBC prosecuted Mrs Bunker at Watford Magistrates Court on the 11th May 2015 for a breach of the Housing Act 2004 for operating an illegal HMO and 8 breaches of the Management of Houses in Multiple Occupation (England) Regulations 2006. Ms S Bunker pleaded Guilty by Post and was fined £1400 for the operation of a HMO without a licence, £1000 per offence of the Management Regulations, Victim support of £120, Legal Costs £4500 a total of £14,220

- 8.3 A Final Management Order was served on Mrs Bunker in relation to a House In Multiple Occupation, 11 The Glen, Hemel Hempstead which has enabled us to take over full management of the property.

9. Outdoor Events

Officers provided EH advice to 10 outdoor events during this period. This involved speaking to event organisers and undertaking inspections to the sites, giving advice on hygiene and safety, as well as monitoring legal compliance during the events.

10. Sustainability

- 10.1 An external audit of Cupid Green Waste Depot took place on the 10th April 2015, no new non conformities were raised. On 5th May 2015 Grovehill Adventure Playground & Kingshill Cemetery were audited by BSi – successfully resulted in no new non conformities being raised.
- 10.2 June 10 – 11th – Internal Auditors were trained by SGS Ltd to become Internal Auditor qualified.
- 10.3 Data loggers attached to water meters highlight continuous flow at Old Town Hall & Berkhamsted. After investigation this was due to a lack of control over the flow rate for urinals. Urinal controls were fitted & water dropped.

Measure	Owner & Updater	Jun 2014 Result	Trend	Mar 2015 Result	Trend	Jun 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	85.71% (36/42) Target: 95.00		100.00% (58/58) Target: 95.00		90.91% (30/33) Target: 95.00		Owner Four inspections due for June will be inspected in July which will ensure we meet the targets required by the Food Standards Agency
REG03 - Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	Chris Troy Nicholas Egerton	99.33% (744/749) Target: 98.00		97.82% (898/918) Target: 98.00		98.81% (913/924) Target: 98.00		Owner Noted
REG05 - Percentage of Noise cases closed within 60 days	Chris Troy Nicholas Egerton	85.51% (59/69) Target: 90.00		90.74% (49/54) Target: 90.00		75.00% (51/68) Target: 90.00		Owner There are a couple of long running/complex investigations including noise from Motorsport activity at Bovingdon Airfield. We are not able to close these down until a resolution has been reached.
REG06 - Disabled Facilities Grants - percentage of final payments made within 6 months following approval	Chris Troy Nicholas Egerton	75.00% (9/12) Info Only		80.00% (8/10) Info Only		84.62% (11/13) Info Only		Owner Noted

Key Actions



HOUSING AND COMMUNITY Overview & Scrutiny Committee: Work Programme 2015/16

***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.*

Meeting Date:	Report Deadline	Items:	Contact details:	Background information	Outcome of Discussion
Page 79	28 May 2015	Quarter 4 Performance Reports (& Quarter 4 Operational Risk Reports)	(PH – M Griffiths, N Tiley, N Harden)		
		Performance Reports- Housing	E Brooks, Assistant Director, Housing		
		Performance report- Resident Services	J Still, Group Manager, Resident Services		
		Q4 Budget Monitoring Financial Report	R Baker, Group Manager, Finance		
		Complaints Annual Report	Robert Smyth	New item, never been done before, agreed with Elliott that they will ask the committee if they still want this!	
		Update on Tring and Berkhamsted Sports Centre	Steve Baker		
8 July 2015	25 June 2015	Mobile Homes Policy 2015	Nicholas Egerton		
		Enforcement Policy	Nicholas Egerton		

Meeting Date:	Report Deadline	Items:	Contact details:	Background information	Outcome of Discussion
<p>16 September 2015</p> <p>Page 80</p>	<p>3 September 2015</p>	<p>Quarter 1 Performance Report (& Q1 Operational Risk Reports)</p> <p>Performance Reports-Housing</p> <p>Performance report-Resident Services</p> <p>Q1 Budget Monitoring Financial Report</p> <p>Regulatory Services</p> <p>Annual Review of HRA Business Plan</p>	<p>(PH – M Griffiths, N Tiley, N Harden)</p> <p>E Brooks, Assistant Director, Housing</p> <p>J Still, Group Manager, Resident Services</p> <p>R Baker, Group Manager, Finance</p> <p>James Deane/Chris Troy</p> <p>Elliott Brooks</p>	<p>Move to October or November – Elliott to advise</p>	
<p>14 October 2015</p>	<p>1 October 2015</p>	<p>Sports Centre Report Annual update</p> <p>Love your neighbourhood</p> <p>Performance Review – Total Asset Management Contract & Gas installation and servicing contract</p>	<p>Steve Baker?</p> <p>Julie Still/Emily Rae</p> <p>Fiona Williamson</p>		

Meeting Date:	Report Deadline	Items:	Contact details:	Background information	Outcome of Discussion
		Assigning Tenancies	Andy Vincent/Fiona Guest		
11 November 2015	29 October 2015	Quarter 2 Performance Report (& Q2 Operational Risk Reports) Performance Reports- Housing Performance report- Resident Services Q2 Budget Monitoring Financial Report Regulatory Services	<i>(PH – M Griffiths, N Tiley, N Harden)</i> E Brooks, Assistant Director, Housing J Still, Group Manager, Resident Services R Baker, Group Manager, Finance James Deane		
Joint Budget 8 December 2015	23 November 2015	Joint Budget OSC Budget 2015-2016 <i>Ideally no further items to be added</i>	James Deane		
27 January 2016	14 January 2016				

Meeting Date:	Report Deadline	Items:	Contact details:	Background information	Outcome of Discussion
Joint Budget 2 February 2016	18 January 2016	Joint Budget 2015-2016 <i>Ideally no further items to be added</i>	James Deane		
16 March 2016 Page 82	3 March 2016	Quarter 3 Performance Report (& Q3 Operational Risk Reports) Performance Reports- Housing Performance report- Resident Services Q2 Budget Monitoring Financial Report Regulatory Services	<i>(PH – M Griffiths, N Tiley, N Harden)</i> E Brooks, Assistant Director, Housing J Still, Group Manager, Resident Services R Baker, Group Manager, Finance <i>James Deane</i>		

Items to be scheduled:

TLC Members (speak to Andy Vincent)