

## MINUTES

### HOUSING AND COMMUNITY OVERVIEW AND SCRUTINY

3 JULY 2019

**Councillors:** Adeleke (Vice-Chairman)  
England  
Imarni (Chairman)  
Pringle  
Arslan  
Durrant  
Oguchi  
Hollinghurst  
Barry  
Freedman  
Mahmood  
C Wyatt-Lowe

**Officers:**

Natasha Beresford	Group Manager - Strategic Housing
Alex Care	Community Partnerships Team Leader
Claire Foster	Community Partnership and Wellbeing Officer
Cynthia Hayford	Homeless Prevention and Assessment Team Leader
Alan Mortimer	Group Manager - Property and Place
Ian Prendergast	Interim Group Manager Property and Place
Matt Rawdon	Group Manager - People
Linda Roberts	Assistant Director - Performance, People and Innovation
Carly Thomas	Independent Reviewing Officer
Layna Warden	Group Manager - Tenants and Leaseholders

**Also in Attendance:** Councillor Banks  
Griffiths

The meeting began at 7.30 pm

#### 45 MINUTES

The minutes from 05 June were agreed and then signed by the Chairman.

#### 46 APOLOGIES FOR ABSENCE

Apologies were received from Cllr Suqlain Mahmood, substituted by Cllr Sobaan Mahmood and Cllr Bassadone, substituted by Cllr Colette Wyatt-Lowe

#### **47**                    **DECLARATIONS OF INTEREST**

The Chairman confirmed that in relation to agenda item 9, she is Board Member at Dacorum Sports Trust.

Councillor England confirmed that he used to be an admin for a leisure facilities and not for profit, which was a pressure group around the time of the tender.

#### **48**                    **PUBLIC PARTICIPATION**

There was no public participation.

#### **49**                    **CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE IN RELATION TO CALL-IN**

None.

#### **50**                    **YOUTH CONNECTIONS UPDATE**

K Haswell and R Brown presented the update on YC Hertfordshire to the Overview and Scrutiny Committee.

Cllr Pringle asked how vulnerable people were identified. K Haswell advised that they are identified through various agencies, including Social Care and Targeted Youth Support, Police, GP's, schools and colleges, self-referral. We work with young people with LDD, care leavers, young carers, BME and travellers. Referrals can come from any agency that works with us.

Cllr Pringle asked if staff were aware of and trained in various autistic spectrum disorders, including how to identify pathological demand avoidance. K Haswell confirmed that they have a learning disabilities team, which all the personal advisors are trained and we have staff who run create a spark programme who are trained to the level they need to be to recognise certain traits in young persons. Also all those young people will have an allocated personal advisor to work with in tandem with professional range worker that runs the programme. The programmes are designed to work with young people that have different additional needs.

Cllr Pringle asked if a person is suspected of having an unidentified condition is there a facility to refer them for additional help. K Haswell said they would go back to the Learning Disabilities Team and talk to the personal advisor for any Education and Health Care Plan (EHCP) has been turned down, we would put forward a recommendation that it was reassessed. Also as part of our statutory work on the advice and guidance side we provide all the preparation for adulthood part of the EHCP, so we will meet with the young person, we take into consideration their views and the views of the parents/carers. We prepare a legally binding document that is assessed and put into the EHCP as part of that document.

Cllr Hollinghurst queried the support provided to Tring and asked when this was going to be addressed and how can the offer be improved in schools which are academies. K Haswell confirmed that they work in Tring School and offer information, advice and guidance in a preventative service, we do a lot work with young people and then include them in the local youth offer. We do detached work in Berkhamsted and Tring on a Friday night and we often work with young people on the streets, we run street projects. As far as working with another organisation in Tring that would be through Tring School.

Cllr Hollinghurst said that it leaves Tring Town Councils contribution through the Temperance Hall out on a limb and quite a lot of public money has been invested in it, so could you broaden the offer in Tring to include the Temperance Hall. K Haswell said she would be happy to discuss this separately to see if there is anything we can do, but couldn't promise anything due to budget pressures.

Cllr Pringle mentioned that The Swan Budget in Berkhamsted has a great reputation and is well valued by parents and children, but they are constantly begging for money including frequently asking parents for contributions otherwise they are going to shut down. Cllr Pringle asked if the funding for The Swan is secured for the future. K Haswell confirmed they are nothing to do with the funding and that they had in partnership provided a youth worker every Monday to run a session for sexual health, risk behaviour and healthy relationships, but have no say in funding for them. N Beresford added that in relation to funding, the service for Swan Foyer is similar to the service at George Street in that it is funded by Housing Related Support payments via Herts County Council, which is under constant review. Some of our services are provided by Housing Related Support funding and have been subject to between 5 and 10 percent cuts over the last few years, so any queries around the funding should be directed to Herts County Council Commissioning Team.

Cllr England asked if it was a problem with young people using foodbanks or presenting at your services and being hungry. K Haswell confirmed there was young people presenting as homeless or at risk of homelessness or in poverty and we would always support them to contact the foodbank. K Haswell also advised that they run an independent living skills project where we help with cooking on a budget, there is a training kitchen at Bennetts End, we encourage them to understand how to budget and there is some accredited units they can do, we also work very closely with any partnership that helps to support that young person. There is definitely a trend of young people coming in that are more at risk of homelessness than there has been in the past and there are young people that use foodbanks far more than they may have done 2 or 3 years ago.

Cllr England asked if YC Herts were able to refer young people to the foodbank. K Haswell confirmed they were able to refer to foodbanks.

Cllr Adeleke mentioned that on page 4 of the presentation it says that lost contacts are 37 and asked if that figure was for a year. K Haswell confirmed that it was and that they are tasked by the DFE to report back on every young person transition from year 11, 12 and 13, every young person should have an offer of education or employment when they leave school. We do lose contact with some young people but we do all sorts of things to find them, we use social media and we do door knocking, young people move on, they change their phone, if they leave school the

school won't always know where they've gone. We have a target for lost contacts and a target for NEATS as well.

Cllr Adeleke asked if the 37 target is for each year. K Haswell confirmed that each year they are given a target called the destination activity survey, it starts in July when the young person finishes school and tracks right through to December.

The Chairman asked if the 37 target is ½ percent. K Haswell said that it was. The Chairman said that about 7,500 young people per year that use the service. K Haswell confirmed that it was, anyone from 13 to 19 can use the service and we have to track year 11, 12 and 13.

Cllr Pringle asked if records are kept on the 37 lost contacts and what proportion are care leavers, have special educational needs or have come from at risk backgrounds. K Haswell advised that they do have that information and it can be analysed into which cohort that young person comes from, they generally tend to be the more disadvantaged young person that drops out and doesn't have the wherewithal to keep in touch.

Cllr Oguchi enquired how success is measured with the programmes and how do you intend to improve the services in the near future. K Haswell said that they work very closely with young people and focus groups through the youth council to ask them what they want. We are tasked with looking after the more vulnerable groups and we measure success through working with young people, we do some 1 to 1 work to gain their trust, we do an action plan, we will broker them into the most suitable project, we use a tool called my star and that's all within six weeks of starting with us and at the end of the project we would look to see how they have moved on, so that's how we prove the journey of the young person. Success is measured by youth at risk, by not getting back into the criminal justice system and moving away from that behaviour, we encourage them to mentor other young people and we have also had youth support workers who have actually been to our projects, became volunteers and are now youth support workers. We also track young people and part of our tracking is making sure they are going on to something they achieve. Making sure they get into positive outcomes and being able to evidence that outcome. We very much have evidence of the journey of that young person. RB also mentioned that not every young person is going to successfully take that up at that particular time, for us our work is about relationship building, at some stage in the future a young person may very well come back and say that they didn't take in on at that time but now I do understand it and can move forward.

The Chairman said that she sits on the Police and Crime Scrutiny Panel and is particularly interested in knife crime and wanted to know what percentage of the users are at risk of being involved, either as a victim or as a perpetrator and also she would like to understand how big an issue it is in Hemel Hempstead. K Haswell said that a huge percentage of young people who access the service are at risk of being a victim, we see more and more people coming through that admit they carry a knife for protection. Our youth at risk is kept separate because we don't want to encourage any culture that young people think it's a grooming programme for gangs, so we are very careful about who comes onto that youth at risk programme. People that are on the programme are low level perpetrators just in the bottom of the criminal justice system. Young people who are more at risk are not put on the programme, we would work with them and their social worker on a 1 to 1 basis. There is a lot

more young people in fear of being a victim of violence than there are on our programmes with young people that carry a weapon. We have a zero tolerance on any weapon carrying and every young person is told when they start our programme if they disclose something that's harmful to someone else, then we would inform the Police and appropriate authorities. We have had some real successes with young people actually stopping and realising the effects, but in answer to your question a much higher percentage are frightened of being a victim. R Brown added that young people that are referred to us, in terms of the early intervention work, then we would be doing things like school assembly's or workshops so that we are talking and having that discussion with young people, kind of getting their mindset and maybe dispelling some threats, so it's about education before we get to a drama situation. The Chairman said that she would be interested to contact you outside of the meeting to discuss what you offer.

Cllr Hollinghurst enquired about the offer with schools in Tring, that it's been mentioned that you don't work with them but you do work with The Swan and asked when will YC Herts start working with schools, some of which are academies and therefore more difficult for people to access. Cllr Hollinghurst also asked how the democratic deficit will be tackled so that Cllrs can become more involved in the work that they are doing. K Haswell confirmed that working with schools is completely separate to the youth offer and it's a commissioned service for schools, meaning they buy our services, the youth service is a funded service. K Haswell said that they will work with any agency but they have finite resources and decisions were made when a restructure was carried out 2 years ago. K Haswell advised they were quite happy to work with the Swan and if they came and asked them to do work, if she has the staff and you have young people, we can come and asked Cllrs to get in touch with her for a discussion.

Cllr Pringle asked about the young people that are untraceable or who had undiagnosed ADHD/Autism type disorders or people with such disorders who didn't actually have an education health and care plan, if you found that the situation with the notoriously long waiting lists for CAMHS and also the shortage for educational psychologists in Hertfordshire has had a direct impact on accessibility of young people with special needs having their needs met, simply because there hasn't been the resources to properly assess them. Cllr Pringle also asked if they found young people more vulnerable because of the lack of access to services and the lack of provision of educational psychology. K Haswell said that it certainly makes them more vulnerable and is why they were tasked in setting up the supporting you programme, which is a pre-trans programme which is for young people who aren't with CAMHS or with an educational psychologist. We also offer a CBT programme. There is definitely a shortage in Hertfordshire including staff in YC Herts and it does have an effect, anxiety levels are increasing in young people.

Cllr Pringle felt that CBT with young cohorts that doesn't include the very most vulnerable who, would you agree, they are often at risk of not having their needs met at all through the system because of the lack of resources to determine their needs and has that got worse in the last couple of years or has it remained as bad as it was around 2016. K Haswell replied that the waiting list for CAMHS has increased, anxiety levels in young people are higher than ever, there aren't the services to provide support, hence the reason we are now a targeted service.

The Chairman asked for clarification on whether that was due to a lack of facility because resources have stayed the same and the anxiety levels have increased or vice versa. The Chairman remembered when she was at school there was never this topic of mental health in young people, there was 1 or 2 in a school of 1,000, whereas now she is aware that the percentages are much higher. We need to understand if it's the vulnerability that has increased or whether people are more aware of it or whether it's a resource issue. K Haswell said there was less resource, YC Hertfordshire have had budget cuts, there is more awareness of mental health issues and young people and their parents are far more self-aware. We are also more aware of the issues young people are facing, also an awful lot of issues could be dealt with in the home if parents knew how to parent.

Cllr Wyatt-Lowe said there had been a lot of comments about lack of resource, quite often you don't need extensive resources to improve a service, innovation will help a service deal with those issues, also the amount of publicity that is being given to mental health in young people and she was glad to know that they can come to YC and get the help they need, that is to be welcomed.

The Chairman said it would be good for us to have K Haswell and R Brown's contact details as a lot of Cllrs that are quite interested in what you do and it would be good to invite you back to Committee periodically to get updates. The Chairman will arrange with Member Support.

## **51                    HOMELESS REDUCTION ACT UPDATE**

N Beresford presented the update on the implementation of the Homeless Reduction Act and asked the Committee for questions.

Cllr England said congratulations on this work, it's really important, people in highly stressful situations that maybe they didn't expect. Cllr England added that the report is percentages within percentages, so 80% of 60% were vulnerable people which means 48%, so about half of people coming through the doors are vulnerable. They are coming to us with a problem and we need you to help, the Homelessness Reduction Act has absolutely been a culture change and there has been more caseload, you are dealing with a lot so keep it going.

Cllr Pringle asked about the high proportion that are vulnerable does not translate into high needs for housing, clearly vulnerable people are very highly represented in that group, do they need assistance and early intervention before it gets to that stage. In particular you mentioned a number of agencies that are not joined up, does that include social services, education, CAMHS, NHS, etc. At what level is there responsibility for ensuring that these are joined up and these interventions are put in place before people actually get to this stage. N Beresford said that you were right, the level of vulnerability isn't necessarily borne out in the vulnerability in relation to housing, so the vulnerability around complex behaviours, drug and alcohol misuse or mental health, is aside from any other vulnerability in relation to the client have fled domestic abuse or having a financial vulnerability or have been subject to exploitation, it's very separate. There are a whole other traits that we are having to deal with. In relation to joined up, it's all of those agencies that proves very challenging for us on a daily basis, there is a high proportion of our clients that are crossing all of those services at any one time, so when a client comes to make a

homeless presentation there is a very high likelihood that they will have been a history of rent arrears, engaging with ASB team, have come across the Community Safety Unit or the Police, it's a particular challenge. We have tried to engage with the agencies and we have worked quite hard to try to achieve that, the reason the Mental Health Sub Group was set up with the support of Cllr Tindall, was because we had difficulties in actually getting Adult Care Services and Community Mental Health to consistently attend our Homeless Forum and to this day they do not. We have excellent core support from the voluntary sector agencies, but trying to get other statutory agencies involved and engage is very challenging. A lot of that is due to resourcing and the challenges of managing a client base, because we have the same challenges here, in terms of managing increasing caseload with the same numbers of staff.

C Thomas added that we've only been in place since the beginning of the year but we've made some great inroads already through our connections with the CCG, we were able to include some requirements in the tender contract that went out to the services. For example they are required to engage with certain services and take a more flexible approach to the complex cases for who the natural system doesn't work due to the nature of their needs. We've been able to influence that in the tender documents. We are working closely with HPFT to try and create a separate pathway for a particular cohort of that complex group, someone whose needs are so complex that the normal processes do not work and we are looking at different projects and models to reach that core group of people that we are seeing an increasing approach for.

C Hayford mentioned that the biggest challenge is that our partners believe that Housing is the cause of everything, so if someone is homeless rather than look at other issues, like mental health, finances, etc. they all look to us for help. At the moment there are 10 young people waiting in temporary accommodation where we don't even know we can move them to, because general needs are not suitable as they can't manage their own tenancies and there are no supported housing schemes to refer them to. Also when you contact other partners, they all say no it's a housing problem. The other issue is where there is a duty to refer them to us and at the moment the only agency that's referring them to us is Job Centre Plus, they all wait until it hits crisis and they just turn up on the day homeless or discharged from the hospital with mental health issues.

N Beresford said that the service is delivering a very good service currently, but when there are pressures we may have five emergencies turn up on the day requiring immediate temporary accommodation, if we could have been made aware of problems several weeks prior where they had interacted with some of those statutory and voluntary organisations who are not complying with the duty to refer, we could have helped before crisis point.

The Chairman asked what the solutions were. N Beresford replied that the Government are looking at whether they should set up Homeless Reduction Boards to try co-ordinate around managing that. N Beresford was unsure if that would help as these organisations have all known that for the last two years there is a duty to refer and those aren't being done, which means there is a lot of firefighting and crisis management.

Cllr Oguchi mentioned the report says that 40% of approaches are made when the applicant is threatened with homelessness and that every time she had discussed homelessness with someone they always said that they have approached the Council as soon as they get the letter of eviction or telling them to vacate and the Council says they have to wait until they are actually homeless, this is what people think they have to do and what I've been told. Also if you are saying you do not get referrals Cllr Oguchi asked if these might be related. C Thomas confirmed this might be a hangover from the way things were before the introduction of the Homelessness Reduction Act. When the HRA came in it introduced three stages, the duty for local authorities to act when someone is threatened with homelessness, before this local authorities were expected to but it wasn't a duty, a lot of local authorities waited until they had the bailiff warrant and at that point we will help because they are homeless. There are a thousand things that happen which could mean they weren't homeless so a lot of local authorities would push back, from my time here and prior to the HRA we were never like that we never made anyone wait until a court order or a bailiff warrant, we started working with them once they got their notice, but that mentality you are describing is very the attitude of a lot of local authorities up and down the country.

N Beresford added that it is still a mentality with a lot of London boroughs because the implementation of the HRA has placed a significant additional burdens on local authorities and we are now seeing applicant to staff ratio are much higher. Also time in temporary accommodation has more than doubled. For local authorities that do not have access to their own stock, it places significant burdens in terms of the numbers they have in temporary accommodation, colleagues in other local authorities in Hertfordshire in comparison to our 120 families in temporary accommodation, which would be considered a fairly small homelessness problem. In Broxbourne they have got nearly 900 people in temporary accommodation. There is a significantly larger problem as you get closer to London and there are still local authorities who will say come back when you have the bailiff warrant or when you've been physically evicted, but for me that poses more of a challenge for Officers and trying to find emergency interim accommodation, we would far prefer to be engaging with someone well in advance of the notice being issued by their landlord. As soon as they start to experience problems in paying rent or harassment from the landlord we need to know at the earliest possible opportunity.

Cllr Pringle advised that following the comments made about the sparse attendance of other agencies at the Mental Health Sub-Group set up by Cllr Tindall and also the remarks made about statutory agencies not referring, essentially leaving you in a fire fighting situation, which is an ineffective way of using resources and if other sources cannot send people to the strategy meeting, because they are in that situation too. It would seem that the limited resources available are ineffectually used. Cllr Pringle suggested that if there is evidence that it is the lack of resource that is preventing the other statutory bodies from sending people to this meeting, that these invitees are written to with a clear reminder of the purpose of the meeting, what could be achieved and ask for the reason they haven't been able to send people, if it is a resourcing issue, then surely that ought to be brought up at the level of those who resource them. We need to have accountability and understand the causes are of what appears to be complete inefficiency in tackling a very serious problem. N Beresford said it was a problem that occurs across all services, more often we're being asked to do more with a lot less and there are often a number of meetings in diaries that clash and you can't attend all of them, it's not always possible to send

representation, so we've been advised it's resourcing or emergencies have come up on the day. We have engaged with senior managers at the key organisations, like the CCG, CMHT and Herts County, so that's been raised directly at the Dacorum Strategic Network, chaired by our Chief Executive and The Leader, there have been conversations with CCG, which has led to establishing the Mental Health Working Group and direct contact with a commissioning officer, which has been invaluable, but it still hasn't removed the problem with the lack of engagement at the Homelessness Forum. We tend to find the majority of attendees are either Council staff or our extended voluntary sector network, also the Police are very good at supporting the Homelessness Forum with the Community Safety Unit, and the people missing from the table are the ones representing health and vulnerable adults and children.

Cllr England asked who are the top 3 biggest referrers that you would like to see an improvement in behaviour and do you think increasing familiarity with the HRA will achieve that and how much of an understanding of the context that they are working in do you feel that you have, do you know what their day is like. N Beresford said that the only referrer relating to the duty to refer is the Job Centre. This is the only agency we have had a referral from since the implementation of the Homeless Reduction Act, so every statutory agency that exists has a duty to refer and if they come into contact with somebody who they believe is at risk of homelessness or is imminently threatened with homelessness, then they are responsible to refer to the local authority, be it a Health Visitor, the Police and generally the Police do not do a paper referral, they will bring them to the Forum in person, all agencies have an increased responsibility. We have the Citizens Advice Bureau in the ground floor of this building and we've not had a referral from them as an organisation, this has been raised with them on a number of occasions. There has been no improvement or detailed response. In terms of resourcing they are under the same pressures that all of us are, all agencies are fully aware of the HRA, we've been talking to Members and agencies for more than two years now. Central Government have been talking with agencies through high level networks and liaison groups for a number of years and it's required all agencies to review their processes in terms of tackling working with homeless people. Families First work very closely with our Tenancy Sustainment and Housing Teams and they are in the process of recruiting a homeless prevention officer to work directly within the service and the families they support. There is some recognition that agencies clearly need to get better at supporting and joining up services. N Beresford confirmed she was unsure what the answer is, because we continue to have these conversations and where we make connections with people, like Cllr Tindall who was able to put us in contact with the Commissioning team, then we use the contacts and have conversations. That has led to some improvements but there are still significant improvements that need to be made.

Cllr England asked if Officers think that there must be people who are in a position where they could make an early referral but you are not able to identify who they are because when they come to you, it's not always that easy to find out where they've been before. N Beresford confirmed there are people that could make an early referral. In some cases it's several agencies that client may have touched, CAB, CMHT, ACS, Hospitals and GP Surgeries or the client will present with a letter from the CMHT, and the letter appears that the solution to all those issues is a roof over this persons head, but actually what we need is that ongoing engagement. Just a roof over that persons head isn't going to ensure that the person sustains their

tenancy for the foreseeable future. The number of clients are growing where we are working with through our tenancy sustainment team who have ongoing issues that make it difficult for them to sustain the tenancy.

Cllr England queried whether the other agencies see housing as a simple fix, whereas actually you need the engagement with them in order to explain that housing is anything but a simple fix, because you've got tenancy sustainment to think about. N Beresford confirmed it definitely was. The primary concern is placing somebody into a property whether it be temporary tenancy or a permanent tenancy where that person may not have capacity, where their behaviour may impact negatively on themselves or their neighbours or if they'll be at risk to themselves or others. Our position is around making sure that we appropriately safeguard that individual as well as others. We have a statutory responsibility so we are unable to say no, we can't place this client into temporary accommodation, we have to act and then we have to make sure the support comes in around them. That often means we could have a client sitting in temporary accommodation for some time, whilst we engage with those agencies and try to get a capacity assessment. We have a client we are working with who's been bed blocking at mental health hospital for over six weeks, because we are being told he just needs a roof over his head, his family are telling us that he's a danger to himself and we would like a risk assessment and capacity assessment to confirm that this person is capable of making decisions and able to access accommodation and understand the kind of conversations we need to have with them, but we can't progress it.

Cllr England asked the Chairman if we have the power or influence or the reach to ask some of these organisations to come and talk to us here. The Chair confirmed that we definitely could and it will be discussed outside of the Committee.

Cllr Adeleke said that it was a very worrying picture that's been painted and he doesn't think it's acceptable to think it is your problem, it should be all our problem and he asked the Portfolio Holder which of these agencies we are funding and what can be done to improve the problem. Cllr Griffiths confirmed that we fund the CAB and government provides an allowance for Universal Credit. The CAB gets some money from the Council but she is not aware of Housing funding any of those agencies but asking them to attend Scrutiny Committee is a very good idea, it's already been mentioned that the Chief Executive and Leader have already had discussion with their equivalent level at the other organisations, let's hope they accept the invitation because as a public sector they have a duty to attend if they are called by Overview and Scrutiny.

## **52**                      **OSBORNE YEAR 5 REVIEW**

A Mortimer and I Prendergast presented the Osborne Year 5 Review and asked Committee for any questions.

Cllr Freedman queried that there was no benchmarking on qualitative measures, for example, how many repairs fixed first time and stakeholders saying when a job is completed or not. Also the number of calls falling so drastically they must be doing quite well. I Prendergast confirmed that the measures for first time fix is about 87%, which is above the national average and the target set KPI for the contract which is 81%. All those performance measures are coming in on target. Customer satisfaction with the repairs service at the moment is 98%, the customer will get an

aftercare call the moment the repair is closed down by the operative on the PDA and this is total customer care, you will find out if the job was actually finished, it wraps up everything with the customer. Extra measures being considered is including a level of competence interval, which does not happen at the moment and gives us some certainty about the range of that 98%, but also to be recording on the level of satisfaction on a scale whereby we continue to improve the service.

Cllr Freedman asked if there was anything on refused jobs, what happens if tenants call up and say I would like a plasma screen TV installed and we say no, are those numbers already included in the statistics or have they been filtered out. I Prendergast confirmed they are still in the core statistics as they are straight off the telephone lines, so they can't tell what the call was about.

Cllr England raised concerns about Carrillion and these large contracts, pricing themselves to a very precarious position, so as we are a stock holding authority, does that make us attractive as a contract to win, sufficiently attractive that we are at risk of being in that goldilocks position where we are wooed by a bid that is fantastic but turns out to be made of glass. I Prendergast said it's a problem round the entire benchmarking operation because you want to be overall in the middle ground, because that's probably the safest ground to be in, you don't want to be in the ground where there is a big risk with the contractor. We are on open book with the contractor so we can see what's happening, we have a gain share as part of the contract, which is being somewhat considerable, almost £2.5m that we shared in gains from the contract. This contract is also making money but delivering value to our client base that's where it needs to be, we don't want to be squeezing the contractor so that he's going to fall over. Osborne are very sensible contractor, there's a lot of cheap bids out there in the market at the moment.

A Mortimer added that's one of the things with how the contract was marked and awarded and continually scored, is the fact that it's on a 60 quality/40 cost basis, so had it been focussed more on the cost the risk of collapse of the contract would have been greater, because there would have been more of a chance of the contractor trying to underbid to score on that. I Prendergast also mentioned the other problem is the weighting you have very little opportunity to refuse a cheap bidder, you haven't got the marking system that will allow you not to pick anything other than the cheapest.

Cllr Griffiths wanted to highlight that we were with Carrillion for gas servicing but could see what was on the Horizon and we wasn't happy with the quality of the service, we started to get a little nervous and we terminated the contract, that's when Sunrealm stepped in to the contract. Two or three years later Carrillion went into administration. Quality is important to us and that's why it was 60/40, it wasn't all about price because these are people's homes and they are our assets. We do keep a watching brief on the market.

Cllr Pringle asked about the compliments versus complaints table and said that it seemed remarkable that they've turned it around just as the contract came up for review. I Prendergast confirmed this was a benchmarking review of the contract, at the moment they are awarded up to year 8 of the contract.

Cllr Pringle asked is the quality analysis and statistics, is it because they identified an ongoing problem as we dig into the complaints we can see objectively has been

rectified and therefore in the next year and the next year we expect those complaints to remain low or could it be to do with how the contractors present the paperwork or some other reason less related to the service provided methodology. Can we relate the actual quality of service provided or is it to do with how we record or how we approach clients or their feedback. I Prendergast said that when he first heard those figures he was surprised because they are so remarkable, especially on the complaints side, so we did a direct comparison with our own complaints with the repairs service and it was directly comparable, that was our own data that we'd collected ourselves so I couldn't find any way to fault that figure. What has happened in the interim is that the service has become more efficient, more proactive and things are getting attended to before they become a complaint, so it is about service delivery, it's about those telephone calls to the client, where you are calling immediately after the work has finished, you will pick up a problem and get it fixed and it's not going to result in a complaint.

Cllr Griffiths also mentioned that it is important to note that the Tenant and Leaseholder Committee have regular meetings with Osborne, they don't treat them lightly so when complaints were going up and they weren't happy, Osborne left this room in no doubt they weren't happy and it's worked.

Cllr Adeleke asked about when the contract is still live and you need to introduce additional performance indicators almost like a profit warning, can you briefly explain what are the key reasons behind these problems. I Prendergast said that they were nearly all of that was about communication and service delivery. The service wasn't delivering the levels or the standards that it is now and that's about the control of the contractor themselves, their own delivery mechanisms for their workforce. For example the Trades have a debrief every morning, so that everything is picked up, so jobs could easily be left and then it takes the customer to ring up again in a few weeks time, that isn't happening anymore and we can tell that from the statistics.

Cllr England said this was a contract that's in the middle somewhere but presumably we're not able to endlessly extend years and at some point we will reach a crucial point, does that put us in a high risk position than we normally are. I Prendergast said that it doesn't put you in a high risk. These contracts act like mini franchises so they will have their own management on the ground although they've got a big umbrella company running, all those people involved in the operation delivering the service are all the people that would be TUPE'd over to you should you get another contractor in. As long as you have the right people they are going to want to stay and also they are trained to do what is required on your contract, so the risks are not huge. In the next year and half/two years you will need to start re-procuring and looking at the models you will use going forward. A lot of those models are bringing them back in house as Direct Labour Forces, that might not be something the Council wishes to do, but whoever you get in, as long as you've got your franchise and your staff that know what they are doing and what needs to be delivered for this contract, you'll be alright.

Cllr Hollinghurst said that the figures are very impressive and the way in which you described the collection of the data. The operative fixes the problem and has a PDA which is updated once the job is finished, the customer is called to ask if the job was okay and they say yes. That is great, that is great but if I was the workman I'm not going to press that button on the PDA unless I'm sure that when a phone call comes through it's going to be still okay, that's something I could control. What I'm

suggesting is perhaps the methodology is biasing a good response from the client, being faced with getting a repair completed and they are absolutely delighted to get it done but do we have any idea how often people have to go back to a job that was okay when the operative left but has failed afterward. I Prendergast confirmed that at the moment we believe that's running at about 3½% of jobs which in terms of volumes it's very very low. One of the things about the button is you're very right, the PDA also records customer satisfaction and this also checks against what the operative has recorded on his satisfaction score on his PDA, so that is one that the customer signs. We actually get a lower satisfaction rate on what is signed on the handheld than we do from the telephone call.

I Prendergast added that a social value that will be added going forward and has agreed for the programme is that the PDA will have a concern button, we've had concern cards previously and those relate to properties and people. The concern button is coming in because we've got Osborne to sign up to Make a Stand which is for domestic abuse and with that we can re-inforce this concern about the person or the property, hopefully meaning that where we've got properties running into disrepair we can pick them up quicker, but really the operatives have to do it now rather than going back to their van to put it on a piece of papers.

### **53                    SPORTS STRATEGY AND PHYSICAL ACTIVITY ACTION PLAN**

The Chairman mentioned that she needed to make a couple of comments, this has been a topic of great debate, Scrutiny in conversation, of which she was one of the main voices in, and she will have to declare an interest that she is on the Board of Dacorum Sports Trust, who are one of the local sports providers, who will be affected by some of this. After some quite lengthy conversations with the CEO of Dacorum Sports Trust, The Chairman was pleased to report back that she, as of this year, has been very happy with the action plan meetings and very much felt that she was, and a number of other providers, were effectively on the project board and they felt that they had a good opportunity to challenge and scrutinise and their input was valued, so I would open up with that.

The Chairman said that as a preface to the item, an email was circulated earlier to Officers and Members by Councillor England, after reviewing some of the contents of it, the Chairman felt that some of it was inappropriate in terms of the language. While Members have to robustly scrutinise, we do need to remain professional and polite, when dealing with each other and dealing with Officers. In particular the Chairman referred to the spreadsheet that was attached where work was referred to as being lazy, super nebulous, waffle and fodder and that's aimed at Officers that us as Members have never met. The Chairman said she knows we have not met them because it's the first time they are coming to this Committee and they are quite new to the Council and it also indicates that Members have arrived with pre-conceived ideas before presentations have met, and that's not the way to make new Officers feel welcome or to give them the kind of confidence they need to effectively deliver their reports and to answer any questions that we raise during the Scrutiny. The Chairman said in light of that, she would call upon Cllr England to withdraw his comments and tender his apology at this meeting please.

Cllr England said he would like to clarify how that happened. Certainly it wasn't his intention to leave in the comments which were in the spreadsheet. Cllr England said he did ask for a copy of the official spreadsheet, because it would have been far

easier for me and I think others to measure their reflections on what they were looking at and unfortunately that wasn't possible, so what I did instead as my method, was recreate the spreadsheet. Cllr England didn't offer this as a defence, but it did wind me up the fact that I couldn't just get a read only copy of the spreadsheet, save it as my version and then use it as my work pad to be set my thoughts down. So it's possible that I was in a state of relative agitation when I was putting the comments down, but also it was fully my intention to use that as a work pad and then to remove those comments because actually I am shocked as I sit here now that I didn't pick those up. I went back to the spreadsheet and specifically sought to remove anything that I thought was likely to be offensive in that way and I certainly apologise for the fact that it was in there. What I'd like Officers and guests to take from that is that I wasn't seeking to criticise anyone in particular it was just literally as I say my work pad, to express forthrightly as I intend to do at this meeting, my feelings about how the project board has delivered a spreadsheet which purports to be the completion of this Council's strategy, and is in itself massively incomplete. I'm afraid that there are only KPI's from Everyone Active. I congratulate Everyone Active for their diligence in following through on their entries in that spreadsheet but I would have expected every line to have some element of a KPI and I'm disappointed and I think we all should be disappointed that it doesn't. I'm not going to shy away from saying that, I'm very sorry if anyone is upset but I'm sure we're all big boys and girls in this room and whilst it is my intention to be respectful and I am respectful of all the work that the officers do and the fact that you're still here at this time of night. I think it's my duty, our duty and scrutinisers to be forthright sometimes and to say what we think and I hope that we can do that in an atmosphere where officers won't be upset by that. So I'd like to re-iterate my apology, it wasn't my intention to leave that column in there but it's happened so I have to apologise.

The Chairman clarified that earlier on the issue with the spreadsheet, I'll take questions after the presentation, this is a statement I'm making about inappropriate behaviour. The issue regarding the spreadsheet, this set of papers has been delivered in the same format that every set of papers at this Committee is delivered, none of the KPI spreadsheets are ever shared like that, especially the ones that are in the public domain, because we need to have a tamper proof document that's in the public domain and that stands as a record for all of us to scrutinise at a later date if we need to, so it's highly inappropriate for you to be winging about this in particular not being in the standard format because it is in the standard format, so I do not accept that particular comment saying that it was unfair that you can't get it in the unusual format that you'd requested on this particular occasion. We'll start with agenda item.

The Chairman asked Cllr Wyatt-Lowe if it was a declaration or a statement. Cllr Wyatt-Lowe said please bear with me, that there is something called the Code of Conduct which covers Officer Member relationships and from what you said at this meeting tonight, then that clearly has been broken. Cllr Wyatt-Lowe declared an interest in that she is Chairman of the Standards Committee, if it goes that far, then clearly I need to make that known now at this meeting.

Cllr Hollinghurst declared that he has a statement to make. I've got a copy of this spreadsheet, I've got the comments that were made and these were made to me and that was part of a group by the Lead on this Committee and there is nothing in these comments to which anybody ought to take exception, but I take exception from you madam Chairman talking about us winging, I think you should withdraw that because

that I think is exceeding the role of the Chair, if you don't my saying so, it seems an attempt to intimidate and bully members of this Committee and that is something for the Standards Board if anything.

The Chairman advised she was happy to withdraw the use of the word winging, it is not an attempt to bully any member of this Board. People messaging me at 9pm at night insisting that I take immediate action when the Council is closed, however, is inappropriate and that is exactly what Cllr England has done on occasions in this term, which clearly you, Cllr Hollinghurst, are not aware of. Now this is not going to turn into an argument, we accept your apology Cllr England, but I have to make it known that actually you cannot dictate what people decide to be upset or not offended about, Cllr Hollinghurst, Cllr England has himself apologised for the language that was used in it and he has stated that he did not intend for it to be in the public domain, however it is. So we accept his apology and I state that's it's not for you to decide what people are offended about. Now we will move to agenda item 9.

Cllr Hollinghurst said please don't tell me what I should or should not think about being offended. The Chairman said no not at you being offended, you cannot decide what I or the Officers decide to be offended about and that was the statement that was opened up with, we are going to move to the presentation. We will take appropriate questions however the spreadsheet that was delivered this evening, we will timetable separate time for Officers to go through that and provide you with all of the answers that you want. It will not be today but we will do.

Questions arising from the presentation on the Sports Strategy and Physical Activity Action Plan, introduced by Cllr Banks, were as follows:

S Cox confirmed he will circulate the presentation.

**Action: S Cox**

Cllr England said that in the Sports Strategy at point 1.3 it says in collaboration with our partners and stakeholders we will develop a detailed annual action plan to deliver this strategy. The action plan will give a clearer more in depth actions with outcome measures which will be governed by a project board. It says it's going to be clearer and it says it will be in depth and measurable. The question is why hasn't the Project Board either asked for or asked itself for consistency in setting KPI's, it's understandable that there are some outcomes and impacts, but frankly the reason why I've used the word waffle is because if it isn't quantified how are we supposed to measure it. L Roberts confirmed that it is important to understand what the term KPI actually means and from our perspective KPI's are used when there is a contract involved, so quite rightly because we have a contract with Everyone Active there are KPI's resultant to that, lots of the other initiatives are with the partners and partner organisations and we work in partnership with them to agree what needs to be done, so we won't put in KPI's, what we do seek to achieve is what needs to be the measurable outcomes and they are discussed at the Project Board, they've not been reflected in that particular spreadsheet, because for each of those individual line items, is a separate piece of work to manage those projects, which Claire is the only full time Officer working on this and Alex part-time, all of us get involved in this. We are not in KPI's with voluntary organisations because it's not a contractual relationship and we've put in a summary report and we can't measure things because this is the first one and they've not even been commenced.

Cllr England said that he sympathised with the staffing, because it's perfectly obvious that you haven't got enough staff to do what you need to do. L Roberts replied that she disagreed.

Cllr England commented that as a Scrutiny Committee if we are to look at this document as being something which gives more in-depth actions and with outcome measures, because it does in the Strategy that this is what the action plan will do and asking how come the action plan doesn't do what the strategy said it would do. L Roberts clarified that this is a summary of the overall work that's been done, to put together an action plan of every single line item in the spreadsheet is onerous and will take advice from Scrutiny and from the administration, that if that's what you require us to produce, something with more detail, then that's what we will do, but we hoped for Scrutiny purposes this would give you the opportunity to see the type and range of projects. If for example we could make changes to the spreadsheet to add extra columns, then that's fine, but it's more to give you a flavour.

The Chairman highlighted that as a Board Member of Dacorum Sports Trust, knowing the breadth of their offer I would say it was unrealistic for single sporting activity that's going on in Dacorum to be listed on an individual spreadsheet, if there are specific columns that Members want adding, that would be reasonable, but for all of the sports providers in Dacorum to report and have a working spreadsheet with every single activity on is not going to be possible or beneficial.

Cllr England said that with respect that's not what was being asked. There is an existing spreadsheet with 49 rows, but some of those columns don't have any information in them, so I'm simply suggesting that we should put some information in each of the columns. L Roberts mentioned that not all of them have started and where we are able to we have, but it's a working document, so we've not got the information.

Cllr England advised that if something is significant to be on the spreadsheet, it's significant enough to have an estimation of what you think it's going to achieve otherwise why is it there. A Care replied that an example of one of the lines on the action plan is s106 money, we don't know what that amount is going to look like, we don't know what the projects will look like, we don't know what the criteria is until we delve into each planning application to find out what that is, so we can't put any information on what we think that might look like, how much money we might be able to achieve or where we can spend that money, because we simply don't know. It's an ongoing project at the moment but it will take an awful lot of time to delve into to get information on the action plan. It's made it on to the action because it's a project which is underway but at the moment we just simply don't know where it's going to take us or what it's going to lead to.

Cllr England commented that he completely understands that this is very difficult to actually do this when the first line of the spreadsheet, which is a very important piece of work, to understand what the estate is and what you're dealing with, but doesn't seem to already exist. Cllr England asked how did we get to the point where we did a tender for leisure management contract without knowing that information so how come we don't know it now. M Rawdon queried if this related to the indoor and outdoor feasibility study. Cllr England said no. M Rawdon replied that it's been led by our planning department. A Care confirmed that it's the way that planning are doing it. M Rawdon also commented that we haven't had the information.

The Chairman wanted to clarify that this document is not about revisiting the tender or the strategy, this is an action plan and it's noted that it is an update for information for Members. What has been presented is the working document of all the things they want to remain on the radar, which is often done to ensure things are not forgotten. The understanding is that's what this document was hence you have a copy that you could bring back in six months time and say that block is still blank or do you now have a timescale for it. If it wasn't on there you wouldn't be able to do that and as the officers have said it is a working document. As you know concerns were raised with the tender process but we are not in a position to review that. At a later date when it comes up for review, then yes.

Cllr England clarified that he was not rehearsing the contract, he's referring to the contract because it's clearly the point at which we should have known this information. If we didn't, and it's unbelievable if we didn't, I'm not wanting to go back over that ground but I'm simply asking how we are in a position where we have a document that we can't move forward on a lot of stuff because the first line of the document is not where it must be. We need to update it after a period of time, but having been so recently somebody must have looked at the estate and said this is where we are and if not then, then how about after the big meeting in January 2018 when we realised as a Council that we didn't have a Sports Strategy. Cllr England added that it's hard to believe that it wasn't an issue then to actually say that we need a strategy, so what's the first thing you do, you find out what you've got, so it was still difficult to understand why we're in a position where we are now. Cllr England apologised for getting a bit aeriased, it's not personal, it's purely frustration with the process which all the way along has been incomplete and not quantified and we can't see what we're supposed to be aiming at and we've been consistent in saying that, Cllr Imarni has been saying that, it's been a big issue, a big flashing light that says please can we have something that we can quantify and that's why it's upsetting that we are still in the position that we are looking a document that we can't quantify.

Cllr Wyatt-Lowe commented what we have before us is an update of what progress has been made as regard the Sports and Activity Action Plan. By its very nature of such an update is that it will change continually and it will require more detail in some points as it goes along. What would be more concerning is, I'm treating this as a baseline document, if after we move forward there are still gaps in that information then yes it would be very concerning. At the moment we're actually being held back by actually looking at what has been achieved in this and whether it in fact meets the objectives of the action plan.

The Chairman asked Cllr England to clarify, line 1 where it says a study is being undertaken and estimated completion date of July 2019, so although you would have liked it to be ready for this committee, I think it is clear that it is being worked on with a deadline, or have we misunderstood your question.

Cllr England, said no, it's due to come to fruition but what I'm really asking how come we don't already have sufficient of an understanding of what our facilities are to be able to move forward on some of the other items.

The Chairman mentioned that meetings that we have had with L Roberts, it would be beneficial for the Committee to hear, how you inherited this work and how you've gone about thing and that should clear up Cllr England's question.

L Roberts confirmed that she had been here one year, she arrived after the deal was completed and inherited a document that was tabled in June, which had issues, so it was agreed with the Portfolio Holder, that the Strategy would be broad ranging and the action plan was there to support. This is the first time this action plan has come to the meeting, there are things that are being worked on. L Roberts added that we did know what the estate was at the time of the contract, but the point about this action plan is to say what it is now, because we are already further on into the contract. We need to keep an update on what the facilities are and also where we want to go with them. The focus was to engage with the partners, which I'm pleased to say with the level of staffing we have, we can do that, we have generated interest which has resulted in a number of these activities. What we might want to do is look at this action plan and perhaps change it to a number of different tabs, where we put more strategic stuff like the s106 money, separate to individual project where we are working with partners to deliver a sporting outcome. This is a working document, it's just a way for us to keep a track on what's happening, there is a lot more underneath this where we are managing things on a day to day basis, but this felt as though the best way to show the range and the breadth of what we're actually working on at the moment.

Cllr Griffiths could not understand how Cllr England is referring is this back to just EA because that is a review of all the indoor and outdoor facilities and also the local authorities around this area, so how is that do with EA only, it's nothing to do with the contract. Things are moving on, for instance, Longdean have had a lot of work done on the outside of their school, they are now not providing necessary what they were before. We were looking to move the athletics track, there's lots of things all the time, different local authorities and organisations within Dacorum, that are doing different things, so this will always be a moving feast. Cllr Griffiths wondered if she was missing the point but the review is about what the facilities are in Dacorum and the surrounding areas that we can tap into and perhaps leverage in more uses for our residents than just literally putting money in within Dacorum and the other way round, perhaps other authorities might want to make use of our facilities.

A Care wanted to reiterate that it is for community halls, it is for looking at demand, so the facilities study has spoken with local clubs, where they are talking about their waiting lists and whether they have enough football pitches or courts or whatever it is they need for their sport. Also as it's being led by the Planning department, looks at the new planning coming in and then we can take a strategic overview of what do we need, taking an holistic approach, this community is coming what would be better and the most effective use of the minimum amount of money. It's the wider concept of facilities we have both indoors and outdoors.

Cllr Adeleke mentioned that he was finding it hard to grasp the reason why Cllr Enlgand is holding on to a leaf instead of holding onto a branch. The point was made an accepted and this has been presented as a working document. The purpose of this committee is to scrutinise, to point out things, but from what has been explained, the contract has been signed and it should be our purpose here to work with the new team to make sure we deliver the best for the borough, this is a working document, they are not hiding behind anything, some of the things are work in progress. We have to accept the points raised, draw a line under it and move forward.

Cllr England accepts the advice, this is not a time for trying to go back in time and continue conversations that have finished, but would like to point out that he is asking a question about KPI's in an action plan and the only thing said about EA is they are the only ones that have done their KPI's.

The Chairman said that the document has KPI's and impacts/outcomes, this is because people that we don't have a contract with, we can only agree impacts and outcomes, we cannot set them KPI's, that's why there's no KPI's in certain columns. We can only have KPI's in the columns that relate to EA.

Cllr England mentioned that we can set ourselves KPI's. We should be looking at this, the project board should be looking at this spreadsheet and saying okay, it's not a contract, but what are we trying to achieve. What does success look like.

The Chairman confirmed this was the impact and outcomes column, we just haven't called it KPI's.

Cllr England said it needs to be quantifiable and asked if something could be put down that says did that happen or not.

The Chairman advised that it was already included. Impact and outcomes are for people you don't have a contract with and KPI's for people you have a contract with, so that's what has been done.

Cllr Griffiths said you could put in anything you want but KPI's are normally a key performance indicator that means you have some influence on how that will perform. I could say that the KPI is going to be 20 but it doesn't mean anything if we don't have any impact on how that KPI performs. In other words it's a voluntary organisation that's delivering 20 sessions a year. The KPI's have to have a point to them, they have to have an outcome, but it's not necessarily a figure.

The Chairman invited Cllr England to put something in writing and the Portfolio Holder and the Officers involved to sit and make sure that we fully understand what is required and if it's already on the sheet or something we need to pick up.

Cllr Hollinghurst mentioned the indoor and outdoor facilities study is important and will provide us with a comparator with other ways in which EA are delivering sports facilities in other authorities. Cllr Griffiths mentioned this is not an EA facilities report, this is Dacorum's. Cllr Hollinghurst understood that it's our facilities, and also those of Watford and Three Rivers, so it would be a very good comparator between the facilities that are available to each authority compared and how they manage to achieve delivery of good sports provision. Cllr Hollinghurst asked when will it be received and also highlight that if it had been named and interim action plan it would have saved a lot of grief.

The Chairman confirmed that it was a working document.

A Care confirmed that Planning are leading on it and it's estimated for completion at the end of July. A Care will speak to Planning and update the Committee via email.

**Action: A Care**

Cllr Oguchi wanted to add to the estimate date it's usually when it says July 2019 we should expect it at the latest 31<sup>st</sup> July 2019.

The Chairman advised that she was very pleased that C Foster has been employed, that was one of the concerns about a year ago, that there was no in house specialist on sports, so was pleased to see that's moved on, clearly we have been listened to and hopefully you will be very happy here and we look forward to working with you.

## **54                    ANTI-SOCIAL BEHAVIOUR UPDATE**

L Warden presented the update on anti-social behaviour.

Cllr Hollinghurst asked who a person should contact if they see drug dealing taking place. L Warden confirmed that the Police should be contacted in those circumstances, we would recommend the 101 non-emergency number or report it to the local safer neighbourhood teams and they will have that on their radar in terms of gathering intelligence. We do have a form on our website for reporting anti-social behaviour and we would recommend people to use that for anything and if it's something we can't deal with we will pass it onto the Police when we have our monthly multi agency meetings. The meeting looks at specific cases and is an operations meeting with the Police, drug and alcohol organisations, other housing providers and housing staff. That intelligence is gathered at that stage and passed to the Joint Action Group who operate at a more strategic level. We would definitely recommend any residents to report any issues that they are experiencing with residents or neighbours or in the community because that information allows us to build a better picture of what's happening out there and work out what resources we need to put in what places to try to help resolve them.

Cllr Pringle said that quite often anti-social behaviour is generated by domestic abuse where the party who's being abused doesn't wish to take criminal proceedings or has other reasons for example being in fear and where the tenancy is in the name of the suspected abuser is there a mechanism for the tenancy being transferred to the victim. Also if there is recognition of this as an issue and if there is a way of resolving it. L Warden replied that we have to deal very sensitively with any potential domestic abuse situations that are going on within the home. Where we get complaints from neighbours about an incident that's taking place. Where the perpetrator is a tenant our tenancy agreement does allow us to take appropriate action, which may include serving notice and asking them to leave the home. We will need to provide evidence and we need support from the victim to be able to do that. We would not normally look to remove one person and give the tenancy to another party, we would end that tenancy entirely and we would then take it on a case by case basis, the individual who is the victim would be linked to a support worker or one of the external agencies that deal with supporting and empowering victims. It might be that particular property is not suitable for them anyway and they may be offered new accommodation elsewhere. Maybe putting them in a temporary refuge, might be something we would offer to help, but it would be on an individual case by case basis, as there are a lot of complexities and we also identify some people don't wish to come forward so we may have complaints about issues going on, but if someone isn't confident enough to put forward a complaint or take it further, it's about trying to give them as much support as possible to give them options but it's their choice at the end of the day.

Cllr Pringle said it is recognised that sometimes having the same network and particularly children being able to stay at the same school is a very important that people recognise that they would get that support if they were to make those choices as part of supporting people in those choices. If they recognise they would be supported in remaining in what they viewed as their home, even though they weren't on the paperwork, that would be a very useful thing empowering the victim and it would be useful if people understood if that was one of the options that would be available. It might help them to actually make the report. L Warden said that it was something we could consider but it's very rarely a situation we come across in all honesty, it tends to be the victim is the tenant and the partner has moved in and then it's about getting the partner out of the property. They are the tenant and entitled to remain there. New legislation brought in last year which we've already adopted introduced if someone is fleeing domestic violence they will not lose their security of tenure. We offer flexible tenancy and there is a risk that when someone moves into a property they begin a flexible tenancy, if the reason they are moving is because they are fleeing domestic abuse, we will ensure they remain a secure tenant. They will not lose that security by having to move and that's something that all housing providers should be providing.

Cllr Adeleke said that in his Parish Council role, they always have Police reports where anti-social behaviour is an agenda item, we've always identified anti-social behaviour with young kids, this has gone on for a long time. In the last 2 years or so grown-ups are more guilty than the youngsters, is that the same with our tenants and if that is the case, where the children are responsible for anti-social behaviour, you can't evict them or take them to court, is it the parents you prosecute. L Warden confirmed there is a mixture, we do have problems with young people but we work with Youth Connections and there any many referral processes to support them with diversionary activities. We do take action against the parents if their children are causing anti-social behaviour within the neighbourhood, part of the tenancy agreement says it's them or any other member of the household. We have acceptable behaviour contracts so we would draw up one of these for a child and a separate one for the parent, to highlight the behaviours we would expect of them to improve the issues that are being experienced. We have one case in the last year where we've ended the tenancy of a parent of a child who had severe anti-social behaviour issues and the parent wasn't taking responsibility to prevent that. We did a lot of work with the parent trying to engage them with activities as well the child, but because they weren't engaging with us there was no alternative but to protect the residents by taking further action. That is always our last resort, very few cases end up in eviction, we always try to put everything we can in place in the meantime to resolve the issues. The Corporate Anti-social Behaviour team do deal with groups of children hanging around, it's then about trying to find more positive activities, a lot of the time it's not that they're causing major issues, it's a perception. There are additional powers we can use to protect from street drinking etc, there's quite a lot of options, it's just choosing the right action to take that's proportionate for the incident, to try and work out how best to resolve that as quickly and efficiently as possible.

The Chairman reminded Members to be diligent, there has been a few times where every single agenda item, this is not aimed at you, we have said this is the close of the agenda and later on someone puts their hands up. We are at 9.15pm and the officers have been here since 9am, so we just need to be more structured in our questioning please. Not aimed specifically at you, a number of perpetrators at the Committee tonight.

Cllr Oguchi asked if the ASB policy was just for housing or is it for anti-social behaviour outside properties, on the streets and wanted to know how that works in Dacorum. L Warden replied that the new policy covers three responsibilities that we have as a local authority, one is our role as a social landlord, also our role with the Community Safety Partnership and that includes anything under the Crime and Disorder Act, additionally anything that's environmental as well, so it covers all three areas, so that might include things like graffiti, fly-tipping, etc. Additionally we have powers in relation to community safety, like drugs, ASB, etc that are outside a property, which we will work with our partners to resolve.

## **55                    WORK PROGRAMME**

The Chairman confirmed that there will be a meeting with Officers in July to update the Work Programme

The Meeting ended at 10.15 pm