



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 7 June 2023 at 7.30 pm

Conference Room 2 - The Forum

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

Membership

Councillor Barry (Chair)	Councillor Pesch
Councillor Capozzi (Vice-Chairman)	Councillor Williams
Councillor Adeleke	Councillor Banks
Councillor Barradell	Councillor Link
Councillor Cox	Councillor McArevey
Councillor Johnson	Councillor Pringle
Councillor Mottershead	Councillor Link

For further information, please contact Corporate and Democratic Support

AGENDA

1. MINUTES (Pages 4 - 11)

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. ACTION POINTS (Pages 12 - 13)

7. Q4 HOUSING PERFORMANCE REPORT (Pages 14 - 27)

8. TENANCY MANAGEMENT POLICY (Pages 28 - 47)

9. FORWARD PLAN (Pages 48 - 54)

10. EXCLUSION OF THE PUBLIC

To consider passing a resolution in the following terms:

That, under s.100A (4) of the Local Government Act 1972 Schedule 12A Part 1 as amended by the Local Government (Access to Information) (Variation) Order 2006 the public be excluded during the item in Part II of the Agenda for this meeting, because it is likely, in view of the nature of the business to be transacted, that if members of the public were present during this item there would be disclosure to them of exempt information relating to: the financial and business affairs of the Council and third party companies/organisations.

Local Government Act 1972, Schedule 12A, Part 1, paragraph 3.

11. TOTAL ASSET MANAGEMENT CONTRACT RE-PROCUREMENT UPDATE PART 2 (Pages 55 - 69)

Agenda Item 1

MINUTES

HOUSING AND COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE

Wednesday 1 February 2023

Present:

Councillor Imarni (Chair)
Councillor Adeleke (Vice Chair)
Councillor Barry-Mears
Councillor Harden
Councillor Hollinghurst

Councillor Johnson
Councillor Mahmood
Councillor Pringle
Councillor Wyatt-Lowe

Officers:

Natasha Beresford
Darren Welsh
Oliver Jackson
Mark Pinnell
Kayley Johnston

Assistant Director - Housing Operations & Safe Communities
Chief Housing Officer
Head of Housing Operations
Assistant Director Property (attended online)
Corporate & Democratic Support Officer (minutes)

Others:

Councillor Griffiths
Councillor Banks

Portfolio Holder – Housing
Portfolio Holder

HC/22/23 MINUTES

The minutes from 6th January 2022 were formally approved as an accurate record.
The minutes from 1st February 2022 were formally approved as an accurate record.

HC/023/23 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Durrant, Ransley and Dhyani

HC/024/23 DECLARATIONS OF INTEREST

There were no declarations of interest.

HC/025/23 PUBLIC PARTICIPATION

There was no public participation.

HC/026/23 CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE IN RELATION TO A CALL-IN

None.

HC/27/23 Q3- HOUSING PROPERTY/OPERATIONS & SAFE COMMUNITIES

NBeresford presented the report, noting that it combines performance data for the Housing service portfolio and newly added Safe Communities portfolio that incorporates community safety. The report was taken as read, and it was noted that the revised KPIs are included in the pack. This is a reduced suite of KPIs and these remain in development. It was also noted that some KPIs are newly collected and there is therefore an absence of trend and historical data, which will therefore develop over time. The report highlights challenges and interventions in relation to key service challenges across the portfolio.

NBeresford requested that if any members have specific areas of service performance that they require further detail on then they should raise these to the team or during the meeting to allow them to review their approach to performance reporting to scrutiny as they move into the planning cycle.

Cllr Adeleke asked how many rough sleepers there currently are in town. NBeresford noted that there is an entrenched cohort of up to 6 in the borough, though this fluctuates when street counts are undertaken. There are 6 known individuals that regularly rough sleep in the borough that the Council engages with and the numbers will depend on their access to severe weather services and engagement with current interventions.

Cllr Adeleke referred to page 7 of the report and asked what the current level of complaints that the department receives are and how their interaction with residents is. MPinnell stated that he did not have the exact level of complaints and that there is a customer service team in place that consists of a senior surveyor, resident liaison officer and two multi-trade operatives. On receipt of a complaint, it goes to the DBC appliance site, and a DBC member of staff will visit, with an RLO if appropriate. If the complaint can be easily fixed, the multi-trade officer will respond and fix the issue, otherwise the resident will be appointed a point of contact at DBC to manage the complaint. The process is much improved and is entirely managed through DBC and complaints have significantly reduced. MPinnell noted that they have not received any late complaints and are all being responded to within policy guidelines and timescales.

Cllr Barry-Mears commented on the rough sleepers report on the gov.uk website and suggested that the estimate for Dacorum is 8. Cllr Barry-Mears asked how often the figure is updated. NBeresford confirmed that the highlight reporting comes from DBC and is an estimated figure. Spotlight audits are undertaken as well as bi-monthly

street counts in collaboration with the Community Safety Partnership and the Dacorum Street Outreach team. Once the estimate is submitted, a validation has to be provided on the number of rough sleepers identified on a given night, and that 6 is the validated number that was submitted. NBeresford advised that they work with significantly more individuals than the reported 8 and that intervention work is ongoing with as many as 35 single homeless individuals who may be at risk of rough sleepers. These individuals have an assigned caseworker and have a personalised housing plan, and they also actively engage with the outreach team. NBeresford confirmed that more detailed information could be provided and explained that the Community Safety Partnership and Homeless Forum work through a targeted intervention and meet monthly to discuss individuals known to the services.

Cllr Mahmood referred to page 6 of the report and asked if there has been an increase in anti-social behaviour and how this is being tackled over recent years. NBeresford advised that figures have remained fairly steady, though they see seasonal trends, such as an increase in noise and other nuisance behaviour during summer months. The review of anti-social behaviour is being taken from a case management perspective and relates to the Housing Transformation Improvement Plan, and the review is being undertaken across the whole housing service portfolio as well as specific areas of activity. There is currently a differential approach depending on whether you are a DBC tenant or resident of the borough, and the intention is to review the mapping process of the service delivery and move to a preferred position where there is a one-service approach that is more consistent in tackling ASB for all residents.

Cllr Mahmood commented on the cost of living crisis and asked if the approach is being led by the voluntary sector or DBC and what the feedback has been so far. OJackson noted that it is a joint effort between DBC and the voluntary sector and that they are working closely with Community Action Dacorum to highlight opportunities to speak to residents and tenants about their concerns. OJackson confirmed that they are due to release a schedule of events across the borough to reach areas where there has been less engagement and that this is an opportunity to build on existing events as well as lead and coordinate on their own to talk with the local community. There is a lot of data on those who are struggling and that they want to focus on those who sit outside of these groups to ensure they are also supported and signposted to relevant agencies.

Cllr Mahmood asked if issues are first brought to DBC or voluntary organisations. OJackson stated that the aim is to develop their approach and that they are linking up with organisations to ensure there is a golden thread between the local authority and voluntary sector. The aim is to have a consistent message and be aware of what support is available from each organisation.

Cllr Banks commented that the cost of living signposts on the DBC website is a good port of call for residents and that a direction will soon be issued to link all voluntary, charitable and DBC contributions to help people manage the crisis.

The Chair noted that they were not using bed and breakfasts before Covid and that £11,000 was spent on this in December 2022 and asked if the figure regarding those in temporary accommodation refers to bed and breakfast or the blocks specifically built for temporary accommodation. NBeresford confirmed that they had not heavily utilised bed and breakfast prior to Covid, and as of today there are currently 2 households in bed and breakfast accommodation. NBeresford advised that it is not ideal to utilise bed and breakfast accommodation and they are working hard to ensure this is kept to a minimum. When there are recommendations from a community perspective and ensuring that an individual is placed in a certain locality or type of accommodation then bed and breakfasts may be the most appropriate. NBeresford added that it also can help ensure the physical safety of an individual if they do not have appropriate temporary accommodation, such as being fully accessible, and that they may need to provide bed and breakfast accommodation for a short period of time.

NBeresford confirmed that they do not have any families in temporary accommodation for an extended period of time and families will typically be moved within a 24-hour period. On the figure regarding households in temporary accommodation, NBeresford advised that this relates to the total number of households in temporary accommodation and will include bed and breakfasts and units.

The Chair referred to page 9 of the report and the number of estate inspections completed. The Chair asked if this refers to the new policy of ensuring that the Council regularly inspects its stock and if they would see all 8,600 homes within an 18-month period. OJackson confirmed that this is correct and that there is a schedule of estate inspections. Estates are visited on an agreed frequency with those that have had historic issues being visited on a monthly basis and others less so. All areas of the borough are captured as part of the estate inspection schedule. NBeresford advised that this would not relate to the number of new tenant visits that are undertaken and that estate inspections are in addition to other visits undertaken across the stock.

The Chair referred to page 13 of the report and suggested that some numbers are quite high around high-risk domestic abuse and ASB cases. The Chair asked what is driving this increase in cases. NBeresford stated that she would need to provide additional data on these areas. On the number of domestic abuse cases heard, NBeresford advised that it did not seem unusually high and they are assessed on a dash risk assessment above a 14 threshold, the accumulative assessment that is undertaken by officers. NBeresford advised that the number of cases may relate to

cases discussed over a whole quarter rather than just one MARAC meeting and that she would clarify this.

On ASB cases, NBeresford advised that this is the number of cases where they will have undertaken interventions and confirmed that they relate to community safety ASB cases, not housing cases, and doesn't highlight any ongoing monitoring of these cases that may be taking place.

The Committee noted the report.

HC/28/23 DECANT POLICY

OJackson presented the report, noting that the policy replaces the previous Decant Policy dated 2018. The report and policy aims to clarify key areas where the Council has strengthened its position, namely in its approach to providing financial help when households are forced to move from their home. The policy also covers clarification around the approach to household members and those eligible for assistance and also defines the approach taken to find suitable alternative accommodation. The policy has been supported by a review of the working practices related to decants and drew on the experiences of tenants who have undergone the process. There has also been a review of procedures, which are included in the report, with a key finding being the need to reduce the number of officers from various teams that individuals and households deal with when going through a particularly challenging time.

Cllr Adeleke asked if the Decant Policy is unique to Dacorum or if other local authorities are also looking at this. OJackson advised that part of the internal review included benchmarking against other local authorities and that there are different approaches taken. OJackson explained that their focus was on utilising DBC's own stock and temporary accommodation when available, whereas other authorities enter into agreements with hotels or letting companies. This will be monitored on an ongoing basis to understand what options are available.

Cllr Mahmood commented on the financial support offered to those being decanted and asked how the costs are agreed. Cllr Mahmood also asked if they ask tenants to have an insurance policy for contents. OJackson explained that they encourage households to take on contents insurance and that the Council runs its own scheme.

Cllr Mahmood asked if a tenant wants to move back to their property whether the payments will reduce or if they will have the same quality of life in the new place. OJackson confirmed that each household has a right to return and they will look to arrange this as soon as possible. Households receive the payment regardless of

their length of stay and there is also the opportunity to provide discretionary payments dependent on the nature and circumstances of the decant.

Cllr Mahmood asked if households are paid when they move back. OJackson confirmed that the payment is only when they move out of their primary house into the decanted property.

The Chair noted that the disturbance payment is a minimum of £6,100. OJackson advised that this is the statutory home loss payment rather than the decant payment.

Cllr Wyatt-Lowe agreed that the decision to review the number of officers involved in the process should help make it less stressful for tenants. This should also allow for more accurate information passing.

The Chair advised that the policy went to the Tenants and Leaseholders Committee first, which is made up of tenants in social housing as well as leaseholders. The Chair noted that it was positive to see their comments taken on board and advised that the Council is quite unique in ensuring its policies are scrutinised as service users. NBeresford added that there will also be a focused session on 30th March with the Tenants and Leaseholders Committee to discuss the working practice of the policy in more detail and help with their understanding.

HC/29/23 HRA BUSINESS PLAN

DWelsh provided an overview of the report, noting that this is the strategic and financial plan and comes against a context of the government putting new regulatory arrangements in place for social landlords. The plan is a medium and long-term plan and there is a detailed financial model behind it, and the document sets out DBC's strategic priorities in managing its housing stock. There are 4 main priorities regarding improving the existing council homes, building new council homes and increasing the supply of affordable housing stock locally, improving services for residents, and decarbonising the housing stock.

A total investment of £263m will be made into existing council homes to improve them over the next 10 years and £106m will be invested in building new council homes. The 3-year plan has been updated to an annual refresh to mirror the budget process and there are new priorities, including managing issues connected to damp and mould, and it notes the process to recommission the repairs contracts. The Tenants and Leaseholders Committee have been briefed on the document and it has been brought to the H&C OSC to gain comments and raise visibility of the plan as it will have implications for the Work Programme. The plan will also be taken to Cabinet for their approval before being taken to full Council for adoption.

Cllr Mahmood commended the plan and the intention to refresh it each year. On damp and mould, Cllr Mahmood asked if each property is inspected or if they rely on tenants to report issues. DWelsh advised that they take both a proactive and reactive

approach. MPinnell added that they rely on residents to report damp and mould, though they also conduct proactive stock condition surveys every year with 3,000 completed and 2,000 surveys booked in for next year. Of the 3,000 surveyed so far 16 have been classed as higher risk, and these have been modelled to give an approximate 200+ homes to visit. MPinnell noted the investments being made and confirmed that this work isn't being outsourced, meaning there is a personalised and proactive service, though there will also be a reliance on tenants reporting issues. There is a tracker in place to ensure that cases are followed up with high-priority cases visited within 2 days, otherwise 2 weeks, and all properties will be visited.

Cllr Mahmood commented that damp and mould tend to come from poor ventilation or construction and asked how they are educating tenants. MPinnell confirmed that there is signposting on the website regarding the control of condensation, though the biggest challenge is linked to the cost of living crisis with residents turning off extractor fans, or air bricks are being sealed up to prevent bringing cold air into properties. There is a focus on education as well as being realistic on what can be achieved, and condensation data will be revised as well as a move away from blame culture, though this has to be balanced with educating residents.

Cllr Hollinghurst referred to a previous issue with damp and mould, noting that it was related to defects in the construction of the houses and asked if the properties are being checked for this. MPinnell confirmed that there are some construction defects and that checks will depend on the severity of the damp and the building pathology. Once damp meter readings have been taken and thermal imaging has been assessed, samples of concrete floors will be taken if rising damp is suspected, and more severe cases will require external support for investigations and may lead to decants in more extreme cases. There are a number of supporting organisations that will assist with this and the work is being done incrementally.

Cllr Adeleke referred to appendix 1 and suggested that the new build programme will be positive. On the interest rate borrowing. Cllr Adeleke asked if a range of 4-6% should be stated given the current volatility rather than just 4%. DWelsh advised that the assumptions were modelled by the finance team and are based on advice taken and comparable plans. Assumptions have been stress tested and they will remain under regular review as assumptions put into the plan will determine their capacity in terms of the amount of investment they have. A prudent approach has been taken though they have been stress tested over a broader range.

Cllr Adeleke noted the positive plan of new builds, which will be based on borrowing, and asked if rising interest rates will reduce their ability to build as much as they want. DWelsh confirmed that it will reduce if interest rates change, though their assumptions are based on the public works loans board rates, which are stable. There is a challenge on how to expand the new build programme going forward given that finances are within a certain envelope and that they therefore need to look

at how they can build new properties whilst also supporting investment into their housing stock.

Cllr Harden referred to item 8.1 on page 35 and asked if the business plan funding is ready with an additional bid to secure funding or if the bid to secure funding is already in place with an outcome of £3m. DWelsh advised that the funding referred to is council funding and this money is available within the housing business plan and any external funding would be over and above this. The £1m and £3m is being put in from the Council's own resources.

DWelsh provided an overview of his role to the Committee and urged members to contact him if they wish to discuss the services he covers.

HC/30/23 Action plan

The Chair noted that most action points had been responded to.

The Chair confirmed that Cllr Banks had sent a response to Member Support, though this was not circulated. Cllr Banks noted that this referred to the Healthy Hub, advising that in November members had raised a question regarding a drop in referrals in Q3. Officers could not immediately respond and Cllr Banks reassured members that there is no particular evidence base for the drop and is likely to be a fluctuation ahead of Christmas. Cllr Banks confirmed that the number of referrals in Q1 was 367, 420 in Q2, 536 in Q3, and that Q4 figures aren't yet available. The Healthy Hub is a valued service and signposting in the main to other support organisations or services go across the borough.

HC/31/23 WORK PROGRAMME

The Chair noted the Work Programme and advised that the next meeting will take place on 7th June 2023.

Cllr Griffiths thanked the Committee for all its work and the support it has given to staff. Cllr Banks echoed the comments and thanked the Chair. The Chair thanked the Committee for its support.

There being no further comments, the Chair closed the meeting.

The meeting finished at 20:40

Housing and Community OSC

Actions arising – 2023

Date of meeting	Action point	Responsible for action	Date action completed	Update on action point
<u>02/03/22</u> <u>HC/014/22</u>	Officer to provide timescale on Herts Cultural Education Partnership for feedback.	A Care	22/06/22	Due to staffing and capacity issues my action has not moved
<u>HC/52/22</u> <u>02/11/2022</u>	Cllr Banks to raise question with officers regarding drop in Healthy Hub referrals and what is being done to encourage growth	Cllr Banks	14/03/2023	<p>The referral numbers for 22/23 are as follows:</p> <p>Q1 2022/23 – 367 referrals Q2 2022/23 – 420 referrals Q3 2022/23 – 536 referrals Q4 2022/23 – currently in so no data</p> <p>Enquiries via the online form have dropped recently. The form is held by HCC and officers are working with colleagues at HCC regarding comms to push this again. It should be noted that enquiries and referral number could be impacted by seasonal influences such as Christmas. We will continue to monitor referral numbers.</p>
<u>HC/062/22</u> <u>06/12/2022</u>	look into how to present percentage of personal spending on council tax.	F Jump	03/03/2023	Officers have looked into the data needed to produce this information. There is limited meaningful data available on average personal income. In addition a household's council tax liability will vary based on various reductions etc. that they may be entitled to , for example, through Council Tax support.
<u>01/02/2023</u>	N Beresford to liaise with M	N Beresford	Mary has	Email was sent out after the meeting

	Pinnell for update on housing with regards to actions on damp and mould issues to be circulated to all council members.		provided a response in relation to the damp & mould action points on two occasions, this information has gone out to members immediately following the last meeting.	
<u>01/02/2023</u>	F Jump to circulate capital slippage percentage compared to overall capital spend.	F Jump	03/03/2023	GF- slippage is 24% of current capital budget. HRA- slippage is 21 % of current capital budget.



Housing & Communities Overview and Scrutiny Committee

Report for:	Housing & Communities Overview and Scrutiny Committee
Title of report:	Q4 Housing Performance Report
Date:	19 May 2023
Report on behalf of:	Councillor Simy Dhyani, Portfolio Holder for Housing & Property Services
Part:	I
If Part II, reason:	N/A
Appendices:	Appendix 1 - Housing & Communities Q4 2022-23
Background papers:	None
Glossary of acronyms and any other abbreviations used in this report:	

Report Author / Responsible Officer

Natasha Beresford, Assistant Director – Housing Operations & Safe Communities

Mark Pinnell, (Interim) Assistant Director – Property

David Barrett, Assistant Director – Strategic Housing & Delivery



natasha.beresford@dacorum.gov.uk / 01442 228840 (ext. 2840)

mark.pinnell@dacorum.gov.uk / 01442 228731 (ext.2731)

david.barrett@dacorum.gov.uk / 01442 228252 (ext.2252)

Corporate Priorities	<p>A clean, safe and enjoyable environment</p> <p>Building strong and vibrant communities</p> <p>Providing good quality affordable homes, in particular for those most in need</p> <p>Ensuring efficient, effective and modern service delivery</p>
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	Climate and ecological emergency
Wards affected	All wards
Purpose of the report:	<ol style="list-style-type: none"> 1. To provide members with an overview of the performance of the Housing Service for Q4 2022-23 2. To present the interventions and actions undertaken to address any performance concerns
Recommendation (s) to the decision maker (s):	<ol style="list-style-type: none"> 1. That members consider the report and note the actions to address any performance concerns highlighted
Period for post policy/project review:	Quarterly performance reporting

1 Introduction/Background:

- 1.1 This report details the performance of the Housing Service during the fourth quarter of 2022/23, measured against the suite of performance indicators. The performance indicators are extracted from InPhase and contained in Appendix A for the Housing & Property Service portfolio.
- 1.2 Performance is reviewed on a monthly basis via InPhase reports, which provide an overview of the housing service. The Operational Risk Registers are also reviewed by the relevant teams at least quarterly, to reflect any changes internally or externally that have impacted upon the identified risks and to include new risks. Robust mitigations are in place to reduce the risk's likelihood and severity.
- 1.5 This report also outlines any newly arising service pressures and feedback to Members on action taken to address matters arising.

2 Performance highlights

Housing Operations

- 2.1 679 neighbourhood/estate inspections recorded by the TMOs and Supported Housing Officers combined, this is identified as planned tasks activity for the team, with set targets for completion. Officers take responsibility for reporting issues, which include matters relating to compliance, fly tipping, graffiti and addressing general estate management concerns to identified and seeing cases through to resolution.
- 2.2 The former tenant arrears procedure has been reviewed, to reference the referrals process to Jacob's recovery service. To date 70 payments have been received amounting to £6k former arrears recovery, in addition 15 repayment arrangements have been made, which if honoured will result in an additional £18k repayment of former arrears.
- 2.3 Revised interim management arrangements (acting up for existing Team Managers) are in place for the Housing Cleaning Service, to date this has resulted in commencement of an extensive process to map all blocks, cleaning areas and activity to support the Housing Transformation Improvement Plan (HTIP) activity to support a review of the operating model and service charge recovery processes.
- 2.4 Through our proactive engagement of older tenants via surveys and regular visits, we have gained insight that they were unable to socialise or meet on a regular basis with their families and friends, which impacted negatively on their health and wellbeing including loneliness and social isolation. As a result we have been working with tenants and local agencies to put together a number of events and activities in our scheme communal lounges.

- 2.5 Tunstall Community Alarm monitoring has retained a positive trajectory performance since January and exceeded the set KPIs for Dacorum specific calls received within 60 seconds and 180s as shown in the table below.

Set KPI	Dec 22	Jan 23	Feb	Mar	April
% SLA 60 Seconds	90.0%	97.3%	98.9%	98.4%	99.7%
% SLA 180 Seconds	99.1%	99.9%	99.9%	99.9%	99.9%

Safe Communities

- 2.6 The Private Sector Housing Team have been successfully led prosecution for failure to comply with a Prohibition Order in relation to an outbuilding/'bed in a shed' – Magistrates Court found landlord guilty and was ordered to pay a fine of £4,000, costs of £1,784 and a victim surcharge of £190.
- 2.7 Building Safety in High Rise Residential Buildings work is progressing, 14 premises meet the 7 storey or more requirement for investigations into fire safety. A multi-agency group has been formed to meet quarterly and ensure proactive implementation of actions in partnership with Hertfordshire Fire and Rescue and Hertfordshire Building Control.
- 2.8 In Quarter 4 - Jan to Mar 2023 the CCTV department recorded 294 incidents – the majority being Theft and Anti-social behaviour. The recording of such activity and incidents supports community safety interventions and actions to prevent crime, disorder and anti-social behaviour locally and enables action to be taken where necessary by our statutory partners.
- 2.9 The Community Safety Team have led a partnership review of the Community Safety Partnership priorities, to support the development of a refreshed partnership plan, which is intended for launch in the summer. Successful introduction of new Cautionary Database (CDB). New CDB available to all council staff and councillors, with a mobile app for officers that have a compatible council device.
- 2.10 Proactive partnership working via our Dacorum Outreach service has led to the reduction of rough sleepers from 7 to 3 during the period, every rough sleeper identified is referred to our Dacorum Outreach team in addition to being allocated a Homeless Prevention Officer and a Personalised Housing Plan is developed to support achievement of positive outcomes.

Property

- 2.11 The number of actual stock condition surveys completed exceeded the target for the first year by +19% with a Q4 figure of 39% equating to over 3000 surveys. The information that is being extracted from the surveys will provide a valuable foundation from which we can continue our journey to categorise the actual performance of the Housing stock to prioritise and inform investment decisions from 2024/25 onwards. This programme of works will continue on the basis of 2000 surveys per annum with a focus this year on the external attributes of block type accommodation.
- 2.12 The average time to re-let a property is reported for all property types including general needs, sheltered and adapted properties. The excellent work of both the DBC team and Osbornes on Empty homes is starkly demonstrated if we pull out the repair time only. We have reduced from a level of 45.4 days in Q1 to 12.9 in Q4. The reported average time to re-let is key to key and will be impacted by some of the longer term legacy empty homes working through the system but the 2023/24 year has started from a much improved position.
- 2.13 The percentage of emergency repairs completed within 4 hours continues to improve from the reported figure in Q3 of 98.25% to Q4 of 99.24% against the target of 99.47%. Emergency repairs can be impacted by a number of things however the most common reason is a repair being reported and then the resident not being home resulting in a non-attendance. We don't routinely close these repairs down until 24 hours

have elapsed to prevent a duplicate repair being raised however the system will report the closed time which cannot be retrospectively influenced. The contact centre are addressing this when a repair is requested and asking the resident to call back when they are at the property and to wait until the repair has been completed. This action has contributed to the current improvement trend.

- 2.14 All areas of compliance continue to perform well and we have achieved 100% across the six areas reportable under the consumer regulations. This is a clear demonstration of the Council placing customer safety absolutely at the centre of operational activities and oversight. The percentage of outstanding Fire Risk Assessment (FRA) actions is a reported metric to compliment this approach, however the number will fluctuate based on the number of FRA's completed within the reporting period and shouldn't be viewed as a measure of performance.
- 2.15 Following the legislative changes introduced in October 2022 with regards to smoke alarms and carbon monoxide detectors, the Council introduced an inspection process and now have a record of all smoke alarms and where within the property they are installed. In addition to this we also have the information for Carbon Monoxide sensors with a record of the installed position in relation to the combustible appliance. These will be reviewed once every 12 months and residents have been and will continue to be reminded to report any issues as they arise.

3 Performance challenges

Housing Operations

- 3.1 The Tenancy Management team manage a variety of planned tasks whilst balancing these with reactionary investigations (e.g. when a cause for concern leads to a safeguarding case or when dealing with estate issues, which also may lead to multi-agency/team meetings). Where there are increased numbers of reactionary investigations, or other service pressures this impacts available resource to delivery planned activity.
- 3.2 Universal Credit landlord verifications for the new rent year are completed during this period, this is a time consuming as every claimant needs their rent verifying and as such this results in approximately 3000 verifications for the Income service to complete.
- 3.3 The temporary accommodation service has been impacted as a result of shifts in demands and pressures for the Homeless Prevention Team. This has resulted in increased placements for clients homeless on the day and use of Bed & Breakfast or other shared facility. This has led to a 32% placement increase based on snapshot data (month end).
- 3.4 Hoarding within some council homes has become a significant problem, particularly following Covid. Work has been undertaken with the tenancy team to identify properties that were at significant risk, particularly properties that scored above 5 on the Clutter scale following property audits.
- 3.5 The Supported Housing Team has experienced an increase in the number of tenants moving into supported housing with challenging health and behaviour needs including mental health and substance misuse, which impacts on the delivery of the service and staff resource.

Safe Communities

- 3.2 Unsuccessful homelessness prevention activity, has seen an increase in homelessness applications and subsequently placements into temporary accommodation. A key trend in the last quarter is homelessness relating to affordability and ending of private rented accommodation, in addition to increased households being evicted by family or friends. These increased demands in turn create additional caseload pressures, which impacts on staffing resources.

- 3.3 Challenges with the County and Magistrate Court process is also impacting enforcement activity and resulting in large delays to progression of housing standard work, which in turn is causing backed up caseloads for staff and worry for residents.
- 3.4 Anti-social behaviours cases starting to increase due to time of the year, it is critical that the service is able to intervene earlier as this can result in quicker resolution.
- 3.5 The CCTV control room experienced power failure to a reporting post in Town Centre, leading to camera's being offline and inability to resolve the power concerns.

Property

- 3.6 The number of repairs completed right first time remains a challenge due to the complexity of some repairs, which in some cases is only established once a tradesperson attends.
- 3.7 The percentage of all repairs completed on time across all priorities also remains below target.
- 3.8 The level of customer complaints received for the service continues to be a concern.

4 Interventions to address performance challenges

Housing Operations

- 4.1 The Tenancy Management Team are trialling a new way of working, to tackle the challenges experienced and inform the Housing Transformation Improvement Programme (HTIP) and future operating models.
- 4.2 In order to mitigate and manage the risk associated with hoarding, cases are monitored regularly, safeguarding or referrals to Adult Care Services are made and the fire service carry out a Safe and Well check. A marker is also placed on the property in case of fire so that the fire service are aware of the increased risk and resource required to tackle a blaze.
- 4.3 Trauma informed training in practice and principles for managers has been provided to front facing staff including Supported Housing Officers to ensure that they are equipped to handle the changing demographic and multiple disadvantages of clients presenting. In addition the introduction of Safeguarding Champions across services, provides a robust support network for staff in addition to existing health and wellbeing services.

Safe Communities

- 4.3 The Homeless Prevention Team is working proactively with staff to identify new tools and approaches to vary preventative approaches, in addition skills analysis assessments of staff have been undertaken to identify areas of additional development that are needed to support casework activity – recent training has included the roll out of trauma informed training to all case handling staff to enable more effective management and debrief from complex casework activity.
- 4.4 Concerns have been directly raised via the Magistrates and County Court process, further feedback has been provided via the Complaints processes in relation to court delays and the impact. Information and guidance is provided to residents to ensure that they are reassured throughout the process. Refreshed training has been provided to staff to ensure that casework and witness statements are of the highest standard, ensuring swift progressing via the system as cases are allocated.
- 4.5 Investigations are underway to address concerns identified due to the faulty power to CCTV post in Town Centre, in addition service is exploring alternative resolutions to ensure coverage is restored.
- 4.6 Anti-social behaviour Policy and procedures have been reviewed to ensure consistency in our response to antisocial behaviour and takes into account current national best practice. These are currently undergoing internal consultation, in addition to mapping of the processed via the HTIP programme to support design of the future delivery model.

- 4.7 The Private Sector Housing Team utilise a risk rating system for assessing disrepair in the private sector – (Housing Health and Safety Rating System – HHSRS) which has been under review by Department Levelling Up Housing Communities for over 3 years. This review has evolved to substantial changes being made, which have not been made public to date, however, it is understood that due to changes the current qualification held by officers nationally will no longer be valid. Retraining will incur unplanned costs for the team and currently proactive engagement is underway with our partners to identify alternative arrangements.

Property

- 4.8 The property team and OPSL have worked hard to address the scripting of calls received by the contact centre. It is hoped that the improvements made will lead to an improved repair diagnosis resulting in the correct trade with the correct materials on the vehicle attending the property. Whilst still challenging due to the nature of a non-technical customer reporting a technical repair to a non-technical advisor, this should lead to improved performance relating to the first time fix metric.
- 4.9 Financial negotiations are ongoing to improve the ability for OPSL to secure more robust supply chains for both labour and materials. The number of repair requests we are experiencing remains challenging, this combined with insufficient resources is resulting in the overall metric of repairs completed on time continuing below target. A more robust supply chain will lead to more stability to deliver the service on time.
- 4.10 There are a significant number of complaints being made against the service for a number of reasons. Any complaint is an opportunity to learn and improve the services we offer however, there has been an approach to respond to the complaint but not to learn. This approach doesn't fundamentally address the issues resulting in repeat complaints for the same thing. The team have been tasked to demonstrate the learning from complaints to draw up a robust service improvement plan, against which both OPSL and the Council can be measured and accountability assigned.

5 Operational Risk Register

The Operational Risk Register has been revised and the updated risks for Housing Operations will be amended from the reporting for the 3rd quarter. The updated risk register has been revised and aligned with the performance information, management information and service plans.

6 Financial and value for money implications

As members will be aware the impact of the pandemic, inflation and interest rates have significantly impacted the sector and we are experiencing unprecedented price increases across all areas of Council activity. This fiscal impact is compounded by the lack of skilled people and materials driving continued escalation of costs. These two factors alone will create a significant cost pressure on available budgets. We are reviewing service levels and demand to assess the impact on current and future budgets and considering what additional mitigating actions may need to be introduced.

7 Legal Implications

The Housing Service are required to comply with all statutory and regulatory legislation relating to the delivery of the Housing Operations and Strategic Housing Service. This includes the statutory functions for management of Compliance activity, Homelessness and interim (temporary) accommodation, Housing Allocations, Strategy and Private Sector Housing. This also includes the regulatory functions for the consumer standards and rent setting.

8 Equalities, Community Impact and Human Rights:

Community and equality Impact Assessments are developed whenever there is a requirement to change or create a new policy or procedure or significant change to service delivery

Human Rights – There are a number of services that are provided to tenants, residents and leaseholders which involve entering their homes. The policies adopted by the Council are subject to consultation or oversight to make sure that the right to respect for private and family life is considered and balanced against other landlord responsibilities for health and safety.

9 Sustainability implications (including climate change, health and wellbeing, community safety)

Investment programmes are contained in the HRA Business Plan and include sustainability. The performance report includes the responsibilities of the Housing Service in relation to community safety and the health and wellbeing of some of the most vulnerable tenants and residents.

10 Council infrastructure (including Health and Safety, HR/OD, assets and other resources)

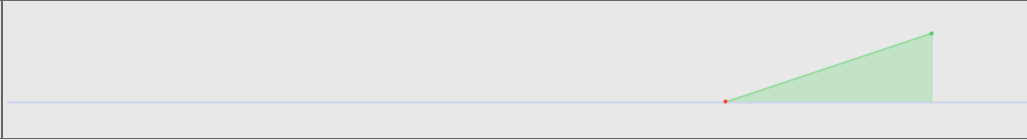
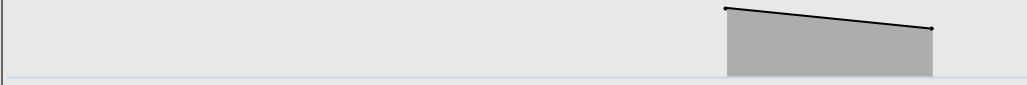
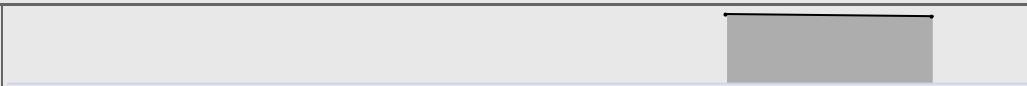
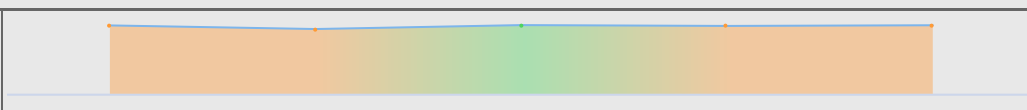
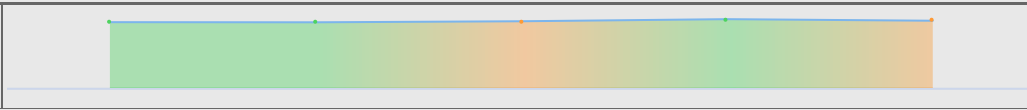
The HRA and general fund stock management of the asset is undertaken across the housing service. In line with the HTIP further work is underway to develop a stock investment review process and programme, which will inform future investment decisions.

The management of health and safety related matters are reported into the Corporate Health and Safety Working Group.

11 Conclusions:

This report provides an overview of service performance, key highlights, challenges and interventions implemented to address key areas of performance below target. Key performance challenges will be subject to ongoing monitoring via the Housing Services Leadership Team, ensuring a collaborative approach to service delivery and ongoing performance.

Performance Scorecard H&C - Asset Management






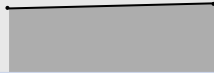


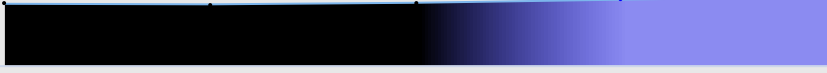
Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
HPS02 (Q)	Percentage of stock condition surveys undertaken (as % of total stock) (Q)	Mar 2023	39.00	20.00	✔	
HPS03 (Q)	Average time to re-let an HRA property (Q)	Mar 2023	45.38		✔	
HSP01 (Q)	Percentage of all repairs completed within target (Q)	Mar 2023	82%		✘	
PP10 (Q)	Percentage of emergency repairs completed within 4 hours (Q)	Mar 2023	99.24%	99.47%	✔	
PP13 (Q)	Percentage of responsive repairs completed right first time (Q)	Mar 2023	85.67%	86.00%	✘	

Performance Scorecard H&C OSC- Housing Operations

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
HM03 (Q)	Number of evictions due to arrears in period (Q)	Mar 2023	1.00		?	
HM04 (Q)	Number of estate inspections completed (Q)	Mar 2023	679.00	679.00	✓	
SH02 (Q)	Average time spent in temporary accommodation (for those leaving TA in the period) (Q)	Mar 2023	835		n/a	
SH03 (Q)	Number of households in Bed & Breakfast (Q)	Mar 2023	12		n/a	
SH04 (Q)	Average time spent in Bed & Breakfast (for those leaving B&B in the period) (Q)	Mar 2023	67		n/a	
SH05 (Q)	Cost of Bed & Breakfast in Period (Q)	Mar 2023	20,506		n/a	
SH52 (Q)	Total Number of placements in temporary accommodation (Q)	Mar 2023	493.00		n/a	
TL01	Current rent arrears as a percentage of the monthly debit.	Mar 2023	3.78%		?	
TL02 (Q)	Rent collected as a percentage of rent owed (excluding current arrears brought forward) (Q)	Mar 2023	99.65	99.00	✓	

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
TST02 (Q)	Percentage of Tenancy Sustainment cases where rent arrears were reduced (Q)	Mar 2023	100.00%		✓	<p>The Performance Trend chart displays a single data series represented by a dark grey bar that slopes upwards from left to right, indicating a consistent improvement or increase in the performance metric over the period shown.</p>

Performance Scorecard H&C OSC- Safe Communities

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
CS01	Number of incidents of Dacorum High Risk Domestic Abuse cases heard at the Multi-Agency Conference	Mar 2023	35.00		n/a	
CS02	Number of community Trigger requests meeting the threshold in which DBC are the primary service	Mar 2023	0		n/a	
CS03 (Q)	Number of current open ASB cases (Q)	Mar 2023	54		n/a	
CS04 (Q)	Number of ASB cases closed in the quarter	Mar 2023	53		n/a	
CS05 (Q)	Safeguarding enquiries responded to within DBC (Q)	Mar 2023	134		n/a	
CS06 (Q)	External Safeguarding requests responded to in period(Q)	Mar 2023	134		n/a	
CS07	Number of incidents of crime	Mar 2023	1,055		n/a	
SH01 (Q)	Number of homelessness applications (Q)	Mar 2023	543		n/a	
SH34 (Q)	Total number of Houses in Multiple Occupation (HMO's) with a license (Q)	Mar 2023	132.00	132.00	✔	

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Performance Scorecard H&C OSC- Safe Homes

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
HPS04 (Q)	Percentage of Fire Risk Assessments (FRA) in place (Q)	Mar 2023	100.00%	100.00%	➔	
HPS05 (Q)	Percentage of outstanding High risk FRA actions (Q)	Mar 2023	5%		⬇️❌	
HPS06 (Q)	Percentage of valid Landlord Gas Safety Records (LGSR) in place (annual check) (Q)	Mar 2023	100%	100%	➔	
HPS07 (Q)	Percentage of communal areas with a current Electrical Installation Condition Report (EICR) (Q)	Mar 2023	100.00%	100.00%	➔	
HPS08 (Q)	Percentage of Water Hygiene inspections completed (Q)	Mar 2023	100%	100%	➔	
HPS09 (Q)	Percentage of annual Asbestos re-inspections completed (Q)	Mar 2023	100%	100%	➔	
HPS10 (Q)	Percentage of lift inspections completed (Q)	Mar 2023	100%	100%	➔	



Housing Community Overview and Scrutiny Committee

Report for:	Housing Community Overview and Scrutiny Committee
Title of report:	Tenancy Management Policy
Date:	7 th June 2023
Report on behalf of:	Councillor Simy Dhyani
Part:	I
If Part II, reason:	N/A
Appendices:	N/A
Background papers:	N/A
Glossary of acronyms and any other abbreviations used in this report:	Tenants and Leaseholders Committee (TLC)

Report Author / Responsible Officer

Author: Ryan Glanville – Tenancy Management and Enforcement Manager

Responsible Officer: Oliver Jackson – Head of Housing Operations



Ryan.Glanville@dacorum.gov.uk / 01442 228 086 (ext 2086)

Corporate Priorities	<ul style="list-style-type: none"> • A clean, safe and enjoyable environment • Providing good quality affordable homes, in particular for those most in need • Ensuring efficient, effective and modern service delivery
Wards affected	All.
Purpose of the report:	Provide information outlining the approach Tenancy Management.
Recommendation (s) to the decision maker (s):	<ul style="list-style-type: none"> • Provide feedback regarding the approach and policy development

	<ul style="list-style-type: none"> • Support recommendation to Cabinet to implement the policy
Period for post policy/project review:	Annually or upon legislative change

1 Introduction/Background:

The council are required to provide a tenancy management service to our tenants, the Tenancy Management Policy sets out Dacorum Borough Council’s approach to providing an efficient and effective tenancy management service.

2 Key Issues/proposals/main body of the report:

This section provides a summary of key areas of the Tenancy Management Policy:

2.1 Creating a new tenancy.

Introductory tenancy

All new Council tenants will be granted an introductory tenancy, initially lasting up to 12 months (but which can in certain circumstances be extended to 18 months). An introductory tenancy has the same rights as a secure tenancy but for the introductory period a tenant cannot:

- Buy their Council home.
- Make any alterations to the home.
- Exchange homes with another tenant via mutual exchange.
- Introductory tenants may take in a lodger but they must gain written permission.

If the tenancy agreement is breached within this time, the council has the authority to extend the introductory period for 6 months.

Secure tenancy

A secure tenancy is a lifetime tenancy, meaning it cannot expire, so the tenant(s) will keep the protection of a secure tenancy so long as they continue to live in their premises as their only or principal home. Whilst the tenancy remains secure, the Council can only terminate the tenancy if the tenant has breached their tenancy conditions.

A Secure Tenant/s can:

- Pass on their tenancy when they die - if applicable and in accordance to the relevant laws (Succession).
- Exchange homes with another tenant via mutual exchange.
- Buy their home (subject to relevant qualifying periods and types of property). This does not apply to supported housing or Tied Accommodation).
- Make improvements or alterations to their home (subject to gaining permission).
- Have lodgers or sublet part of their home (subject to gaining permission). Taking in a lodger or sub-tenant is not allowed in our supported housing.

2.2 Changes in tenancies

Succession

Succession allows the tenancy to be passed on to certain qualifying people when the tenant dies. The tenancy agreement sets out the statutory rights to succession. The law allows only one statutory succession to each tenancy.

When a joint tenant dies, the tenancy passes to the surviving joint tenant/s automatically, regardless of the relationship between the joint tenants. This is called survivorship and counts as one succession. There can then be no further statutory succession.

Assignment

There are circumstances where a tenancy can be assigned to another person. One way to do this is via a mutual exchange. Requests for a mutual exchange can be accepted from any public sector tenant who has either a secure or an assured tenancy. We will give or refuse consent within 42 days of the application to exchange being received.

2.3 Managing and sustaining tenancies

Monitoring tenancies and the condition of our properties

Managing tenancies is necessary to ensure that tenancy agreements aren't breached, properties are maintained and that tenants receive the appropriate level of support. We operate a schedule of regular tenancy reviews in order to support this approach. Additionally we will make use of each contact we have with tenants.

Social Housing Fraud

We will take appropriate action to respond to concerns relating to social housing fraud, which can include unauthorised subletting, non-occupation and fraudulently obtaining social housing.

Ending a tenancy

When a tenant wants to end their tenancy, they must give four weeks' notice in writing. During the notice period the tenant(s) must continue to adhere to all conditions included in the tenancy agreement.

There are certain circumstances where we can serve notice on the tenancy, and apply to the court for mandatory possession of the property. These circumstances are generally linked to anti-social behaviour and are set out in law.

When ends the tenancy and is moving, the council will endeavour to identify rechargeable works before they have handed the keys back. The tenant will have the opportunity to rectify the repairs and if they do not, the council will recharge the cost of the repairs. Should tenants end the tenancy and have arrears on their account, we will write to them and ask for the arrears to be paid. If steps aren't taken to pay the arrears, we will work with 3rd party agencies to recoup the arrears.

3 Options and alternatives considered

Alternative options have not been considered. It is necessary for the Council to update and refresh regularly upon material or legislative change its policies to ensure that they remain compliant with the statutory framework and adequately inform all stakeholders of the Council's approach.

4 Consultation

During the process of developing the Tenancy Management Policy, we consulted Tenant and Leaseholder Committee (TLC). This provided an opportunity for TLC members to comment on the policy and influence our approach. The TLC raised no specific or general concerns about the content of the policy or the purpose of its implementation.

5 Financial and value for money implications:

Providing effective tenancy management services brings direct financial benefit through the management of rent arrears. Delivering an efficient service allows us the opportunity to have a further positive impact by maximising our resources, demonstrating that the Council is operating a modern housing service that delivers excellent value for money.

6 Legal Implications

There are no legal implications arising from the development of this policy.

7 Risk implications:

A robust policy approach, provides reassurance that the Council has appropriate governance and processes in place to provide tenancy management services.

8 Equalities, Community Impact and Human Rights:

A Community Impact assessment has been completed with regard to the Tenancy Management policy.

9 Sustainability implications (including climate change, health and wellbeing, community safety)

There are no sustainability issues arising from the development of this policy.

10 Council infrastructure (including Health and Safety, HR/OD, assets and other resources)

There are no council infrastructure issues arising from the development of this policy.

11 Conclusions:

This report outlines the intention to introduce the Tenancy Management Policy, providing clear direction regarding the approach that will be undertaken by the Council when managing tenancies.



Tenancy Management Policy

Last reviewed May 2023

1.0 Tenancy Management

Policy overview

This policy is managed and adhered to by the housing service. This policy will be reviewed regularly to ensure compliance with government legislation, guidance and good practice.

Contents

1.0 Policy overview

- 1.1 Policy Statement
- 1.2 Scope of the policy
- 1.3 Links to the Council's corporate aims
- 1.4 Equality and diversity
- 1.5 Emergency restrictions

2.0 Tenancy Management Policy detail

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- 2.2 Secure tenancy
- 2.3 Demoted tenancies
- 2.4 Creating a tenancy
- 2.5 Changes to households
- 2.6 Sole & joint tenancies
- 2.7 Succession
- 2.8 Granting a discretionary tenancy
- 2.9 Assignment
- 2.10 Assignment by way of mutual exchange
- 2.11 Sole to joint tenancy
- 2.12 Joint to sole tenancies
- 2.13 Exceptional circumstances
- 2.14 Relationship breakdown
- 2.15 Monitoring tenancies & the condition of our properties

- 2.16 Social housing fraud
- 2.17 Abandoned properties
- 2.18 Lodgers & subletting
- 2.19 Overcrowding & under occupation
- 2.20 Ending a tenancy
- 2.21 Death of a tenant living alone
- 2.22 Access to the property and clearance

3.0 Links to other corporate strategies and policies

4.0 Legislation

1.1 Policy Statement

The Tenancy Management Policy sets out our approach to providing an efficient and effective tenancy management service. The policy is in place to ensure that we provide a service which reflects our responsibilities and good practice.

The Tenancy Management Policy focuses on managing a tenancy, both in terms of tenant rights and in making sure that tenants are aware of their responsibilities and adhere to them. This policy is designed to inform staff and tenants and to clarify expectations around delivering a fair and consistent service.

1.2 Scope of the policy:

This policy applies to secure and introductory tenants in Dacorum's Council-owned housing, and does not cover assets such as garages, shops or leasehold or temporary accommodation.

The policy covers the following areas:

- Creating a new tenancy.
- Changes in tenancies including succession, assignment and mutual exchanges.
- Managing and sustaining tenancies.

1.3 Links to the Council's corporate aims:

This policy supports the council's priorities, which are set out in the ['Vision and priorities - corporate plan'](#), in particular:

- A clean, safe and enjoyable environment
- Building strong and vibrant communities
- Providing good quality affordable homes, in particular for those most in need

1.4 Equality and diversity

The council is committed to promoting equality of opportunity in housing services and has procedures in place to ensure that all Applicants and Tenants are treated fairly and without unlawful discrimination.

1.6 Emergency restrictions

The Council is required to respond to any local or national restrictions imposed by central government. The administration of this and other Council policies could, therefore, be impacted by a pandemic or other emergency for the period that such restrictions are in operation.

2.0 Tenancy Management Policy detail

2.1 Introductory Tenancy

All new Council tenants will be granted an introductory tenancy, initially lasting up to 12 months (but which can in certain circumstances be extended to 18 months). If, immediately before the grant of the new tenancy, the new Dacorum Borough Council tenant is an existing tenant of another council provider of social housing, then they be granted a secure tenancy from the outset.

An introductory tenancy has the same rights as a secure tenancy but for the introductory period a tenant cannot:

- Buy their Council home.
- Make any alterations to the home.
- Exchange homes with another tenant via mutual exchange.
- Introductory tenants may take in a lodger but they must gain written permission.

Throughout this initial period, the tenancy will be monitored. When a tenant has successfully completed the introductory period they will then be automatically granted a secure tenancy.

If there is any breach of tenancy or other concerns regarding the tenant's management of the tenancy during the initial 12-month period, the Council can extend an introductory tenancy for a further six months. A notice that we intend to extend the trial period must be served at least eight weeks before the expiry of the introductory period, and set out the landlord's reasons for the extension, that the tenant has a right to request a review and that the review must be sought within 14 days of the notice being served. The review must be carried out and the tenancy notified of the outcome before the original expiry date of the introductory period.

If the Council considers that - due to the nature of a breach of tenancy - it is appropriate to do so, the Council may take steps to terminate the introductory tenancy before the 12-month period or extended period ends. If a decision is taken to terminate the tenancy, the Council must serve on the tenant a notice stating that:

- The Court will be asked to make a possession order for the property;
- The Council's reasons for applying for the possession order;
- The date after which possession proceedings may be begun (being at least four weeks and ending on a rent day or the day before a rent day);
- The tenant has the right to request a review of the decision and that the request for review must be made within 14 days of the date of the notice
- If the tenant requires assistance, that they should request this directly to the CAB, a housing aid centre, law centre or solicitor.

Any request for review must be completed and the tenant notified of the outcome before the date of expiry of the notice.

Any court action to request a possession order for the property must be started prior to the expiry of the introductory tenancy (or if extended, extended introductory period).

Any introductory tenancy either not extended, or where no possession proceedings have been issued within the initial introductory period will automatically become a secure tenancy. If an introductory tenancy is ended, the tenant will be supported to access help and advice on alternative housing options.



2.2 Secure Tenancy

A secure tenancy is a lifetime tenancy, meaning it cannot expire, so the tenant(s) will keep the protection of a secure tenancy so long as they continue to live in their premises as their only or principal home. A failure to do so results in security of tenure being lost automatically.

Whilst the tenancy remains secure, the Council can only terminate the tenancy if the tenant has breached their tenancy conditions.

A Secure Tenant/s can:

- Pass on their tenancy when they die - if applicable and in accordance to the relevant laws (Succession).
- Exchange homes with another tenant via mutual exchange.
- Buy their home (subject to relevant qualifying periods and types of property). This does not apply to supported housing or Tied Accommodation).
- Make improvements or alterations to their home (subject to gaining permission).
- Have lodgers or sublet part of their home (subject to gaining permission). Taking in a lodger or sub-tenant is not allowed in our supported housing.

2.3 Demoted Tenancies

The Anti-social Behaviour Act 2003 introduced a power for local authorities, private registered providers of social housing and housing action trusts to apply to demote a tenancy where a tenant, resident or visitor to a property is guilty of antisocial behaviour.

A demoted tenancy is a form of tenancy that reduces a tenant's security of tenure and other rights for 12 to 18 months. When a tenancy is demoted, the rights to succeed to or assign that tenancy and the right to buy may be altered for the duration of demotion.

2.4 Creating a tenancy

For all applications, the Council offers both sole and joint tenancies to new households moving into a new Council home. This is subject to eligibility and in accordance with the Housing Allocations Policy. It is the household's decision whether to apply for a joint or sole tenancy.

2.5 Changes to households

The tenant is responsible for telling the Council when they have changes to their household. This includes persons moving in, persons leaving the property, and to their marital status or the number of children in the household. This should also include changes to contact details or vulnerabilities. It is important if any of these changes have taken place that you contact the Council and ask to speak to a Tenancy Management officer or if you are on the housing register by updating your details.

Tenants who change their name will need to provide evidence of the change before a tenancy agreement can be updated. The Council will accept the following documents as evidence:

- Government-issued documents such as Passport or Driving licence.
- Certificate of marriage, civil partnership or divorce/dissolution.
- Confirmation from High Court if the change is via Deed Poll.

A tenant should not move person(s) into their property if this means their home would then be overcrowded.

2.6 Sole and Joint tenancies

A 'sole tenancy' is one where one member of the household signs the tenancy and is responsible for ensuring that the household fulfils the responsibilities set out within the tenancy agreement. This includes paying the rent and ensuring no one in the household is responsible for causing anti-social behaviour. Where there is a breach of tenancy, the sole tenant is accountable, even if a member of their household or guest is responsible.

A 'joint tenancy' is where both people have the responsibility for meeting the requirements of the tenancy agreement. Both tenants are entitled to stay in the home until the end of the tenancy and both joint tenants will be responsible for all the rent regardless of whether they live in the property or not. The Council will offer this type of tenancy to a maximum of two people and recognises applications for joint tenancies where two people can provide proof of marriage, civil partnership, or that they have cohabited as a couple for a minimum of 12 months. Joint tenancies will not be offered to anyone else who may be living in your home.

Joint tenants will have equal rights to the tenancy and an opportunity to have their say in any consultation undertaken by the Council. (This excludes the government's 'Tenant Satisfaction Measures', which permit only one response per household in any 12-month period.)

2.7 Succession

Succession allows the tenancy to be passed on to certain qualifying people when the tenant dies. The tenancy agreement sets out the statutory rights to succession.

The law allows only one statutory succession to each tenancy. Consequently, on the death of the tenant there can be no further right of succession where the deceased tenant is classed as a successor. The deceased tenant is classed as a successor where:

- He/she became the tenant by succession.
- The tenancy was assigned to him/her as a potential successor.
- He/she previously exchanged from another property and had been a successor there.
- He/she became the tenant under a court order and the previous tenant was a successor.

When a joint tenant dies, the tenancy passes to the surviving joint tenant/s automatically, regardless of the relationship between the joint tenants. This is called survivorship and counts as one succession. There can then be no further statutory succession.

If a deceased tenant is not classed as a successor, an occupant will qualify to succeed to the tenancy if he/she was occupying the property as his/her main home at the date of the death *and* either:

- He/she is the tenant's wife, husband, civil partner, or partner (this includes same sex couples) provided he or she lived with the tenant in the home as their principal home prior to the death of the tenant,

- If there is no spouse, civil partner or cohabiting partner in occupation and the tenancy began on or before the 01 April 2012, the tenancy could pass to another family member, provided that person had been occupying the Property as their only or main home with the tenant throughout the 12 month period before the tenant died.

Statutory succession overrides any other claims to the tenancy (e.g. under the deceased tenant's Will).

If more than one person would be entitled to succeed, the tenant's spouse or civil partner is to have priority. If there are two or more family members entitled to succeed, then they must agree between them which one is to be the successor because only one person can succeed. If they cannot agree, a management decision will be made as to whom the tenancy should pass to.

A person who succeeds to a tenancy is granted a continuation of the existing tenancy, not a new one.

There may be circumstances where a property would be much more suitable for other individuals rather than a successor, for example if the successor is significantly under-occupying or the property is adapted for a disabled person.

In such circumstances we may look to rehouse a family member successor into a more suitable property. The successor would be considered for a direct let.

If the successor refuses to move voluntarily then we may serve a notice of seeking possession for the property on the successor between 6 and 12 months after the previous tenant's death. In accordance with legislation, we would not look to seek possession of a property for under occupation if the successor was the spouse or civil partner of the deceased tenant. In such circumstances the council will make one reasonable and suitable offer of alternative accommodation

2.8 Granting of a discretionary tenancy

There are circumstances where we may consider granting a discretionary tenancy: If no statutory succession right exists.

If no succession right exists, we may consider the granting of a discretionary tenancy, either at the current property or a suitably-sized alternative. This will be an introductory tenancy and will be let in accordance with the Housing Allocations policy. Each case will be considered on its merits following receipt of a written request to remain in the property, which must be received no later than two months after the tenant's death. We may also consider a 'use and occupation' licensee for a short time to allow the occupant to find alternative accommodation.

2.9 Assignment

Assignment (passing on a tenancy) is only possible for secure tenancies in the following circumstances (as set out in the tenancy agreement):

- With agreement of all parties including the Council.
- As a mutual exchange. For this to apply, the tenant must not have arrears.
- Where a court orders it as part of divorce or judicial separation proceedings on a termination of a civil partnership under the Matrimonial Clauses Act 1973, Matrimonial and Family Proceedings Act 1984 or the Civil Partnership Act 2004.
- Where a court orders it granted relating to the tenancy.
- To a potential successor, for example, someone who would have had the right to succeed to the tenancy on the death of the tenant. This is only possible if there has been no previous assignment or succession.

Assignment is not possible under any other circumstances. Introductory tenancies may only be assigned in very limited circumstances of a court order (as described above) to a potential successor to the tenancy.

Demoted tenancies may only be assigned following a court order.

2.10 Assignment by way of mutual exchange

Requests for a mutual exchange can be accepted from any public sector tenant who has either a secure or an assured tenancy. We will not permit exchanges with tenants of private landlords. We will only refuse consent on the same grounds as are available for secure tenants and outlined in Schedule 3 of the Housing Act 1985.

Where the tenant is in breach of their tenancy (including being in rent arrears) we can impose a condition requiring the breach to be put right. If a condition is imposed, the exchange cannot take place until the breach has been remedied.

We will give or refuse consent within 42 days of the application to exchange being received.

2.11 Sole to joint tenancy

Existing tenants are able to convert their current tenancy to a Joint Tenancy. Both parties must agree for the respective partner to be added to the tenancy. The Tenancy Management Officer will need to check whether this is lawfully possible for a joint tenancy to be assigned in accordance with s.91 of the Housing Act 1985.

The tenant will then be required to complete a Deed of Assignment. We advise tenants to seek independent legal advice. Where the tenant has a statutory right of assignment, then it is not necessary to sign a new joint tenancy agreement; this will instead be recorded on the Council's system and both tenants will receive written confirmation of their joint tenancy.

Any applications for a sole tenancy to be converted to a joint tenancy will be refused if any of the following circumstances apply:

- The household cannot provide proof of marriage or civil partnership, or of joint residency for at least 12 months prior to the application.
- There is outstanding action against the household for a breach of tenancy.
- There are outstanding rent arrears.
- There is a history of tenancy breaches.
- The tenancy has been demoted.
- The applicant is already named on another tenancy.

In the case of supported housing, only people 60+ will be able to become joint tenants. However, civil and married partners are able to live with their partners in supported housing and may be eligible to succeed.

2.12 Joint to sole tenancies

In some situations, such as relationship breakdown, a household may wish to convert their joint tenancy to a sole tenancy. This again can be managed by a deed of Assignment. We advise tenants to seek independent legal advice.

The Housing Officer will need to check whether this is lawfully possible for a joint tenancy to be assigned in accordance with s.91 of the Housing Act 1985.

The tenant who wishes to remove themselves from the tenancy will be required to complete a Deed of Assignment.

Where an assignment cannot be agreed between joint tenants, those who are married or in a civil partnership can apply to the Family Court to transfer the tenancy.

If one of the joint tenants moves out of the home permanently, the remaining tenant should notify the Council.

A deed of assignment will only be agreed if:

- Both parties agree
- There are no outstanding breaches against the tenancy (this will not apply where the absent tenant was sole cause of antisocial behaviour).
- There are no outstanding rent arrears.
- The home has not been specifically adapted for the absent tenant or is larger than the household's housing needs (in which case an alternative home may be offered).

There may be circumstances where a property would be much more suitable for other individuals rather than a proposed sole tenant, for example if the tenant is significantly under-occupying or the property is adapted for a disabled person.

In such circumstances we may look to rehouse the tenant into a more suitable property. The successor would be considered for a direct let.

2.13 Exceptional Circumstances

We may consider a discretionary tenancy in exceptional circumstances, for example, if there are technical circumstances that prevent one of our properties being occupied.

A new tenancy will be granted at the discretion of the management and in accordance with the Housing Allocations Policy.

We may consider offering a property to one joint tenant after the tenancy has been terminated by the other joint tenant. A feature of a joint tenancy is that it can be brought to an end by one of the joint tenants, acting unilaterally. There may be circumstances where one joint tenant does this with unfair consequences for the other joint tenant, e.g. following a relationship breakdown. In such circumstances the Council may agree to grant the other joint tenant a sole tenancy of the property, or of another vacant property.

This will include appropriate checks to ensure that the proposed tenant would be eligible to join the housing register, both in relation to any previous history of antisocial behaviour, rent arrears and also in relation to their immigration status.

2.14 Relationship breakdown

This policy does not attempt to address Domestic Abuse. The Council has a separate Domestic Abuse Policy for Residents, Tenants, Leaseholders and Members, so each case will be dealt with accordingly.

Domestic Abuse victims have a right to apply as homeless to any council if they do not feel safe in their homes and should speak to us about what we are able to do to assist with adaptations or other changes to make sure they are safe.

Most couples need help to sort out what happens to their home and finances when their relationship ends. The law is very complicated and every case is different. A specialist adviser or solicitor can look into your situation properly and ensure you don't give up rights that you were not aware you had. There are also applications that can be made to the family court to deal with property issues in the event of a relationship breakdown and again we advise tenants to take independent legal advice under these circumstances.

If you split up, your options are likely to be:

- One person staying in the home while the other moves out.
- Both leaving and getting a new home.
- Continuing to live together, but as separate households (ie not as a couple). Discussing the issues and negotiating a mutual agreement may avoid a long and costly legal process. Mediation and/or relationship counselling can help but if you can't agree, you may have to go to court.

If you are able to agree you can follow our joint to sole process, if you are not able to agree, you should seek legal advice because the Council has limited options to resolve joint tenancy issues in the event of a breakdown of a relationship.

2.15 Monitoring tenancies and the condition of our properties

Effective management is necessary to ensure our tenants can live comfortably in their homes. We expect that tenants will maintain their properties in a reasonable condition at all times in accordance with their tenancy agreement.

We will aim to ensure that all our tenants keep to the terms of their tenancy agreement and take appropriate action to resolve any breaches effectively. If necessary, we will provide support or sign-post tenants to external support agencies.

We will use regular 'tenancy review' visits and other contacts we have with tenants as a means of ensuring that we deliver an effective, efficient and high-quality service including:

- To update tenant profile information, identify vulnerable tenants and refer tenants to appropriate support where required.
- Ensure the enforcement of tenancy conditions and that the property has not been damaged, neglected, hoarded/cluttered or used unlawfully.
- Ensure that the property is occupied by the tenant and has not been sub-let or abandoned.

2.16 Social housing fraud

We will take appropriate action in relation to possible social housing fraud including:

- Dealing with unauthorised sub-letting.
- Non-occupation by the tenant.
- Anyone fraudulently obtaining a social housing tenancy.
- Anyone wrongly claiming succession or unauthorised assignment of a tenancy.
- Key-selling – where a tenant passes the keys for a property on to someone else in return for a payment or favour.

2.17 Abandoned properties

We recognise that tenants may be away from their homes for an extended period for a number of reasons and in accordance with their tenancy agreement they must notify us of this.

Where we believe that the tenant may have abandoned the property (including anonymous notification) we will take appropriate action, in accordance with the legislative requirements and our abandonment procedure.

2.18 Lodgers and subletting

We recognise that there will be situations where a tenant may wish to rent out a room in their home, in which case the new occupier will be referred to as a lodger (or sub-tenant). Taking in a lodger may help meet a local housing need and reduce a tenant's financial commitment for under-occupying a property.

Taking in a lodger or sub-tenant is not allowed in supported housing.

Under the terms of the tenancy agreement, tenants may not sub-let their whole property and must use it as their principal home. We may, however, allow a secure tenant to sublet part of their home with our written agreement. In this instance, the legal relationship between the tenant and the landlord remains the same. The tenant's responsibility for payment of rent and charges, and adherence to the tenancy terms remains unaffected.

2.19 Overcrowding and under-occupation

All applications for non-emergency housing should be made through the housing register on the Council's website.

We recognise that in some instances accommodation may, due to family circumstances become too small or too large for the household's needs. For example, when a tenant has two or more unoccupied bedrooms.

Where such issues arise, we will work with the tenant, if they wish to be rehoused, to find the most suitable housing option available to them in accordance with the Housing Allocations Policy.

2.20 Ending a tenancy

When a tenant wants to end their tenancy, they must give four weeks' notice in writing. Their tenancy can only end on the first Sunday, four weeks after the notice was received by the Council. However, a shorter notice period may be agreed by the Council in exceptional circumstances.

The grounds upon which a landlord can serve notice to end a tenancy are set out in the tenancy agreement.

In certain circumstances set out by law, such as a serious offence committed in the vicinity of the property by a tenant or occupant, in the event of a closure order and other anti-social behaviour-related grounds, the Council may, following service of the appropriate notice, apply for a mandatory possession to be sought through the courts. This means the court does not have discretion regarding whether the possession order should be made. If such a notice is served the Council will offer the tenant a request for a review of this decision.

Where tenants are moving property, the Council will endeavour to identify rechargeable repairs at the pre-void inspection and notify the tenant of any that need to be carried out before termination of the tenancy. Any rechargeable repairs outstanding once the property is vacated will be repaired by the Council and recharged to the outgoing tenant. This may include the cost of cleaning and clearing properties and gardens, together with an administration fee.

Former tenants leaving with any arrears, whether for rent, service charges or any other debt (such as an outstanding clear landings charge) will be written to by the Council, in accordance with the current policies.

Appropriate resources (e.g. tracing agents) will be used to track down tenants who have either abandoned their homes or who have been evicted with no forwarding address.

2.21 Death of a tenant who lived alone

The tenancy does not end when the tenant dies, and the only people who can end it are:

- an executor – this is the person, named in the will, who will deal with the possessions of the person who has died
- an administrator – this person has applied to the Probate Registry and obtained letters of administration (or the grant of probate)
- the Council.

A next of kin, who is not the executor or administrator, cannot end the tenancy.

If there is no executor or administrator, by law the Council must serve a 'notice to quit' on the public trustee. The tenancy will end four weeks after this is served. Rent will be charged during this time.

2.22 Access to the property and clearance

If the executor, administrator or any other individual already has keys, the Council will not provide access to the property. However, if no-one has keys to the property, we can only give keys to the person who is the executor or administrator.

Once a disclaimer form is signed and keys returned, the Council will dispose of any goods not required. We reserve the right to charge this back to the estate.

3.0

Links to other corporate documents

This policy links to and should be read in conjunction with the following strategies, policies and other documents:

- Housing Strategy
- Tenancy Strategy
- Anti-Social Behaviour Policy
- Help to Move Policy
- Housing Allocations Policy
- Mutual Exchange Policy

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4.0

Legislation

The legislation listed below will be taken into consideration when implementing this policy:

- The Housing Act 1985 & 1988.
- The Housing Act 1996.
- Housing and Regeneration Act 2008.
- Immigration Act 2014.
- Right to Rent.
- Anti-social Behaviour, Crime and Policing Act 2014.
- Matrimonial Causes Act 1973.
- Matrimonial and Family Proceedings Act 1984.
- Civil Partnership Act 2004.
- Prevention of Social Housing Fraud Act 2013.
- Localism Act 2011.
- Domestic Abuse Act 2021.
- Equalities Act 2010.
- Regulator of Social Housing Tenancy Standard

Dacorum BC Community Impact Assessment (CIA) Template

Policy / service / decision

Tenancy Management Policy

Description of what is being impact assessed

What are the aims of the service, proposal, project? What outcomes do you want to achieve? What are the reasons for the proposal or change? Do you need to reference/consider any related projects?

Stakeholders; Who will be affected? Which protected characteristics is it most relevant to? Consider the public, service users, partners, staff, Members, etc

It is advisable to involve at least one colleague in the preparation of the assessment, dependent on likely level of impact

The aim of this policy is to:

- Outline our approach to providing an efficient and effective tenancy management service
- Ensure that we provide a service which reflects our responsibilities and good practice
- Draw focus towards managing a tenancy, both in terms of tenant rights and in making sure that tenants are aware of their responsibilities and adhere to them
- Inform staff and tenants and to clarify expectations around delivering a fair and consistent service.

The policy presents no operational changes, it simply aims to outline our key tenancy management obligations in one place.

This policy will affect all tenants living in a DBC owned property and residents that surround them.

When considering characteristics is it most relevant to:

- Many of our properties are occupied by older people; and
- Those with multiple disadvantage including disability.

Evidence**What data/information have you used to assess how this policy/service/decision might impact on protected groups?**

(include relevant national/local data, research, monitoring information, service user feedback, complaints, audits, consultations, CIAs from other projects or other local authorities, etc.). You should include such information in a proportionate manner to reflect the level of impact of the policy/service/decision.

Drawn upon the expertise of colleagues, data held on our housing management systems, complaints analysis, and benchmarking data.

Who have you consulted with to assess possible impact on protected groups? *If you have not consulted other people, please explain why? You should include such information in a proportionate manner to reflect the level of impact of the policy/service/decision.*

Consultation was held with the Tenants and Leaseholders Committee and internal teams within Dacorum Borough Council – including the Tenancy Management and Enforcement team, Tenancy Sustainment and, Improvement and Engagement Projects.

Analysis of impact on protected groups (and others)

The Public Sector Equality Duty requires Dacorum BC to eliminate discrimination, advance equality of opportunity and foster good relations with protected groups. Consider how this policy/service/decision will achieve these aims. Using the table below, detail what considerations and potential impacts against each of these using the evidence that you have collated and your own understanding. Based on this information, make an assessment of the likely outcome, **before** you have implemented any mitigation.

- The PCs of Marriage and Civil Partnership and Pregnancy and Maternity should be added if their inclusion is relevant for impact assessment.
- Use “insert below” menu layout option to insert extra rows where relevant (e.g. extra rows for different impairments within Disability).

Summary of impact		Negative impact / outcome	Neutral impact / outcome	Positive impact / outcome
Protected group	<i>What do you know? What do people tell you? Summary of data and feedback about service users and the wider community/ public. Who uses / will use the service? Who doesn't / can't and why? Feedback/complaints?</i>			
Age	<p>A high proportion of our tenants are aged 60 and over. We aim to be sensitive towards the difference in opinions and attitudes of different age groups when managing their tenancy i.e. clash of lifestyle.</p> <p>When managing tenancies we follow the requirements of the Equalities Act, 2010. Our actions are informed by the Council's Equalities Information report to make sure all our tenants are treated with respect and dignity.</p>	□	□	☒
Disability (physical, intellectual, mental)	<p>Those with a mental illness and/or learning disability may not be able to fully understand certain aspects of their tenancy agreement.</p> <p>When managing tenancies we follow the requirements of the Equalities Act, 2010. Our actions are informed by the Council's Equalities Information report to make sure all our tenants are treated with respect and dignity.</p> <p><i>Refer to CIA Guidance Notes and Mental Illness & Learning Disability Guide</i></p>	□	□	☒

Gender reassignment	When managing tenancies we follow the requirements of the Equalities Act, 2010. Our actions are informed by the Council's Equalities Information report to make sure all our tenants are treated with respect and dignity.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage and Civil Partnership	Joint considering a request for a joint tenancy their marital status or partnership will be recognised in line with relevant housing legislation. When managing tenancies we follow the requirements of the Equalities Act, 2010. Our actions are informed by the Council's Equalities Information report to make sure all our tenants are treated with respect and dignity.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race and ethnicity	When managing tenancies we follow the requirements of the Equalities Act, 2010. Our actions are informed by the Council's Equalities Information report to make sure all our tenants are treated with respect and dignity.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief	When managing tenancies we follow the requirements of the Equalities Act, 2010. Our actions are informed by the Council's Equalities Information report to make sure all our tenants are treated with respect and dignity.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	When managing tenancies we follow the requirements of the Equalities Act, 2010. Our actions are informed by the Council's Equalities Information report to make sure all our tenants are treated with respect and dignity.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	When managing tenancies we follow the requirements of the Equalities Act, 2010. Our actions are informed by the Council's Equalities Information report to make sure all our tenants are treated with respect and dignity.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<p>Not protected characteristics but consider other factors, e.g. carers, veterans, homeless, low income, loneliness, rurality etc.</p>	<p>New tenants may require additional support to ensure they fully understand certain aspects of their tenancy agreement and the behaviour we expect of them and they should expect of us. Periodic tenancy visits to tenanted homes will also aim to address factors such as loneliness and rurality. We aim to proactively tackle any negative issues these groups may encounter.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Negative impacts / outcomes action plan</p> <p>Where you have ascertained that there will potentially be negative impacts / outcomes, you are required to mitigate the impact of these. Please detail below the actions that you intend to take.</p>				
<p>Action taken/to be taken <i>(copy & paste the negative impact / outcome then detail action)</i></p>	<p>Date</p>	<p>Person responsible</p>	<p>Action complete</p>	
<p>n/a</p>	<p>n/a</p>	<p>n/a</p>	<p style="text-align: center;"><input type="checkbox"/></p>	
<p>If negative impacts / outcomes remain, please provide an explanation below.</p>				
<p>n/a</p>				

Completed by (all involved in CIA)	Ryan Glanville, Tenancy Management & Enforcement Manager; Mandy Peters, Tenancy Sustainment Manager; and Sue Prowse, Improvement and Engagement Projects Lead Officer.
Date	23/06/2023
Signed off by (<i>AD from different Directorate if being presented to CMT / Cabinet</i>)	
Date	
Entered onto CIA database - date	
To be reviewed by (officer name)	
Review date	

Agenda Item 9

Housing & Community OSC Work Programme 2023/2024

Meeting Date	Report Deadline	Items	Contact Details	Background information
Wed 7 June 2023	Friday 26 May 2023	Action Points (from previous meeting)		<i>To review and scrutinise quarterly performance</i>
		Q4 Quarterly Budget Monitoring and Provisional Outturn Report	Fiona Jump – Head of Financial Services Fiona.jump@dacorum.gov.uk	SLT agreed yesterday that the provisional outturn report for the Council will be going to Finance and Resources OSC only this year.
		Q4 Housing (Property, Strategic & Delivery, Operations) & Safe Communities Quarterly Reports	David Barrett – Assistant Director – Strategic Housing and Delivery David.barrett@dacorum.gov.uk Mark Pinnell – Assistant Director Property and Place Mark.pinnell@dacorum.gov.uk Darren Welsh Natasha Beresford – Assistant Director Housing Operations and Safer Communities Natasha.beresford@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
		Q4 People and Communities Quarterly Reports	Natasha Beresford – Assistant Director Housing Operations and Safer Communities	<i>To review and scrutinise quarterly</i>

			Natasha.beresford@dacorum.gov.uk	<i>performance</i>
		Tenancy Management policy (new)	Oliver Jackson – Head of Housing Operations Oliver.jackson@dacorum.gov.uk	
		Total Asset Management	Mark Pinnell – Assistant Director Property and Place Mark.pinnell@dacorum.gov.uk Darren Welsh.	
Wed 19 July 2023	Friday 7 July 2023	Action Points (from previous meeting)	Kayley Johnston	<i>To review and scrutinise quarterly performance</i>
		Strategy Housing (New)	David Barrett – Assistant Director – Strategic Housing and Delivery David.barrett@dacorum.gov.uk	
		Private Sector Enforcement & Civil Penalties Policies	Natasha Beresford – Assistant Director Housing Operations and Safer Communities Natasha.beresford@dacorum.gov.uk	
		Supported Housing Review	Oliver Jackson oliver.jackson@dacorum.gov.uk Natasha Beresford – Assistant Director Housing Operations and Safer Communities Natasha.beresford@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>

Wed 13 Sept 2023	Friday 1 Sept 2023	Action Points (from previous meeting)		<i>To review and scrutinise quarterly performance</i>
		Q1 Quarterly Budget Monitoring Report	Fiona Jump – Head of Financial Services Fiona.jump@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
		Q1 People and Communities Quarterly Reports	Natasha Beresford – Assistant Director Housing Operations and Safer Communities Natasha.beresford@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
		Q1 Housing (Property, Strategic & Delivery, Operations) & Safe Communities Reports	David Barrett – Assistant Director – Strategic Housing and Delivery David.barrett@dacorum.gov.uk Mark Pinnell – Assistant Director Property and Place Mark.pinnell@dacorum.gov.uk Natasha Beresford – Assistant Director Housing Operations and Safer Communities Natasha.beresford@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
		Rent Policy Update	Oliver Jackson – Head of Housing Operations Oliver.jackson@dacorum.gov.uk	
		Interim Asset Management Strategy	Mark Pinnell – Assistant Director Property and Place Mark.pinnell@dacorum.gov.uk	

		(Draft)	v.uk	
Wed 11 Oct 23	Friday 29 Sept 23	Action Points (from previous meeting)		<i>To review and scrutinise quarterly performance</i>
Wed 8 Nov 23	Friday 27th Oct 23	Action Points (from previous meeting)		<i>To review and scrutinise quarterly performance</i>
		Q2 Quarterly Budget Monitoring Report	Fiona Jump – Head of Financial Services Fiona.jump@dacorum.gov .uk	<i>To review and scrutinise quarterly performance</i>
		Q2 People and Communities Quarterly Reports	Natasha Beresford – Assistant Director Housing Operations and Safer Communities Natasha.beresford@dacor um.gov.uk	<i>To review and scrutinise quarterly performance</i>
		Q2 Housing (Property, Strategic & Delivery, Operations) & Safe Communities Reports	David Barrett – Assistant Director – Strategic Housing and Delivery David.barrett@dacorum.g ov.uk Mark Pinnell – Assistant Director Property and Place Mark.pinnell@dacorum.go v.uk	<i>To review and scrutinise quarterly performance</i>

		Natasha Beresford – Assistant Director Housing Operations and Safer Communities Natasha.beresford@dacorum.gov.uk	
		Action Points (from previous meeting)	<i>To review and scrutinise quarterly performance</i>
Wed 6 Dec 2023	24 Nov 2023	Action Points (from previous meeting)	<i>To review and scrutinise quarterly performance</i>
		Joint Budget <i>Ideally no further items to be added</i>	<i>To review and scrutinise quarterly performance</i>
Wed 17 Jan 2024	Friday 5th Jan 2024		<i>To review and scrutinise quarterly performance</i>

		Action Points (from previous meeting)	Kayley Johnston	<i>To review and scrutinise quarterly performance</i>
Wed 7 Feb 2024	Friday 26 January 2024	Action Points (from previous meeting)		<i>To review and scrutinise quarterly performance</i>
		Joint Budget <i>Ideally no further items to be added</i>		<i>To review and scrutinise quarterly performance</i>
Wed 13 March 2024	Friday 1 March 2024	Action Points (from previous meeting)		<i>To review and scrutinise quarterly performance</i>
		Q3 Quarterly Budget Monitoring Report	Fiona Jump – Head of Financial Services Fiona.jump@dacorum.gov.uk	
		Q3 People and Communities Quarterly Reports	Natasha Beresford – Assistant Director Housing Operations and Safer Communities	

		Natasha.beresford@dacorum.gov.uk	
	Q3 Housing (Property, Strategic & Delivery, Operations) & Safe Communities Reports	<p>David Barrett – Assistant Director – Strategic Housing and Delivery David.barrett@dacorum.gov.uk</p> <p>Mark Pinnell – Assistant Director Property and Place Mark.pinnell@dacorum.gov.uk</p> <p>Natasha Beresford – Assistant Director Housing Operations and Safer Communities Natasha.beresford@dacorum.gov.uk</p>	

Public place protection order Revision – Trevor Pugh. Date tbc

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

Document is Restricted