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# HOUSING AND COMMUNITY INTERVIEW AND SCRUTINY AGENDA

**WEDNESDAY 20 NOVEMBER 2024 AT 7.30 PM  
CONFERENCE ROOM 2 - THE FORUM**

## Membership

Councillor Catherine McAreyvee (Chair)	Councillor Alan Johnson
Councillor Barbara Pesch (Vice-Chairman)	Councillor Carrie Link
Councillor Gbola Adeleke	Councillor Jan Maddern
Councillor Julie Banks	Councillor Victoria Santamaria
Councillor Sammy Barry-Mears	Councillor Garrick Stevens
Councillor Edward Barradell	Councillor Belinda Williams
Councillor David Deacon	

For further information, please contact Corporate and Democratic Support or 01442 228209

## **AGENDA**

- 1 MINUTES** (Pages 3 - 4)  
To confirm the minutes and decisions 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 and 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**

<b>6</b>	<b>ACTION POINTS FROM THE PREVIOUS MEETING</b>	(Page 5)
<b>7</b>	<b>WORK PROGRAMME</b>	(Pages 6 - 9)
<b>8</b>	<b>Q2 QUARTERLY BUDGET MONITORING REPORT</b>	(Pages 10 - 20)
<b>9</b>	<b>Q2 HOUSING PERFORMANCE &amp; TENANTS 'VOICE REPORT</b>	(Pages 21 - 72)
<b>10</b>	<b>COMMUNITY SAFETY &amp; SAFEGUARDING UPDATE</b>	(Pages 73 - 104)
<b>11</b>	<b>HUMANITARIAN RESPONSE DASHBOARD</b>	(Pages 105 - 119)

## MINUTES

### HOUSING AND COMMUNITY OVERVIEW AND SCRUTINY

11 SEPTEMBER 2024

**Present:**

**Members:**

**Councillors:**

Barry-Mears (Chair)  
Cox  
Stevens  
Gale  
Weston  
Santamaria  
Symington  
Banks  
Barradell  
Adeleke  
Johnson  
B Williams  
Stevens

**Officers:**

Kayley Johnston	Corporate and Democratic Support Officer
Darren Welsh	Strategic Director, Housing and Property Services
David Barrett	Assistant Director, Housing and Delivery
Ryan Glanville	Tenancy and Leaseholder Team Leader
Oliver Jackson	Head of Housing Operations
Hannah Peacock	Head of Transformation

The meeting began at 7.00 pm

**53**                    **MINUTES**

The minutes held on 05 July 2024 were confirmed and agreed by the Members present.

**54**                    **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor C Link, Deacon, Pringle and Pesch.  
Apologies from Councillor Dhyani.

**55**                    **DECLARATIONS OF INTEREST**

There were no declarations.

**56**            **PUBLIC PARTICIPATION**

There was no public participation.

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

None

**58**            **ACTION POINTS FROM THE PREVIOUS MEETING**

To cross off adventure playground as they welcome visits at any time and mark other one as green as an email was sent out today.

The action points were agreed.

**59**            **WORK PROGRAMME**

Please refer to the video minutes for the full discussion.

The forward plan was agreed

**60**            **Q1 QUARTERLY BUDGET MONITORING REPORT**

Please refer to the video minutes for the full discussion.

The report was agreed and noted by Members.

**61**            **Q1 HOUSING PERFORMANCE & TENANTS 'VOICE REPORT**

Please refer to the video minutes for the full discussion.

The committee agreed to change the KPI's to a tracker.

**ACTION POINT:** H Peacock to feedback figures

**62**            **TENANT SATISFACTION MEASURES REPORT**

Please refer to the video minutes for the full discussion.

The report was agreed and noted by Members.

The Meeting ended at 9.25 pm



**Housing and Community OSC**

**Actions arising – 2024-2025**

Date of meeting	Action point	Responsible for action	Date action completed	Update on action point
<u>11/09/2024</u>	To feedback the figures	Hannah Peacock		Email was sent 08/11/2024  Q4 23/24 was 0 Q1 24/25 was 1 Q2 24/25 was 0

# Agenda Item 7

## H&C OSC Work Programme 2024/2025

Meeting Date	Report Deadline	Items	Contact Details	Background information
20 Nov 24	8 Nov 24	Action Points (from previous meeting)		
		<b>Q2 Quarterly Budget Monitoring Report</b>	Fiona Jump – Head of Financial Services <a href="mailto:Fiona.jump@dacorum.gov.uk">Fiona.jump@dacorum.gov.uk</a>	<i>To review and scrutinise quarterly performance</i>
		<b>Q2 Housing Performance &amp; Tenants 'Voice Report</b>	David Barrett – Assistant Director – Strategic Housing and Delivery <a href="mailto:David.barrett@dacorum.gov.uk">David.barrett@dacorum.gov.uk</a>  Mark Pinnell – Assistant Director Property and Place <a href="mailto:Mark.pinnell@dacorum.gov.uk">Mark.pinnell@dacorum.gov.uk</a>  Natasha Beresford – Assistant Director Housing Operations and Safer Communities <a href="mailto:Natasha.beresford@dacorum.gov.uk">Natasha.beresford@dacorum.gov.uk</a>	<i>To review and scrutinise quarterly performance</i>
		<b>Community Safety &amp; Safeguarding update</b>	Natasha Beresford – Assistant Director Housing Operations and Safer Communities <a href="mailto:Natasha.beresford@dacorum.gov.uk">Natasha.beresford@dacorum.gov.uk</a>	
		<b>Humanitarian Response Dashboard</b>	Natasha Beresford – Assistant Director Housing Operations and Safer Communities <a href="mailto:Natasha.beresford@dacorum.gov.uk">Natasha.beresford@dacorum.gov.uk</a>	
4 Dec 2024	22 Nov 2024	Action Points (from previous meeting)		

		Joint Budget <i>Ideally no further items to be added</i>		
		<b>Tenancy Agreement Review</b>	Oli Jackson Head of Housing Operations <a href="mailto:Oliver.jackson@dacorum.gov.uk">Oliver.jackson@dacorum.gov.uk</a>	<i>To review and scrutinise quarterly performance</i>
		<b>Supported Housing Strategy</b>	Natasha Beresford – Assistant Director Housing Operations and Safer Communities <a href="mailto:Natasha.beresford@dacorum.gov.uk">Natasha.beresford@dacorum.gov.uk</a>  Oliver Jackson Head of Housing Operations <a href="mailto:Oliver.jackson@dacorum.gov.uk">Oliver.jackson@dacorum.gov.uk</a>	
<b>15 Jan 2025</b>	<b>3 Jan 2025</b>			
		<b>Action Points (from previous meeting)</b>		
		<b>HRA Business Plan</b>	Darren Welsh Chief Housing Officer <a href="mailto:Darren.welsh@dacorum.gov.uk">Darren.welsh@dacorum.gov.uk</a>  Hannah Peacock	<i>To review and scrutinise quarterly performance</i>
		<b>Scrutiny Review</b>	Mark Brookes Assistant Director Legal & Democratic Services <a href="mailto:Mark.brookes@dacorum.gov.uk">Mark.brookes@dacorum.gov.uk</a>	

5 Feb 2025	24 Jan 2025	Action Points (from previous meeting)		
		Joint Budget <i>Ideally no further items to be added</i>		
		Homelessness and Rough Sleeping Strategy	<p><b>Natasha Beresford</b> Assistant Director - Housing Operations &amp; Safe Communities Natasha.beresford@dacorum.gov.uk</p> <p><b>Joshua Smith</b> Head of Safe Communities Joshua.smith@dacorum.gov.uk</p>	
12 March 2025	28 Feb 2025	Action Points (from previous meeting)		
		Q3 Quarterly Budget Monitoring Report	Fiona Jump – Head of Financial Services <a href="mailto:Fiona.jump@dacorum.gov.uk">Fiona.jump@dacorum.gov.uk</a>	<i>To review and scrutinise quarterly performance</i>
		Q3 Housing Performance & Tenants 'Voice' Report	<p>David Barrett – Assistant Director – Strategic Housing and Delivery <a href="mailto:David.barrett@dacorum.gov.uk">David.barrett@dacorum.gov.uk</a></p> <p>Mark Pinnell – Assistant Director Property and Place <a href="mailto:Mark.pinnell@dacorum.gov.uk">Mark.pinnell@dacorum.gov.uk</a></p>	<i>To review and scrutinise quarterly performance</i>

		Natasha Beresford – Assistant Director Housing Operations and Safer Communities <a href="mailto:Natasha.beresford@dacorum.gov.uk">Natasha.beresford@dacorum.gov.uk</a>	

Public place protection order Revision -. Date tbc

Cultural Strategy - Diane – TBC

Rent Policy Update – Oliver Jackson – TBC

Add climate change (from Oct minutes)



<b>Report for:</b>	Housing and Community Overview and Scrutiny Committee
<b>Title of report:</b>	Financial Performance Quarter 2 2024/25
<b>Date:</b>	20 <sup>th</sup> November 2024
<b>Report on behalf of:</b>	CLlr William Allen, Portfolio Holder for Corporate and Commercial Services
<b>Part:</b>	I
<b>If Part II, reason:</b>	N/A
<b>Appendices:</b>	Appendix A – General Fund Revenue Q2 2024/25 Appendix B – Housing Revenue Account Q2 2024/25 Appendix C – Capital Programme Q2 2024/25
<b>Background papers:</b>	None.
<b>Glossary of acronyms and any other abbreviations used in this report:</b>	GF – General Fund HRA – Housing Revenue Account

#### Report Author and Responsible Officer

Joe Bowden, Financial Planning and Analysis Manager



Joe.Bowden@dacorum.gov.uk / 01442 2282258 (ext. 2258)

Fiona Jump, Head of Financial Services



Fiona.Jump@dacorum.gov.uk / 01442 228162 (ext. 2162)

<b>Corporate Priorities</b>	Community engagement: Engage with residents and partners to have a real say on our services and the borough  Service improvement and delivery: Running the Council efficiently and putting residents at the heart of everything we do
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	<p>Vibrant communities: Foster arts, culture and leisure opportunities</p> <p>Sustainable future: Take action on the Climate and Ecological Emergency</p> <p>Clean, safe and green: Provide a clean, safe and green-focussed environment</p> <p>Homes to be proud of: Enable well-maintained and affordable homes, where people want to live</p> <p>Proud and thriving borough: Realise our potential as a great place to live and work with a thriving business community</p>
<b>Wards affected</b>	All
<b>Purpose of the report:</b>	<p>1. To provide details of the Quarter 2 position 2024-25 for the:</p> <ul style="list-style-type: none"> <li>• General Fund</li> <li>• Housing Revenue Account</li> <li>• Housing and Community Capital Programme</li> </ul>
<b>Recommendation (s) to the decision maker (s):</b>	To note the Quarter 2 2024-25 forecast financial outturn position for the General Fund, Housing Revenue Account and Capital Programme.
<b>Period for post policy/project review:</b>	The Council's financial position is reported to committee on an ongoing, quarterly basis.

## 1. Executive Summary and Key Forecast Outturn Figures

This report presents the forecast outturn position for the Council as at 30 September 2024, Q2 2024/25.

- 1.1** The General Fund is reporting a forecast surplus against budget of £0.645m. This net surplus position is driven by the favourable performance of the Council's treasury management investments against target, the result of larger than expected cash balances. Included within the position is a net pressure relating to Housing and Community services of £0.134m. The position includes pressures against service budgets and income targets, with some continuing from 2023/24. Included in these are Temporary Accommodation costs (pressure of £0.3m).
- 1.2** The Housing Revenue Account (HRA) is the Council's housing landlord function and is accounted for separately to General Fund services. At Q2, the HRA is reporting a balanced budget. A surplus is forecast against income targets, the result of reduced void rates and higher than expected performance related to supported housing charges. There are forecast pressures against supervision and management costs and repairs and maintenance.

**1.3** The Council operates a capital programme across its General Fund and Housing Revenue Account that represents investment in its assets. Housing and Community General Fund capital schemes are forecast as broadly on budget overall.

**1.4** HRA capital schemes are forecasting an overspend of £0.243m and accelerated spend of £1.000m. The overspend relates to work on new build developments. The accelerated spend relates to roof works on Council homes previously scheduled for 2025/26.

## **2. Summary Narrative and Forward Look**

**2.1** The Council set a balanced budget for 2024/25 in February 2024. This budget addressed known variances arising during 2023/24. As part of the 2023/24 provisional outturn report, it was identified that risks remained within the Council’s financial position for 2024/25. Included within this were costs relating to the Council’s Waste Services. These pressures are included in the forecast outturn for 2024/25 as at Q2 of the current financial year. General Fund income pressures for 2024/25 have been identified against investment properties, parking and temporary accommodation.

**2.2** Within the Housing Revenue Account, the demand for repairs and maintenance to Council homes represents the biggest ongoing risk for the financial sustainability of the Council’s housing landlord function. This is reflected in the Q2 2024/25 forecast financial position for the HRA. The Housing and Property service will monitor this closely to try to reduce budget pressures where possible.

**2.3** Staffing costs also represent a risk to the HRA, with agency appointments to posts being made and permanent recruitment on hold as the service awaits the outcome of the Housing Transformation Improvement Programme review.

**2.4** All General Fund and HRA risks are being closely monitored by service leads with support from the Council’s Finance team. Emerging variances to budget and associated mitigating actions will be communicated to Members as part of the Council’s regular financial reporting arrangements.

## **3. General Fund Position – all Scrutiny Committee Areas**

**3.1** Appendix A provides an overview of the General Fund forecast outturn position. The table below provides an overview by scrutiny area.

Budgets have been realigned across Scrutiny Committee areas between the Q1 Financial Performance report and the Q2 Financial Performance report to reflect changes to the remit of Overview and Scrutiny set out in the Council’s Constitution.

<b>Table 1- General Fund Position by Scrutiny Area</b>	<b>Current Budget £m</b>	<b>Forecast Outturn £m</b>	<b>Variance</b>	
			<b>£m</b>	<b>%</b>
Finance & Resources	9.066	9.658	<b>0.592</b>	6.5%
Strategic Planning and Environment	12.052	12.937	<b>0.885</b>	7.3%
Housing & Community	1.481	1.615	<b>0.134</b>	9.0%
<b>Operational Cost</b>	<b>22.599</b>	<b>24.210</b>	<b>1.611</b>	7.1%
Core Funding	(22.600)	(24.856)	(2.256)	10.0%
<b>Contribution (to)/ from General Fund Working Balance</b>	<b>(0.001)</b>	<b>(0.646)</b>	<b>(0.645)</b>	



#### 4. General Fund Position- Housing and Community

Table 2 – Housing and Community General Fund	Current Budget	Forecast	Variance	
	£m	Outturn £m	£m	%
Housing & Property	1.481	1.615	0.134	0.090
<b>Total Operating Cost</b>	<b>1.481</b>	<b>1.615</b>	<b>0.134</b>	0.090

4.1 Variances for 2024/25 reported against Housing and Communities General Fund service areas are outlined below.

#### 4.2 Housing and Property

Demand for Temporary Accommodation continues to grow, the net impact on revenue budgets is forecast at £0.298m. This assumes that demand continues at the current level. Increased demand has meant an increased level of repairs to maintain Temporary Accommodation assets and also the use of alternative provision in the form of hotel accommodation. Hotel accommodation is forecast to cost the Council £1.095m in 2024/25. The service is making use of grant funding (£0.153m) to meet some of the costs in this area. Other income received in relation to temporary accommodation totals £2.005m. Temporary accommodation costs are increasing for many local authorities. The Council has undertaken a deep dive review of the service to help identifying means of mitigation. The impact of the measures will be reflected in future financial reports.

There are underspends across other areas of the directorate partly offsetting the temporary accommodation pressure including staffing underspends £0.163m.

#### 5 Housing Revenue Account Position

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

5.2 At Q2 2024/25, the HRA is forecasting a balanced position. This is summarised below.

**Table 3: Summary Housing Revenue Account Position**

Housing Revenue Account	Current Budget £m	Forecast Outturn £m	Variance £m
Income	(71.736)	(72.944)	(1.208)
Expenditure	69.927	71.135	1.208
<b>Net Deficit / (Surplus)</b>	<b>(1.809)</b>	<b>(1.809)</b>	<b>0.000</b>
<b>Transfer to/(from) the HRA working balance and other reserves</b>	<b>1.809</b>	<b>1.809</b>	<b>0</b>
<b>Overall Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

**5.3** Variances for 2024/25 reported against Housing Revenue Account service areas are outlined below.

#### **5.4 Income**

Surplus income of £1.208m is reported at quarter 2. This relates to reduced void rates and income from supported housing charge (total £0.910m). When the budget was created for the supported housing charge, the project was in the early stages of development and a conservative estimate was used as an income target, which is now being exceeded. Non-dwelling charges to tenants and leaseholders are expected to exceed target by £0.100m in total, this is offset by associated expenditure. Investment income is expected to exceed target by £0.200m for the HRA.

#### **5.5 Repairs & Maintenance**

A pressure of £0.525m is reported for repairs and maintenance of Council homes. Works relating to damp and mould are giving rise to pressures of £0.750m. This pressure is partly offset by a reduction in expected work relating to Empty Homes and other anticipated underspends.

#### **5.6 Supervision and Management**

There is a net staffing pressure within the service of £0.319m relating to interim cover for vacant posts.

The HRA continues to experience a high level of utility costs, a forecast pressure of approximately £0.326m.

It is anticipated that legal cases involving disrepair will be a cost of £0.320m to the HRA in 2024/25. Work is ongoing to profile anticipated costs in current and future years. Additional legal support is required to assist in disrepair claims, forecast at £0.105m. Other compensation from Property Services has contributed a cost of £0.059m.

Continuing the use of consultants for asbestos work has a forecasted cost of £0.184m however, this is partly offset by three vacant asbestos roles in Safe Homes.

There is a reduction in costs associated with the Supporting People budget (£0.112m) which will help support additional resource within the cleaning team.

### **7. Capital Programme**

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

The table below summarises the overall capital outturn position for Housing and Community Services.

The current budget is the original budget approved by Cabinet in February 2024, plus approved amendments.

The 're-phasing' column refers to projects where expenditure is still expected to be incurred but will now be in 2025/26 rather than 2024/25 ('slippage'), or conversely, where expenditure planned initially for 2025/26 has been incurred in 2024/25 ('accelerated spend').

The 'Variance' column refers to projects which are expected to come in under or over budget and projects which are no longer required.

All overspends will be monitored closely. Associated supplementary budget requests will be brought to Cabinet to recommend to Council later in the financial year as appropriate.

Table 4- Capital Outturn 2024/25	Current	Re-phasing	Revised	Forecast	Variance	
	Budget	(To)/from future years	Budget	Outturn		
	£m	£m	£0m	£m	£m	%
Housing & Community General Fund Total	1.301	0.000	1.301	1.282	(0.019)	(1.48%)
HRA Total	58.447	1.000	59.447	59.682	0.235	0.40%
Grand Total	59.748	1.000	60.748	60.964	0.216	0.36%

## 7.2 General Fund Capital Programme

General Fund capital budgets are broadly on budget for Housing and Community capital schemes.

## 7.3 Housing Revenue Account Capital Programme

The HRA is reporting overspends on capital projects of £0.235m. This relates to new housing developments, which has seen significant inflationary increases and additional costs from employer's agents. Planned expenditure on roof works of £1.000m has been brought forward from 2025/26 via accelerated spend.

### Supplementary capital budget requests

This following supplementary capital budget request will be presented Cabinet to recommend to Full Council to approve:

- £0.245m supplementary capital budget to support inflationary costs associated with the construction of new Council housing developments.

## 8. Financial implications

8.1 Contained within the body of this report.

## 9. Legal implications

9.1 There are no direct legal implications arising from this report.

## 10. Risk implications

10.1 Regular monitoring and reporting on the Council's financial position is one of the key ways in which the organisation manages the potential risk of the weakening of its financial resilience.

## 11 Equalities, Community Impact and Human Rights

11.1 Community Impact Assessments on Council activities are carried out by relevant services with responsibility for those activities. A separate Community Impact Assessment has not been carried out in respect of this report.

11.2 There are no Human Rights Implications arising from this report.

## 12 Sustainability implications

12.1 There are no specific sustainability implications arising from this report.

### **13 Council infrastructure**

**13.1** The content of this report sets out the implications of the Council's activities for its financial resources for 2024/25.

### **14 Conclusions**

**14.1** The position for 2024/25 is a surplus of £0.645m against Council General Fund budgets. There is a pressure of £0.134m relating to Housing and Community General Fund services included within this. Housing Revenue Account budgets are reporting a balanced position.

**14.2** There is accelerated spend of £1.00m against Housing and Community HRA capital schemes and a forecast overspend of £0.216m across all Housing and Community capital schemes.



## Dacorum Borough Council

### Revenue Budget Monitoring Report for September 2024 (Cost of Services Analysis By Scrutiny Committee)

	Month			Year-to-Date			Full Year		
	Budget £000	Actuals £000	Variance £000	Budget £000	Actuals £000	Variance £000	Budget £000	Forecast Outturn £000	Variance £000
<b>Cost of Services</b>									
Finance and Resources	821	2,262	1,441	6,526	8,570	2,044	9,066	9,658	592
Housing and Community	81	319	238	578	(499)	(1,077)	1,481	1,615	134
Strategic Planning and Environment	480	907	427	5,594	4,581	(1,013)	12,052	12,937	885
<b>Net Cost of Services</b>	<b>1,382</b>	<b>3,488</b>	<b>2,106</b>	<b>12,698</b>	<b>12,652</b>	<b>(46)</b>	<b>22,599</b>	<b>24,210</b>	<b>1,611</b>
<b>Other Items</b>									
Investment Property	(41)	(117)	(76)	(3,413)	(3,247)	166			
Investment Income	(84)	(480)	(396)	(502)	(1,475)	(973)	(1,004)	(3,116)	(2,112)
Interest Payments and MRP	67	0	(67)	400	332	(68)	801	801	0
Parish Precept Payments	0	0	0	1,323	1,323	0	1,323	1,323	0
Government Grants	(183)	(556)	(373)	(1,100)	(4,005)	(2,905)	(2,200)	(2,237)	(37)
Taxation (Council Tax and Business Rates)	(1,450)	2,471	3,921	(8,700)	(29,058)	(20,358)	(17,401)	(17,401)	0
<b>Surplus / Deficit on Provision of Services</b>	<b>(1,691)</b>	<b>1,318</b>	<b>3,009</b>	<b>(11,992)</b>	<b>(36,130)</b>	<b>(24,138)</b>	<b>(18,481)</b>	<b>(20,630)</b>	<b>(2,149)</b>
<b>Transfers between Reserves / Funds</b>									
Net Recharge to the HRA	(473)	1	474	(2,840)	386	3,226	(5,679)	(5,786)	(107)
Contribution To / (From) Earmarked Reserves	2	0	(2)	12	0	(12)	1,560	1,560	0
<b>Net Movement on General Fund Working Balance</b>	<b>(780)</b>	<b>4,807</b>	<b>5,587</b>	<b>(2,122)</b>	<b>(23,092)</b>	<b>(20,970)</b>	<b>(1)</b>	<b>(646)</b>	<b>(645)</b>

Housing Revenue Account 2024/25 Outturn Revenue Budget Monitoring Report				
	Budget £000	Outturn £000	Variance £000	%
<b>Income:</b>				
Dwelling Rents	(68,022)	(68,932)	(910)	1.3%
Non-Dwelling Rents	(103)	(103)	0	0.0%
Tenants Charges	(1,675)	(1,719)	(44)	2.6%
Leaseholder Charges	(684)	(738)	(54)	7.9%
Interest and Investment Income	(213)	(413)	(200)	93.9%
Contribution towards Expenditure	(1,039)	(1,039)	0	0.0%
<b>Total Income</b>	<b>(71,736)</b>	<b>(72,944)</b>	<b>(1,208)</b>	<b>1.7%</b>
<b>Expenditure:</b>				
Repairs & Maintenance	19,077	19,602	525	2.8%
Supervision & Management	20,521	21,204	683	3.3%
Rent, Rates, Taxes & Other Charges	187	187	0	0.0%
Interest Payable	11,670	11,670	0	0.0%
Provision for Bad Debts	500	500	0	0.0%
Depreciation	17,578	17,578	0	0.0%
HRA Democratic Recharges	394	394	0	0.0%
<b>Total Expenditure</b>	<b>69,927</b>	<b>71,135</b>	<b>1,208</b>	<b>1.7%</b>
<b>HRA Deficit / (Surplus) Before Reserves</b>	<b>(1,809)</b>	<b>(1,809)</b>	<b>0</b>	
Transfer to / (from) Housing Reserves (Working Balance)	506	506	0	0.0%
Transfer to / (from) Housing Reserves (Other)	1,303	1,303	0	0.0%
<b>HRA Deficit / (Surplus)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>
<b>Housing Revenue Account Balance:</b>				
Opening Balance at 1 April 2022	(3,057)	(3,057)	0	0.0%
Deficit / (Surplus) for year	(506)	(506)	0	0.0%
Proposed Contributions to Reserves	0	0	0	0.0%
<b>Closing Balance at 31 March 2023</b>	<b>(3,563)</b>	<b>(3,563)</b>	<b>0</b>	

**CAPITAL PROGRAMME MONITORING BY SCRUTINY COMMITTEE FOR SEPTEMBER 2024**

Appendix C

Scheme	Original Budget	Prior Year Slippage	Adj's, Supps, Virements	Adjustments (Slip. C/F)	In-Year Adjustments	Current Budget	YTD Spend	Projected Outturn	Forecast Slippage	Projected Over / (Under)
<b>General Fund</b>										
<b>Housing and Community</b>										
<b>Head of Asset Management</b>										
123 Disabled Facilities Grants	741,000	235,772	0	0	0	976,772	445,491	976,772	0	0
	<b>741,000</b>	<b>235,772</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>976,772</b>	<b>445,491</b>	<b>976,772</b>	<b>0</b>	<b>0</b>
<b>Head of Safe Communities</b>										
127 Rolling Programme - CCTV Cameras	25,000	57,642	0	(57,642)	(57,642)	25,000	0	25,000	0	0
128 Alarm Receiving Centre	0	33,627	0	(33,627)	(33,627)	0	0	0	0	0
129 CCTV Equipment Refresh	455,000	43,098	0	(248,098)	(248,098)	250,000	80,147	250,000	0	0
130 CCTV A41 Bypass	30,000	0	0	0	0	30,000	0	30,000	0	0
	<b>510,000</b>	<b>134,367</b>	<b>0</b>	<b>(339,367)</b>	<b>(339,367)</b>	<b>305,000</b>	<b>80,147</b>	<b>305,000</b>	<b>0</b>	<b>0</b>
<b>Head of Investment and Delivery</b>										
135 Temporary Accommodation - creation of new units	0	19,288	0	0	0	19,288	0	0	0	(19,288)
	<b>0</b>	<b>19,288</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>19,288</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(19,288)</b>
<b>Totals: Housing and Community</b>	<b>1,251,000</b>	<b>389,427</b>	<b>0</b>	<b>(339,367)</b>	<b>(339,367)</b>	<b>1,301,060</b>	<b>525,637</b>	<b>1,281,772</b>	<b>0</b>	<b>(19,288)</b>
<b>Housing Revenue Account</b>										
<b>Housing and Community</b>										
<b>Head of Housing Operations</b>										
186 Estate & Temporary Accommodation Improvements	150,000	0	0	0	0	150,000	0	150,000	0	0
187 CCTV Installation in 6 Communal Lounges	29,000	0	0	0	0	29,000	0	29,000	0	0
	<b>179,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>179,000</b>	<b>0</b>	<b>179,000</b>	<b>0</b>	<b>0</b>
<b>Head of Safe Homes</b>										
191 Communal Gas & Heating	0	0	0	0	0	0	(3,990)	2,246,369	0	2,246,369
192 Social Housing Development Fund	0	0	0	0	0	0	720,543	3,053,985	0	3,053,985
193 Twinned IT System Implementation	120,000	0	0	0	0	120,000	0	120,000	0	0
	<b>120,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>120,000</b>	<b>716,553</b>	<b>5,420,354</b>	<b>0</b>	<b>5,300,354</b>
<b>Head of Asset Management</b>										
197 Planned Fixed Expenditure	11,967,133	2,622,491	0	0	0	14,589,624	5,739,781	11,384,706	1,000,000	(4,204,918)
198 Pain/Gain Share (Planned Fixed Expenditure)	0	0	0	0	0	0	304,107	0	0	0
199 M&E Contracted Works	0	0	0	0	0	0	1,770,956	2,503,000	0	2,503,000
200 DBC Commissioned Capital Works	8,075,000	3,401,414	0	0	0	11,476,414	2,256,472	6,500,000	0	(4,976,414)
201 Special Projects	100,000	513,021	0	0	0	613,021	0	1,991,000	0	1,377,979
	<b>20,142,133</b>	<b>6,536,926</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>26,679,059</b>	<b>10,071,316</b>	<b>22,378,706</b>	<b>1,000,000</b>	<b>(5,300,353)</b>
<b>Head of Commercial Housing Contracts</b>										
205 Contract Management software	10,000	0	0	0	0	10,000	0	0	0	(10,000)
	<b>10,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(10,000)</b>

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<b>Head of Investment and Delivery</b>											
209	New Build - General Expenditure	0	0	0	0	0	0	29,920	0	0	0
210	Coniston Road	0	130,676	0	0	0	<b>130,676</b>	0	<b>0</b>	0	(130,676)
211	Eastwick Row	1,217,104	5,726,291	0	525	525	<b>6,943,920</b>	1,122,462	<b>6,557,705</b>	0	(386,215)
212	St Margaret's Way	8,216,487	331,367	0	0	0	<b>8,547,854</b>	3,609,829	<b>8,623,312</b>	0	75,458
213	Paradise Fields	737,455	6,107,950	0	(654,072)	(654,072)	<b>6,191,333</b>	3,821,318	<b>6,583,000</b>	0	391,667
214	Randalls Ride	(59,850)	988,836	0	0	0	<b>928,986</b>	574,575	<b>1,155,418</b>	0	226,432
215	Garage Sites - New Build Developments	(139,718)	1,357,040	0	0	0	<b>1,217,322</b>	336,035	<b>1,378,605</b>	0	161,283
216	Wilstone	(576,858)	740,670	0	0	0	<b>163,812</b>	(27,312)	<b>46,013</b>	0	(117,799)
217	Marchmont Fields	1,113,558	4,141,081	0	1,065,569	1,065,569	<b>6,320,208</b>	1,774,811	<b>6,331,096</b>	0	10,888
218	Paradise Depot	1,404,799	5,350,376	0	(6,729,780)	(6,729,780)	<b>25,395</b>	26,921	<b>29,396</b>	0	4,001
219	Cherry Bounce	9,836	0	0	0	0	<b>9,836</b>	0	<b>0</b>	0	(9,836)
220	Stoneycroft and Great Sturgess	(697,585)	697,585	0	0	0	<b>0</b>	0	<b>0</b>	0	0
221	Garage Sites B	(20,000)	0	0	0	0	<b>(20,000)</b>	0	<b>0</b>	0	20,000
222	Great Sturgess Road	(456,677)	456,677	0	0	0	<b>0</b>	0	<b>0</b>	0	0
223	RTB Buy-Backs	133,406	1,398,362	0	(531,768)	(531,768)	<b>1,000,000</b>	11,228	<b>1,000,000</b>	0	0
224	Local Authority Housing Fund	0	0	0	0	0	<b>0</b>	22,292	<b>0</b>	0	0
		<b>10,881,957</b>	<b>27,426,911</b>	<b>0</b>	<b>(6,849,526)</b>	<b>(6,849,526)</b>	<b>31,459,342</b>	<b>11,302,078</b>	<b>31,704,545</b>	<b>0</b>	<b>245,203</b>
<b>Totals: Housing and Community</b>		<b>31,333,090</b>	<b>33,963,837</b>	<b>0</b>	<b>(6,849,526)</b>	<b>(6,849,526)</b>	<b>58,447,401</b>	<b>22,089,947</b>	<b>59,682,605</b>	<b>1,000,000</b>	<b>235,204</b>
<b>Totals</b>		<b>32,584,090</b>	<b>34,353,264</b>	<b>0</b>	<b>(7,188,893)</b>	<b>(7,188,893)</b>	<b>59,748,461</b>	<b>22,615,584</b>	<b>60,964,377</b>	<b>1,000,000</b>	<b>215,916</b>





# HOUSING AND COMMUNITY

## Overview and Scrutiny Committee

<b>Report for:</b>	Housing and Community Overview and Scrutiny Committee
<b>Title of report:</b>	Q2 2024/25 Housing Performance & Tenants' Voice Report
<b>Date:</b>	20 November 2024
<b>Report on behalf of:</b>	Councillor Simy Dhyani, Portfolio Holder for Housing and Property Services
<b>Part:</b>	I
<b>If Part II, reason:</b>	N/A
<b>Appendices:</b>	Appendix A – Housing & Community Overview and Scrutiny Performance Summary Report Q2 2024/2025 Appendix B – September 2024 Assurance Report Appendix C – Q2 24/25 DBC Performance Comparison
<b>Background papers:</b>	
<b>Glossary of acronyms and any other abbreviations used in this report:</b>	TSMs – Tenant Satisfaction Measures SQA – Strategy, Quality and Assurance Service ASB – Anti-Social Behaviour KPI – Key Performance Indicator FRA – Fire Risk Assessment RSH – Regulator of Social Housing HTIP – Housing Transformation and Improvement Programme ALMO – Arms Length Management Organisation

**Report Author / Responsible Officer**

Hannah Peacock, Head of Strategy, Quality & Assurance



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On behalf of:

Natasha Beresford, Assistant Director, Housing Operations & Safe Communities

Mark Pinnell, (Interim) Assistant Director, Property

David Barrett, Assistant Director, Strategic Housing & Delivery

<b>Corporate Priorities</b>	<p><b>Community engagement:</b> Engage with residents and partners to have a real say on our services and the borough</p> <p><b>Service improvement and delivery:</b> Running the Council efficiently and putting residents at the heart of everything we do</p> <p><b>Vibrant communities:</b> Foster arts, culture and leisure opportunities</p> <p><b>Sustainable future:</b> Take action on the Climate and Ecological Emergency</p> <p><b>Clean, safe and green:</b> Provide a clean, safe and green-focussed environment</p> <p><b>Homes to be proud of:</b> Enable well-maintained and affordable homes, where people want to live</p> <p><b>Proud and thriving borough:</b> Realise our potential as a great place to live and work with a thriving business community</p>
<b>Wards affected</b>	All
<b>Purpose of the report:</b>	<ol style="list-style-type: none"> <li>1. To provide H&amp;COSC with an overview of the performance and the tenants' voice for the Housing &amp; Property Services for Quarter 2 2024.</li> <li>2. To present the interventions and actions undertaken to address any performance concerns</li> </ol>
<b>Recommendation (s) to the decision maker (s):</b>	That H&COSC consider the report and scrutinise the actions to address any performance concerns highlighted.
<b>Period for post policy/project review:</b>	This report relates to Q2 2024. This report is produced every quarter.

## 1. Introduction / Background

- 1.1 This report details the performance of Housing & Property Services during the second quarter of 2024/25, measured against a full suite of performance indicators, including those which represent our tenants' views and feedback.
- 1.2 The performance indicators were developed by the Housing & Property Service, and associated targets were approved by Cabinet in June 2024. Performance against these indicators is internally monitored and reviewed via In-Phase, our performance management system.
- 1.3 The Housing (Regulation) Act 2023 legislates the importance of listening and acting on the Tenants' Voice. The feedback we receive from our Tenants is invaluable data we must use to inform service improvement and deliver tailored services.

1.4 The effective use of the Tenant voice data and insight not only improves services, but also demonstrates our compliance with the new regulatory framework relating to the Tenant Satisfaction Measures (TSMs) and the Consumer Standards.

## 2. Aims of Paper

- To improve service performance within the directorate,
- To ensure that services delivered are resident focussed,
- To drive service delivery improvements,
- To increase efficiency and focus,
- Improve the customer experience,
- Ensure appropriate scrutiny of the services delivered.

## 3. Current Position on Performance

3.1 The full Housing & Property Services Overview and Scrutiny Performance Summary Report is included in **Appendix A**.

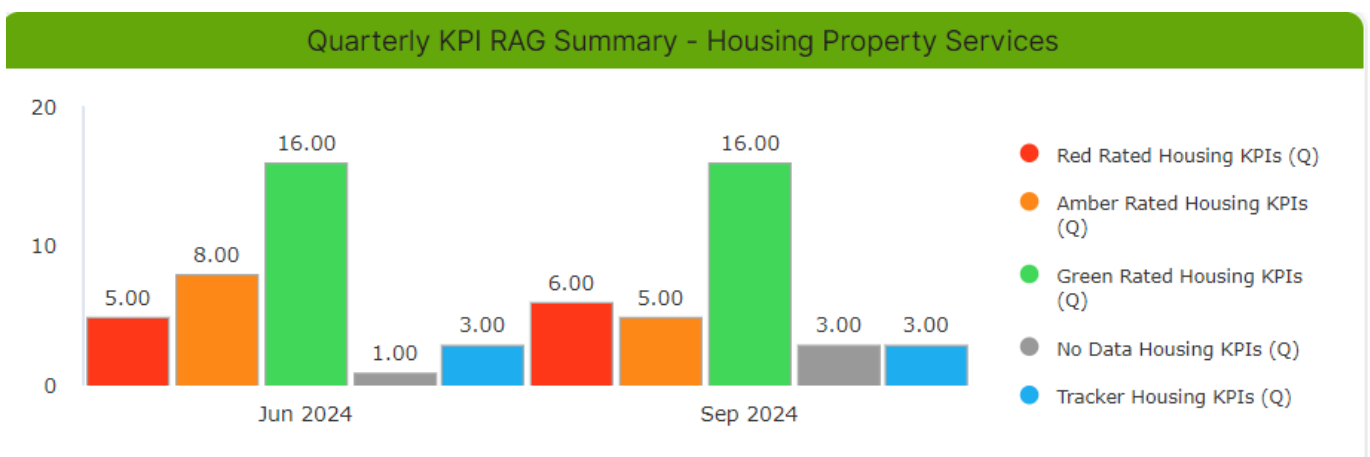
3.2 There are three measures for which there is no data provided for this quarter:

CL01 - ‘Satisfaction with we keep the communal areas clean and tidy during the period’ – the transactional satisfaction survey has been drafted by the service with support from the Strategy, Quality and Assurance service (SQA), and will be going live in November.

ID08 - ‘Satisfaction with New Build homes received during the quarter’ – no surveys were sent out in this quarter; the team will have return figures for Q3 to capture new builds handed over in recent months.

ASB01 – ‘Satisfaction with Anti-Social Behaviour (ASB) case handling’ – as noted in Q1 there was a data handling error within CX-Feedback, which skewed the data available. Surveys started to be sent out in late September 2024, but there have been insufficient returns to make the data statistically informative. Additional work is being done to drive up engagement with this survey, including moving from a monthly survey sent to all closed case customers to weekly, and using merge technology with CIVICA to make email invitations more personalised to the customer. Survey responses expected to be reported on in Q3.

3.3 The graph below shows the breakdown of the RAG ratings of the Key Performance Indicators (KPIs) for this quarter. 48% (16) of 33 KPIs were rated Green, and so met or exceeded their target, 15% (5) were rated Amber, and 18% (6) were rated Red, having not achieved their target.



3.4 7 of the 16 **‘GREEN’** indicators belong to the Safe Homes Service. This includes HPS05 ‘Percentage of all High-Risk FRA (Fire Risk Assessment) actions outstanding’ (2.39% vs. a target of 5%) where the number of actions has consistently fallen during Q2, and PP01 ‘Percentage of homes with a valid gas safety certificate’ which has moved to 100% this quarter and is highlighted below in section 5. **Comparing Our Performance**. Compliance

remains an Area of Focus for the Housing and Property Service (see section 4. Areas of Focus below), recognising our continued attention on this crucial area.

3.5 There are six 'RED' indicators at the end of Q2:

<b>INDICATOR:</b>	<b>HPS03 Average re-let time in days *NEW*</b>		
<b>Q2 Performance</b>	48.39	<b>Target</b>	40.00
<p>The work to reduce void turnaround times in this Quarter has been focused on reducing post repair work processes, ensuring these processes are as efficient as possible (the person/team receiving the property has all the information they need, they had warning that the property was coming to completion and all standards were met.</p> <p>While there are further improvements required, we are pleased to see an increasing number of voids being turned around in under 15 days. There are still longer-term voids that need to be cleared through the system and a small number of more recent voids which are slipping into the long-term category due to unforeseen issues such as the requirement to complete a significant clearance, flea treatments, garden clearances etc.</p> <p>We have taken the opportunity to review the scope of void works currently undertaken. Whilst this approach will improve the time taken to turn these properties around, it is important not to reduce the works too much leading to complaints and possible impact to the repairs arising on occupation. It was reassuring to see September's void turnaround time at an average of 33.68 days.</p> <p>The upcoming Tenancy Agreement Review is likely to impact positively on void times in the long-term, as a suggested change will be to enable the Lettings Team to proactively market properties once notified of the intention to move, rather than wait until after moving day.</p>			
<b>ACTIONS:</b>			
<p>We will now put more focus into working with residents who have made us aware of the intention to move. This will involve visiting them to understand what work they need to do to their home with a particular focus on gardens, which are often expensive for the council but are also works that most residents can undertake themselves with sufficient notice, or support of others.</p>			
<b>TARGET DATE:</b>	Q3 – expect to see improved void turnaround time and work completed on void processes redesign. Q4 – expect to see consistently low void turnaround times.		

<b>INDICATOR:</b>	<b>RKK17 Percentage of open damp and mould cases exceeding 100 days</b>		
<b>Q2 Performance</b>	45.00%	<b>Target</b>	10.00%
See narrative below in 4. Areas of Focus			

<b>INDICATOR:</b>	<b>TL01 Current arrears as a percentage of annual debt *NEW*</b>		
<b>Q2 Performance</b>	4.70%	<b>Target</b>	4.00%
<p>The average arrears percentage for the last quarter is higher than Q1 (3.92%). This is an expected trend, which is reflective in previous years data, seasonal trends and external factors such as the continued cost of living crisis including increases in bills etc, and the team face with the Universal Credit migration and this year being a 53-week rent year (where Universal Credit only recognises 52).</p> <p>Tenants who are in receipt of the older means-tested benefits will be migrated over to Universal Credit. This will mean that we will not be receiving weekly Housing Benefit payments for these tenants but will have to await direct payments from Universal Credit where applicable (such as someone being in rent arrears already, having difficulties with finances, vulnerable needs etc). Universal Credit is paid 4 weeks in arrears.</p> <p>With regards to the 53-week rent year, which occurs once every 5/6 years, there are only 4 rent free weeks which means that the team would be expected to collect the rent/income for the additional week (49th). This also means that for all the tenants in receipt of Universal Credit, they will have to pay the extra weeks rent out of their living costs or any additional income sources.</p>			

The team are working hard to contact tenants where necessary and ensure prompt action is taking place. Further work with other departments should help with early intervention work and this should have a positive impact on the arrears as the year progresses.

An example of this is working alongside the Welfare and Tenancy Sustainment team as well as the Supported Housing team in facilitating for coffee meetings where people residing in supported schemes were able to come and discuss any concerns they may have to do with the rent or tenancy for example. The relevant officers stated they were able to signpost the elderly tenants to ensure they are claiming for the correct welfare benefits to help alleviate the financial pressures where necessary. This was an ongoing schedule of events across the borough, and it is anticipated this will continue due to the numbers of tenants who engage with officers.

**ACTIONS:**

- Continue on-going schedule of collaborative coffee mornings
- An in-depth analysis of income collection is being undertaken currently which will propose recommendations for improvement

**TARGET DATE:**

Based on the data that is available, it is anticipated that this KPI will be on track at the end of Q3.

**INDICATOR:**

**TL02 Rent collected as a percentage of rent owed (excluding current arrears brought forward)**

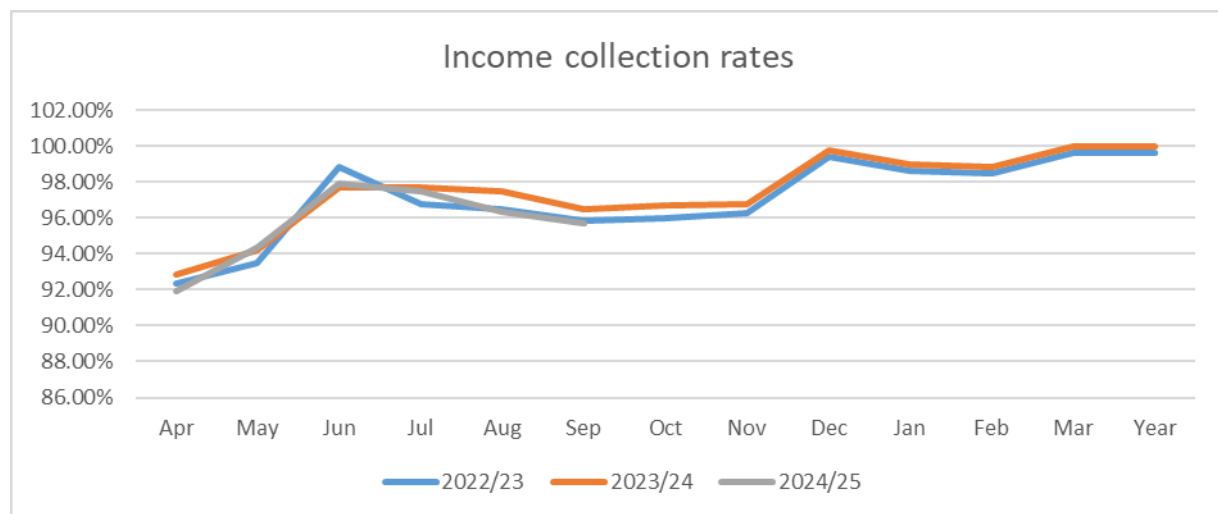
**Q2 Performance**

95.71%

**Target**

99.00%

For the end of Q2 we are down from the target set, this is a common trend given the time of year. As the year progresses, the collection rates will increase.



All Income Officers have completed a two session Income management masterclass from HQN, a Housing consultancy and training provider, which will assist officers further during the conversations with tenants about rent and benefits and support etc.

Given the additional week's rent to be collected, from the beginning of the financial year, the team have advised tenants of the impact on their rent when factoring in the additional week's payment. This advice has been targeted to those currently in receipt of Universal Credit, as this benefit does not take into account the additional week. While the additional week will bring in further income, it is likely this will also have an impact on rent owed. The data analysis of the income recovery will explore this in further detail.

**ACTIONS:**

- Actions already taken to address performance. No further action required at this stage.

**TARGET DATE:**

Based on the data available it is anticipated that this KPI will be on target at the end of Q3 due to the rent-free weeks in December.

<b>INDICATOR:</b>	<b>TM04 Percentage of estate inspections completed that were due to be completed during the period</b>		
<b>Q2 Performance</b>	30.95%	<b>Target</b>	100%
See narrative below in <b>4. Areas of Focus</b>			

<b>INDICATOR:</b>	<b>SQA02 Percentage of respondents satisfied with complaint handling</b>		
<b>Q2 Performance</b>	22.00%	<b>Target</b>	67.00%
<p>We sent out 177 surveys to those customers who have raised a complaint in this quarter, there was a 22% response rate, with 39 surveys returned. Of those 39, 22% were satisfied with the way that DBC handled their complaint.</p> <p>Further detail on actual number of complaints raised, escalated, and responded to can be found in section <b>4. Areas of Focus</b>.</p>			
<b>ACTIONS:</b>			
<ul style="list-style-type: none"> <li>- Complaints Workshops being held with DBC Customer Service Unit to ensure agreed definitions, methodology and reporting mechanisms</li> <li>- CX-Feedback, our tenant engagement platform, being demonstrated to Digital Transformation Team to highlight opportunity for integration with new digital platform.</li> </ul>			
<b>TARGET DATE:</b>	Q3 – Complaints workshop to be completed		

## 4. Areas of Focus

### Compliance

- 4.1 Fire Safety planned works programmes have successfully progressed with projects at Kylna Court, Phyllis Courtage House, Townsend and Church Street concluding in Q2.
- 4.2 All other areas of compliance continue to perform well, with the robust access process providing positive results with our harder-to-reach tenants. Attention is focused on ensuring this positive performance continues. The latest Compliance position can be seen in the September 2024 Assurance Report (**Appendix B**)

### Damp / Mould

- 4.3 The number of open damp and mould cases has reduced to 209 (a reduction from 409 at the start of Q2). The number is still high as we are keeping some cases open until we are certain the treatment has been successful. This is absolutely the right thing to do and provides our residents reassurance that we are committed to resolution. The negative of this approach is when reporting the percentage of open damp and mould cases exceeding 100 days may increase.
- 4.4 We continue to use Aico Environmental Sensors to help with early warning for properties that are potentially at a higher risk of damp and mould and to provide a measure of the success of the interventions introduced to manage the situation. A survey has been developed for use with CX-Feedback, where we will ask residents to confirm the damp and mould treatment has been successful eight weeks after the work has been completed. This is the timeframe in which we would expect mould to return. This will allow us to close cases sooner, with the confidence we will be able to check in with residents to ensure the issue has been resolved.

### Estate Inspections

- 4.5 September has shown a remarkable improvement in the number of blocks inspected, increasing significantly to 565 compared to 283 in August and 115 in July. This surge reflects the hard work and commitment of the team, particularly considering persistent recruitment challenges and a high workload. Two additional team members joined in September, but there remain 4 Tenancy Management Officer vacancies the service is still actively recruiting to.

4.6 While the total number of neighbourhoods inspected remains relatively low, in Quarter 2 the existing resource was focused on high-priority areas. These include blocks of flats (especially high-rises), garages, and specific streets or roads with known concerns.

4.7 While September has been a promising month, it is important to recognise that performance was at its lowest at the end of Q1 and the beginning of Q2, reflecting the impact of staffing shortages and the transition of the inspection regime into the broader responsibilities of the Tenancy Management Officer role. However, the consistent implementation of contingency plans, ongoing staff training, and the strategic allocation of resources have set the foundation for continued improvement.

4.8 As we continue moving into October, we will introduce new KPIs in Q3 to break down these inspection figures further and provide a more granular analysis using the following criteria:

- Breakdown by property type (blocks of flats, garages, streets/roads).
- Breakdown by inspection outcome (red for serious issues, amber for moderate issues, green for satisfactory conditions).
- Tracking neighbourhoods inspected more than once.

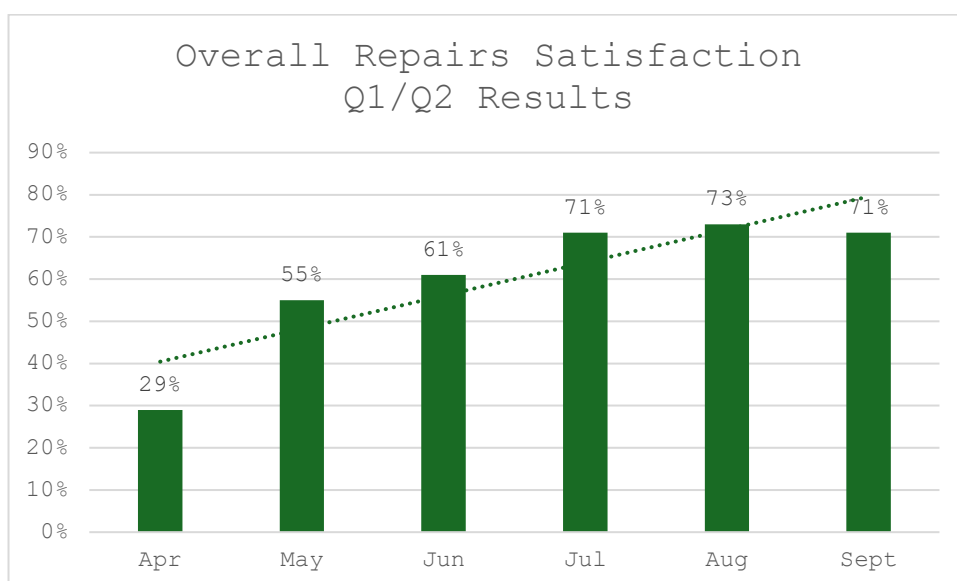
4.9 The team remains committed to maintaining high standards and addressing areas of concern through corrective actions, regular monitoring, and the targeted deployment of resources. We are optimistic that with these measures, performance will continue to improve in the months ahead.

### Responsive Repairs

4.10 The number of overdue repairs has reduced from 691 to 383 during Q2. In the same period the total number of open repairs has fallen from 2217 to 1872. We were hopeful of improving these numbers further however the heavy rain experienced towards the end of September generated a large number of roofing repairs.

4.11 We have placed a focus on increasing our 'first time fix' – i.e. being able to complete the repair at the first visit. We have looked at how repairs are first diagnosed to make sure they are allocated to the correct workstream. CARDO have introduced dedicated planners to each workstream, this helps to build up the right expertise so they can arrange the correct materials and trades person to attend the job. We have also reinforced that operatives are not allowed to book follow-on works without the permission of a supervisor.

4.12 We know 'first time fix' drives satisfaction and keeps costs down and we are pleased to see the results coming through confirming this has had a continued positive impact on the resident satisfaction survey as demonstrated below.



## Regulator of Social Housing (RSH) – Learning from Inspection

- 4.13 Following the Q1 achievement of the C2 grading in our Regulatory Judgement, work is being undertaken to design an action plan to address the areas for improvement noted by the Inspector.
- 4.14 A key area for improvement was relating to the Transparency, Influence and Accountability standard. We will need to:
- Improve the information about the diverse needs of our tenants,
  - Continue to develop the collection and analysis of customer data,
  - Conclude our work to improve tenant involvement and scrutiny functions,
  - Build on the range of accessible information to tenants, including about our performance,
  - Improve and evidence how we learn from complaints and uses these to improve services.
- 4.15 The HTIP (Housing Transformation and Improvement Programme) workstream lead (Assistant Director for Strategic Housing and Delivery) and Project Manager (Head of Strategy, Quality and Assurance) will be meeting with the RSH Post-Inspection Team in Q3 to help shape the developing action plan.

### Housing & Property Services Complaints

- 4.16 During Q2, Housing and Property Services received 158 Stage One complaints. The following teams accounted for 72% of total Q2 Housing and Property Services Stage One complaints:

<b>Responsive Repairs</b>	99
<b>Planned and Adaptations</b>	18
<b>Compliance</b>	7

- 4.17 25 Stage One complaints were escalated to a Stage Two in this period. The following teams had Stage One complaints escalated to Stage Two.

<b>Responsive Repairs</b>	13
<b>Compliance</b>	4
<b>Housing Needs</b>	3
<b>Community Safety</b>	2
<b>Planned and Adaptations</b>	1
<b>Rent and Income</b>	1
<b>Service Charges</b>	1

- 4.18 Of the 156 Stage One complaints responded to in Q2, 96 (62%) were upheld, 14 (9%) were partially upheld and 21 (13.5%) were not upheld by the Stage One responder. 5 complaint responses did not record the complaint outcome. 20 complaints were closed without a response provided. This can happen for a variety of reasons e.g. events having superseded their complaint, the customer needed to provide further information for the investigation to continue, the customer withdrawing their complaint or the customer's representative does not have authority to act on their behalf.
- 4.19 Of the 21 Stage Two complaints responded to in Q2, 8 were upheld, 3 were partially upheld and 5 were not upheld. 4 did not have a recording of a response. 1 complaint was withdrawn by the customer.
- 4.20 In July 2024 we received 4 determinations of Housing Ombudsman complaints. 1 was a Severe Maladministration Determination, which required compensation of £1,000 and a management report outlining the actions taken being taken to address the causes of the complaint. There were 3 Maladministration determinations, with DBC required to pay a total of £3,250. Themes of the determinations highlighted poor record-keeping, length of time taken to rectify issues, poor communication and lack of follow up of appointments.



4.21 The annual report from the Housing Ombudsman was received in August 2024, a DBC summary of response to the annual report will be taken to SLT in Q3, before both will be published on our website.

## 5. Comparing Our Performance

5.1 It is important to measure our performance against our peers, not just against our own targets. We are a member of HouseMark, a national social housing bench-marking organisation, to help us to do this.

5.2 HouseMark have provided a monthly summary Pulse Report for each month this Quarter, focused on key compliance, repairs and complaint measures. We have used this to compare our performance with other larger Local Authorities and ALMOs (over 10k units), and this dashboard is provided in **Appendix C**.

5.3 Q2 Achievements include:

- 100% of Homes with a valid gas certificate – placing us in 1st quartile for the first time this financial year,
- 99.87% of Domestic properties with EICR certificates up to five years old – we have been in 1st quartile since June, and now well within the 1st Quartile threshold for September (99.54%)
- Dwellings vacant but available to let – been performing in 1st Quartile for duration of this financial year
- Average re-let time in days (standard re-lets) has moved into the 1st Quartile, from a high of 51.87 days in June to 37.78 days in September

5.4 Small improvements can be seen in the Responsive Repairs performance against our peers, but remains in the lower quartiles, and the associated service / CARDO improvement action plan is designed to address this. While the transactional satisfaction with repairs remains in the bottom quartile, there has been a significant improvement from a low of 29.41% in April to 71% in September, recognising we are moving in the right direction. The median score for September was 84%, with the top Quartile recording 90.8% satisfaction.

## 6. Service Performance - Improvement Activity

### New Builds – Randall's Ride

6.1 Randall House and Bowyer House were handed over on 24 July 2024, providing another thirty brand-new social rent homes. The houses and flats, which include three 2-bed wheelchair-accessible flats, are on a site that provides 30 parking spaces, two waste storage buildings, cycle storage and landscaped communal garden areas.



6.2 The handover of Randall's Ride marks our 400th home for social rent, and a celebration to mark this achievement will be held shortly at Randall's Ride.

6.3 The DBC Development Team and several of their projects were also shortlisted for five categories at the 2024 Inside Housing Development Awards including:

- Best Development Team (Urban)
- Best Development over 4 storeys – Mountbatten View (Paradise Fields)
- Best Partnership - with Bugler Developments Limited for Marchmont Fields
- Best Affordable Development under £5m – Wilstone development (Barton Close)
- Best Affordable Development under £10m – Randall’s Ride.

6.4 Work is being undertaken in Q3 to review all Housing-related awards and build the submission processes into the Housing Communications Planner to ensure we are recognising and externally highlighting significant achievements of the directorate.

### Homeless Accommodation

6.5 We recently worked in partnership with Hightown Housing Association to deliver homeless accommodation in Alexandra Road, Hemel Hempstead. Dacorum Borough Council and Homes England provided funding to purchase the building and to carry out the refurbishment works, and the Council will continue to fund the support provided to residents.

6.6 Councillor Adrian England, Leader of Dacorum Borough Council, officially opened the new homes in July. The opening event was attended by Councillors and staff from Dacorum Borough Council, representatives from Homes England, and residents, staff and Board members from Hightown.



### Future Neighbourhoods

6.7 In July, staff from across our directorate supported the Future Neighbourhoods pilot project. The cross-departmental team visited the Heights in Highfield to identify local issues and work with residents, businesses and councillors to resolve them. On the day, they tackled community safety, building issues, fly-tipping, and hedge trimming. This pilot will help us to shape local improvements and use DBC resources effectively to enhance wellbeing and pride in the local area.





## 7. Our Tenants' Voice

7.1 This section of the Performance and Tenants' Voice Report will highlight how we have listened to and engaged with our residents during this Quarter.

### Tenant & Leaseholder Committee

7.2 At their meeting in July 2024, the Committee received the 23/24 Tenant Satisfaction Measures Report, a report outlining Dacorum's performance against these measures. They also reviewed updates to the Housing Disposal of Goods Policy and provided their input through a detailed discussion. The Strategy, Quality and Assurance service have used this feedback to further shape the policy. The Committee were also consulted with by the directorate on how best to incorporate resident feedback into the Annual Report, which is now being finalised for approval in Q3/Q4.

### Housing Open Day

7.3 A significant piece of tenant engagement will be happening in Q3. Following the success of last year's Housing Open Day, which attracted approximately 400 tenants, the SQA service have been working in this quarter to develop the plans for this year's Housing Open Day. Due to the pre-election period of purdah, the date has been moved to 13th December. This year will include stalls from a wide range of Housing services, including Repairs, Adaptations, Anti-Social Behaviour/Community Safety, as well as wider DBC services such as Council Tax, Customer Service, and Complaints. Attendees will receive free food and drink including snack-bags for children. Other incentives will include prize draws (sponsorship for prizes being confirmed) and a children's entertainment area with a face painting station.

### Compliance

7.4 As mentioned above in section 4. Areas of Focus, Fire Safety planned works programmes have successfully progressed in Q2. The Kylna Court Garden had been identified as a potential hazard due to the wooden decking, which was removed and replaced with non-combustible material. Our contractors, Wates, sponsored a celebration event for residents, staff and members. They provided planters to decorate the space, games for local children at the event, and refreshments provided by Sunnyside Rural Trust, a local charity and social enterprise.



7.5 The Fire Safety works at Phyllis Courtnage House included upgrade of approximately 100 flat entrance doors and communal doors to bring them up to current fire safety standards in a project lasting approximately. United Living, the contractors for Phyllis Courtnage House, sponsored a celebration event on 5 September for residents, and provided raised planters for residents who are wheelchair-bound and unable to use the planters currently on-site.

#### **Leaseholder Consultation on Major Works**

7.6 Throughout this quarter, we have reviewed the approach to leasehold consultation and involvement for major works. We have adapted this process in response to leaseholders concerns at Hilltop Crecent, during recent works. We will now have an early meeting with leaseholders to engage with them around why the works are needed and how we will achieve value for money. We are also inviting a representative to attend the regular site meetings with the contractor. We have found this transparency to have generated a considerable amount of trust from the leaseholders, as well as valuable input based on their perspective. We will look to continue to enhance this process and involve tenants in future works.

#### **Help to Move Policy Review – Tenants Scrutiny Session**

7.7 The Housing Needs Team are leading a review of our Help to Move Policy, and used the Strategy, Quality and Assurance Team to organise a comprehensive workshop targeted at older single tenants and couples still living in family-sized homes to understand whether they would consider downsizing to a home that met their current housing need, what their ideal home would look like, and what help they would need to make such a significant move. To put this into perspective, Dacorum has around 2,800 three and four-bedroom homes occupied by tenants whose housing need is currently for a smaller property.

7.8 The SQA team were able to use CX-Feedback to appropriately target and communicate directly with this key audience. To ensure attendance a small financial incentive was provided, as well as logistical support and transport to the Forum to attend the event. Around thirty attendees participated in the event, and the event feedback indicates the event had successfully attracted residents who had never engaged with us previously. The feedback is being analysed to build an action plan to refresh the policy and encourage more residents to downsize. The target for this is end of Q3.

#### **Supported Housing**

7.9 Supported Housing, Housing Income and Tenancy Sustainment teams worked collaboratively to provide extra support to our tenants who are residing in Supported Housing/Sheltered schemes. Officers from across these teams attended all our schemes for drop-in sessions between 27 August and 9 September 2024. This provided an opportunity for residents to attend and discuss any issues they may have regarding their rent, financial constraints, benefits, tenancy sustainment and welfare to name a few. Officers were able to sign-post residents or follow up with an in-depth appointment to provide further assistance, where needed. There will also be a session held at the Forum for residents to attend should this be their preference.



- 7.10 In July, new flower beds were created by the tenants at our Willow Edge sheltered scheme, with compost provided by the Housing Service. They asked for an area to be left as a wild garden, and have been growing vegetables, as well as creating the 'WE' shaped bed to represent Willow Edge.



## 8. Risks

Operational Risk Registers are reviewed by relevant service teams quarterly to reflect any changes internally or externally that have impacted upon the identified risks and to include new risks. Mitigating actions are expected to be put in place to reduce the risk's likelihood and severity.

Certain key functions are outsourced to CARDO, and key metrics have been added to the monthly performance report for HSLT.

## 9. Financial and Value for Money implications

As members will be aware the impact of inflation and interest rates have significantly impacted the sector, and we are experiencing unprecedented price increases across all areas of Council activity. This has been fed into the 24/25 business plan, along with other demands to assess the impact on current and future budgets and detailing what additional mitigating actions may need to be introduced.

## 10. Legal Implications

We are required to comply with all statutory and regulatory legislation relating to the delivery of Housing & Property Services. 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.

## 11. 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 several 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.

## 12. Sustainability implications (including climate change, health and wellbeing, community safety)

Investment programmes are contained within the HRA Business Plan, and an element of budget provision has been allocated to future stock 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.

### **13. 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.

### **14. Conclusions**

This report provides an overview of service performance, the tenants' voice and interventions implemented to address key areas of performance. 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.

### **15. Recommendations**

No specific recommendations – the Committee are recommended to note this report and its contents.

### **16. Next steps**

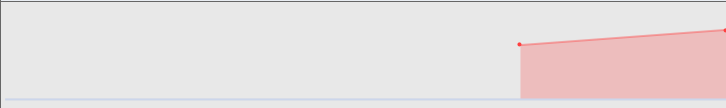
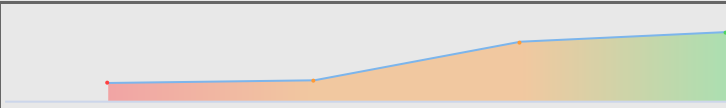
- Utilise data better. We have continued improved the quality and quantity of what we input into HouseMark and InPhase with bespoke reports being tailored to key audiences. We are working to develop our benchmarking opportunities and how we share this knowledge across DBC
- Further embed CX-Feedback across the Housing service to collect real time resident data and enable bespoke communications to our residents, as well as highlight the opportunities to link to our incoming digital platform for wider DBC applications
- Progress the collection of the Tenant Satisfaction Measures for 24/25 via CX-Feedback
- Share this report with HTIP to help ensure their improvement plans are designed to meet the continuing and emerging needs of the business.
- Recognising the Regulatory Judgement feedback, work with the HTIP Learning from Inspection workstream to shape the action plan to deliver how we can improve collecting, analysing and applying information about the diverse needs of our customers to shape our services

# Housing & Community Overview and Scrutiny Performance Summary Report

## Housing and Property Services Performance Summary

### Asset Management Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
HPS03 (Q)	Average re-let time in days (all re-lets, including time spent in works) in Quarter to 2 decimal poi	Sep 2024	48.39	40.00	35.22	✗	
<p>We have been working on improvements to the void process. As there were a number of long term voids to be closed we have not yet seen these improvements showing in the performance figures. We now have a significant number of voids being turned around within 15 days, but these are being offset by the longer term voids. As we work through these longer voids we will start to see the improvements in the void turnaround times. These are likely to be better in Q3, but not consistent. We expect much better performance in Q4 and beyond.</p>							
PP10 (Q)	Percentage of emergency repairs completed within target timescale in the Quarter	Sep 2024	100.00%	99.00%	99.83%	✓	
PP13a (Q)	Percentage of responsive repairs completed within target timescale in the Quarter	Sep 2024	88.74%	97.00%	91.67%	✗	
PP13b (Q)	Percentage of repairs completed at first visit in the Quarter	Sep 2024	78.00%	86.00%	80.67%	✗	
<p>This is low due to the closure of older jobs. We are undertaking efforts to improve first time fix rates. We are seeing increases in this each month as reported by residents via CX-Feedback. The large number of roof leaks, which will first require a temporary fix and then more permanent work will prevent this KPI from improving immediately, but the repairs that are under our control are increasingly being fixed first time.</p>							
RKK15 (Q)	Satisfaction with Lettings during the Quarter	Sep 2024	85.00	65.00		✗	

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
RKK17 (Q)	Percentage of open damp and mould cases exceeding 100 days	Sep 2024	45.00%	10.00%		✘	
<p>During the warmer months, a lot of work has gone into reducing the number of open damp and mould cases and we currently have circa 210 cases on the system. We are responding to all new reports of damp and mould within 7 days and in more severe cases within 48 hours. This KPI records the number of cases we are keeping open that exceed 100 days or 3 months, which due to our processes, will most likely always be a 'Red' metric. The reason being that we do not close cases until we are confident that the damp and mould issues have been fully addressed. This isn't always an issue with the property, in some cases we work with our tenants with regards to education about the root causes of the mould and show them how they can intervene in the early stages to prevent the issue getting worse. In other cases we complete damp and mould works, including mould washes and then install environmental monitoring equipment into the property (small inobtrusive sensors that monitor temperature and humidity levels in real time) the information from these sensors help our customers to understand the times that moisture levels in their home peak and also demonstrates the need to balance heating and ventilation etc. Once our customer is happy we have resolved the issue with the property or they are confident enough to manage the situation - we will then close the case. By having the cases open on the system nobody gets left behind and our tenants are no longer in the cycle of reporting - mould treatment - case close - reporting - mould treatment - case close and so on. We are planning to take a more detailed paper to Housing Overview and Scrutiny Committee to provide more detail on process and to propose alternative ways of tracking our activities in this area.</p>							
RKK18 (Q)	Percentage of HRA homes that have had a stock condition survey within the last five years.	Sep 2024	64.00%	62.00%	9.00%	✔	
<p>This is on track as per the commitments in the interim asset management strategy</p>							



## Commercial Housing Contracts Performance Summary

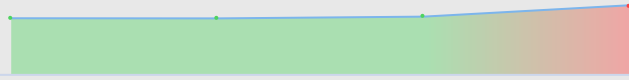
Measure Code	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend ↑
CC01 (Q)	Percentage of non-compliant gold contracts	Sep 2024	0.00%	0.00%		➡	

## Housing Operations Performance Summary

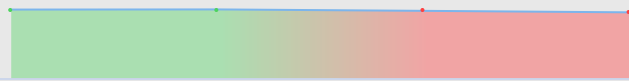
Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
CL01 (Q)	Satisfaction with how we keep the communal areas clean and tidy during the period (Q)	Sep 2024		65.00			

Transactional survey has now been agreed and the target audience agreed. The survey will allow us to report on the KPI as well as provide more data on issues impacting specific areas. The survey will be going live in November.

Page 37	TA01 (Q)	Total number of Households in temporary accommodation	Sep 2024	151.00			✔	
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TL01 (Q)	Current arrears as a percentage of annual debit (Q)	Sep 2024	4.70%	4.00%			✘	
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The average arrears percentage for the last quarter is higher than the previous quarter. This is an expected trend in the date given the external factors the team face with the UC migration, 53 week rent year (UC only recognizing 52), cost of living crisis including increase in bills etc. The team are working hard to contact tenants where necessary and ensure prompt action is taking place. Further work with other departments should help with early intervention work and this should have a positive impact on the arrears as the year progresses. An example of this is working alongside the welfare and tenancy sustainment team as well as the supported housing team in facilitating for coffee meetings where people residing in supported schemes were able to come and discuss any concerns they may have to do with the rent or tenancy for example. The relevant officers stated they were able to signpost the elderly tenants to ensure they are claiming for the correct pension credits to help alleviate the financial pressures where necessary.

TL02 (Q)	Rent collected as a percentage of rent owed (excluding current arrears brought forward) (Q)	Sep 2024	95.71%	99.00%	96.52%		✘	
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For the end of quarter two we are down from the target set, this is a common trend given the time of year. As the year progresses, the collection rates will increase. The team have recently completed a two session HQN Income management masterclass which will assist officers further during the conversations with tenants about rent and benefits and support etc. Given the additional week's rent to be collected, the team have from the get-go advised tenants of their rent having factored this extra week in. This will inevitably increase the years (given the extra week's rent charge - circa £1.38 mil). The team are also reminding tenants on UC that they will be liable for this extra weeks rent.

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
TM04 (Q)	Percentage of estate inspections completed that were due to be completed during the period (Q)	Sep 2024	30.95%	100.00%			

September has shown a remarkable improvement in the number of blocks inspected, increasing significantly to 565 compared to 283 in August and 115 in July. This surge reflects the hard work and commitment of the team, particularly in light of persistent recruitment challenges and a high workload.

Despite the obstacles faced, the progress made demonstrates a solid step forward in meeting our inspection goals. The arrival of two new team members in September has bolstered capacity, and further improvements are expected as these individuals fully integrate into their roles. As we move into October, we will continue on our recruitment drive to fill the remaining vacant posts.

While the total number of neighbourhoods inspected remains relatively low, the focus in Quarter 2 was on high-priority areas. These include blocks of flats (especially high-rises), garages, and specific streets or roads with known concerns. This strategic redirection of resources ensured that key areas received the attention they required, even if it meant fewer overall neighbourhoods were inspected.

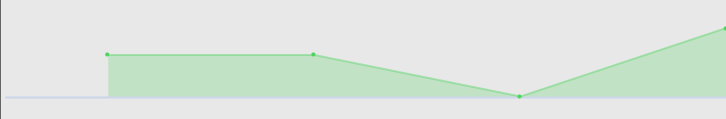
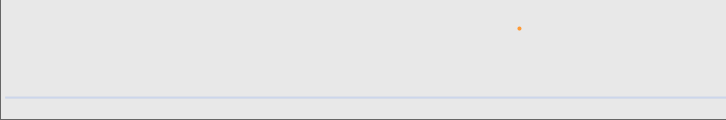
As we continue moving into October, we will introduce new KPIs in Quarter 3 to break down these inspection figures further. These KPIs will provide a more granular analysis using the following criteria:

1. Breakdown by property type (blocks of flats, garages, streets/roads).
2. Breakdown by inspection outcome (red for serious issues, amber for moderate issues, green for satisfactory conditions).
3. Tracking neighbourhoods inspected more than once.



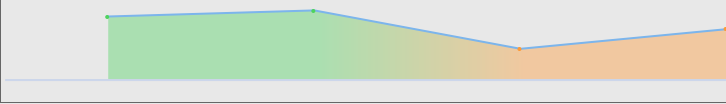
While September has been a promising month, it is important to recognise that performance was at its lowest at the end of Quarter 1 and the beginning of Quarter 2, reflecting the impact of staffing shortages and the transition of the inspection regime into the broader responsibilities of the TMO role. However, the consistent implementation of contingency plans, ongoing staff training, and the strategic allocation of resources have set the foundation for continued improvement.

The team remains committed to maintaining high standards and addressing areas of concern through corrective actions, regular monitoring, and the targeted deployment of resources. We are optimistic that with these measures, performance will continue to improve in the months ahead.

### Investment and Delivery Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
ID06 (Q)	Number of affordable housing units completed during the period	Sep 2024	38.00	38.00		✔	
ID08 (Q)	Satisfaction with New Build homes received during Quarter	Sep 2024		95.00			
In Q2 no surveys were sent out. The team will have return figures for Q3 though to capture new builds handed over in recent months.							

### Property Services Performance Summary

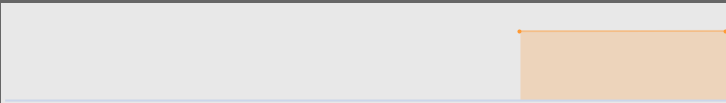
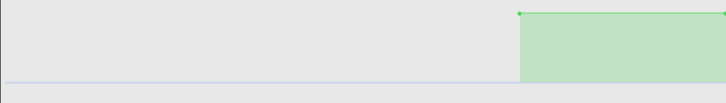
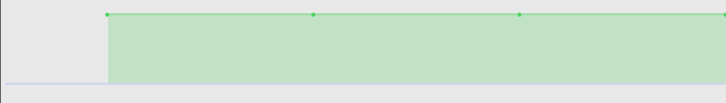
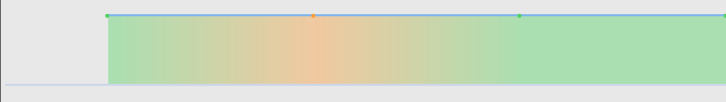
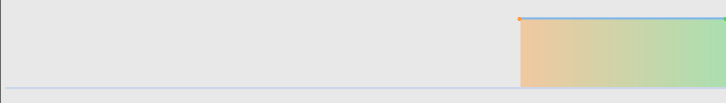
Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
CP01 (Q)	Percentage of commercial property occupation (Q)	Sep 2024	96.50%	90.00%	95.57%	✘	
There are still currently 22 voids on our books. 4 are Maisonettes. There are 4 properties (18%) under offer. 18 void properties (82%) need refurbishment or substantial remedial works before they could be marketed. In the short to medium term businesses still face unprecedented challenges. Legal completions are taking longer presently. There is a high risk a number of businesses may close due to financial and market conditions so it is anticipated the number of void properties will significantly increase over the coming months. Re-letting these properties maybe protracted due to the current economic conditions which may in turn impact on income received until they are re-let. It is unknown whether current rental levels are sustainable in the short to medium term.							
CP02 (Q)	Percentage arrears on commercial property rents (Q)	Sep 2024	11.18%	18.00%		✔	
The overall debt level is 11.18%. Please note that reminders are being issued and the majority of tenants are being chased. We are assisting tenants where possible to avoid legal action, with the continued offer of deferred payment plans and we will recoup these sums over time (approx. 47% of the debt). Please be advised that due to the backlog in court and the yet unknown effect of the wider economic crisis and conditions it is anticipated that the arrears recovery will be slow and protracted and business failures and vacancies will increase.							
FIN11 (Q)	Investment Property Income ytd budget against ytd actual (Q)	Sep 2024	3,916,616.00	3,953,851.00		✔	
Income is 0.9% below target at Month 6.							

### Safe Communities Performance Summary

Measure Code	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend ↑

Measure Code	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend ↑
PSH03 (Q)	Number of enforcement notices served (Housing Act 2004) lead to successful prosecution (Q)	Sep 2024	0.00			→	
PSH05 (Q)	Number of Final Notice of Civil Penalty served of which civil penalties were recovered (Q)	Sep 2024	0.00			↘	
ASB01 (Q)	Satisfaction with ASB case handling (closed cases during the period) (Q)	Sep 2024		65.00			
Due to issues with CX- Feedback which provided inaccurate data in Q1, we were unable to provide data in the first part of this quarter. As a result, there has only been one month of reporting in Q2. Therefore we are unable to provide an accurate quarterly figure for Q2. The next quarter will see full reporting of this KPI.							
CS06 (Q)	Percentage of all external Safeguarding requests that met the threshold resolved in time (Q)	Sep 2024	100.00%	100.00%		→	
CS07 (Q)	Percentage of all safeguarding enquiries within DBC that met the threshold resolved in time (Q)	Sep 2024	100.00%	100.00%		→	
CSP02 (Q)	Percentage of ASB reports acknowledged within policy timescales in the period (Q)	Sep 2024	100.00%	100.00%		✓	
<b>Safe Homes Performance Summary</b>							
Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
HPS05 (Q)	Percentage of all High risk FRA actions outstanding (Q)	Sep 2024	2.39%	5.00%		✓	

The number of high risk action has consistently come down throughout Q2 leaving us in a very strong, and manageable, position

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
HPS06 (Q)	Proportion of homes for which all required fire risk assessments have been carried out (Q)	Sep 2024	100.00	100.00	100.00	→	
HPS07a (Q)	Percentage of domestic properties with a satisfactory EICR up to five years old (Q)	Sep 2024	99.87%	100.00%		✓	
A strong performance in this quarter has resulted in only 13 properties out of target. All remaining properties are being targeted through our robust access process and managed by our Lead Surveyor (Access). This may result in an injunction being served if access continues to be denied							
HPS07b (Q)	Percentage of non-domestic properties with a satisfactory EICR up to five years old (Q)	Sep 2024	100.00%	100.00%		→	
HPS08 (Q)	Proportion of homes for which all required legionella risk assessments have been carried out (Q)	Sep 2024	100.00	100.00	100.00	→	
HPS09 (Q)	Proportion of homes where all required asbestos surveys/ re-inspections have been carried out (Q)	Sep 2024	100.00	100.00	100.00	→	
HPS10 (Q)	Proportion of homes where all required communal passenger lift safety checks have been carried out	Sep 2024	100.00	100.00	100.00	→	
PP01 (Q)	Percentage of homes with a valid gas safety certificate (Q)	Sep 2024	100.00%	100.00%		✓	

## Strategy, Quality and Assurance Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
SQA02 (Q)	Percentage of respondents satisfied with complaint handling (Q)	Sep 2024	22.00%	67.00%		➡	

This quarter we sent out 177 surveys to those customers who have raised a complaint in the quarter. There was a 22% response rate, with 39 surveys returned. Of those 39 surveys, 22% were satisfied with the way that DBC handled their complaint.

# Assurance Report September 2024

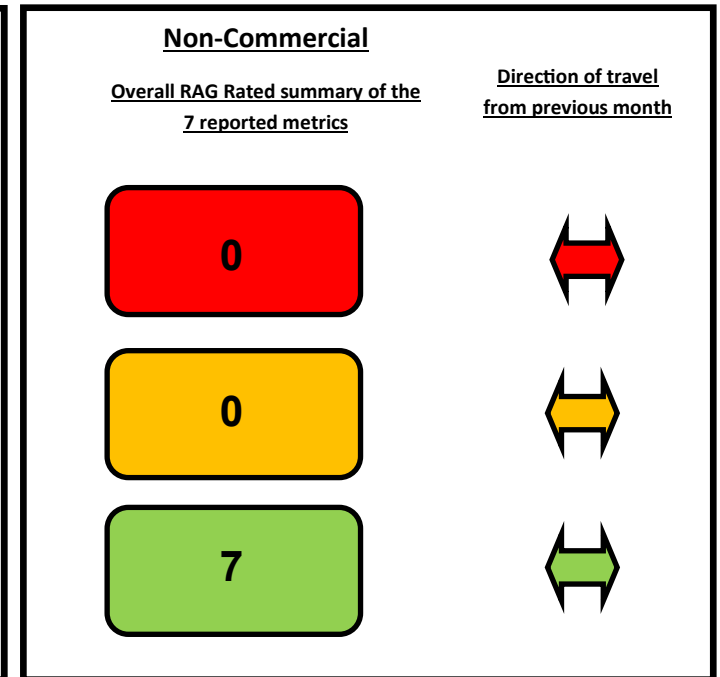
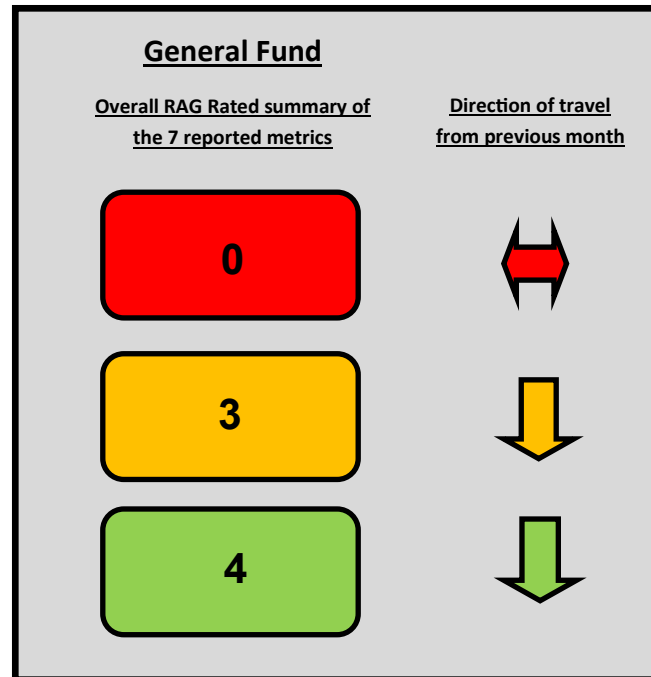
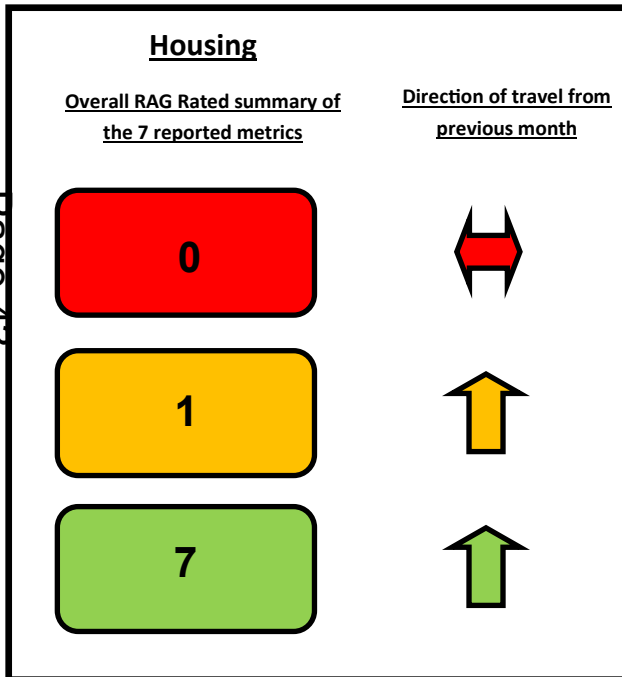


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Area	Executive Summary - September 24	
<b>Building Safety/ Compliance</b>	<ul style="list-style-type: none"> <li>Gas Servicing - Performance at the end of September was <b>100%</b>. A great performance and the result of strong partnership working</li> <li>The <b>EICR programme</b> performance continues to improve with only <b>1 dwelling</b> where we cannot evidence an EICR certificate and <b>13 properties</b> in total now out of target (two are at legal stage)</li> <li>Of the <b>444</b> Flat Fire door inspections required, <b>403</b> have been completed with legal access commenced for all remaining properties</li> <li><b>1377</b> (1412 in August) Fire Remedial Actions in the system of which <b>33</b> (40 in August) are classed as High Priority. Of these <b>15</b> are work in Progress and <b>18</b> are on the Planned programme for remediation</li> <li>At the end of September all <b>888</b> asbestos re-inspection surveys have been completed ahead of target</li> </ul>	
<b>Damp and Mould</b>	<ul style="list-style-type: none"> <li>The number of cases reported has slightly increased on last month to 57</li> <li>The increase in cases over the summer, compared to last year, is reflective of us finding more cases rather than an increase in damp issues. The number of inspections carried was 70 this month, with a focus on older cases</li> <li>The number of open cases is 209. We expect this to keep decreasing until the winter when the case load will then depend on the weather.</li> </ul>	
<b>Decent Homes SCS and HHSRS</b>	<ul style="list-style-type: none"> <li>Overall the volume of known Decent Homes failures has reduced from 206 at the start of April to 130 as planned work is completed.</li> <li>Some residents are refusing the Decent Homes works in which case we move on and record the address as a refusal.</li> <li>Our annual programme of 2000 stock condition surveys and EPCs remains on track to be completed before December.</li> <li>In December we will receive an updated decent homes report based on new survey information this will change both new and assumed numbers</li> <li>The 5 outstanding HHSRS category 1 hazards been assigned to individual staff members to proactively manage through to resolution</li> </ul>	
<b>General Fund</b>	<ul style="list-style-type: none"> <li>An EICR inspection has been completed at Apsley Community Centre.</li> <li>Gas safety inspection is overdue at Apsley Community Centre and scheduled for 3rd October 2024 (<b>Completed</b>) ; Lift inspection is overdue at Berkhamsted Civic Centre &amp; Boiler plant inspection is overdue at Berkhamsted Civic Centre. The contractors are expected to complete the outstanding inspections within the next two weeks.</li> <li>As of the end of September there are <b>3 Amber</b> and <b>4 Green</b> reported.</li> </ul> <p><b>NB as at 4<sup>th</sup> October HSB have completed the inspections and supplied reports for the lift and boiler plant at Berkhamsted Civic Centre. Orion has completed the gas safety inspection at Apsley Community Centre. All Areas are now Green</b></p>	
<b>Corporate Reporting</b>	<ul style="list-style-type: none"> <li><b>Slide 27</b> represents additional reporting currently in development. This is captured as part of Martin Kirk's H&amp;S report but could be developed to be included in this report. Slide updated to reflect current performance in July, which is all green.</li> </ul>	





# Performance Summary September 2024

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Ref	Compliance	Target	YTD Result	
GD	Percentage of properties with valid gas certificate - Domestic	100.00%	100.00%	
GC	Percentage of properties with valid gas certificate—Communal	100.00%	100.00%	
ED	Percentage of domestic properties with satisfactory EICR	100.00%	99.87%	
END	Percentage of non-domestic properties with satisfactory EICR	100.00%	100.00%	
FS	Percentage of non domestic assets covered by valid FRA	100.00%	100.00%	
AND	Percentage of known asbestos locations re-inspected (communal areas)	100.00%	100.00%	
WH	Percentage of water installations covered by risk assessment	100.00%	100.00%	
LI	Percentage of communal lifts that require examination (LOLER)	100.00%	100.00%	
<b>Items of Additional Oversight</b>				
FRA	Number of Fire Remedial actions		1377	
AR	Number of Asbestos Remedial actions		0	



Percentage of properties with valid gas certificates (LGSR) - **Power BI dashboard in place**

100%	Target
99.99%	Previous period (August 24)
100.00%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> <li>All properties were serviced in target for the month of September</li> </ul>

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Percentage of domestic properties with satisfactory EICR - **Power BI dashboard in place**

100%	Target
99.77%	Previous period (August 24)
99.87%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> <li>10,211 properties require an EICR and we currently have <b>one dwelling</b> for which we can not evidence an electrical test</li> <li>Focus remains on the historical out of date EICR's with 13 (23 in August ) properties now falling out of target; a steady improvement on last months performance. Of the out of target properties 2 have already progressed to legal stage (slide 6)</li> </ul>

Percentage of non-domestic properties with satisfactory EICR - **Power BI dashboard in place**

100%	Target
100%	Previous period (August 24)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> <li>During the month of September we achieved 100% compliance, with all 686 non-domestic buildings with an in date EICR</li> </ul>

## No access EICR Properties

### Narrative

- Safer Homes and Tenancy teams collaborate on no access properties to gain access.
- If the tenant misses a booked appointment then they will be referred back to the 6 stage Tenancy process, picking up at the last stage relative to the case.

### No Access Process

- Stage 1 Phone call between 9am- 5pm and 1st tenancy review audit
- Stage 2 Phone call after 6pm
- Stage 3 Phone call between 9am - 5pm and 1st letter
- Stage 4 Phone call after 6pm and 2nd tenancy review audit
- Stage 5 Phone call between 9am - 5pm and 2nd letter
- Stage 6 Phone call after 6pm, 3rd tenancy review audit and 3rd letter

### Legal proceedings

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	Current	Previous Month
Stage 1	0	0
Stage 2	0	1
Stage 3	2	0
Stage 4	0	0
Stage 5	0	0
Stage 6	0	1
Appointment Booked	5	16
Void	2	1
Right to Buy	2	0
Legal	2	3
Other *	0	1
To be progressed *	0	0
<b>Total</b>	<b>13</b>	<b>23</b>

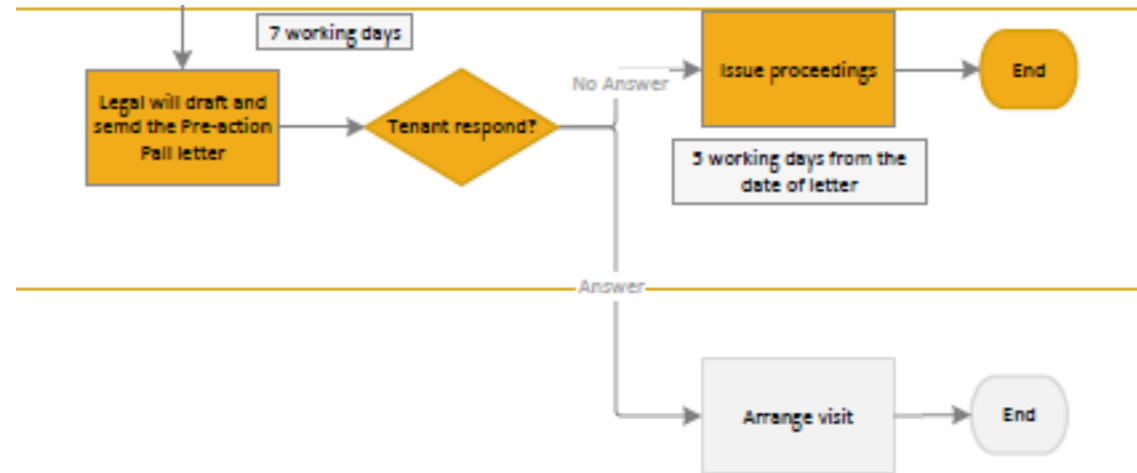
- \* Hoarding or wider welfare issues that may require multi agency approach
- \* Three stage contractor process has been completed, now with Lead Officer to commence No Access process.

### Legal Cases

- 2 - Injunction secured
- 0 - Court date agreed
- 0 - Court date pending

## No access Legal Process

Legal Cases  
 2 - Injunction secured  
 0 - Court date agreed  
 0 - Court date pending



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- 14 Quatermass Close – Injunction obtained and activated. Clearance ongoing. No properties available at this time into which the tenant can transfer.
- 25 Rosebery Way – The case is with legal for activation of the breach of injunction and NoSP with a request for possession of the property.
- 75 St Paul’s Road — Awaiting court date. TMO has also served a NTQ for abandonment which ends 16/9/24. **Test complete**

### Percentage of non domestic assets covered by valid FRA

100%	Target
100%	Previous period (August 24)
100%	Current
	YTD trend

Narrative	
<ul style="list-style-type: none"> <li>All buildings (1,102) have an in date FRA</li> </ul>	

### Percentage of known asbestos locations re-inspected (communal areas)

100%	Target
100%	Previous period (August 24)
100%	Current
	YTD trend

Narrative	
<ul style="list-style-type: none"> <li>All 1071 blocks received a non-domestic asbestos survey in 2023</li> <li>The re-inspection programme commenced in March 2024</li> <li>888 buildings contain ACM's are on the re-inspection programme</li> <li>At the end of September 888 buildings have been re-inspected which brings the programme to completion ahead of target</li> </ul>	

### Percentage of water installations covered by

100%	Target
100%	Previous period (August 24)
100%	Current
	YTD trend

Narrative	
<ul style="list-style-type: none"> <li>All 43 properties have an in date Water Hygiene Risk Assessment</li> <li>In the month of September 152 Planned Preventative Measures (PPM) were all completed within target</li> </ul>	

## Percentage of communal lifts that require examination (LOLER)

100%	Target
100%	Previous period (August 24)
100%	Current
	YTD trend

### Narrative

- 42 passenger lifts were serviced on schedule
- There are no time qualified defects on Housing assets in September



## Asbestos Non-Domestic Survey Status

Pre 2000 Non-domestic assets with ACM's	Completed Compliance Surveys	Compliance Surveys Remaining	Access Issues
888	888	0	0

Total number of actions to date	High Risk Actions	Medium Risk Actions	Low Risk Actions	Very Low Risk Actions
2,625	0	1	912	1,707

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### Narrative

- 1071 blocks received a non-domestic asbestos survey in 2023
- Of the blocks surveyed we identified 888 buildings with a positive sample of asbestos. This forms our re-inspection programme that commenced in March 2024. 136 buildings were due a re-inspection in August and all assets were surveyed in this period
- The 2,625 identified actions are classed as low or very low risk, meaning the Asbestos Containing Materials (ACM) can remain in situ as long as it is monitored and managed, which is what the annual re-inspection programme achieves
- One medium risk item (low level soffit) has been issued to the licenced asbestos contractor to remediate
- Since April we have identified 11 ACM's that require remediation; all works have been completed

## Number of Fire remedial actions

Priority High	August	Sep	Timescale to complete
For Review	0	0	1 Month
In Progress	18	15	3 Months
Planned	22	18	12 Months
Deferred / Further Investigation	0	0	3 Months
<b>Total</b>	<b>40</b>	<b>33</b>	

### Narrative

#### 1377 live actions within the system:

- 76 In Progress (issued to contractor)
- 0 Open (to be reviewed/issued)
- 1301 Planned (planned programme)
- 0 To be Planned (further investigation required)
- 0 Deferred

#### Of the live actions 33 are classed as high priority:

- 15 In Progress (issued to contractor)
- 0 Open (to be reviewed/issued)
- 18 Planned (planned programme)
- 0 Deferred/To Be Planned



## Narrative

### Building Classification:

- Category 1 - High rise residential buildings and large supported housing schemes
- Category 2 - Medium rise buildings and dispersed supported housing schemes
- Category 3 - Low rise buildings
- Category 4 - Buildings with no common parts

Buildings with no common parts do not require an FRA under the Regulatory Reform (Fire Safety) Order 2005

### Age of High Risk Actions

Year Action Created	In Progress	Planned
2020	0	1*
2021	0	0
2022	2	2
2023	10	3
2024	3	12
<b>Total</b>	<b>15</b>	<b>18</b>

\* This action relates to the cladding at The Elms

### High Priority Actions by building classification

Building Classification	Open	In Progress	Planned
Category 1	0	8	12
Category 2	0	7	6
Category 3	0	0	0
<b>Total</b>	<b>0</b>	<b>15</b>	<b>18</b>

## Number of FRA Actions Completed

Completed in August	High	Medium	Low	On-going	Total
Category 1	2	10	0	0	12
Category 2	44	76	13	12	145
Category 3	3	1	1	0	5
<b>Total</b>	<b>49</b>	<b>87</b>	<b>14</b>	<b>12</b>	<b>162</b>

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	Jobs Raised	Jobs Completed
Jun	159	252
Jul	279	452
Aug	131	157
Sep	123	162
<b>Total</b>	<b>692</b>	<b>1020</b>

### FRA Actions

- On average we would expect to see approximately 100/150 FRA actions per month with the number of actions completed in month to be greater than the number created
- The number of high risk actions increased in May, due to the number of FRA's completed in month. This has reverted back to a more expected figure in June
- An additional work stream to address a number of remedial repairs commenced in January 2024 - An additional report went to SLT in June supporting the approach and phase two nears completion

## Buildings Safety Act - Fire Door Inspections



### Narrative

- New requirements to inspect doors at buildings over 11 metres was brought in under the Building Safety Act 2022 and from April 2023 all communal doors require a quarterly inspection and all flat entrance doors (council owned and leasehold) require an annual inspection. To satisfy this requirement we have recruited a Safe Homes Surveyor so that they can undertake the inspections and we have invested in specialist software (Propeller) to track and monitor progress
- As there are no access issues with communal doors we are able to complete quarterly inspections without any issues and we are currently 100% compliant in this area
- Flat entrance door inspections are producing mixed results (see table below), but all residents have received at least two visits and been written to three times. We are pursuing the remaining properties via our established access process, which could lead to injunctions. All properties are already at stage three of the access process and have been informed that failure to comply will result in Legal action. The Lead Officer (Access) has gained entry to hard to access properties every month

In September the number of successful inspections has increased to 90.77% (August 89.86%) with continued efforts in place to ensure this figure continues to improve month on month.

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	Site	No. of properties	No. Successful Inspections	Success Percentage (%)	Outstanding
<b>General Needs</b>	Pelham 1-38	38	33	86.8%	5.00
	Pelham 39-76	38	33	86.8%	5.00
	Gade Tower	40	34	85.0%	6.00
	Fennycroft 43-89	24	20	83.3%	4.00
	Kylna 1-79	72	60	83.3%	12.00
	Magenta 7-18	12	10	83.3%	2.00
	Magenta 19-29	9	9	100.0%	0.00
	Old School House 1-19	19	15	78.9%	4.00
	Longlands 191-203	10	10	100.0%	0.00
	Longlands 177-189	10	8	80.0%	2.00
	Eastwick Row 40-63	24	24	100.0%	0.00
	Easwick Row 64-87	24	23	95.8%	1.00
	<b>Total</b>	320	279	<b>87.2%</b>	<b>41.00</b>
<b>Sheltered Housing / Dens</b>	Betty Patterson 1-30	30	30	100.0%	0.00
	Elizabeth House 101-321	50	50	100.0%	0.00
	The Elms 101-310	44	44	100.0%	0.00
	<b>Total</b>	124	124	<b>100.0%</b>	<b>0.00</b>
<b>All Properties in scope</b>	<b>Total</b>	444	403	<b>90.77%</b>	<b>41.00</b>

## TA Compliance Figures

	Gas Domestic
100%	Previous period (August 24)
100%	Current (122 assets)
	YTD trend

	Gas Communal
100%	Previous period (August 24)
100%	Current (7 assets)
	YTD trend

	FRA's
100%	Previous period (August 24)
100%	Current (8 assets)
	YTD trend

	Asbestos Surveys
100%	Previous period (August 24)
100%	Current (6 assets)
	YTD trend

	Water Hygiene RA
100%	Previous period (August 24)
100%	Current (2 assets)
	YTD trend

	Domestic EICR's
100%	Previous period (August 24)
100%	Current (129 assets)
	YTD trend

	Communal EICR's
100%	Previous period (August 24)
100%	Current (8 Assets)
	YTD trend

Narrative	
<ul style="list-style-type: none"> <li>A strong performance in all areas</li> </ul>	

## Damp and Mould Update



	Pre 23	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Total
Cases re-ported	93	45	73	194	119	75	52	51	43	26	82	123	117	157	137	68	85	164	110	98	51	57	2026
No of in-spections carried out	29	14	20	56	59	79	134	172	112	59	77	130	107	144	172	108	61	92	58	92	67	70	1841
Cases still open on	(0) 0	(0) 0	(0) 0	(0) 0	(0) 0	(0) 0	(1) 1	(0) 0	(0) 0	(0) 0	(0) 0	(2) 1	(1) 0	(2) 1	(4) 4	(11) 10	(1) 1	(60) 60	(57) 51	(6) 6	(55) 31	(50)	209

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### Narrative

- The number of cases reported has slightly increased on last month to 57
- The increase in cases over the summer, compared to last year, is reflective of us finding more cases rather than an increase in damp issues
- The number of inspections carried was 70 this month, with a focus on older cases
- The number of open cases is 209. We expect this to keep decreasing until winter when the case load will then depend on the weather.

# Decent Homes Full Portfolio Calculation March 2024 (Reference)



Full Portfolio Calculation	
Number of properties in Portfolio	10061
Number surveyed	4744
Number un-surveyed	5317
Assumed failure rate based on numbers surveyed	5.8%
Assumed failure volume for un-surveyed homes	308
Failure volume for known failures (following any work completions)	206
Total failure - assumed and known	514
Failure %	5.11%

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We have used the MCLS3 stock condition data to calculate our Decent Homes compliance.

Because we do not yet have stock condition data for every home we have used the volume of 'known' failures for surveyed homes to calculate an 'assumed' failure rate for the un-surveyed homes.

We have then reviewed our 'known' failures and the volume that are still unresolved and added these to the volume of 'assumed' failures to give a total volume appropriate for the full portfolio.

This rationale was provided to the RSH during the inspection process.

# Decent Homes Resolution Tracker



Tracking known failures from 31st March 2024	Number of failures 31st March 2024	Number of remaining failures 31 July 2024	Pathway to Decency
<b>Fitness Standard</b> (HHSRS category 1 hazards) - includes new cases identified during the year	4	5	Assigned to staff members for resolution (See HHSRS slide) 1 new hazard was identified in September
<b>State of Repair</b>	185	115	<ul style="list-style-type: none"> <li>• Cardo kitchen, bathroom, door &amp; window replacement programme</li> <li>• Safer Homes FRA flat door replacement programme</li> <li>• Aaron inspection to check condition and work required to storage heaters</li> <li>• Orion inspection to check condition and work required to heating distribution</li> </ul>
<b>Modern Facilities</b>	5	4	4 properties where Cardo need to complete the planned work
<b>Thermal Comfort</b>	14	6	6 properties need a visit to check the if both the Cavity Wall Insulation and loft insulation is adequate and improve this if it not.
<b>Total number of dwellings (known)</b>	206	130	
<b>Total number of dwellings (assumed and known)</b>	514	438	308 assumed failures and 130 known
<b>% Decent Homes</b>	5.11%	4.35%	

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# HHSRS Tracker - Severe Risks



Address	Postcode	Item	MLCS3 Survey Date	Assigned to	Notes
75 PELHAM COURT	HP2 4UR	Damp and Mould Growth	30-Apr-24	Damp & Mould Surveyor	Works in progress, awaiting asbestos report
2 CHILTERN CLOSE	HP4 3JR	Structural Collapse & Falling Elements	26-Apr-24	Damp & Mould Surveyor	Disrepair case. Work commencing 30th September 2024
6 BENNETTS END ROAD	HP3 8DY	Damp and Mould Growth	4-Jun-24	Damp & Mould Surveyor	Works booked for 22nd October based on resident's availability
3 GRANT MEADOW	HP3 8EQ	Damp and Mould Growth	21-Jun-24	Damp & Mould Surveyor	Mould treatment complete but further works is needed
8 FALCON RIDGE	HP4 2HJ	Damp and Mould Growth	17-Sep-24	Responsive Surveyor Team	Pending investigation

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Number of new cases in month	3	4	2	0	0	1						
Number of live Severe Risk cases at month end	7	8	9	4	4	5						

Each month as new HHSRS Category 1 Hazards are identified via the stock condition survey they are added to a tracker and assigned to an appropriate member of staff to lead on achieving a resolution. These cases are now reviewed weekly by the Head of Asset Management





# HHSRS Tracker - Other Risks

At the end of March 2024 the MLCS3 stock condition surveys had also identified the following

Type of Risk	Total Number	Volume being managed through existing policies and actions	Volume requiring review and action
Moderate risks	2160	2019	15
Slight risks	4081	2807	1274

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- A review of the Repairs Policy will be made this year ensure that HHSRS risks and timeframes for resolving various levels and types of risk are appropriately covered. This will be linked to a review of the tenancy agreement.
- There are now 15 pre-April 2024 moderate risks remaining requiring action to get these onto a path to resolution.
- New moderate and slight risks identified since April are now being reviewed and allocated for action fortnightly.
- We are now trialling HHSRS related repairs being logged by the MLCS3 surveyor team direct from the property via the DBC repairs webform.
- We are also exploring solutions within our existing suite of systems to improve tracking of HHSRS actions.



# Stock Condition Survey Tracker

Totals	March 2022	March 2023	March 2024
Number of dwellings surveyed	1524	2452	784
Cumulative total	1524	3976	4760
% dwellings surveyed of 10061	15%	40%	47%
Number of blocks surveyed	0	0	1071
% blocks surveyed of 1101	0	0	97%

The stock condition survey programme 23-24 included the external and common areas of blocks of flats to ensure that the costs of maintaining these could be included in HRA business plan and the ASAP stock assessment. This reduced the volume of dwelling surveys that could be achieved within the budget. If 2000 surveys per year are completed going forward 100% surveys will be achieved during 26-27

The 24-25 dwelling survey programme has commenced and included EPCs and associated data to help informed the planned works programme to achieve EPC C for all homes

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Total Surveys completed to date	<b>6352</b>
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2024 Actuals (Target 2000 dwellings)	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Number of dwellings surveyed in month	427	190	102	276	179	415						
Cumulative total	427	612	722	998	1177	1592						
% of 2000	21%	31%	36%	50%	59%	80%						
% of portfolio incl. all prior year surveys	52%	53%	55%	58%	59%	64%						



# EPC volume and ratings tracker

2024 Actuals	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Number of EPCs in date	2968	3144	3244	3442	3578	3568						
% of EPCs in date across portfolio (10061 homes)	29.5%	31.2%	32.24%	34.32%	35.56%	35.46%						
Number of EPCs rated C or above	1975	2174	2254	2449	2577	2580						
% EPCs rated C or above	66.5%	69%	69.5%	71.2%	72.0%	72.3%						

An 'in date' EPC is under 10 years old. This year we have planned to complete 2000 new EPCs as part of stock condition surveys. The new EPC data inform our programmes to achieve EPC C for all homes by 2035 and net zero by 2050. The number of EPCs in date can go up and down as EPCs over 10 years old become 'out of date' each month



# General Fund Portfolio

## Performance

Area	Description	Target	Performance	Trend
<b>Fire</b>	Percentage of properties covered by valid FRA	100.00%	100.00%	
<b>Legionella</b>	Percentage of water installations covered by risk assessment	100.00%	100.00%	
<b>Asbestos</b>	Percentage of known asbestos locations re-inspected	100.00%	100.00%	
<b>Gas</b>	Percentage of properties with valid gas or combustion certificate	100.00%	98.25%	
<b>Electrical</b>	Percentage of properties with satisfactory EICR	100.00%	100.00%	
<b>Lifts</b>	Percentage of passenger lifts with current examination certificate	100.00%	83.30%	
<b>Heating</b>	Percentage of properties with current insurance inspection	100.00%	85.70%	

### Key Points

- An EICR inspection has been completed at Apsley Community Centre
  - Gas safety inspection is overdue at Apsley Community Centres and is scheduled for 3rd October 2024
  - Lift inspection is overdue at Berkhamsted Civic Centre
  - Boiler plant inspection is overdue at Berkhamsted Civic Centre
  - The contractors are expected to complete these outstanding inspections within the next two weeks.
- NB as at 4<sup>th</sup> October HSB have completed the inspections and supplied reports for the lift and boiler plant at Berkhamsted Civic Centre. Orion has completed the gas safety inspection at Apsley Community Centre. **All Areas are now Green**

## Commercial Premises FRA

100%	Target
100%	Previous period (August 24)
100%	Current
	YTD trend

Total number of reportable assets 57

Narrative	
•	Property Services area awaiting access to, and training on, Geometra
•	Head of CHS&R is chasing this



## Legionella Risk Assessments

100%	Target
100.00%	Previous period (August 24)
100.00%	Current
	YTD trend

Total number of reportable assets 57

Narrative	
•	Orion's performance is improving in regards to Legionella reporting.

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## Asbestos Inspections

100%	Target
100%	Previous period (August 24)
100%	Current
	YTD trend

Total number of reportable assets 57

Narrative	
•	John Rowan & partners have produced a first draft of an asbestos management plan for Property Services

## Gas Safety

100%	Target
100%	Previous period (August 24)
98.25%	Current
	YTD trend

Total number of reportable assets 57

### Narrative

- The outstanding gas safety inspection at Apsley Community Centre is scheduled for 3rd October 2024.
- Confirmed gas service has been completed on the 3rd October as planned. 100%**



## Electrical Testing

100%	Target
98.25%	Previous period (August 24)
100%	Current
	YTD trend

Total number of reportable assets 57

### Narrative

- Apsley Community Centre EICR inspection completed

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## Passenger Lifts

100%	Target
100%	Previous period (August 24)
83.30%	Current
	YTD trend

Total number of reportable assets 6

### Narrative

- HSB are endeavouring to provide information asap. Their engineer has been ill and they are catching up asap. The outstanding lift inspection at Berkhamsted Civic Centre is expected to be undertaken within the next two weeks.
- Inspection complete cert received 4 October—now 100%**

## Heating Systems Insurance Inspections

Total number of reportable assets 7

100%	Target
100%	Previous period (August 24)
85.70%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> <li>• HSB are endeavouring to provide information asap. Their engineer has been ill and they are catching up asap. The outstanding inspection of the boiler at Berkhamsted Civic Centre is expected to be undertaken within the next two weeks.</li> <li>• <b>Certificates received 04/10/24 to confirm compliance now 100%</b></li> </ul>

# Non-Commercial Portfolio



## 7a. Compliance Safety arrangements

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Ref	Non-Commercial Assets Compliance	Target	YTD Result	Trend
GD	Percentage of properties with valid gas certificate - Domestic	100.00 %	100% (2)	
GC	Percentage of properties with valid gas certificate—Commercial	100.00 %	100% (9)	
ED	Percentage of properties with satisfactory EICR	100.00 %	100% (42)	
FS	Percentage of non domestic assets covered by valid FRA	100.00 %	97% (33)	
AND	Percentage of known asbestos locations re-inspected (communal areas)	100.00 %	100% (15)	
WH	Percentage of water installations covered by risk assessment	100.00 %	100% (29)	
LI	Percentage of communal lifts that require examination (LOLER)	100.00 %	100% (5)	
FRA	Number of Fire Remedial actions		TBC	
AR	Number of Asbestos Remedial actions		TBC	

### Narrative

Partially complete. All July compliance data reported and the current status is green, apart from 1 Fire Risk Assessment is overdue for the Tring Cemetery staff room. Further work is needed to complete compliance details

All of the 40 Non-commercial assets have been uploaded to the portal. Building controller and senior manager user accounts have also been created. Staff are now being requested to log in.

The next stage is to undertake an audit of each of the properties to ensure the required level of compliance is assigned.

Once audits have been completed service reports will be uploaded then any remedial actions will be populated. Training is also being provided to GeoMetra users



## Breakdown of properties by Building Controller

DBC Contact	Location Name	DBC Contact	Location Name
Dan Rogers	Lower Kings Road Car Park	Joe Guiton	Adeyfield Adventure Playground
Dan Rogers	Water Gardens Car Park North	Joe Guiton	Bennetts End Adventure Playground
David Power	Heath Lane Cemetery Chapel (Left / South)	Joe Guiton	Berkhamsted Sports Centre
David Power	Heath Lane Cemetery Chapel (Right / North)	Joe Guiton	Chaulden Adventure Playground
David Power	Heath Lane Cemetery Lodge	Joe Guiton	Dacorum Running Track / Dacorum Athletics Track
David Power	Heath Lane Cemetery Mess / Office	Joe Guiton	Grovehill and Woodhall Farm Adventure Playground
David Power	Kingshill Cemetery Lodge	Joe Guiton	Hemel Hempstead Sports Centre
David Power	Kingshill Cemetery Workshop, Welfare Area and Toilets	Joe Guiton	Little Hay Golf Complex
David Power	Poppy Fields Cemetery / Bunkers Park Open Space	Joe Guiton	Tring Leisure Centre
David Power	Tring Cemetery Chapel	Rob Cassidy	Hemel Hempstead Bowls Club (Section used by CSG)
David Power	Tring Cemetery Lodge	Rob Cassidy	Gadebridge Splash Park Kiosk, plant room and toilets
David Power	Tring Cemetery Visitor Toilets	Rob Cassidy	Water Gardens Friends Building
David Power	Tring Cemetery Staff Mess Room	Rob Cassidy	The Bury Garages 1 - 7 (Numbered from Gadebridge Park)
David Power	Woodwells Cemetery Lodge	Steve Wilson	Kylna Business Centre
David Power	Woodwells Cemetery Office, Toilets and Workshop	Steve Wilson	Maylands Business Centre - Innovation Building (Reception)
Graham Patterson	Cupid Green Depot Building A	Steve Wilson	Maylands Business Centre Units 1 to 18 (Incubation Centre)
Graham Patterson	Cupid Green Depot Building B	Steve Wilson	Maylands Business Centre Units 19 to 23 (MBC extension)
Graham Patterson	Cupid Green Depot Building C	Stewart Fairthorne	Old Town Hall
Graham Patterson	Cupid Green Depot Building D		
Graham Patterson	Cupid Green Depot Building E		
Graham Patterson	Cupid Green Depot Building F		
Graham Patterson	Tringford Depot		

## HouseMark Monthly Pulse Performance Summary

### Q2 DBC Performance vs. Larger LAs and ALMOs (over 10k units)

KPI	Year	Month
Homes with a valid gas safety certificate (%)	2024	July
Homes with a valid gas safety certificate (%)	2024	August
Homes with a valid gas safety certificate (%)	2024	September
Domestic properties with EICR certificates up to five years old (%)	2024	July
Domestic properties with EICR certificates up to five years old (%)	2024	August
Domestic properties with EICR certificates up to five years old (%)	2024	September
Responsive repairs completed per 1,000 properties	2024	July
Responsive repairs completed per 1,000 properties	2024	August
Responsive repairs completed per 1,000 properties	2024	September
Responsive repairs completed within target timescale (%)	2024	July
Responsive repairs completed within target timescale (%)	2024	August
Responsive repairs completed within target timescale (%)	2024	September
Satisfaction with repairs - transactional (%)	2024	July
Satisfaction with repairs - transactional (%)	2024	August
Satisfaction with repairs - transactional (%)	2024	September
Dwellings vacant but available to let (%)	2024	July
Dwellings vacant but available to let (%)	2024	August
Dwellings vacant but available to let (%)	2024	September
Average re-let time in days (standard re-lets)	2024	July
Average re-let time in days (standard re-lets)	2024	August
Average re-let time in days (standard re-lets)	2024	September
New ASB cases reported per 1,000 properties	2024	July
New ASB cases reported per 1,000 properties	2024	August
New ASB cases reported per 1,000 properties	2024	September
Formal Stage 1 and Stage 2 complaints received per 1,000 properties	2024	July
Formal Stage 1 and Stage 2 complaints received per 1,000 properties	2024	August
Formal Stage 1 and Stage 2 complaints received per 1,000 properties	2024	September
Stage 1 and Stage 2 complaints resolved within timescale (%)	2024	July
Stage 1 and Stage 2 complaints resolved within timescale (%)	2024	August
Stage 1 and Stage 2 complaints resolved within timescale (%)	2024	September
Customer contact received via digital channels (%)	2024	July
Customer contact received via digital channels (%)	2024	August
Customer contact received via digital channels (%)	2024	September
Working days lost to sickness absence (%)	2024	July
Working days lost to sickness absence (%)	2024	August
Working days lost to sickness absence (%)	2024	September
Voluntary staff turnover (%)	2024	July
Voluntary staff turnover (%)	2024	August
Voluntary staff turnover (%)	2024	September

Your result	Quartile	Quartile 3	Median	Quartile 1
99.98	2	99.74	99.935	99.9975
99.99	2	99.775	99.94	100
100	1	99.82	99.97	100
99.69	1	91.795	96	99.435
99.77	1	91.19	97.045	99.41
99.87	1	93.45	96.2	99.54
244.5	3	219.8575	264.935	311.065
207.52	3	202.675	232.71	266.7075
227.35	3	208.88	254.0133	291.41
91	2	77.22	86.635	94.0475
92.62	2	79.65	86.225	94.72
92.53	2	81.385	88.1	94
71	4	74.445	82.57	88.6
73	4	78.63	85.52	88.4
71	4	76.4075	84.335	90.8425
0.09	1	1.31	0.755	0.3075
0.04	1	1.29	0.6	0.29
0.07	1	1.2	0.81	0.37
45.39	2	86.525	60	37.615
31.17	1	87.765	58	34.11
37.78	1	82.705	66	38.165
0.1	4	2.5	4.3	7.81
0.5	4	2.45	4.22	7.39
1.6	4	2.1975	3.895	6.425
3.44	4	3.635	5.79	7.2875
5.4	2	3.395	5.4	7.13
5.89	2	3.5325	5.065	7.03
61	4	62.9	75.67	92.38
88	2	58.44	72.51	91.8125
96.4	1	39.205	73.31	95.1025
24	3	18.9225	28.87	38.2325
27.9	3	21.81	30.55	34.7225
22.9	*	*	*	*
4.9	3	4.9	3.96	3
5.2	4	5.08	4.32	3
5.3	4	5.265	4.75	3.645
0.5	1	1.13	0.78	0.58
0.9	3	1.02	0.65	0.15
1.09	4	1.075	0.55	0.4125



Quartile 1  
Quartiles 2 & 3  
Quartile 4  
Data currently unavailable



# Housing Community Overview and Scrutiny Committee

<b>Report for:</b>	Housing Communities Overview and Scrutiny Committee
<b>Title of report:</b>	Community Safety Team update
<b>Date:</b>	20 November 2024
<b>Report on behalf of:</b>	Councillor Simy Dhyani, Portfolio Holder for Housing & Property Services
<b>Part:</b>	I
<b>If Part II, reason:</b>	N/A
<b>Appendices:</b>	<ol style="list-style-type: none"> <li>1. CSP newsletter</li> <li>2. Domestic Abuse Champion proposal</li> <li>3. DAHA Case Management Standards</li> </ol>
<b>Background papers:</b>	<a href="#">What is DAHA accreditation</a> <a href="#">Community Safety Plan</a>
<b>Glossary of acronyms and any other abbreviations used in this report:</b>	Community Safety Partnership – CSP Anti-social Behaviour – ASB Hertfordshire County Council (HCC), Joint Action Group – JAG Community Safety Action Group – CSAG Violence Against Women & Girls – VAWG Domestic Abuse – DA Multi-Agency Risk Assessment Conference (MARAC) Domestic Homicide Review – DHR Incident Management Review – IMR Joint Targeted Audit Inspection – JTAI Domestic Abuse Housing Alliance – DAHA

**Report Author / Responsible Officer**

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<b>Corporate Priorities</b>	<p>Community engagement: Engage with residents and partners to have a real say on our services and the borough</p> <p>Service improvement and delivery: Running the Council efficiently and putting residents at the heart of everything we do</p> <p>Vibrant communities: Foster arts, culture and leisure opportunities</p> <p>Clean, safe and green: Provide a clean, safe and green-focussed environment</p> <p>Homes to be proud of: Enable well-maintained and affordable homes, where people want to live</p> <p>Proud and thriving borough: Realise our potential as a great place to live and work with a thriving business community</p>
<b>Wards affected</b>	ALL
<b>Purpose of the report:</b>	<ol style="list-style-type: none"> <li>1. To inform members of activities related to Community Safety.</li> <li>2. Gain feedback for Community Safety initiatives</li> </ol>
<b>Recommendation (s) to the decision maker (s):</b>	<ol style="list-style-type: none"> <li>1. Feedback on report and initiatives outlined.</li> </ol>
<b>Period for post policy/project review:</b>	Annual strategic assessment

## 1 Introduction/Background:

Community safety is about helping communities to be and feel safe. Community Safety Partnerships (CSPs) were introduced by Section 6 of the Crime and Disorder Act 1998 and bring together local partners to formulate and implement strategies to tackle crime, disorder and antisocial behaviour in their communities.

The Dacorum CSP provides the strategic framework to address crime, disorder, antisocial behaviour (ASB), drug and alcohol related harms in the borough. The partnership is structured over three levels, which are outlined below:

Strategy Group – has a statutory responsibility to ensure that crime and disorder is addressed in collaboration with partner agencies across the borough. Representation is made up from senior Officers from relevant statutory partner agencies, including Hertfordshire County Council (HCC), police, Hertfordshire Fire and Rescue Service, Probation and Integrated Care Board. The group is chaired by the borough's CSP lead, the council's Chief Executive or nominated deputy. The group meet regularly to review the plan, analysis of key day data, escalations and to reach strategic decisions based on intelligence.

Joint Action Group (JAG) – The JAG is the operational management, multi-agency group responsible for delivering the Community Safety Plan. The group meet monthly to update the plan, identify emerging issues and develop resolutions or initiatives to tackle concerns arising.

Community Safety Action Group (CSAG) – This is the frontline multi-agency group made up of partners operating locally. This group is a platform for specific case management and locality-based concerns, formulating actions or escalating matters for decisions within the governance structure.

Co-ordination of the CSP is led by the Community Safety Team's, prioritising activity to ensure people can feel safe where they live, work or spend leisure time in the borough. Since June 2023, the council's approach to Community Safety and delivery of activity has been reviewed and refreshed – with a new Community Safety Plan completed and approved early 2024. The service has also led on the refresh of a new Anti-Social Behaviour (ASB) policy, aligned with the revised ASB powers and approved by Cabinet in April 2024.

There has been a drive to recruit Officers to the reshaped service, ensuring these Officers embody the culture and behaviours of the organisation, in addition to embracing the importance of working in collaboration with our partners to improve the feeling of safety within our communities. Since the completion of recruitment to key roles in August 2024, the service has seen significant early progress in CSP plan activity.

Community safety initiatives are an approach to preventing, reducing and responding to risk taking behaviour and crime, and the impact of related harm in relation to vulnerable individuals and communities. They provide local solutions to local problems, placing prevention and early-stage intervention as their primary aim. This report provides an insight into recent activity, progress against key priorities and successes.

## **2 Community Safety team progress and successes**

### **a) Quarter 1 progress and successes**

- Established a CSP Communications Group and activity planner to ensure agencies are joining up on communications, publicity and campaigns with our partners. This includes the early development of a newsletter, with future publication arrangements to be determined shortly – see example at Appendix 1.
- Website update: reviewed for accessibility and republished with more information about domestic abuse (DA), hate crime, safeguarding, radicalisation and extremism.
- Prevent (radicalisation and extremism) training sessions delivered to employees and lead Members.
- Workplace Support Plan training digitised and now available on DORIS.
- Planning with police colleagues for a police force led initiative in Grovehill locality, implementation plans will be communicated to key Officers and Members in the autumn.
- First Violence Against Women & Girls (VAWG) Scrutiny Panel: a Police Force driven panel, with representation from the Community Safety Team, which supports quarterly reviews of the Police response to DA and VAWG callouts.
- Housing Advocate pilot went live on 1<sup>st</sup> October. This will provide a co-located specialist domestic abuse worker from Refuge who will work directly with and alongside our Housing teams. They will attend Multi-Agency Risk Assessment Conference (MARAC) and work with our housing teams to achieve safer outcomes for victims and survivors in Dacorum.
- Stood up a Humanitarian Response sub-group of JAG, ensuring a robust approach to planning and mitigating issues arising from contingency accommodation and dispersal locations.
- Implementing an ASB Case Review procedure which details the process in which we will follow upon receipt of an ASB Case Review (previously known as a Community Trigger) request.
- Problem solving and crime prevention work is being targeted at known hot spot locations, this has resulted in the delivery of several community engagement and environment activity days.

### **b) Domestic Abuse Housing Alliance (DAHA) accreditation**

We have made great strides towards achieving DAHA accreditation, but as we move towards the final stages of the accreditation process, our success is dependent upon progress in the following:

- I. Domestic Abuse Champions (part of Staff Development & Support)

To achieve accreditation, we must create and sustain a network of Domestic Abuse Champions within our organisation. This is a voluntary role, and it differs from a Designated Safeguarding Lead Officer role. All Heads of Service across DBC are automatically Designated Safeguarding Leads. They ensure, staff in their service fulfil their statutory responsibilities to safeguard people who are vulnerable to abuse or neglect. The main legislation that provides the framework for safeguarding and child protection is the Care Act 2014 for adults and the Children Act. Between late September and February 2025, DAHA will deliver training to 157 of our employees from across the Housing service. We will be looking to capitalise on the interest generated by these sessions to recruit Domestic Abuse Champions across the Council (minimum 1 employee from each team).

Please see attached Domestic Abuse Champion proposal for further context at Appendix 2.

## II. Safety Led Case Management

The multitude of systems used by our service areas was previously highlighted as a challenge to achieving this standard, however we can still achieve it by utilising and consistently recording information on our current systems. Procedures have been put in place across the Housing service to guide employees through the case recording process. DAHA standards for this are included at Appendix 3.

As part of this, we need to evidence that we regularly review and recorded notes for domestic abuse cases, and that we follow safeguarding and high-risk escalation processes where necessary. Community Safety have begun another case sampling review, and we will be working with the relevant teams (namely Tenancy Management & Homelessness Prevention) to highlight and resolve any issues of non-adherence ahead of the accreditation assessment.

We also need to ensure that our practices are 'victim-centred' and that we respond to instances of domestic abuse as a priority. As part of this, we will review and likely suggest changes to our current practices related to joint tenancies and the Complex Case process.

## III. Perpetrator Accountability

To achieve this standard, we need to uphold the principle that we will not tolerate domestic abuse. In practice, an appropriate response to those who perpetrate domestic abuse should be considered on individual merit, and we need to strike a safe balance between taking enforcement action and ensuring the safety and respecting the wishes of the victim/s.

Community Safety & Tenancy Enforcement teams will be working together to streamline and map processes for this. We will also be engaging with our Legal team to ensure we have a consistent organisational approach.

### **c) 16 Days of Action to end gender-based violence/male violence against women**

Between the 25 November and 10 December 2024, we will once again be marking the 16 days of action. This year's theme is: 'It starts with men'.

We are planning to deliver a broad range of awareness raising activity during this time, which will include:

- Increased engagement with schools and delivery of healthy relationship and consent training (in partnership with Herts Young Homeless).
- Communications activity throughout the period.
- An event to mark the start of the period, on the 25 November. This will include the Forum building orange light switch on, a vigil to honour those who have lost their lives to gender-based violence, and a 'drop in' event supported by local specialist providers for victims who need to access support. HCC support the replication of this activity across the county, and we seek your approval to deliver this in Dacorum.
- Hotspot 'walkabout' with female residents and Police to identify areas in Dacorum where they feel unsafe: feedback will be taken as actions by CSP.



## **Recommendations**

The Community Safety Partnership team would welcome endorsement and feedback for the proposed initiatives below:

- Proposal to introduce DA Champions.
- Introduction of nominated DA Champions from across services and consider volunteering to become a champion.
- Engagement in a public DA campaign during 16 Days of Action Against Domestic Abuse (particularly male members).

### **3 Options and alternatives considered**

No alternatives have been considered, proposed activity is in line with the approved CSP plan and statutory powers.

### **4 Consultation**

Consultation for activity has been undertaken within the CSP governance framework and the lead Member for the CSP. Specific consultation and engagement activity is undertaken with residents as required. Annual consultation (survey) of stakeholders (including residents) is undertaken as part of the Community Safety Strategic Assessment process.

### **5 Financial and value for money implications:**

There are no financial implications from the proposals contained within this report.

### **6 Legal Implications**

No legal implications are foreseen from the proposals in this report.

### **7 Risk implications:**

DAHA accreditation is imperative as it will help DBC respond to domestic abuse more effectively, which can save lives and prevent homelessness. Failure to accurately record any cases related to domestic abuse, can have severe consequences for survivors.

### **8 Equalities, Community Impact and Human Rights:**

A Community Impact Assessment is not undertaken for individual initiatives, this is completed for the overarching strategic assessment, relevant policy or project activity.

Human Rights – there are no Human Rights Implications arising from this report.

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

The community safety implications are:

Tackling Crime - resources, funding, stakeholder engagement (internal and external), managing expectations from stakeholders

Health and Wellbeing – Crime and ASB impacts residents' health and wellbeing, the council works collaboratively to ensure that there is a joined-up approach to tackling crime and supporting our communities.

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

N/A

### **11 Conclusions:**

Members are asked to note the report content and advise on period for programming of further updates to the committee.



# Dacorum Community Safety Partnership newsletter Edition 1 Autumn 2024



## Introduction

Welcome to the first edition of our new quarterly Community Safety Partnership newsletter.

A Community Safety Partnership (CSP) is a network of statutory authorities and non-statutory partners who work together to protect local communities from crime and to help people feel safe.

In these newsletters, we will share information about recent and upcoming Community Safety Partnership activity, and advice for keeping safe.

In this edition, you can find information about what we've been up to, and information about how to stay safe as we move into the darker months.

If you have any questions, comments or feedback about this newsletter, please email them to [community.safety@dacorum.gov.uk](mailto:community.safety@dacorum.gov.uk).

## Recent Activity

Hertfordshire Police carried out Operation Sceptre's week of action between 13<sup>th</sup> and 19<sup>th</sup> May.

Operation Sceptre weeks of action take place twice a year, and support the aims to raise awareness of knife crime and the police action in detecting, reducing and preventing it.

The next week of action will be in November 2024.

## Cuckooing Awareness

Hertfordshire Safeguarding Adults Board are working to increase awareness of Cuckooing in Hertfordshire.

Cuckooing refers to when criminals take over the homes of vulnerable people, and use them as a base for (often drug related) criminal activities.

As part of this campaign, Crimestoppers brought their 'Ad-van' to the Marlowes shopping centre on Tuesday 14<sup>th</sup> May. The van displayed information, and visitors were able to seek advice from Dacorum Borough Council, Crimestoppers and Hertfordshire Police.

Reporting of offences is relatively low in Hertfordshire, in comparison to other parts of the UK. It is likely that this type of crime is under-reported, perhaps because people do not recognise it is happening, or they fear the potential consequences of reporting.

If you suspect Cuckooing is happening, you can report to the Police on 101 or 999 (in an emergency).

If you would prefer to report anonymously, you can do so by calling Crimestoppers on 0800 555 111.

## Safer Streets: School End Crescent



Dacorum Borough Council and Hertfordshire Constabulary jointly visited School End Crescent on Friday 14<sup>th</sup> June in a proactive effort to engage with residents and discourage anti-social behaviour (ASB).

They engaged with local residents and raised awareness of how to report ASB. A skip was also provided so that residents could dispose of unwanted items, which reduced the likelihood of fly tipping.

## Future Neighbourhoods: The Heights



Representatives from across Dacorum Borough Council visited The Heights in Highfield, Hemel Hempstead, on Wednesday 17<sup>th</sup> July.

They spoke to local residents about their concerns, and made themselves available to resolve community safety, building issues, fly-tipping, and hedge trimming issues on the day.



## Gadebridge Splash Park Engagement



Dacorum Borough Council's Community Safety team engaged with visitors to Gadebridge Splash Park on Monday 12<sup>th</sup> & Friday 16<sup>th</sup> August.

Visitors were asked to provide their feedback on the park, and for their suggestions on how to make the local area safer. The feedback was overwhelmingly positive, with many visitors having travelled to visit this fantastic attraction.

## Prevent: Counter Terrorism

Hertfordshire County Council's Prevent Programme Manager recently delivered training to Dacorum Borough Council employees about radicalisation and extremism.

Prevent aims to:

- tackle the ideological causes of terrorism
- intervene early to support people susceptible to radicalisation
- enable people who have already engaged in terrorism to disengage and rehabilitate

The training equipped attendees with information about how to safely report concerns.

If you're concerned that someone is being radicalized, or is at risk of radicalisation, you can report it in confidence by calling:

- Police on 101 or 999 if there is an emergency
  - Anti-terrorist hotline on 0800 789 321
  - Crime stoppers on 0900 555111

To find out more, search 'radicalisation and extremism' on [www.dacorum.gov.uk](http://www.dacorum.gov.uk)

## Website update

Dacorum Borough Council recently updated their Community Safety webpages.

The website now has more information about domestic abuse, radicalisation and extremism, and hate crime.

To view the changes, visit: <https://www.dacorum.gov.uk/home/community-living/community-safety-dacorum>



## Coming up...

### Burglary awareness



As the nights draw in, burglars will often take advantage of unlit homes. As part of Operation Guardian, your local policing teams will be doing all they can to stop this from happening.

You can play your part by:

- Making sure that you securely lock all windows and doors, including double locking PVCu doors
- Giving your home a 'lived-in' look by using timer switches to turn on lights as it gets dark
- Considering installing CCTV and doorbell cameras as an extra deterrent
  - Keeping all valuable items and car keys out of view

## Halloween: Trick or Treating



Planning to go trick or treating this Halloween?

If so, Hertfordshire Constabulary is asking people to please consider the following advice to help you stay safe and prevent distress being caused to others:

- Never go trick or treating alone and always take an adult with you.
  - Don't knock on the doors of strangers.
- Only visit houses where there are signs that trick or treaters are welcome, such as Halloween decorations and pumpkins outside.
- Keep your Halloween 'tricks' safe - damage to property or hurting someone is a crime. Threatening and abusive behaviour can amount to an offence too.
  - Remember road safety rules, particularly after dark.
  - Wear something bright so that drivers can see you.

## Herts Connected



Have you signed up to the Herts Connected community messaging system?

Hertfordshire Constabulary launched the new online service this year, to allow residents to keep up to date with what is happening in their local area.

It is part of the Neighbourhood Alerts platform and enables residents to receive free messages from the police, Neighbourhood Watch, the Police and Crime Commissioner's office and Action Fraud.

The messages contain information about crime and events in the area, local policing priorities and crime prevention advice. Once signed up, you can 'edit your interests' to make sure you see what is relevant to you.

Thousands of households are already signed up.

If you would like to join them, you can register by visiting [www.hertsconnected.co.uk](http://www.hertsconnected.co.uk)

## Domestic Abuse Champions

A network of Domestic Abuse Champions will be situated throughout the Council. They will be expected to have an in-depth understanding of domestic abuse, built from additional training, and a strong knowledge of the services and pathways that are available to provide support to those experiencing domestic abuse.

Domestic Abuse Champions will make themselves available to employees who need advice about domestic abuse, whether it relates to the employee personally, or if it relates to supporting a resident or tenant.

If you share your personal experience as a victim of domestic abuse with a Designated Safeguarding Officer or Champion, you can expect:

- For the Officer/Champion you speak with to consider your personal safety before engaging in any discussion of your situation, by asking whether it is a safe and appropriate time to talk. If it is not, the Champion will make arrangements to ensure your safety is prioritised.  
This could be by arranging to meet with you in a mutually agreed location, or continuing the discussion via an alternative contact method.  
The Champion will use their judgement to determine whether it is appropriate to delay the conversation without taking further action, and they will speak with you within 24 hours at most.
- For any preferences to speak to an Champion with particular characteristics (such as sex, gender identity, sexual orientation, race et al) to be met, as far as it is reasonably practicable, and there is an available Champion who meets those preferences, to do so.
- For an impartial interpreter to be made available and/or for other accommodations to be made if English is not your first language, or if there are other literacy or support needs that are likely to impact your ability to communicate effectively.
- To be listened to and treated in a non-judgemental and compassionate manner
- For the Champion to provide a relevant and supportive response that prioritises your wishes and your safety

Domestic Abuse Champions will:

- Take an active role in raising awareness of domestic abuse and the support available from specialist domestic abuse services within their service area and working circles
- Be available to listen to employees who wish to discuss their personal experiences with an 'empathetic ear'
- Take a 'victim-centred' approach to domestic abuse disclosures and/or questions and provide relevant and appropriate information in response

- Be able to provide information about the support measures that are available to Dacorum Borough Council employees and support the Employee with approaching a Line Manager to complete a Workplace Support Plan (any measures would need to be signed off by a Line Manager or Safeguarding Officer)
- Be involved in domestic abuse related projects and initiatives within the Council

Domestic Abuse Champions will not:

- Replace the support offered by specialist domestic abuse services
- Give specific domestic abuse advice to employees or residents or make decisions on their behalf
- Make decisions about, or changes to Employees' working circumstances

If an employee would benefit from accommodations to their schedule or duties, or if they are experiencing performance, absence, or sickness issues related to the abuse, this would need to be considered by the Employee's Line Manager/Alternative Line Manager, or Designated Safeguarding Officer.

In these circumstances, the Champion may encourage an employee to share their circumstances, (at a level of detail that they are comfortable with), with a line manager or Designated Safeguarding Officer.

A full list of Domestic Abuse Champions is included below.

You can contact them by emailing them directly, or through the group email address.

**DAHA describe Domestic Abuse Champions:**

*Each team that provides direct advice, support and contact with tenants/residents should have access to a designated Domestic Abuse Champion either directly within their team or through a closely associated team. The DA Champion should have enhanced training, understanding and awareness of domestic abuse and links to partner agencies to provide support. This does not need to be a separate role, but an additional responsibility/title taken on by an existing staff member who has the confidence, desire and access to learning and development to fulfil this role. It is imperative to recognise that DA Champions are not considered domestic abuse specialists, and do not replace the vital support offered through co-located domestic abuse advocates or the role of specialist domestic abuse services within the local area, which all survivors should be offered the opportunity to access.*

*The role, responsibilities and contact for DA Champions should be provided to all relevant partner agencies, including local specialist DA and by and for services. The*

*DA Champion is the team's main point of contact with partner agencies regarding DA related issues or tenants/residents experiencing domestic abuse, including multi-agency forums such as MARAC, MATAC, MAPPA, Child and Adult Safeguarding Conferences.*

*DA Champions can lead on regular reflective practice sessions with the purpose of learning from cases that are working/have worked well and others where there have been gaps in practice (cases to be identified by line managers in regular case audits).*

*Staff who may be experiencing domestic abuse should also have access to support from a Domestic Abuse Champion who will be equipped to specifically respond to the needs of these staff and to staff who may have a concern that a colleague is experiencing or perpetrating abusive behaviours and want advice on how to respond.*

**The standards to achieve this according to the framework are:**

- *The DA Champion should have a role description that outlines their responsibilities and the training they will access to fulfil their role.*
- *DA Champions can be provided for each team that is tenant/resident facing, or these teams should have links to a DA Champion who will provide that support. For example, the Contractors' Team may not have a DA Champion, but the Housing Officers' Team that they refer to when concerns are raised will have a DA Champion in place. However, bear in mind that having DA Champions within the teams of operatives and contractors who are not office-based helps widen the network and support available.*
- *DA Champions are provided with regular group support and supervision-e.g. regular DA Champions meetings that could include regular group clinical supervision and chances to discuss DA cases, policies, and practices. This should be led by the organisational DA Lead.*
- *DA Champions are provided with individual case management supervision and support while supporting tenants/residents experiencing domestic abuse within their roles.*
- *DA Champions are offered individual clinical supervision when requested outside of management supervision and group DA Champion supervision.*
- *The role of the DA Champions and contact for them is provided to all relevant staff within each team and organisation. For example, included on staff signatures*

*and emails, updated through staff newsletters/updates, included in induction information, reiterated through staff supervision and support.*

- *The role, responsibilities and contact for DA Champions is provided to all relevant partner agencies, including local specialist domestic abuse and by and for services.*
- *The DA Champion is the main point of contact with partner agencies regarding domestic abuse related issues or tenants/residents experiencing domestic abuse, including multi-agency forums such as MARAC, MATAC, MAPPA, Child, and Adult Safeguarding Conferences.*
- *DA Champions and/or managers lead on regular reflective practice sessions to learn from cases that are working/have worked well and others where there have been gaps in practice (cases to be identified by line managers in regular case reviews).*

### **Designated Safeguarding Officers**

We will also make a Designated Safeguarding Officer available in every service area within the Council, who will be of at least Team Leader seniority, so that we can ensure we meet our safeguarding responsibilities.

If any Employee or person appears to be at immediate risk, Domestic Abuse Champions have a duty to refer directly to specialist services and/or Police, and to escalate any safeguarding concerns.

Further information about Designated Safeguarding Officers and Designated Safeguarding Champions can be found within the Children and Adults at Risk policy.

### **To meet the standard, you will demonstrate how:**

Your organisation's Case Management System supports the clear identification and management of domestic abuse cases (including victims/survivors, children and perpetrators of abuse, and any connected family members and associates).

- Domestic abuse is managed in a separate module or area in your CMS and is clearly distinguishable from anti-social behaviour.
- Where a CMS does not have the capability for separation, demonstrate how domestic abuse is managed and clearly distinguishable, recorded and monitored.
- Domestic abuse is flagged on the CMS so that any team can identify when there is abuse in the household and requires a tailored response. This should apply to the victim/survivor, perpetrator, and children.
- The CMS system enables staff to record everyone in household, including children and vulnerable adults who could be placed at risk.
- Victims/survivors who have been assessed to be at high risk or perpetrators who present a high risk are flagged and tagged, including any MARAC referrals.
- A clear system that enables information sharing between relevant teams internally.
- There is an alert system that allows key safety information to be viewed immediately on opening the case, i.e. 'do not disclose address to ex-partner'
- There is an ability to access Marac minutes easily.
- All those who have been subject of a Marac referral (victim/survivor or perpetrator) are flagged and tagged to ensure that if any repeat incidence of DA is reported a repeat referral to Marac is made





# Dacorum Community Safety Team

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PORTFOLIO HOLDER BRIEFING  
24 OCTOBER 2024



Emma Purkiss  
Community Safety Manager



Zoe Flaherty  
Community  
Safety Lead  
Officer



Sue Warren  
Safeguarding  
Lead Officer



Jodie Bartlett  
Community Safety  
Policy Improvement  
& Engagement  
Officer



Richard Doran  
Community  
Safety Co-  
ordinator

# What is a Community Safety Partnership (CSP)?

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The key statutory agencies that make up Dacorum CSP are:

- Dacorum Borough Council
- Hertfordshire Police
- Hertfordshire Fire & Rescue Service
- Probation Services
- Health
- Hertfordshire's Police and Crime Commissioners Office

# Our priorities

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1. Reduce Crime, Disorder and Antisocial Behaviour
2. Protect Vulnerable People and Communities
3. Curtail Serious and Organised Crime

Cross cutting objectives:

1. Reduce and Prevent Offending and Reoffending
2. Reduce Harm Caused by Alcohol and Drugs Misuse

# Recent Successes

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- Prevent Training
- Workplace support plan for victims of domestic abuse rolled out
- VAWG Scrutiny Panel
- ASB Case Reviews
- CSAG & JAG – cross partnership working
- CSP Comms Plan
- Housing Leads meeting- reducing Silo team working
- Dacorum Strategic Assessment
- DHR, IMR and JTAI





Environment Days



Community Safety Engagement



Multi-Agency Enforcement & Prevention



Targeted Crime Prevention Work

# Domestic Abuse Housing Alliance (DAHA) Accreditation

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We are moving to towards the final stages of the DAHA accreditation process.

Our success is now dependent on the achieving the following:

- Domestic Abuse Champion Network
- Safety Led Case Management
- Perpetrator Accountability

# Upcoming Projects

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- Clear, Hold, Build initiative – Grovehill
- Strategic Assessment – Engagement session
- CSP Newsletter
- Member Briefings
- Safe Spaces Project
- 3<sup>rd</sup> Party Reporting for Hate Crime at The Forum
- Op Hotspot – Bids and Town centre plan



# Upcoming Campaigns

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- ASB Awareness Week (18<sup>th</sup> - 24<sup>th</sup> November)
- Op Sceptre, Anti-Knife Crime Week (11<sup>th</sup>-15<sup>th</sup> November)
- 16 Days of Action Against Domestic Abuse (25<sup>th</sup> November – 10<sup>th</sup> December)
- Halloween & Bonfire Night
- Winter Crime Prevention

# Recommendations for HSLT

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- Ensure all invited employees from Housing service attend scheduled DAHA training
- Approve and nominate DA Champions from your service area
- Ensure your teams are following existing procedures in relation to safeguarding
- Approval to review and drive changes to housing practices where they currently create barriers for victims/survivors (e.g. joint tenancies and complex case reviews).
- Update on status of digital platform work and assurance that DAHA case management standards will be inbuilt into any new system/practices
- Support to proceed with DA event on 25th November.
- Public support for DA campaign from HSLT (particularly male HSLT members)
- -HSLT support and implantation of the CSP Comms plan

# Abbreviations

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CSP – Community Safety Partnership

VAWG – Violence Against Women & Girls

ASB – Anti Social Behaviour

CSAG – Community Safety Action Group

JAG – Joint Action Group

DHR – Domestic Homicide Review

IMR – Incident Management Review

JTAI – Joint Targeted Audit Inspection

DAHA - Domestic Abuse Housing Alliance

DA – Domestic Abuse

# Any Questions?

Community Safety & Safeguarding enquiries:  
[communitysafetyandsafeguarding@dacorum.gov.uk](mailto:communitysafetyandsafeguarding@dacorum.gov.uk)

ASB enquiries:  
[asb@dacorum.gov.uk](mailto:asb@dacorum.gov.uk)



# Housing and Community

## Overview and Scrutiny Committee

<b>Report for:</b>	Housing & Community Overview and Scrutiny Committee
<b>Title of report:</b>	Humanitarian Response Programme Update
<b>Date:</b>	20 November 2024
<b>Report on behalf of:</b>	Councillor Simy Dhyani, Portfolio Holder for Housing & Property Services
<b>Part:</b>	I
<b>If Part II, reason:</b>	N/A
<b>Appendices:</b>	Humanitarian Response Dashboard
<b>Background papers:</b>	N/A
<b>Glossary of acronyms and any other abbreviations used in this report:</b>	<p>Syrian Vulnerable Persons Resettlement Programme (VPRP)</p> <p>Afghan Locally Employed Scheme (ALES)</p> <p>Citizens Resettlement Scheme (ACRS)</p> <p>Hertfordshire County Council (HCC)</p> <p>East of England Local Government Association (EELGA)</p> <p>Local Authorities (LA's)</p> <p>Assistant Director (AD)</p> <p>Afghan Resettlement Accommodation Programme (ARAP)</p> <p>Home Office (HO)</p> <p>Voluntary Community Sector (VCS)</p> <p>Private Rented Sector (PRS)</p> <p>Initial asylum (IA)</p> <p>Dispersal Accommodation (DA)</p> <p>Overflow Asylum Accommodation (ODA)</p> <p>Clearsprings Ready Homes (CRH)</p> <p>English for Speakers of Other Languages (ESOL)</p>

**Report Author / Responsible Officer**

Author: Natasha Beresford, Assistant Director – Housing Operations & Safe Communities



Natasha.beresford@dacorum.gov.uk / 01442 228 840 (ext. 2840)

<b>Corporate Priorities</b>	Community engagement: Engage with residents and partners to have a real say on our services and the borough Vibrant communities: Foster arts, culture and leisure opportunities Clean, safe and green: Provide a clean, safe and green-focussed environment Homes to be proud of: Enable well-maintained and affordable homes, where people want to live
<b>Wards affected</b>	ALL
<b>Purpose of the report:</b>	1. Inform Members of the current position in relation to Humanitarian Response activity and the council's response in relation to resettlement and asylum cohorts.
<b>Recommendation (s) to the decision maker (s):</b>	1. Provide feedback regarding the approach to date and potential impacts for the council.
<b>Period for post policy/project review:</b>	Annually or upon material change in delivery

## 1 Introduction/Background:

This report follows the commitment in October 2023, to report annually to committee on progress of activity linked to the Humanitarian Response Programme.

The Housing Service leads the council's operational response to resettling refugees in Dacorum, which started following the Government's commitment that during 2015 and 2020 the UK would resettle 20,000 Syrian Refugees. On 30 September 2015, the Council carried a motion supporting the Syrian Vulnerable Persons Resettlement Programme (VPRP) scheme agreed to welcome refugee families over a 5-year period – with the first arriving in September 2016. The council committed to resettling 10 households. To date the council has resettled 9 households via the programme and is yet to finalise arrangements to resettle the tenth household. There is 1 household continuing to be supported by the service from the VPRP scheme – due to the changes in Home Office (HO) priorities, this household will be resettled via the Citizens Resettlement Scheme (ACRS).

As indicated, more recently activity has been extended to our resettlement of Afghan's, via the Afghan Locally Employed Scheme (ALES) and ACRS helping households who had provided support to the British government. The council's decision to support the scheme, along with other Hertfordshire authorities on 24 June 2021. Between September 2021 and May 2022, the council resettled 5 Afghan households, there are now a total of 16 households resettled in Dacorum, 10 of which are being supported directly by the Humanitarian Response Team.

Russia's war on Ukraine has caused the worst refugee crisis in Europe since the Second World War. Since the fleeing of refugees to the UK, large numbers have settled in Hertfordshire. Currently there are 73 households hosted in Dacorum, the Humanitarian Response team do not directly support these households, however the Private Sector Housing Team are engaged in assessing properties prior to settlement to ensure that they are suitable for occupation.

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

The council anticipates that its commitment to support the final and tenth household via the ACRS scheme will be fulfilled in 2025. Engagement with the HO and EELGA will enable identification of a suitable household to be supported into accommodation. Prior to arrival the team will undertake activity to prepare identified accommodation and ensure key arrangements are made, such as securing school placements in liaison with HCC. Each household is different, and the support needs of the household will determine the length and extent of support provided.

The slide pack identifies the number of Asylum Seekers currently occupying contingency accommodation at the end of October: 259 at Holiday Inn and 265 at Hempstead House, whilst awaiting determination of their asylum claim. Each week the service receives discontinuation data from EELGA, which identifies the number of households who have received a decision and in turn those whose contingency accommodation will end. Households with a positive asylum decision and New Refugee status can approach Dacorum Borough Council for assistance with onward housing and each household will be assessed in line with the relevant legislation (Part 6, Housing Act 1996 – Allocations and Part 7, Housing Act 1996 – Homelessness), these assessments determine eligibility for onward housing assistance, which includes temporary accommodation.

Due to the high numbers of households occupying contingency accommodation in the borough, there is risk that this could place unprecedented demands for temporary accommodation and housing assistance. To abate this the Humanitarian Response team, engage proactively with the cohort by delivering weekly advice surgeries to ensure that individuals are given early housing advice and assistance to explore housing options. Additionally, proactive work is undertaken in collaboration with the Homeless Prevention Team, Community Safety, Private Sector Housing teams and local charities to prevent the risk of rough sleeping, ensure wherever possible safe access to suitable private sector accommodation and prevent exploitation or safeguarding concerns.

To support the exit from use of hotel accommodation, the HO accommodation agents Clear Springs Ready Homes (CRH) are actively procuring Dispersal Accommodation (DA) in the borough. This accommodation is long term dispersal accommodation for asylum seekers pending full determination of claim and is typically private sector accommodation. CRH actively consult with the council in advance of procuring such accommodation to ensure we can influence locality and avoid risk of properties being stood up in areas of concern – to date there are 46 bedspaces of dispersal accommodation in the borough.

### Local Authority Housing Fund (LAHF)

This fund is council's increase housing provision for refugees who are unable to find settled accommodation through resettlement schemes. The council was successful in Round 2 of the fund in securing an allocation of £950,000 and in Round 3 £828,375. A project lead in the Strategic Housing and Delivery team works closely with the Humanitarian Response Programme Manager and Housing Needs Manager to deliver the requirements of the scheme and acquire properties and oversee the refurbishment of properties to meet housing demands. To ensure swift occupation of properties, homes are allocated to households via the housing register or for temporary accommodation (where this is stipulated by grant conditions). This approach has helped the service to replace some of the housing provision used for placements already made to households via the ACRS. To date the following properties have been acquired:

#### LAHF Round 2

- Bryfield Cottages (complete and works underway)
- Grassy Close (complete and occupied)
- Typleden Close, Hemel Hempstead (purchase underway)
- Briery Way, Hemel Hempstead (purchase underway)
- Widmore Drive, Hemel Hempstead (TA unit purchase underway)

### LAHF Round 3

- Our commitment is to acquire:
  - 1x 1 Bed properties
  - 2x 2/3 bed properties
  - 1x 4 bed property

### Success

The Housing Service has built on already excellent working relationships that are in place to support vulnerable households across the borough, by extending current working arrangements and developing new with the voluntary, faith and statutory sector. This proactive partnership working supports collaboration on a range of activity, including delivery of workshops with Hertfordshire County Council (HCC) and hosting the East of England Local Government Association (EELGA) in shadowing the service to gain insights into our approach surrounding delivery.

The Humanitarian Response Team have been recognised via the council's annual awards ceremony for their excellent work, which includes establishing women's integration, access to private sector accommodation alleviating pressure on statutory services such as homelessness and temporary accommodation and increasing access to employment.

### Challenges

Aside from the complexities that arise from providing support to households with multiple disadvantages and have had to flee fear of persecution, war and terror in their home country, there are several other challenges that arise for the local authority linked to the delivery of activity – some of which are outlined below:

- Infrastructure demands – local voluntary and statutory services are directly impacted by increasing population flow from resettlement and asylum cohorts, as activity is often stood up in reactive response new population has not been forecast into local infrastructure planning for access to services such as health, education placement and delivery/funding of local services.
- PRS impacts – HO accommodation providers are procuring property in direct competition with LA's who often look to the PRS to prevent homelessness, which results in reduced availability and can inflate the market.
- Increased LA housing and homelessness pressures – diminished PRS access can drive up numbers of households that require housing assistance from LA's, which in turn could impact on the numbers and length of time that households spend in temporary accommodation. Households receiving positive asylum determinations following process are highly likely to seek assistance with housing from LA's, which could lengthen waiting times for new and existing households in need.
- Safeguarding concerns – vulnerable households and those with a history of persecution, or challenges integrating into a community are more likely to be subject to exploitation and modern slavery.
- Community safety – there are significant issues surrounding anti-social behaviour, crime and disorder from contingency accommodation, impacting on the Community Safety and policing teams, residents and businesses.

The service and leadership team work proactively to identify a place-based approach to delivery of local services, including the integration of resettled and asylum-seeking populations. Where needed intervention meetings and liaison with strategic leads and political members are held with the aim of influence decision making and improve outcome to address concerns arising.

### **3 Options and alternatives considered**

Alternative options have not been considered. It is necessary for the council to ensure it delivers upon its commitments in line with defined frameworks.



#### **4 Consultation**

Due to the nature of the activity and stakeholders impacted, the service works collaboratively to ensure effective community integration and delivery of the scheme requirements for relevant cohorts.

#### **5 Financial and value for money implications:**

Activity must be delivered in line with grant funding requirements, monitoring of grant funding allocations is undertaken by the budget holder in collaboration with Finance colleagues, ensuring that memorandum of understanding's, grant expenditure determinations and other verification documentation or data is submitted in accordance with guidance. The service proactively identifies opportunities to minimise impact on council and stakeholder resources, through effective use of funding allocated and efficiency of service delivery.

#### **6 Legal Implications**

There are no legal implications outlined within this report.

#### **7 Risk implications:**

Safeguarding of vulnerable adults and children is pivotal to the delivery of humanitarian response activity. As many households seeking asylum or being resettled into the UK are likely to be vulnerable because of their circumstances and persecution in their home country, this could give heightened risk to exploitation, modern slavery, and race or hate crime and radicalisation.

The service is proactive in ensuring that staff and stakeholders are supported to respond effectively to issues as outlined as above, undertaking regular training, awareness and information sessions to ensure they can detect issues arising and reporting, or undertaking other key actions as appropriate.

#### **8 Equalities, Community Impact and Human Rights:**

Community Impact Assessment has not been completed for the purposes of this report. An impact assessment will be undertaken to support the development of the Humanitarian Response Integration Plan.

There are no Human Rights implications arising from this report.

#### **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)**

Increasing refugee and asylum-seeking population has direct impacts for council and key stakeholder infrastructure including (not limited to) housing, health, education, emergency services and other resources such as VCS. It is crucial therefore that the service continues to work in partnership to alleviate and limit impacts on resources, through effective use of funding – in addition to engagement in local, regional and national forums and strategic groups to influence decision making and responses to asylum and resettlement activity.

#### **11 Conclusions:**

This report provides members with insight into the work led by the Humanitarian Response Team within the Housing & Property directorate and the associated challenges, or activity that may arise as a result.



Humanitarian Response Programme HCOSC update  
20 November 2024



# Resettlement Data

## Afghan Resettlement

16 households resettled in Dacorum:

- 5 supported by the Refugee Council (period from Oct. 2021 to present)
- 10 supported by DBC - Humanitarian Response team (62 people in total) (period from July 2023 to present)
- 14 households moved out of Dacorum. (period from July 2023 to October 2024)

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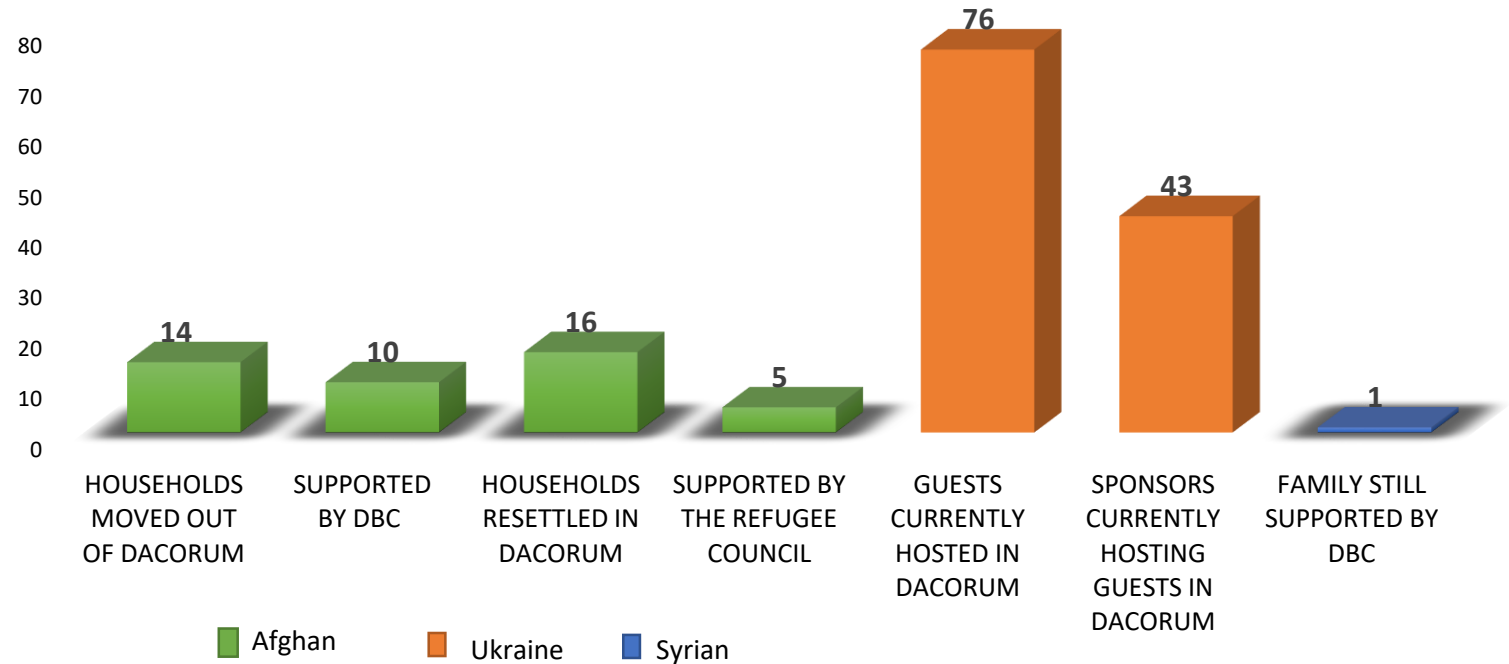
## Homes for Ukraine

76 guests currently hosted in Dacorum.

43 sponsors currently hosting guests in Dacorum.

## Syrian Resettlement

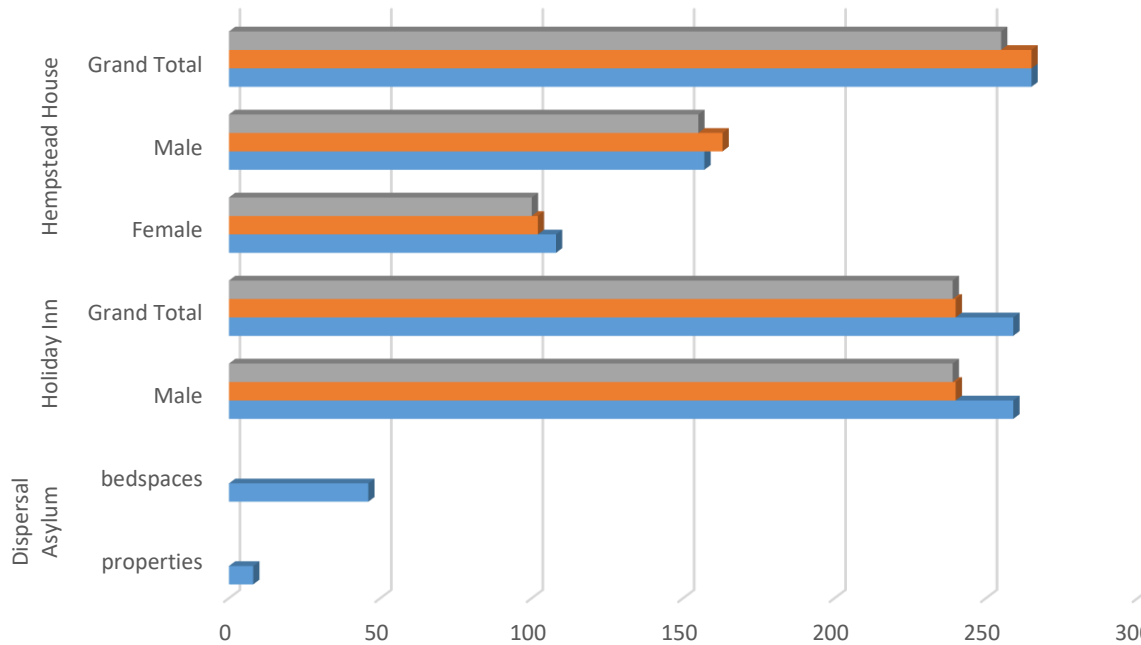
1 family still supported by DBC – 5 people in total (period February 2020 – present)



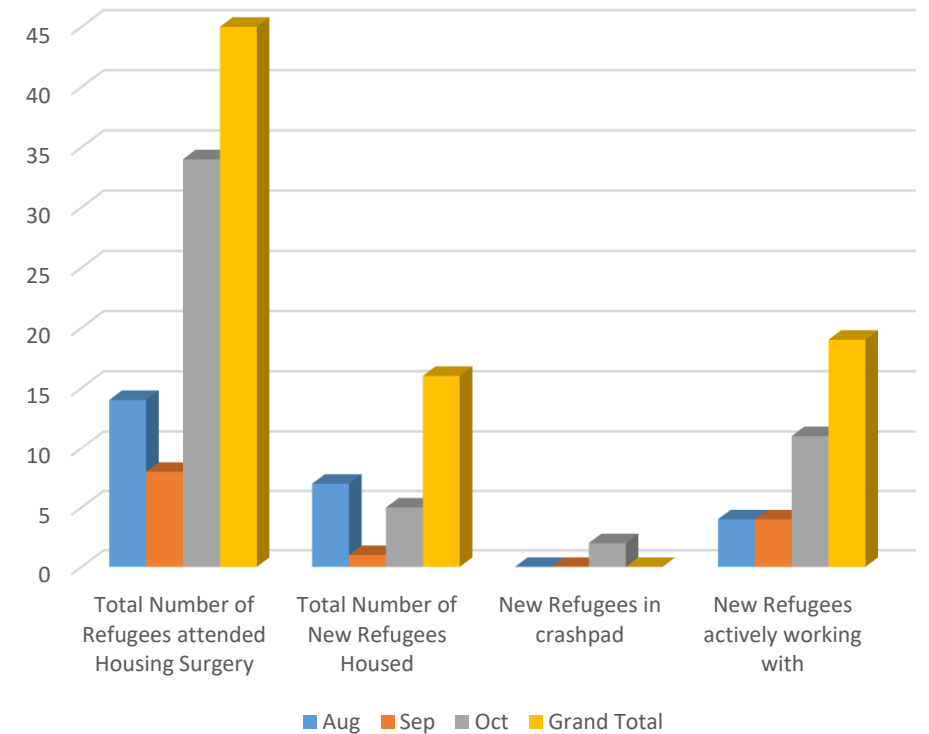


# Asylum Data: Aug to Oct 2024

Figures for the number of residents at the two Asylum sites (IA) and Dispersal Asylum (DA) in Dacorum for August to October 2024:



Figures for the number of refugee engagement with DBC August to October 2024:



	Dispersal Asylum		Holiday Inn		Hempstead House		
	properties	bedspaces	Male	Grand Total	Female	Male	Grand Total
■ Aug			239	239	100	155	255
■ Sep			240	240	102	163	265
■ Oct	8	46	259	259	108	157	265



# Challenges

## **Discontinuation**

- The Home Office's short notice to vacate (28 days) make resettlement difficult

## **Activity to Increase Housing Demand**

- Added Pressure to find secure accommodation

## **Dispersal**

- Dacorum has 8 active dispersal sites with a total of 46 bedspaces

## **Housing Demand**

- Increase in demand for Temporary Accommodation for Families / vulnerable adults given Leave to Remain
- Risk of rough sleeping / crashpad demand
- Homelessness / Housing Register demand

## **Community Safety**

- Crime incidences & Safeguarding concerns – Contingency sites



## Mitigations

### **Discontinuation**

- Working closely with Homeless Prevention & DENS to reduce risk of rough sleeping

### **Activity to Increase in Housing Demand**

- Attendance @ Landlord Forum; Engagement & recruitment of landlords to support PRS access
- Meeting with Clearsprings Ready Homes (CRH) / Herts LAs to explore options for procurement & address barriers

### **Dispersal**

- Proactive work with CRH (HO accommodation provider) ensure locations is suitable for asylum placement
- Engagement with CSP partners ensuring properties meet safety standards, address crime / community cohesion
- Regional collaboration & engagement to ensure placed based approach to dispersal

### **Housing Provision (Temporary Accommodation & HRA)**

- Early alert process Housing Options/Temporary Accommodation Teams – early planning for homeless approaches
- Forecasting future demand, Business cases for TA / LAHF delivery of temporary accommodation & HRA units

### **Community Safety**

- Statutory partner liaison & intervention, legal advice
- Engagement / Influence CRH & HO



## Initiatives

### **Women's Integration:**

- Aim to increase participation/opportunities to gain access to ESOL, education, and employment programs
- Opportunity to meet & engage in activity such as Sewing, Fitness Classes and a safe place to share experiences
- Aid community integration through friendship & connection

### **Partnership work with VCS partners**

- Funding initiatives to support new Refugees to offer advice, assistance and befrienders
- Strategic Migration Partnership shadowing of service – best practice insights & understanding LA impact

### **EON project:**

- Dacorum part funds the Employment of Overseas Nationals (EON) project to transfer existing qualifications to those recognised in the UK, provide work related ESOL and to assist in finding employment.
- Working with Asylum Seekers to understand what their plans are from a housing and employment perspective.
- Helps to prevent unexpected homelessness presentations.
- Housing course for Refugees/Asylum Seekers due to start in December 2024



## Initiatives con't

### Community Safety

- We have set up a Humanitarian Response sub-group that reports into the Joint Action Group (JAG) – ensuring alignment with the CSP governance structure
- Consider lessons learnt from the recent civil unrest
- This enables a targeted approach / interventions where needed
- Proactive monitoring of contingency accommodation sites and dispersal across the borough
- Members include statutory CSP responders in addition to VCS partners and key DBC teams
- Engagement with Home Office in relation to community cohesion / contingency site impact

### New Housing Support Resource:

- Housing Advice surgery held every Tuesday at the South Hill Centre
- Open to both Asylum Seekers and Refugees
- Opportunity to manage expectations around housing as well as give housing advice and options

### Humanitarian Response (HR) integration Plan

- The HR Integration plan will be underpinned by an action plan outlining our approach on a local level
- Linked to our corporate Priorities and key strategic priorities surrounding housing/homelessness.





## Updates from SMP/Ministerial

### Family Reunion Announcement for ACRS Families

- Afghans who evacuated in August 22 will be able to apply to bring over an eligible family member.

### eVisas

- Migrant Help have been given a grant to provide free support to assist vulnerable people in their transition from BRP card to eVisa.

### Changes to the Ukraine scheme

The Home Office have introduced a change to the Immigration Rules so that individuals who hold, or have been granted permission to enter the UK will be able to apply for further permission to remain for an extension for a further 18 months.

- This decision has been made in support of the Ukraine Government who want their nationals to return to rebuild the country when it's safe to do so.

### Extension to Notice Periods in Home Officer Accommodation

- A private members bill has been introduced in parliament which would extend the move on period for Asylum Seekers with positive decisions to 56 days instead of the current 28 days. For more information [private members' bill](#)



## Key Successes

- Discontinued support 2 Syrian households / Supported to obtain Leave to Remain
- MDT case progress meetings established
- Partnership influence to improve activities to residents in contingency accommodation
- Prevent training in partnership with HCC to VCS, partners & staff
- Support to prevent rough sleeping
- Accommodated 82 individuals into PRS
- 2 PRS placements in pipeline
- Delivery of LAHF Round 2, successful submission Round 3
- Relocated one Afghan female to London & support transferred – enabling independence / realising employment prospects
- The Humanitarian Response team was honoured at the Annual staff recognition awards - **Team of the Year** and the **Personal Achievement** Award.



## Future Plans

- To broaden the reach of the Woman's Group, promote it further with partners
- Identify / fund new initiatives to support integration and community cohesion
- Increase referrals to the EON project both from the Asylum and Refugee communities
- Local Authority Housing Fund Round 3 (LAHF3) – to procure 4 properties (1 Temporary Accommodation Unit & 3 General Needs /HRA homes)
- Work with Housing Options team and the Temporary Accommodation Team to future plan for service provision taking account of the volume of positive decisions being made by the Home Office.
- Collaborate with Herts County Council to prioritise safeguarding the needs of this cohort
- Deliver the Humanitarian Response Integration plan