

Finance and Resources OSC Action Points

Number	Date of meeting	Action Point	Officer Responsible	Date completed	Update on action point
1	17/07/18	Cllr Tindall suggested that the action points were numbered.	Corporate and Democratic Support	August	Action Points are now numbered
2	17/07/18	Cllr Tindall was concerned that the costs were not included for DBC v Ryan Bailey. M Brookes to confirm.	Mark Brookes	02/08/18	The Council applied for a costs order in the Crown Court of £2,580 but the Court didn't award the Council's costs because of the defendant's lack of means and inability to pay
3	17/07/18	The Chairman confirmed he would always like the work programme to be at the end of the Agenda.	Corporate and Democratic Support	August	The work programme should always be at the end of the agenda and the agenda in July was an error
4	17/07/18	Cllr Douris would be interested to know what the 83 clients that Mediation Herts saw represented as a percentage of tenants. M Rawdon will ensure that information is sent to the Committee.	Matt Rawdon	02/08/18	83 clients that Mediation Herts saw over the last year were DBC tenants. Of those, 95% stated that they feel they can better maintain and manage their relationships.
5	17/07/18	Cllr D Collins mentioned that Chart 5.2 indicates the roll out process and that it would be difficult for some people to get to Aylesbury or Luton. L Warden advised that the DWP had different boundaries to us, but there had been some changes and she will email them out.	Layna Warden	02/08/18	26 September 2018 - HP5 1, HP5 3 - 5 properties. 24 October 2018 - LU1 4 (Pepperstock) - 20 properties. 21 November 2018 - LU6 2, LU6 3 - 10 properties. 5 December 2018 - All remaining postcodes (Hemel JCP) - 60,000 properties

6	17/07/18	<p>The Chairman expressed concerns about private sector landlords debt and landlords refusing to accept tenants who are claiming Universal Credit. S.21 notices have been served on tenants to end tenancy in an expectation of arrears rather than actual arrears, we should look at this and speak to other authorities about the percentage of Landlords affected as this could cause problems finding accommodation for our residents. He also wants clarification on the legal situation with S.21.</p>	Layna Warden	02/08/18	<p>We have developed a procedure for housing staff to challenge a S.21 notice if they are served incorrectly. However, these are only used if there is no fault on the tenant and the greatest risk of UC is a notice served because of rent arrears. We regularly communicate with the Private Sector through our newsletter and have a partnership with the National Landlords Association who run training at The Forum for private landlords. DWP are also looking to invite private landlords to a session they are holding at The Forum to help understand the roll out.</p>
7	17/07/18	<p>What Cllr Douris would like to know is could we have the figures from the other local authorities so that we can get an idea of where we stand – it might be 98.8, 98.7 but if you could let us have that detail.</p>	Kelvin Soley	02/08/18	<p>Stats – We use digital monitoring company Sitemorse which currently ranks our website 50th out of 409 local authority websites nationwide . It looks at a range of criteria including functionality, performance and quality of HTML code. We are currently the highest ranked local authority in Hertfordshire, including the county council, https://sitemorse.com/index/report-table.html?rt=1413&v=blobs . 98.8% refers to our quality assurance rating - We use Site improve software to monitor broken links, spellings and readability. Our 98.8% quality assurance rating compares against a local government industry benchmark of 83.4%. We do not have access to the percentages of other individual Councils other than the overall benchmarked figure.</p>
8	17/07/18	<p>Cllr Douris thanked Kelvin for the presentation and said that is was he who requested it. Cllr Douris requested that a copy of the presentation be available for everyone.</p>	Kelvin Soley	27/07/18	<p>Member Support distributed presentation to members via email.</p>

