

## Housing and Community OSC

### Actions arising – 2022

Date of meeting	Action point	Responsible for action	Date action completed	Update on action point																								
<u>02/03/22</u> <u>HC/014/22</u>	SWhelan to acquire further analytics around bin collections																											
<u>02/03/22</u> <u>HC/014/22</u>	Officer to provide timescale on Herts Cultural Education Partnership for feedback.	A Care	22/06/22	Due to staffing and capacity issues my action has not moved																								
<u>02/03/22</u> <u>HC/015/22</u>	RBarton to present on increase in terminations at next Committee.	R Barton (Ben H was sent an email on 23/11/22)		<p>Since the beginning of 2022/23 the monthly number of garages being terminated or commenced is shown below:</p> <table> <thead> <tr> <th>2022/23</th> <th>Terminations</th> <th>Commencements</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>39</td> <td>92</td> </tr> <tr> <td>May</td> <td>53</td> <td>53</td> </tr> <tr> <td>June</td> <td>33</td> <td>37</td> </tr> <tr> <td>July</td> <td>25</td> <td>35</td> </tr> <tr> <td>August</td> <td>49</td> <td>45</td> </tr> <tr> <td>September</td> <td>35</td> <td>48</td> </tr> <tr> <td><b>Total</b></td> <td><b>234</b></td> <td><b>310</b></td> </tr> </tbody> </table>	2022/23	Terminations	Commencements	April	39	92	May	53	53	June	33	37	July	25	35	August	49	45	September	35	48	<b>Total</b>	<b>234</b>	<b>310</b>
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<u>02/03/22</u> <u>HC/017/22</u>	Cllr Freedman to share incidents of leaseholders being unfairly charged.	Cllr Freedman	21/11/2022	<p>I personally had not received a response to the open item, but I do not know if it had been addressed subsequently via the OSC; thus I do not feel confident in permitting it to be closed.</p> <p>Full background as follows: I raised a question in regards to reported unfair charging to council</p>																								

				<p>leaseholders; particularly where a leaseholder was asked to contribute to the costs of an external security door repair, for which the particular leaseholder had brought the need for a repair to the councils attention. Contractors attended and repaired the door, but the charge levelled at the leaseholder was exceedingly large. The leaseholder challenged this, believing they had been charged the full cost of the repair when this should have been attributed across all residences in the building. Council officers assured that this was the case, but simple arithmetic concluded that the total bill from the contractors for a few hours work would be in the multiple thousand pounds if this was indeed the case. (In addition, there remains a challenge of why a simple locksmith call out required a contractor of incremental cost to the council, where it should be reasonable to expect our maintenance contact to cover this.) Details of this particular example were given to Fiona Williamson as she confirmed in the meeting that this certainly was not how such charges should be apportioned. Shortly after this I was moved to an alternative committee, and Fiona has since left the council, so I do not know if this was resolved at H&amp;C.</p> <p>Simy/Sammy – can I leave this with you? Happy to discuss further if required.</p>
<u>02/11/2022</u> <u>HC/051/22</u>	NBeresford to ask MPinnell to provide further information on supply issues and delays to repairs to Cllr Barry Mears.	N Beresford	23/11/2022	<p>The time take to complete repairs is improving, however we have seen a sharp increase in the number of Emergency repairs being reported which leads to resource difficulties to complete non urgent routine repairs. Supply chain issues remain difficult, primarily due to the increase in costs. OPSL subcontractors are moving on to more lucrative work in the capital and surrounding areas. OPSL are proactively and continue to try to recruit more skilled local labour and suppliers</p> <p>DBC officers have commissioned a benchmarking exercise to be undertaken which will compare the current OPSL rates against sector norms. This is expected to highlight a significant cost pressure for DBC but one which need to be addressed to enable OPSL to re-engage with and compete for long term sub contractual agreements to serve the DBC contract.</p>

<u>02/11/22</u> <u>HC/051/22</u>	JMaxwell to check if Osborne have looked at sponsorship to address recruitment challenges.	J Maxwell	18/11/2022	<p>Osbornes have looked at the issue of sponsorship and they have made a migrant sponsorship appointment and we understand that this be considered.</p> <p>Osborne's supply chain have made some direct overseas recruitment engagement, but this has currently been met with little success.</p> <p>We will keep this in mind through the discussions with Osbornes and the reviews of the contract, as well as the preparation for any new contract arrangements for the new asset management contract.</p>
<u>HC/52/22</u> <u>02/11/2022</u>	Cllr Banks to feedback to officers regarding reported increase in anti-Semitic graffiti in Adeyfield.	Cllr Banks	Actioned:	<p>Cllr Ramsey, across the Borough 90% of the subways are responsibility of HCC for Graffiti removal whilst we are responsible for litter on the all locations. I've checked the system as we haven't been onsite in Tring so I presume it was HCC that carried out the works. For ease I have included the HCC link below it may be of use to yourselves. Unfortunately I don't have a direct contact in HCC that I could pass on, you could possibly try your local HCC councillor as a starting point.</p> <p><a href="https://www.hertfordshire.gov.uk/services/highways-roads-and-pavements/report-a-problem/report-a-highway-fault/what-type-of-fault-are-you-reporting.aspx">https://www.hertfordshire.gov.uk/services/highways-roads-and-pavements/report-a-problem/report-a-highway-fault/what-type-of-fault-are-you-reporting.aspx</a></p> <p>If it had been reported to DBC the admin team would of referred it to HCC.</p> <p>Dear Cllr Barry-Mears,</p> <p>Please accept my apologies for the delay in responding to you. I have now received confirmation from the Clean Safe and Green team that there had been a report of the graffiti, pictured below, which was removed immediately the team were notified. The team have visited the site again to ensure that no further incidents have occurred. No similar graffiti</p>

				<p>was found, although the team removed some graffiti from the goal post whilst on site.</p> <p>The CSG Team and community safety are working closely with the Police to ensure that all incidents such as this are captured so that we can understand the scale of the issue in Dacorum and obtain any evidence that may enable us to identify perpetrators and take action.</p> <p>If you require any further information please let me know.</p>
<u>HC/52/22</u> <u>02/11/2022</u>	Cllr Banks to raise question with officers regarding drop in Healthy Hub referrals and what is being done to encourage growth	Cllr Banks		<p>Hi Kayley</p> <p>James Doe is picking up the Healthy Hub action point and I have asked him to look at Alex' one too.</p> <p>Kind Regards</p>
<u>HC/53/22</u> <u>02/11/2022</u>	NBeresford to ask MPurnell to share approach regarding monitoring satisfaction and responses to complaints with members.	N Beresford	21/11/2022	<p>Joint weekly meetings have been introduced attended by senior DBC and Osborne staffs. The purpose of these meetings is to review operational performance and complaints received to assess trends and learning.</p> <p>There is an absolute commitment to improve the services we provide and it is important to note that over recent months there has been an improvement in responding to complaints within timescale. Communication is also improving which has been the biggest driver of the complaints along with the time taken to complete repairs, for which again we are seeing incremental improvements.</p> <p>*Repairs satisfaction</p> <p>To date the DBC oversight and review of the customer satisfaction data received has been weak and inconsistent.</p> <p>Moving forward DBC officers will carry out a 10% check against the application of completed works to establish a true gauge of</p>

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