

Select Committee Agenda



Communities Select Committee Tuesday, 6th September, 2016

You are invited to attend the next meeting of **Communities Select Committee**, which will be held at:

**Committee Room 1, Civic Offices, High Street, Epping
on Tuesday, 6th September, 2016
at 7.00 pm .**

**Glen Chipp
Chief Executive**

**Democratic Services
Officer**

M Jenkins (01992 56 4607) mjenkins@eppingforestdc.gov.uk

Members:

Councillors Y Knight (Chairman), G Shiell (Vice-Chairman), R Baldwin, A Beales, K Chana, R Gadsby, L Girling, S Heap, L Hughes, S Jones, S Murray, A Mitchell, B Rolfe, B Surtees and H Whitbread

SUBSTITUTE NOMINATION DEADLINE:

18:00

1. APOLOGIES FOR ABSENCE

2. SUBSTITUTE MEMBERS (MINUTE ITEM 39 - 23.7.02)

(Director of Communities) To report the appointment of any substitute members for the meeting.

3. NOTES OF PREVIOUS MEETING (Pages 5 - 12)

(Director of Governance) To agree the notes of the meeting of the Select Committee held on 27 June 2016.

4. DECLARATIONS OF INTEREST

(Director of Governance). To declare interests in any items on the agenda.

In considering whether to declare a pecuniary or a non-pecuniary interest under the Code of Conduct, Overview & Scrutiny members are asked pay particular attention to

paragraph 9 of the Code in addition to the more familiar requirements.

This requires the declaration of a non-pecuniary interest in any matter before an OS Committee which relates to a decision of or action by another Committee or Sub Committee of the Council, a Joint Committee or Joint Sub Committee in which the Council is involved and of which the Councillor is also a member.

Paragraph 9 does not refer to Cabinet decisions or attendance at an OS meeting purely for the purpose of answering questions or providing information on such a matter.

5. TERMS OF REFERENCE/WORK PROGRAMME (Pages 13 - 22)

(Chairman / Lead Officer) The Overview and Scrutiny Committee has agreed the Terms of Reference of this Committee. This is attached along with an ongoing work programme. Members are asked at each meeting to review both documents.

6. PRESENTATION OF DISABLED FACILITIES GRANTS

The select committee will receive a presentation from the Assistant Director - Housing regarding Disabled Facilities Grants. The Cabinet in September 2015 had agreed a supplementary sum of £120,000 for 2015/16 to support the existing budget of £380,000 for Disabled Facilities Grants which will be used to assist disabled home owners and private tenants who need to make alterations to their homes. The presentation will highlight the on-going work in making changes to accommodation to facilitate better accessibility and quality of life.

7. ANNUAL FEEDBACK ON CRUCIAL CREW EVENT AND PROPOSALS FOR THE FUTURE (Pages 23 - 26)

(Director of Communities) To consider the attached report.

8. INCENTIVES FOR TENANTS DOWNSIZING ACCOMMODATION (Pages 27 - 30)

(Director of Communities) To consider the attached report.

9. HOME OPTION CHOICE BASED LETTINGS SCHEME - PROGRESS REPORT (Pages 31 - 36)

(Director of Communities) To consider the attached report and appendix.

10. ANNUAL REVIEW OF PROTECTED CHARACTERISTICS - HOUSING APPLICANTS AND LETTINGS (Pages 37 - 44)

(Director of Communities) To consider the attached report.

11. CORPORATE PLAN ACTION PLAN PROGRESS - QUARTER 1 (Pages 45 - 54)

(Director of Communities) To consider the attached report and appendix.

12. COMMUNITIES HOUSING KEY PERFORMANCE INDICATORS (KPI) - QUARTER 1 (Pages 55 - 74)

(Director of Communities) To consider the attached report and appendices.

13. ATTENDANCE BY ESSEX POLICE DISTRICT COMMANDER AT NEXT MEETING - DISCUSSION ON ISSUES TO RAISE (Pages 75 - 76)

(Director of Communities) To consider the attached report.

14. REPORTS TO BE MADE TO THE NEXT MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

To consider which reports are ready to be submitted to the Overview and Scrutiny Committee at its next meeting.

15. FUTURE MEETINGS

The next meeting of the select committee will be held on Tuesday 8 November 2016 at 7.00p.m. in Committee Room 1.

This page is intentionally left blank

**EPPING FOREST DISTRICT COUNCIL
NOTES OF A MEETING OF COMMUNITIES SELECT COMMITTEE
HELD ON MONDAY, 27 JUNE 2016
IN COMMITTEE ROOM 1, CIVIC OFFICES, HIGH STREET, EPPING
AT 7.03 - 9.55 PM**

Members Present: Y Knight (Chairman), G Shiell (Vice-Chairman), R Baldwin, A Beales, K Chana, R Gadsby, L Girling, S Heap, S Jones, S Murray, A Mitchell, B Surtees, H Whitbread and W Marshall (Tenants and Leaseholders Federation)

Other members present: S Stavrou (Housing Portfolio Holder)

Apologies for Absence: L Hughes and B Rolfe

Officers Present A Hall (Director of Communities) and M Jenkins (Democratic Services Officer)

1. SUBSTITUTE MEMBERS (MINUTE ITEM 39 - 23.7.02)

There were no substitutions made at the meeting.

2. NOTES OF LAST MEETING

RESOLVED:

That the notes of the last meeting of the select committee held on 8 March 2016 be agreed.

3. DECLARATIONS OF INTEREST

Pursuant to the Council's Code of Member Conduct, W Marshall, Chairman of the Tenants and Leaseholders Federation, declared a non-pecuniary interest in the following item of the agenda by virtue of being a Council tenant. He advised that he would remain in the meeting for the consideration of the item and any voting that may take place:

- Item 8 Housing and Planning Act 2016 – Summary of Key Housing Proposals

4. TERMS OF REFERENCE/WORK PROGRAMME

The Select Committee received a report from the Director of Communities regarding its Terms of Reference and Draft Work Programme 2016/17.

An Overview and Scrutiny framework based on a structure of four select committees was established from the commencement of the municipal year. The Select Committee framework ensured that all services now had a reporting route for overview and scrutiny and that there was clear scope to the scrutiny activities of each committee. The framework continued to provide for relevant scrutiny activity to be undertaken by way of the establishment of task and finish panels as necessary.

Lead officers had been nominated for each select committee; their initial responsibility was to review the Terms of Reference for the select committee for which they were responsible. These should reflect the scope of the select committee and provide regular progress reporting on relevant matters made to the Overview and Scrutiny Committee, whilst ensuring consistency of operation across the whole. These Terms of Reference would be considered by members at the first meeting in the municipal year and then agreed by the Overview and Scrutiny Committee.

It was noted that the Work Programme should be relevant and achievable and be informed by relevant service aims and member priorities. The Overview and Scrutiny Committee had indicated that a more robust approach to the development of work programmes was required for 2016/17. Therefore a co-ordinating group consisting of the Chairmen and Vice-Chairmen of each select committee would be meeting on 30 June 2016, together with lead officers, to consider a way forward for the identification of appropriate scrutiny activity during this coming year and future years. It was advised that it would therefore be inappropriate for the Select Committee to formally agree any work programme already in development, until this had been considered by this group.

The Director of Communities provided a draft programme for the Select Committee for 2016/17 for consideration, and asked members if there were any items which they thought should either be deleted or added to the Draft Work Programme. Councillor G Shiell suggested scrutinising the promotion and marketing currently used for encouraging tenants to downsize to consider it. This could be marketed in a better way. Members agreed to schedule this for the September 2016 meeting of the Select Committee.

Members felt that a senior Essex Police officer could be invited to attend a select committee meeting to answer questions on policing and crime. This should be woven into safeguarding and mental health issues as well. It was identified that the November meeting of the Select Committee would be appropriate for this, since the Draft Community Safety Partnership Plan would be considered at the same meeting. The Director of Communities undertook to invite the District Police Commander, Chief Inspector Denise Morrissey to attend. It was also agreed that consideration should be given at the September meeting to any questions that should be asked of Chief Inspector Morrissey.

RECOMMENDED:

That the draft Terms of Reference and Work Programme of the Communities Select Committee be recommended to the Overview and Scrutiny Committee for approval subject to the following additions:

- (1) That the promotion and marketing arrangements used currently by the District Council for encouraging tenants to downsize to smaller properties be submitted to the September select committee meeting;
- (2) That a discussion with the District Police Commissioner on current policing issues in the District be scheduled for the November select committee meeting; and
- (3) That questions for the District Police Commander be formulated at the September select committee meeting.

5. HOUSING SERVICE STANDARDS - PERFORMANCE REPORT 2015/16 AND REVIEW

The Select Committee received a report from the Director of Communities regarding the Housing Service Standards – Performance 2015/16 and Review.

In 2007, the then Housing Portfolio Holder agreed a range of Housing Service Standards covering all of the Housing Service's main areas of activity. It was also agreed that, annually, the Housing Service's performance against the Housing Service Standards should be considered and whether any changes should be made to the Service Standards. Tenants were provided with a handbook setting out all the agreed Service Standards, which was also available on-line.

The Chairman introduced Councillor S Stavrou as the new Portfolio Holder for Housing, to the Select Committee.

The members supported the following:

- (a) The Select Committee agreed to add a figure to (H1) of the Service Standards – “Interview with a Homelessness Prevention Officer within 7 days of initial contact.”
- (b) Service Standard PS2 – “Undertake jobs through our Handyperson Service within 2 weeks of request,” the Select Committee requested an amendment to 3 weeks.
- (c) Service Standard PS4 – “Respond to applicants for Disabled Facilities Grants (DFGs) within 10 working days of receiving a referral from an occupational therapist (OT).” Members supported amending 10 working days to 15 working days.
- (d) Service Standard PS7 – “Issue a decision on a formal application for other types of financial assistance for private occupiers within 5 working days of receipt.” The Select Committee recommended moving the target to 10 days.

RECOMMENDED:

- (1) That, following appropriate scrutiny and questions, performance against the previously agreed Housing Service Standards in 2015/16 be noted;
- (2) That, subject to the views of the Tenants and Leaseholders Federation, the proposed changes to the Housing Service Standards be recommended to the Housing Portfolio Holder and that the relevant leaflets be updated at an appropriate time; and
- (3) That the Housing Service Standards and performance against the Service Standards in 2016/17 be reviewed in June 2017.

6. HOUSING STRATEGY: 6 MONTH PROGRESS REPORT ON KEY ACTION PLAN 2016

The Select Committee received a 6 month progress report regarding the Housing Strategy – Key Action Plan 2016 from the Director of Communities.

The Council had adopted a Housing Strategy that assessed the District's current and future housing needs and set out the Council's approach to meeting those needs. The Strategy also included a Key Action Plan which set out the proposed actions that would be taken by the Council to contribute towards the achievement of the housing objectives over the first year of the Housing Strategy. When adopting the Housing Strategy, the Cabinet also agreed that Key Actions Plans for the Housing Strategy should be produced and updated on an annual basis.

The latest Key Action Plan was agreed in January 2016 and the Cabinet had previously agreed that progress with the Key Actions Plans should be monitored on a 6-monthly basis by this select committee (previously the Housing Select Committee). The members therefore considered progress with this Plan. They were advised that the formulation of a new Housing Strategy had been delayed as a result of delays with the formulation of a new Local Plan.

Members were advised that in regard to Item 26 Council Housing Accommodation, the authority would be providing 1 x 1 bedroom and 1 x 2 bedroom flats each year for 4 years to Syrian refugees on non-secure tenancies which would be assisting the Government's commitment to accommodate 20,000 Syrian refugees in the UK over a 4 year period. The Director of Communities added that the District Council would be the landlord but that Essex County Council were responsible for the resettlement of families.

RESOLVED:

That, following appropriate scrutiny and questions, the 6 Month Progress Report on the Housing Strategy Key Action Plan 2016 be noted.

7. HOUSING AND PLANNING ACT 2016 - SUMMARY OF KEY HOUSING PROPOSALS

The Select Committee received a report regarding the Housing and Planning Act 2016 – Summary of Key Housing Proposals from the Director of Communities.

It was noted that following a lengthy and somewhat controversial passage, the Housing and Planning Bill, now the Housing and Planning Act 2016 had received Royal Assent on 12 May 2016.

The new Act comprised a number of provisions relating to both housing and planning, in particular for housing it covered:

- (a) Lifetime and fixed term tenancies;
- (b) Voluntary Right to Buy for housing association tenants and sales of high value void Council properties;
- (c) Starter Homes; and
- (d) "Pay to Stay" – Increased rents for tenants on higher incomes.

There was concern among Select Committee members about the Act's consequences in terms of the security for neighbourhood cohesion and the authority being forced to sell higher value properties that they possessed.

The Director of Communities advised that he would be arranging a Housing Information Evening for Members regarding the legislation and its implications in late September or early October 2016, once the required Government Guidance and Regulations had been received.

RESOLVED:

That the report regarding the Summary of Key Housing Proposals contained in the Housing and Planning Act 2016 be noted.

8. KEY PERFORMANCE INDICATORS 2015/16 - QUARTER 4 OUTTURN PERFORMANCE

The Select Committee received a report regarding Key Performance Indicators 2015/16 – Quarter 4 (Outturn) Performance from the Director of Communities.

The Local Government Act 1999 required that the Council make arrangements to secure continuous improvement in the way its functions and services were exercised, having regard to a combination of economy, efficiency and effectiveness.

As part of the duty to secure continuous improvement, a range of Key Performance Indicators (KPIs) relevant to the Council's services and key objectives were adopted each year by the Finance and Performance Management Cabinet Committee. Performance against the KPIs was monitored on a quarterly basis by the Management Board and Overview and Scrutiny to drive improvements in performances and ensuring corrective action was taken where necessary.

A range of 36 Key Performance Indicators (KPIs) for 2015/16 had been adopted for the Council by the Finance and Performance Management Cabinet Committee in March 2015. The KPIs were important to the improvement of the Council's services and comprised a combination of some former statutory indicators and locally determined performance measures. The aim of the KPIs was to direct improvement effort towards services and the national priorities and local challenges arising from the social, economic and environmental context of the district.

The Q4 (Outturn) performance summary in respect of each of the KPIs and those falling within the Communities Select Committee's areas of responsibility for 2015/16 together with details of the specific twelve month performance for each indicator are listed below.

- (a) 27 (75%) indicators achieved target;
- (b) 9 (25%) indicators did not achieve target; and
- (c) 1 (3%) of these KPIs performed within its tolerated amber margin.

Ten of the KPIs fell within this Select Committee's areas of responsibility. The overall position with regard to the achievement of target performance at the end of the year for these indicators was as follows:

- (i) 8 (80%) indicators achieved target;
- (ii) 2 (20%) indicators did not achieve target; and
- (iii) 0 (0%) indicators performed within their tolerated amber margin.

RESOLVED:

That, following appropriate scrutiny and questions, the Key Performance Indicators 2015/16 – Q4 (Outturn) Performance be noted.

9. CORPORATE PLAN KEY ACTION PLAN 2015/16 - QUARTER 4 (OUTTURN) POSITION

The Select Committee received a report regarding the Corporate Plan Key Action Plan 2015/16 – Quarter 4 (Outturn) Position from the Director of Communities.

The Corporate Plan was the Council's key strategic planning document, setting out its priorities over the five year period from 2015/16 to 2019/20. The priorities or Corporate Aims were supported by Key Objectives providing a clear statement of the Council's overall intentions for these five years.

The Key Objectives were delivered by an annual action plan with each year building upon the progress against the achievement of the Key Objectives for previous years. The annual action plans contained a range of actions designed to achieve specific outcomes and were working documents subject to change and development.

The Corporate Plan Key Action Plan for 2015/16 was agreed by the Cabinet in March 2015. Progress in relation to individual actions and deliverables was reviewed by the Cabinet and the Overview and Scrutiny Committee on a quarterly and outturn basis. In May 2016, Management Board agreed that scrutiny could be enhanced by consideration of progress by the Select Committee on a quarterly basis.

Some actions had cross directorate responsibility, where this was the case the most appropriate Select Committee was requested to consider the action. This report presented outturn progress against the Key Action Plan for 2015/16 for actions most appropriately considered by this Select Committee at the end of 2015/16.

There were 55 actions in the Key Action Plan 2015/16, at the end of the year:

- (a) 36 (65%) of these actions have been achieved by year end; and
- (b) 19 (35%) of these actions have not been achieved by year end.

15 actions fell within the areas of responsibility of this Select Committee. At the end of the year:

- (i) 8 (53%) of these actions had been achieved at year end; and
- (ii) 7 (47%) of these actions had not been achieved by year end.

This report was also considered by the Cabinet on 9 June 2016 and the Overview and Scrutiny Committee on 7 June 2016.

RESOLVED:

That, following appropriate scrutiny and questions, the Corporate Plan Key Action Plan 2015/16 – Quarter 4 (Outturn) report be noted.

10. FUTURE MEETING START TIMES

The Select Committee supported retaining the starting time for future meetings of 7.00p.m.

11. FUTURE MEETINGS

The next meeting of the select committee would be on Tuesday 6 September 2016 at 7.00p.m. in Committee Room 1.

This page is intentionally left blank

COMMUNITIES SELECT COMMITTEE

TERMS OF REFERENCE 2016/17

Title: Communities Select Committee

Status: Select Committee

1. To undertake overview and scrutiny, utilising appropriate methods and techniques, of the services and functions of the Communities Directorate;
2. To develop a programme of work each year, informed by relevant service aims and member priorities, to ensure that the services and functions of the Communities Directorate are appropriate and responsive to the needs of residents, service users and others;
3. To consider any matter referred to the Select Committee by the Overview and Scrutiny Committee, the Cabinet or a relevant Portfolio Holder, and to report and make recommendations directly to the Committee, the Cabinet or such Portfolio Holder as appropriate;
4. To consider the effect of Government actions or initiatives on the services and functions of the Communities Directorate and any implications for the Council's residents, service users and others, and to respond to consultation activities as appropriate;
5. To establish working groups as necessary to undertake any activity within these terms of reference;
6. To undertake pre-scrutiny through the review of specific proposals of the Council and its partner organisations or other local service providers, insofar as they relate to the services and functions of the Communities Directorate, to help develop appropriate policy;
7. To undertake performance monitoring in relation to the services and functions of the Communities Directorate, against adopted key performance indicators and identified areas of concern;
8. To identify any matters within the services and functions of the Communities Directorate that require in-depth scrutiny, for referral to the Overview and Scrutiny Committee; and
9. To recommend the establishment of task and finish panels to the Overview and Scrutiny Committee as necessary, in order to undertake any activity within these terms of reference.

Chairman: Councillor Y Knight

This page is intentionally left blank

Communities Select Committee (Chairman – Cllr Yolanda Knight)

Work Programme 2016/17

Item	Report Deadline/Priority	Progress/Comments	Programme of Meetings
Standard (Periodic) Items			
			27th June 2016 6th Sept 2016 8th Nov 2016 17th Jan 2017 14th March 2017
(1) Performance against Housing Service Standards and Review (<i>Recommendations to Housing Portfolio Holder</i>)	June 2016 (Medium)	(<i>Housing Portfolio</i>) Completed - June 2016 meeting	
(2) 6-Month Progress Report on Housing Strategy Action Plan 2016	June 2016 (Medium)	(<i>Housing Portfolio</i>) Completed - June 2016 meeting	
(3) Communities Key Performance Indicators (KPIs) – 2015/16 Out-Turn	June 2016 (Low)	(<i>Housing Portfolio</i>) Completed - June 2016 meeting	
(4) Progress with Key Actions for the Corporate Plan led by the Communities Directorate – 2015/15 Out-Turn	June 2016 (Low)	(<i>All Portfolios</i>) Completed - June 2016 meeting	
(5) Summary of key housing provisions of the Housing and Planning Act 2016	June 2016 (Low)	(<i>Housing Portfolio</i>) Completed - June 2016 meeting	
(6) Annual Diversity Report of Housing Applicants and Lettings	September 2016 (Low)	(<i>Housing Portfolio</i>) Scheduled for September Meeting	

(7) Annual Report on the HomeOptions Choice Based Lettings Scheme	September 2016 (Low)	<i>(Housing Portfolio)</i> Scheduled for September Meeting
(8) Communities Key Performance Indicators (KPIs) – Quarter 1	September 2016 (Low)	<i>(Housing Portfolio)</i> Scheduled for September Meeting
(9) Progress with Key Actions for the Corporate Plan led by the Communities Directorate – Quarter 1	September 2016 (Low)	<i>(All Portfolios)</i> Scheduled for September Meeting
(10) Annual feedback on the success of the Crucial Crew initiative and proposals for future delivery	September 2016 (Low)	<i>(Safer Greener Transport Portfolio)</i> Scheduled for September Meeting
(11) Annual Report of the Community Safety Partnership	November 2016 (Medium)	<i>(Safer Greener Transport Portfolio)</i>
(12) Annual feedback on the success of the Summer Holiday Activity Programme and learning points for the future	November 2016 (Low)	<i>(Leisure and Community Service Portfolio)</i>
(13) Six-monthly Progress Report on Housing Business Plan Action Plan 2016/17	November 2016 (Medium)	<i>(Housing Portfolio)</i>
(14) Six-Month Review of the HRA Financial Plan 2016/17	November 2016 (High)	<i>(Housing Portfolio)</i>
(15) Communities Key Performance Indicators (KPIs) – Quarter 2	November 2016 (Low)	<i>(Housing Portfolio)</i>

(16) Progress with Key Actions for the Corporate Plan led by the Communities Directorate – Quarter 2	November 2016 (Low)	<i>(All Portfolios)</i>
(17) Annual feedback on the success of the Reality Roadshow initiative and learning points for the future	January 2017 (Low)	<i>(Leisure and Community Service Portfolio)</i>
(18) Housing Strategy Key Action Plan 2016 – 12 Month Progress Report	January 2017 (Medium)	<i>(Housing Portfolio)</i>
(19) Housing Strategy Key Action Plan 2017 <i>(Recommendations to Housing Portfolio Holder)</i>	January 2017 (Medium)	<i>(Housing Portfolio)</i>
(20) Briefing on the proposed Council rent increase for 2017/18	January 2017 (Low)	<i>(Housing Portfolio)</i>
(21) Housing service improvements and service enhancements – 2017/18 <i>(Recommendations to Cabinet)</i>	January 2017 (High)	<i>(Housing Portfolio)</i>
(22) Communities Key Performance Indicators (KPIs) – Quarter 3	March 2017 (Low)	<i>(Housing Portfolio)</i>
(23) Communities Key Performance Indicators (KPIs) – Targets for 2017/18	March 2017 (High)	<i>(Housing Portfolio)</i>
(24) Progress with Key Actions for the Corporate Plan led by the Communities Directorate – Quarter 3	March 2017 (Low)	<i>(All Portfolios)</i>

(25) 12-monthly Progress Report on Housing Business Plan Action Plan 2016/17	March 2017 (Medium)	<i>(Housing Portfolio)</i>
(26) HRA Business Plan 2017/18	March 2017 (High)	<i>(Housing Portfolio)</i>
(27) Annual Report from representatives of the Youth Council on completed and proposed activities	March 2017 (High)	<i>(Leisure and Community Service Portfolio)</i>
Special (Planned) Items		
(28) Presentation on Disabled Facilities Grants and current demand and expenditure	September 2016 (Medium)	<i>(Housing Portfolio)</i> Scheduled for September Meeting
(29) Approach to promotion and marketing of support and financial incentives for under-occupying tenants wanting to transfer	September 2016 (Medium)	<i>(Housing Portfolio)</i> Scheduled for September Meeting
(30) Attendance by Essex Police District Commander at next meeting - Discussion on issues to raise	September 2016 (Medium)	<i>(Safer Greener Transport Portfolio)</i> Scheduled for September Meeting
(31) Presentation by Epping Forest CAB on its use of EFDC funding for their two Debt Advisors	November 2016 (High)	<i>(Housing Portfolio)</i>

(32) Consultation on the Council's HRA Financial Options Review – prior to consideration by the Finance and Performance Management Cabinet Committee <i>(Recommendations to the Finance and Performance Management Cabinet Committee)</i>	November 2016 (High)	<i>(Housing Portfolio)</i>	
(33) Review of the Council's Careline Service <i>(Recommendations to Cabinet)</i>	November 2016 (High)	<i>(Housing Portfolio)</i>	
(34) Presentation from Essex Police's District Commander on current policing and crime issues in the District	November 2016 (Medium)	<i>(Safer Greener Transport Portfolio)</i>	
(35) Review of CCTV Action Plan	January 2017 (Medium)	<i>(Safer Greener Transport Portfolio)</i>	
(36) Review of the future use of sheltered/grouped housing scheme sites <i>(Recommendations to Cabinet / Housing Portfolio Holder)</i>	January 2017 (High)	<i>(Housing Portfolio)</i>	
(37) Housing Strategy 2017 – 2021 <i>(Recommendations to the Cabinet and Full Council)</i>	March 2017 (High)	<i>(Housing Portfolio)</i>	
Items added to Work Programme during the year			

Planned Items for Future Years

Review of the success of the pilot scheme to extend the opening hours of the Limes Centre, following 12 months' operation	July 2017 (Medium)	<i>(Leisure and Community Service and Safer Greener Transport Portfolios)</i>	
12-month review of homelessness loans and tenancy deposits funded by "Invest to Save"	July 2017 (Medium)	<i>(Housing Portfolio)</i>	
Review of the approach to the Scheme Management Service to sheltered housing and properties designated for older people <i>(Recommendations to Cabinet / Housing Portfolio Holder)</i>	July 2017 (High)	<i>(Housing Portfolio)</i>	
Review of Housing Allocations Scheme and Tenancy Policy after 2 years operation (with any changes effective from April 2018) <i>(Recommendations to the Cabinet)</i>	October 2017 (High)	<i>(Housing Portfolio)</i>	
Review of Housing Service Strategy on Home Ownership and Leaseholder Services	January 2018 (Low)	<i>(Housing Portfolio)</i>	
Review of Housing Service Strategy on Anti-Social Behaviour and Harassment	March 2018 (Low)	<i>(Housing Portfolio)</i>	
Review of Housing Service Strategy on Tenant Participation	March 2019 (Low)	<i>(Housing Portfolio)</i>	

Review of Housing Service Strategy on Rent Arrears and Administration	November 2019 (Low)	<i>(Housing Portfolio)</i>	
Review of Housing Service Strategy on Older People's Housing	September 2020 (Low)	<i>(Housing Portfolio)</i>	
Review of Housing Service Strategy on Housing and Neighbourhood Management	September 2020 (Low)	<i>(Housing Portfolio)</i>	
Review of Housing Service Strategy on Empty Properties in the Private Sector	March 2021 (Low)	<i>(Housing Portfolio)</i>	

This page is intentionally left blank



Report to Communities Select Committee

Date of meeting: 6 September 2016

SCRUTINY

Subject: Crucial Crew Initiative



Officer contact for further information: G Wallis (01992 564557) or Caroline Wiggins (01992 564122)

Committee Secretary: M Jenkins (01992 564607)

Recommendations/Decisions Required:

That the Committee notes the success of the Crucial Crew 2016 initiative, which is delivered to all children aged 10 years, at school within the Epping Forest district.

Report:

1. Crucial Crew is an annual initiative which is facilitated and delivered by the Council's Community, Health & Wellbeing Team in collaboration with the Community Safety Team. It is specifically designed to educate primary school pupils aged 10 (Year 6), in a range of personal safety, health and wellbeing topics, as research has identified that the imminent transition of these pupils into secondary school is a particularly challenging period in their lives.

2. Crucial Crew has been provided in the Epping Forest district for over 11 years and is historically delivered over the same two week period in June, in line with agreed primary school timetables. In 2016 Crucial Crew ran from Monday 6th June to Friday 17th June inclusive. Every Year 6 primary school pupil in the Epping Forest district attends the half-day event and this year 1,358 Epping Forest pupils participated. Additionally, 17 schools from the Brentwood area paid to attend Crucial Crew, bringing a further 429 children into the project, to reach a total of 1,787.

3. Pupils participate in 10 interactive scenarios delivered by a range of agencies, each of which lasts 10 minutes. Scenarios are reviewed and modified on an annual basis to ensure the themes covered are relevant and appropriate and take into consideration emerging trends or issues. In 2016 the scenarios delivered were:

- Online safety, cyber bullying and child sexual exploitation (CSE) – Essex Police
- Alcohol and drug awareness – AlcoHelp
- Bullying and peer pressure – Red Balloon Family
- Healthy eating and physical activity – ACE (NHS)
- Smoking awareness – Provide (NHS)
- Anti-social behaviour and environmental responsibility – EFDC
- Road safety awareness – Essex County Council
- Fire safety – Essex County Fire & Rescue Service
- Safety around construction sites – Mears
- Safety around large vehicles - Sainsburys

4. Having participated in the 10 scenarios, pupils come together for a plenary session and answer a series of key questions which are directly linked to the topics that have been covered. Hand-held monitors are distributed to pupils enabling the percentage of correct answers to be displayed on a screen in real-time. The quiz serves to add to the fun, yet

educational feel of the day and provides valuable monitoring information in respect of the assimilation of the educational messages delivered. Overall, the interactive quiz questions were answered correctly by 96% of participating children.

5. Feedback is sought directly from participating schools in the form of a post-event questionnaire. This information is assessed annually and, where possible, improvements or appropriate changes are implemented as a result of the comments received. Overall, feedback from schools is resoundingly positive and frequently specifically references the relevance and importance of the key messages delivered. With schools reporting that their curriculum time is increasingly tightly programmed, initiatives such as Crucial Crew are seen as a vital mechanism by which pupils are educated in wider health and wellbeing and personal safety issues.

6. Every pupil who attends the event is provided with a Crucial Crew work book in order that the educational messages delivered may be re-visited and explored in more detail post event. Schools are provided with Teachers Information Packs which detail the lesson plans associated with each scenario and provide links to additional resources available in order that follow up classroom work may be facilitated.

7. For the first time, in 2016 Crucial Crew was staged at Debden House in Loughton. For 9 years prior to this the project had been delivered from the Gilwell Park Scouting Headquarters in Epping Forest. The decision to relocate to Debden House in 2016 was taken following notification that there would be an increase in hire costs for Gilwell Park by £2K. The cost and availability of alternative venues is always viewed annually, along with the need to accommodate the ever changing layout requirements for the plethora of different scenarios being delivered including a large assembly area. Debden House proved to be an excellent alternative venue which offered flexible room space and an inspiring setting from which to deliver educational scenarios in an increasingly innovative way.

Reason for decision:

This report serves as an information item for the Communities Select Committee.

Options considered and rejected:

N/A

Consultation undertaken:

Consultation is undertaken with participants, schools and all partners involved in Crucial Crew

Resource implications:

With one exception, the individual agencies who deliver scenarios as part of Crucial Crew give their time freely for the full fortnight. The costs of the project are, therefore, as follows:

<u>Expenditure</u>		<u>Income</u>	
Venue hire	£ 8,000	School recharges	£11,262
Transport	£15,000	EFDC	£11,638
Pupil Work Books	£ 3,400	EF Safer Communities Partnership	£ 3,000
Scenario Providers	£ 500	High Sheriff's Award	£ 1,000
	£26,900		£26,900

Budget provision: As above

Personnel:

Staff from the Council's Community, Health & Wellbeing Team plan and manage the daily delivery of Crucial Crew, with support from the Council's apprentices and the partner agencies listed.

Land: N/A

Community Plan/BVPP reference:

Crucial Crew contributes to the safeguarding agenda, as it relates specifically to the safety and wellbeing of all children that live and go to school in the district.

Relevant statutory powers:

Background papers: N/A

Environmental/Human Rights Act/Crime and Disorder Act Implications:

As stated above, Crucial Crew plays a key role in delivering safety messages to children in their last year at Primary School and also raises awareness of safe conduct and behaviour.

Key Decision reference: (if required)

N/A

This page is intentionally left blank

Report to Communities Select Committee

Date of meeting: 6 September 2016

Portfolio: Housing – Councillor Syd Stavrou

Subject: Incentives for Tenants Downsizing Accommodation



Officer contact for further information: Roger Wilson extension 4419
Committee Secretary: Mark Jenkins extension 4607

Recommendations/Decisions Required:

That following the request of the Communities Select Committee the report on incentives for tenants downsizing be considered with any comments being passed to the Housing Portfolio Holder and the Director of Communities.

Report:

1. At its meeting on 27 June 2016, the Communities Select Committee considered the Annual Report on Performance against Housing Service Standards 2015/16. Under the Section relating to Housing Register and Allocations, Members asked for details of the current incentives offered to existing tenants who are under-occupying Council accommodation in order to encourage them to move to any property with less bedrooms than their current property (provided both properties are owned by the Council), hence the need for this report.

Increased Incentives under the Council's Housing Allocations Scheme

2. Under the previous Housing Allocations Scheme which was in force between 1 September 2013 and 26 July 2015 the following section of the Scheme sets out the incentives granted at that time:

"Where a tenant of the Council moves to any property (including any of the Council's tenants who mutually exchange in accordance with Paragraph 12.2 of this Scheme) with less bedrooms than their current property and both are owned by the Council, they will be offered £500 to cover removal costs plus £500 for each bedroom "released", subject to the tenant having a housing need for the downsized property, and a maximum payment of £2,000 being made"

"Any tenant wishing to enter into this arrangement whose rent account is in arrears, must be prepared to accept that the arrears will be deducted from the amount paid"

"No payments will be made to successor tenants who are required to move to smaller accommodation"

3. The Council's Housing Allocations Scheme was reviewed in 2015 with the revised Scheme coming into force on 27 July 2015. When considering the recommendations of the Housing Select Committee the Cabinet agreed that the financial incentives offered to tenants moving to any property with less bedrooms than their current property (provided both properties are owned by the Council) would be increased.

4. The following section of the current Scheme sets out the incentives now granted to tenants

who are downsizing accommodation:

“Where a tenant of the Council is under-occupying accommodation and is downsizing accommodation and moves or enters into a mutual exchange (in accordance with Paragraph 12.2 of this Scheme) to any property with less bedrooms than their current property and both properties are owned by the Council, they will be offered £500 to cover removal costs a payment of £500 to meet decoration costs (in addition to the amount paid under the Council’s decorations allowance scheme set out at Paragraph 19.1) and £1,000 for each bedroom “released”, subject to the tenant having a housing need for the downsized property, and a maximum payment of £4,000 being made”

“Any tenant wishing to enter into this arrangement whose rent account is in arrears, must be prepared to accept that the arrears will be deducted from the amount paid”

“No payments will be made to successor tenants who are required to move to smaller accommodation”

5. As can be seen, the financial incentives offered for releasing any bedroom has been doubled under the current Scheme. Furthermore, an additional payment of £500 is made to cover decoration costs over and above the Council’s standard decorations allowance.

Other Incentives under the current Housing Allocations Scheme

6. In addition to the financial incentives set out above, the Council also offers the following additional incentives to tenants of the Council who are downsizing to smaller accommodation, where both properties are owned by the Council:

- Where a tenant of the Council is downsizing accommodation, they will be considered for a bungalow if they wish, normally allocated to persons over 60 years of age, but provided they are over 50 years of age
- The Council’s incentive payments set out at Paragraph 4 above are also made to existing tenants who downsize accommodation by way of mutual exchange, providing all parties to the mutual exchange are tenants of the Council and are adequately housed as a result
- Any housing applicant who refuses two offers of accommodation in any period have their application deferred for a period of twelve months, however, any tenant of the Council who is under-occupying and is wishing to move to smaller Council accommodation, are able to refuse three offers of suitable accommodation in any period before their application is deferred in the same way thereby giving them more flexibility and choice
- Home seekers with Council or Housing Association tenancies in the District wanting to move to accommodation with fewer bedrooms than the property they currently occupy on a permanent basis are granted Band A (the highest Band) priority
- If a Flexible (fixed-term) Tenant wishes to transfer to smaller accommodation, the financial incentives to downsize set out in Paragraph 4 above apply within the first 7 years (including the Introductory Tenancy period) of the 10 year fixed-term
- The Financial Criteria which excludes any person from joining the Housing Register if they have over £76,000 in income, savings or other assets is disregarded where a tenant of the Council is under-occupying and is downsizing accommodation and moves or enters into a mutual exchange to any property with less bedrooms than their current property and both properties are owned by the Council, although incentive payments do not apply in such cases

- The Council generally grants its existing Lifetime Tenants who are under-occupying their current accommodation and are transferring to a property with less bedrooms (where both properties are owned by the Council), a Secure Tenancy on their new smaller accommodation. As with pre 1 April 2012 tenancies, such protection only applies on one occasion.

Statistical Information – Applicants Downsizing in the Last 12 Months

Downsizing payments

7. Since the revised Housing Allocations Scheme came into force on 27 July 2015, 34 downsizing payments have been made in the sum of £77,000 “releasing” 43 bedrooms. This included £17,000 in removal expenses with a total of £14,530 being credited to rent accounts due to arrears.

Housing Register

8. All tenants downsizing are granted Band A (the highest Band) priority. There are currently 139 applicants in Band A, 97 of whom are wanting to downsize accommodation. . Since the revised Housing Allocations Scheme came into force, 87 lettings have been made to Band A applicants 34 of which were to downsizers.

9. As can be seen, there are already 97 tenants in Band A wishing to transfer to smaller accommodation. If incentives were increased and more tenants joined the list for this purpose it would result in larger numbers waiting for smaller accommodation. The only benefit appears to be that there would be a bigger pool of tenants which would increase the likelihood of any available smaller properties being accepted. As there are already a high number waiting to downsize and 43 bedrooms have already been “released” it does not seem beneficial to either increase the financial incentives, nor invest in promotional campaigns. Furthermore, officers are not convinced that the financial incentives tempt tenants to downsize with many not being aware of the financial benefits until after they have applied.

Availability and demand for smaller accommodation

10. It is important to note that the availability of all types of accommodation is reducing. Furthermore, when the Housing Allocations Scheme was reviewed Members agreed that homelessness applicants would only be made direct offers on flatted accommodation when discharging the Council’s homelessness duty, in order to give applicants who have been on the Housing Register waiting for such accommodation the opportunity to bid on houses.

11. In addition, it should be noted that existing tenants of the Council on the Housing Register living in 2 or 3 bedroom flatted accommodation (including maisonettes) are granted Band B (the middle Band) priority and can make expressions of interest on houses that meet with their housing need, with their registration date being the tenancy commencement date of their current property. This is in order to recognise that any tenant already living in a flat should be given the opportunity to bid on a house thereby freeing up further flatted accommodation for homeless applicants. It is therefore important that smaller accommodation is made available for this purpose as well as for those downsizing. There are currently 526 applicants in Band B 187 of whom are actively bidding for houses under this category. Smaller accommodation is also desperately needed for single applicants on the Housing Register.

Re-Housing Support Officer

12. The Council employs a Re-Housing Support Officer who as part of her duties offers support to tenants who are downsizing accommodation in accordance with the Council’s

Housing Allocations Scheme. The range of support offered includes assisting with:

- Joining the Council's Housing Register
- Contacting those in Band A who wish to downsize but have not bid on properties
- General advice on downsizing accommodation
- Arranging accompanied viewings
- Assisting with tenancy sign-up
- Liaising with the Repairs Service on appropriate void works
- Liaising with the Furniture Re-use Project
- Contacting and liaising with Utility Companies and relevant agencies and services
- Informing organisations and agencies of new addresses
- Organising packing, removals and other associated practical arrangements
- In the future, to contact all of the Council's tenants on the on-line mutual exchange register "HomeSwapper" who are downsizing, advising them they can also join the Housing Register and bid on smaller Council properties

13. The Communities Select Committee is asked to consider the report and pass any comments to the Housing Portfolio Holder and the Director of Communities.

Consultation undertaken:

14. The Tenants and Leaseholders Federation will be consulted at their meeting on 31 August 2016 with their comments being reported orally.

Report to Communities Select Committee

Date of meeting: 6 September 2016

Portfolio: Housing – Councillor Syd Stavrou

Subject: HomeOption Choice Based Lettings Scheme – Progress Report

Officer contact for further information: Roger Wilson extension 4419

Committee Secretary: Mark Jenkins extension 4607



Recommendations/Decisions Required:

That the Communities Select Committee reviews the attached Information Bulletin setting out progress made on Housing Allocations and the HomeOption Choice Based Lettings Scheme for the period 27 July 2015 to 27 July 2016.

Report:

1. As part of its Work Programme, the Communities Select Committee considers an annual report on the “HomeOption” Choice Based Lettings Scheme.
2. The Choice Based Lettings Scheme was introduced in November 2007, which was necessary to meet the requirements of Government at that time that such a scheme be in place by 2010 at the latest. The scheme is administered by the external Choice Based Lettings agency Locata Housing Services (LHS). Under the scheme, all vacant social rented properties are advertised to applicants on the website and a two-weekly Property List giving details of location, type, rent, service charge, council tax band and landlord of the available accommodation. Applicants apply for a property by “expressing an interest” in up to a maximum of three properties for which they have an assessed need, either in person, by Internet, telephone, text, or email.
3. At the end of the two weekly cycle, the Council analyses the “expressions of interests” received and allocates each property following a prioritisation and selection process in accordance with its own Housing Allocations Scheme. In general terms, the property is offered to the applicant in the highest band, who has been registered the longest, who had “expressed an interest” for the specific vacancy. The results of the “expressions of interest” on each property advertised is then published on the website and the next periodic Property List, setting out the number received on each property, as well as the Band and registration date of the successful applicant. This helps applicants to see how long the successful applicant has been waiting and gives greater transparency in the allocation of accommodation, as each applicant would be able to clearly understand how the scheme works.
4. The Council is a member of the Herts and Essex Housing Options Consortium (HEHOC) which jointly operates the Choice Based Lettings Scheme and consists of the following six authorities:
 - Brentwood Borough Council
 - Chelmsford City Council
 - Broxbourne District Council

- Epping Forest District Council
- Uttlesford District Council
- East Herts District Council

HomeOption Choice Based Lettings Information Bulletin

5. The HomeOption Choice Based Lettings Information Bulletin for the period 27 July 2015 to 27 July 2016 is attached as an appendix to the report. This represents the 12 month period following the latest Housing Allocations Scheme coming into force.

6. As can be seen, 259 properties (including Housing Association allocations) have been allocated to Home seekers on the Housing Register during the period.

7. A further 22 properties were allocated direct to homeless applicants and an additional 10 properties allocated to applicants leaving supported housing, which represents around 12% of all Housing Register lets. Such applicants are not included on the Housing Register and are provided with one direct offer of suitable flatted accommodation. 21 properties were let to homeless applicants (generally families) under non-secure tenancies on a temporary basis whilst investigations are on-going, which avoids placing them in costly bed and breakfast accommodation. There are currently 61 homeless applicants to whom the Council has accepted a full duty who are awaiting direct offers of accommodation.

8. Almost 97% of Home seekers expressing an interest in properties did so over the Internet. The remaining 3% either telephoned, received help from staff at the computer in reception or used text.

9. Around 84% of all applicants registered on the Housing Register have participated in the scheme during the last year. LHS confirm that, nationally, this is a high participation rate. Some applicants may not participate for a variety of reasons including:

- Joining the Register to accumulate time on the Register, should they want Council accommodation in the future.
- Applicants who wish to move to smaller accommodation and may be biding their time until a property becomes available that meets all of their aspirations.

10. As at 27 July 2016 there were 1,374 Home seekers on the Housing Register, the number of lets and number of Home seekers in each of the three priority Bands are shown in the table attached as an Appendix. Under the Scheme, there is a Supplementary Waiting List which enables applicants over 60 years of age who do not meet with the Residency Criteria, or have a housing need, to bid on properties in sheltered accommodation and to receive an offer (if no homeseekers on the Register are interested) as such properties are often difficult-to-let. As at 27 July 2016, there were 164 applicants on the Supplementary Waiting List.

Support Currently Provided to Vulnerable Applicants

11. The Housing Allocations Team within the Housing Options Section offers a great deal of support to vulnerable applicants including:

- A list of all vulnerable applicants is maintained. The list is compiled by referrals made by Scheme Managers, other Council staff and external agencies
- The Council's Housing Relocation Support Officer provides assistance to vulnerable people to join the Housing Register, submit bids on properties and importantly assists with the practicalities of moving home

- All Scheme Managers are given lists of older tenants they visit who are on the Housing Register. When visiting, they ensure the residents fully understand how to participate in the Choice Based Lettings Scheme
- When any new applicant joins the Housing Register, they are given an Information Pack which gives details of the scheme and how assistance can be obtained
- Articles have been included in the tenants' magazine, "Housing News" in the past on how the scheme operates, explaining that applicants can seek assistance from staff
- A letter is sent to all those who are not participating in the scheme for more than 6 months asking them if they wish to remain on the Housing Register, but more importantly, asking if they require any assistance in participating in the Scheme
- Access to the Scheme is provided electronically by way of a "kiosk" and a computer terminal currently provided in receptions at the Area Housing Office (South) at The Broadway, Loughton and at the Limes Centre in Chigwell. The kiosks also give access to a range of other Council services
- Staff are able to refer applicants to Essex County Council's floating support provider, Family Mosaic, for assistance with a range of housing-related support matters, including participating in the HomeOption scheme
- All Housing Options staff are very experienced in providing support to all applicants

12. The Communities Select Committee is asked to review progress made on the HomeOption Choice Based Lettings Scheme.

Consultation undertaken:

The Tenants and Leaseholders Federation will consider the report at its next meeting on 31 August 2016 with any comments being reported orally.

This page is intentionally left blank

APPENDIX

HomeOption – Information Bulletin - July 2015 to July 2016

Housing Register		
Band	Number of Lets (Including Housing Association Nominations) (27/7/15 to 27/7/16)	Number of Home seekers (As at 27/7/16)
A	94	139
B	129	529
C	36	706
Sub-total	259	1,374
Homelessness and Supplementary Waiting List		
Homeless - direct permanent lets	22	
Temporary Non-secure tenancies to homeless applicants	21	
Supported Housing - direct lets	10	
Supplementary Waiting List lets	21	164
Sub-total	74	164
Grand Total	333	1,538

Information on Choice Based Lettings Activity	
Number of Home Seekers on the Housing Register who have not participated in the scheme	225 (16%)
Number of applicants on the Supplementary Waiting List who have not participated in the scheme	64 (39%)
Method of expressing an interest	Internet 96.81% Telephone 1.22% Staff help 1.72% Text 0.25%

Report to Communities Select Committee

Date of meeting: 6 September 2016

Portfolio: Housing – Councillor Syd Stavrou

Subject: Annual Review of Protected Characteristics – Home seekers and Lettings



Officer contact for further information: Roger Wilson extension 4419

Committee Secretary: Mark Jenkins extension 4607

Recommendations/Decisions Required:

That no recommendations be made concerning amendments to the Council's Housing Allocations Scheme, due to the Review of the Protected Characteristics of home seekers on the Housing Register and lettings as current figures do not show a significant disparity between the Protected Characteristics of home seekers on the Housing Register, and those allocated accommodation through the Housing Register.

Report:

1. Following the introduction of the Equality Act 2010, and the Public Sector Equality Duty in 2011, public bodies have to consider all individuals when carrying out their day-to-day work, shaping policy, and delivering services. Under the Act there are nine "Protected Characteristics" which must be considered as follows:

- Age
- Disability
- Gender reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion and Belief
- Sex
- Sexual Orientation

2. Due to the requirements of the Act, the Communities Select Committee undertakes an annual review of the Protected Characteristics of homeseekers on the Housing Register compared to the Protected Characteristics of those allocated accommodation. This is to consider if there has been any disparity, and to identify whether or not there are any indications to suggest the Council may be discriminating against any one group and if as a result, any changes should be made to the Housing Allocations Scheme.

3. The statistical information set out in the tables below is for the period 27 July 2015 to 27 July 2016, being the first 12 month period under the revised Housing Allocations Scheme.

4. It should be noted that the last report covered the period September 2013 to September 2014. As a major review of the Housing Allocations Scheme was undertaken early 2015 with the new Scheme coming into force on 27 July of that year it was not possible to produce reliable information bearing in mind further applicants being removed from the list, and not having a full 12 month period to measure. Therefore, for comparative purposes, in terms of ethnicity, the figures for the financial year 2013/2014 are provided.

Ethnic origin of applicants on the Housing Register as at July 2016

Ethnic Group	2013/14	2015/16
White British/Irish	1,410 (90.22%)	1,214 (88.3%)
Bangladeshi/Pakistani/Indian	24 (1.54%)	19 (1.3%)
African/Caribbean	35 (2.24%)	45 (3.3%)
Mixed Race	43 (2.75%)	27 (2%)
Other	21 (1.34%)	11 (0.8%)
Not Stated	30 (1.91%)	58 (4.3%)
Total	1,563 (100%)	1,374 (100%)

Ethnic origin of Homeseekers housed in Council accommodation

Ethnic Group	2013/2014	2015/16
White British/Irish	274 (89.25%)	237 (91.8%)
Bangladeshi/Pakistani/Indian	1 (0.33%)	4 (1.5%)

Ethnic Group	2013/2014	2015/16
African/Caribbean	8 (2.61%)	4 (1.5%)
Mixed Race	2 (0.65%)	6 (2.2%)
Other	3 (0.97%)	1 (0.4%)
Not Stated	19 (6.19%)	7 (2.6%)
Total	307 (100%)	259

5. The breakdown of the ethnicity of the population of the District is set out in the table below for information (source EFDC Census 2011):

Ethnic Group	Number	Percentage (%)
White: British/Irish	107,836	86.5
White: Other e.g. European etc.	5,033	4.04
Asian: Bangladeshi/Pakistani/Indian/Chinese/Sri Lankan	5,922	4.76
African/Caribbean	2,404	1.93
Mixed: Multiple Ethnic Groups in one household	2,649	2.12
Other non-British	815	0.65
Total	124,659	100

Other Protected Characteristics

6. The following tables set out the monitoring of six of the remaining Protected Characteristics as at the end of the period 27 July 2015 to 27 July 2016. Statistics are not available for Marriage and Civil Partnership, and Pregnancy and Maternity.

Protected Characteristic - Religion	2013/14 (Housed)	2013/14 (Housing Register)	2015/16 (Housed)	2015/16 (Housing Register)
Buddhist	Nil	5 (0.32%)	nil	10 (0.8%)
Christian	169 (56.10%)	812 (51.95%)	121 (47%)	651 (47%)
Hindu	Nil	2 (0.13%)	Nil	3 (0.2%)
Muslim	3 (1%)	25 (1.60%)	3 (1%)	20 (1.5%)
No Religion	57 (18.9%)	361 (23.09%)	61 (24%)	339 (25%)
Other	30 (10%)	124 (7.93%)	11 (4%)	132 (9.5%)
Not stated	48 (14%)	234 (14.98%)	63 (24%)	219 (16%)
Total	307 (100%)	1563 (100%)	259 (100%)	1,374 (100%)

Protected Characteristic - Gender Re-assignment	2013/14 (Housed)	2013/2014 (Housing Register)	2015/16 (Housed)	2015/2016 (Housing Register)
Gender Re-assignment	Nil	6 (0.38%)	208 (80.5%)	2 (0.1%)
Non- Gender Re-assignment	231 (75.24%)	1,268 (81.12%)	Nil	981 (71.4%)
Not stated	76 (24.76%)	289 (18.50)	51 (19.5%)	391 (28.5%)
Total	307 (100%)	1,563 (100%)	259 (100%)	1,374 (100%)

Protected Characteristic - Sexual Orientation	2013/14 (Housed)	2013/2014 (Housing Register)	2015/16 (Housed)	2015/2016 (Housing Register)
Bi Sexual	4 (1.30%)	11 (0.70%)	nil	12 (0.9%)
Gay/Lesbian	4 (1.30%)	4 (0.26%)	1 (0.4%)	8 (0.6%)
Heterosexual	223 (72.8%)	1,157 (74.02%)	167 (64.5%)	803 (58.4%)
Not stated	76 (24.60%)	391 (25.02%)	91 (35.1%)	551 (40.1%)
Total	307 (100%)	1,563 (100%)	259 (100%)	1,374 (100%)

Protected Characteristic - Disability	2013/14 (Housed)	2013/2014 (Housing Register)	2015/16 (Housed)	2015/2016 (Housing Register)
Physical	42 (13.68%)	203 (12.98%)	47 (18.1%)	136 (9.9%)
Learning	11 (3.58%)	78 (4.99%)	22 (8.5%)	62 (4.5%)
Visual	9 (2.93%)	40 (2.56%)	6 (2.3%)	29 (2.1%)
Mental Health	55 (17.92%)	226 (14.46%)	59 (22.8%)	192 (14%)
Hearing	12 (3.90%)	42 (2.69%)	8 (3.1%)	23 (1.7%)
None or Not stated	178 (57.99%)	974 (62.32%)	117 (45.2%)	932 (67.8%)
Total	307 (100%)	1563 (100%)	259 (100%)	1,374 (100%)

Protected Characteristic - Age (years)	2013/14 (Housed)	2013/2014 (Housing Register)	2015/16 (Housed)	2015/2016 (Housing Register)
18-39	144 (46.9%)	932 (59.63%)	119 (46%)	828 (60.5%)
40-49	46 (14.97%)	249 (15.93%)	42 (16.2%)	199 (14.5%)
50-54	27 (8.8%)	80 (5.12%)	12 (4.6%)	79 (5.5%)
55-59	18 (5.9%)	57 (3.65%)	10 (3.9%)	68 (5%)
60 and over	72 (23.43%)	245 (15.67%)	76 (29.3%)	200 (14.5%)
Total	307 (100%)	1,563 (100%)	259 (100%)	1,374 (100%)

Protected Characteristic - Sex (Lead Applicant)	2013/14 (Housed)	2013/14 (Housing Register)	2013/14 (Housed)	2013/14 (Housing Register)
Male	107 (34.85%)	521 (33.33%)	77 (30%)	425 (31%)
Female	200 (65.15%)	1,042 (66.67%)	182 (70%)	949 (69%)
Total	307 (100%)	1,563 (100%)	259 (100%)	1,374 (100%)

7. Generally, the statistics confirm that the Protected Characteristics of homeseekers housed in Council accommodation is similar to those on the Housing Register. It is therefore recommended that no amendments are made to the Council's Housing Allocations Scheme, due to the Review of the Protected Characteristics of housing applicants and lettings.

Flexible (fixed-term) Tenancies

8. The following table sets out the ethnicity of those allocated Flexible (fixed-term) Tenancies between 27 July 2015 and 27 July 2016.

Ethnic Group	2013/14	2015/16
White British/Irish	18 (62%)	128 (69%)
Bangladeshi/Pakistani/Indian	3 (10%)	2 (1%)
African/Caribbean	1 (3.5%)	2 (1%)
Other	2 (7%)	8 (4.5%)
Not Stated	5 (17.5%)	45 (24.5%)
Total	29 (100%)	185 (100%)

Reason for decision:

9. The reason for the report is to consider if there has been any disparity, and to identify whether or not there are any indications to suggest the Council may be discriminating against any one group and if as a result, any changes should be made to the Housing Allocations Scheme.

Consultation undertaken:

10. The Tenants and Leaseholders Federation will be consulted at their meeting on 31 August 2016 with any comments reported orally.

This page is intentionally left blank



SCRUTINY



Report to: Communities Select Committee

Date of meeting: 6 September 2016

Portfolio: Leader (Councillor C. Whitbread)

Subject: Corporate Plan Key Action Plan 2016/17 – Quarter 1 Progress

Officer contact for further information: Barbara Copson (01992 564042)

Democratic Services Officer: Mark Jenkins (01992 564607)

Recommendations/Decisions Required:

- (1) That the Committee review the first quarter (Q1) progress of the Corporate Plan Key Action Plan for 2016/17 in relation to its areas of responsibility; and
- (2) That the Committee identifies any actions arising from the Corporate Plan Key Action Plan for 2016/17 Q1 within its areas of responsibility, which require in-depth scrutiny or further report on current progress.

Executive Summary:

The Corporate Plan is the Council's key strategic planning document, setting out its priorities over the five-year period from 2015/16 to 2019/20. The priorities or Corporate Aims are supported by Key Objectives, which provide a clear statement of the Council's overall intentions for these five years.

The Key Objectives are delivered by an annual action plan, with each year building upon the progress against the achievement of the Key Objectives for previous years. The annual action plans contain a range of actions designed to achieve specific outcomes and are working documents are therefore subject to change and development to ensure the actions remain relevant and appropriate, and to identify opportunities to secure further progress or improvement.

The Corporate Plan Key Action Plan for 2016/17 was agreed by the Cabinet in March 2016. Progress in relation to all actions and deliverables is reviewed by the Cabinet, the Overview and Scrutiny Committee, and the appropriate Select Committee, on a quarterly basis.

Reasons for Proposed Decision:

It is important that relevant performance management processes are in place to review progress against the key objectives, to ensure their continued achievability and relevance, and to identify proposals for appropriate corrective action in areas of slippage or under-performance.

Some actions have cross directorate responsibility. Where this is the case the most appropriate Select Committee is requested to consider the action. This report presents

progress against the Key Action Plan for 2016/17 for actions most appropriately considered by the Communities Select Committee.

Other Options for Action:

Actions with cross directorate responsibility could be considered by an alternative Select Committees, or not considered by the Select Committees.

Report:

1. The Corporate Plan 2015-2020 is the Council's highest level strategic document. It sets the strategic direction for the authority for the five year lifetime of the Plan. It focuses on a number of key areas that the Council needs to focus on during that time and helps to prioritise resources to provide quality services and value for money. These key areas are known as the Corporate Aims and are supported by a set of Key Objectives which represent the Council's high-level initiatives and over-arching goals to achieve the Corporate Aims. The Key Objectives are in turn, delivered via an annual Key Action Plan.
2. The Key Action Plan 2016/17 is populated with actions or deliverables designed to secure progress against each of the Key Objectives during 2016/17. During the subsequent years in the lifetime of the Key Objectives, annual action plans will be developed which build on progress achieved during preceding years.
3. The annual action plans are working documents are subject to change and development to ensure that the actions remain relevant and appropriate, and to identify opportunities to secure further progress or improvement. It has been proposed that the Leader of Council, in consultation with the Chief Executive, be authorised to agree any further changes to the Action plan, following its agreement by the Council.
4. Progress against the Key Action Plan is reviewed on a quarterly basis to ensure the timely identification and implementation of appropriate further initiatives or corrective action where necessary. Quarter 1 progress against the individual actions of the 2016/17 Key Action Plan, is as below: In reporting outturn progress, the following 'status' indicators have been applied to the to individual actions:

Achieved (Green) - specific deliverables or actions have been completed or achieved in accordance with in-year targets;

On-Target (Green) - specific deliverables or actions will be completed or achieved in accordance with in-year targets;

Under Control (Amber) - specific deliverables or actions have not been completed or achieved in accordance with in-year targets, but completion/achievement will be secured by a revised target date (specified) or by year-end;

Behind Schedule (Red) - specific deliverables or actions have not been completed or achieved in accordance with in-year targets and completion/achievement may not be secured by year-end; and

Pending (Grey) - specific deliverables or actions cannot currently be fully completed or achieved, as they rely on the prior completion of other actions or are dependent on external factors outside the Council's control.

5. There are 49 actions in total for which progress updates for Q1 are as follows:
 - 32 (65%) of these actions have been 'Achieved' or are 'On Target'
 - 7 (14%) of these actions are 'Under Control'
 - 2 (4%) are 'Behind Schedule'
 - 8 (16%) are 'Pending'

16 actions fall within the areas of responsibility of the Communities Select Committee.
At the end of Q1:

- 8 (50%) of these actions have been 'Achieved' or are 'On-Target'
 - 3 (19%) of these actions are 'Under Control'
 - 5 (31%) of these actions are 'Pending'
 - 0 (0%) of these actions are 'Behind Schedule'
6. The Committee is requested to review the Q1 progress against Key Action Plan for 2016/17 as set out in Appendix 1 of this report, and identify any actions that require more in-depth scrutiny or further progress reports.
7. This report will also be considered by the Cabinet on 6 October 2016 and the Overview and Scrutiny Committee on 25th October 2016.

Resource Implications: None for this report.

Legal and Governance Implications: None for this report. Performance monitoring contributes to the delivery of value for money.

Safer, Cleaner, Greener Implications: None for this report.

Consultation Undertaken: The performance information set out in this report has been submitted by each responsible service director.

Background Papers: Relevant documentation is held by responsible service directors.

Impact Assessments:

Risk Management: None for this report.

Equality: None for this report.

This page is intentionally left blank

Aim (i) To ensure that the Council has appropriate resources, on an ongoing basis, to fund its statutory duties and appropriate discretionary services whilst continuing to keep Council Tax low.

Key Objective (i)(a) To ensure that the Council's Medium Term Financial Strategy plans to meet the Council's financial and service requirements for any forward five year period, whilst minimising any reliance on Government funding.

Action	Lead Directorates	Target Date	Status	Progress
5) Review the future options for the HRA Financial Plan and to sell "high value" empty Council properties	Communities	30-Nov-16	Pending	Q1 (2016/17) Awaiting Government Guidance and Regulations on the sale of "higher value" empty Council properties. The Review cannot be effectively undertaken until the level of the required levy to be paid to the Government is known.

Key Objective (i)(b) To continue to review and develop the Council's own assets and landholdings for appropriate uses, in order to maximise revenue streams and capital receipts, and to deliver the following key projects:

- The Epping Forest Shopping Park, Loughton
- Council Housebuilding Programme
- St John's Redevelopment Scheme, Epping
- North Weald Airfield

Action	Lead Directorates	Target Date	Status	Progress
1) Complete phase 1 of the Council House-buildings	Communities	31-Jul-16	Under Control	Q1 (2016/17) Following the termination of the contract with the contractor for Phase 1, due to poor performance, negotiations are being held with another contractor to complete the works.
2) Commence Phase 2 of the Council Housebuilding Programme	Communities	30-Apr-16	Achieved	(Q1 2016/17) The contract has been signed, the contractor has taken possession of the site and is due to commence works shortly.

3) Relocate the Housing Repairs Service from the Epping Depot to alternative suitable alternative premises	Communities	30-Apr-16		Pending	(Q1 2016/17) Planning permission has been received for the construction of a new Repairs and Maintenance Hub at Blenheim Way, North Weald, for which it will take around 18 months to procure and undertake the works. However, at the meeting of Cabinet in July 2016, it was agreed that no further work should be undertaken on the proposal until after the outcome of the Strategic Accommodation Review, due to be reported to Cabinet in October 2016.
5) Work in partnership with Moat Housing to commence the development of the Council garage site	Communities	30-Jun-16		Pending	(Q1 2016/17) A comprehensive Car Parking and Affordable Housing Plan for Vere Road, which includes consideration of the future of this site, is due to be considered by the Asset Management and Economic Development Cabinet Committee on 22nd August 2016.
8) Commence Phase 3 of the Council Housebuilding Programme to provide up to 35 new affordable rented homes in Epping	Communities	30-Jun-16		On Target	(Q1 2016/17) Tenders are due to be invited from contractors for a number of small construction contracts comprising Phase 3 in early August 2016.
9) Secure planning Phase 4 of the Council Housebuilding Programme to provide up to 50 new affordable rented homes in Loughton	Communities	31-May-16		Under Control	(Q1 2016/17) A number of developments comprising Phase 4 have received planning permission, but a number have also been refused. The Council Housebuilding Cabinet Committee will consider the proposed approach to the delivery of Phase 4 once all planning applications have been determined.
10) Subject to the receipt of planning permission, secure the provision of the affordable rented homes at the Council-owned site at Pyrles Lane, Loughton	Communities	30-Jun-16		Under Control	(Q1 2016/17) A report will be submitted to Cabinet shortly on the proposed marketing strategy for the sale of the Pyrles Lane nursery site, which will consider the Council Housebuilding Cabinet Committee's recommendation that the completed affordable homes be purchased by the Council.

Aim (ii) To ensure that the Council has a sound and approved Local Plan and commences its subsequent delivery

Key Objective (ii)(c) To deliver the Council's new Leisure and Cultural Strategy, in order to maximise participation and value for money in the provision of leisure and cultural services to local residents and visitors.

Action	Lead Directorates	Target Date	Status	Progress
1) In partnership with Essex County Council, NHS England and Waltham Abbey Town Council, undertake a Master-planning exercise for the provision of a proposed new swimming pool, new health centre and an independent living scheme for older people at Hillhouse, Waltham Abbey.	Communities	31-May-16	Achieved	(Q1 2016/17) The Master Plan has been produced, published and formally endorsed by the Cabinet.
2) Undertake a public consultation exercise on the Draft Masterplan for Hillhouse, Waltham Abbey.	Communities	31-Mar-16	Achieved	(Q1 2016/17) The master-planning exercise (see 1 above) included consultation with all key stakeholders and the holding of a Community Planning Weekend, to which all residents, local businesses and other interested parties were invited. Feedback received from this consultation process informed the final Master Plan.
5) Subject to the receipt of funding from Arts Council England, investigate the possible establishment of a Museum Heritage and Culture Development Trust	Communities	30-Jun-16	Pending	(Q1 2016/17) The outcome of the bid for funding from Arts Council England is awaited.



Aim (iii) To ensure that the Council adopts a modern approach to the delivery of its services and that they are efficient, effective and fit for purpose.

Key Objective (iii)(a) To have efficient arrangements in place to enable customers to easily contact the Council, in a variety of convenient ways, and in most cases have their service needs met effectively on first contact.

Action	Lead Directorates	Target Date	Status	Progress
1) Review the success of the increased opening hours and the increased delivery of Council services at the Council Office at the Limes Centre	Communities	31-Jan-17	On Target	(Q1 2016/17) - The increased opening hours have been introduced, with the provision of increased Council services from the Council Office. A formal review of the success of this initiative is planned to be undertaken by the Communities Select Committee after 12 months' operation - in 2017.

Key Objective (iii)(c) To ensure that the Council understands the effects of an ageing population within the District and works with other agencies to make appropriate plans and arrangements to respond to these effects.

Action	Lead Directorate	Target Date	Status	Progress
1) Complete the multi-service study to identify and better understand the demographics of an ageing population in the District.	Communities	30-Jun-16	On Target	(Q1 2016/17) The study has been completed and the Study Report has been drafted. In the first instance, the Draft Study Report will be considered by the Council's Management Board, following which it will be submitted to the Overview and Scrutiny Committee for consideration and discussion.
2) Commence the implementation of the action plan formulated as a result of the multi-service study.	Communities	30-Sep-16	Pending	(Q1 2016/17) This will be implemented following consideration of the Study Report by the Overview and Scrutiny Committee, as referred to in (1) above.

<p>3) Review the delivery of housing support at the Council's sheltered housing schemes in the District.</p>	<p>Communities</p>	<p>30-Jun-16</p>		<p>On Target</p>	<p>(Q1 2016/17) Initial ideas have been formulated on how housing support could be delivered at the Council's sheltered housing schemes in the future. However, this project is being held in abeyance, pending consideration by the Communities Select Committee and the Cabinet on the options for the future delivery of the Council's Careline Service.</p>
<p>4) Review the Council's sheltered housing stock assets, with a view to rationalisation and modernisation through a strategic approach.</p>	<p>Communities</p>	<p>30-Jun-16</p>		<p>On Target</p>	<p>(Q1 2016/17) A number of proposals have been formulated by a project team led by the Director of Communities. It is intended that an initial report on the approach to the review will be submitted to the Communities Select Committee in November 2016 for consideration.</p>

This page is intentionally left blank



SCRUTINY



Epping Forest District Council

Report to: Communities Select Committee

Date of meeting: 6 September 2016

Portfolio: Housing (Councilor S. Stavrou)

Subject: Key Performance Indicators 2016/17 - Quarter 1 Performance

Officer contact for further information: Barbara Copson (01992 564042)

Democratic Services Officer: Mark Jenkins (01992 564607)

Recommendations/Decisions Required:

- (1) That the Select Committee reviews Q1 performance in relation to the key performance indicators within its areas of responsibility.

Executive Summary:

The Local Government Act 1999 requires that the Council make arrangements to secure continuous improvement in the way in which its functions and services are exercised, having regard to a combination of economy, efficiency and effectiveness.

As part of the duty to secure continuous improvement, a range of Key Performance Indicators (KPI) relevant to the Council's services and key objectives, are adopted each year by the Finance and Performance Management Cabinet Committee. Performance against the KPIs is monitored on a quarterly basis by Management Board and overview and scrutiny to drive improvement in performance and ensure corrective action is taken where necessary.

Reasons for Proposed Decision:

The KPIs provide an opportunity for the Council to focus attention on how specific areas for improvement will be addressed, and how opportunities will be exploited and better outcomes delivered. It is important that relevant performance management processes are in place to review and monitor performance against the key performance indicators to ensure their continued achievability and relevance, and to identify proposals for appropriate corrective action in areas of slippage or under performance.

Other Options for Action:

No other options are appropriate in this respect. Failure to monitor and review KPI performance and to consider corrective action where necessary could have negative implications for judgements made about the Council's progress, and might mean that opportunities for improvement are lost.

Report:

1. A range of thirty-seven (37) Key Performance Indicators (KPIs) for 2016/17 was adopted by the Finance and Performance Management Cabinet Committee in March 2016. The KPIs are important to the improvement of the Council's services and the

achievement of its key objectives, and comprise a combination of some former statutory indicators and locally determined performance measures. The aim of the KPIs is to direct improvement effort towards services and the national priorities and local challenges arising from the social, economic and environmental context of the district, that are the focus of the key objectives.

2. Progress in respect of each of the KPIs is reviewed by the relevant Portfolio Holder, Management Board, and overview and scrutiny at the conclusion of each quarter. This report provides an overview of all KPIs and includes in detail those indicators which fall within the areas of responsibility of the Communities Select Committee
3. A headline end of Q1 performance summary in respect of the KPIs falling within the Communities Select Committee's areas of responsibility for 2016/17, together with a detailed performance report for each of these indicators, is attached at Appendix 1 to this report. Attached at Appendix 2 are the Improvement plans for COM002 (void re-lets) (days) and COM006 (Modern Homes Standard), which failed to achieve target for the quarter.

Key Performance Indicators 2016/17 - Quarter 1 Performance

4. The overall position for **all** 37 KPIs at the end of the Quarter 1, was as follows:
 - (a) 25 (68%) indicators achieved target;
 - (b) 12 (32%) indicators did not achieve target, although
 - (c) 3 (8%) of these indicators performed within the agreed tolerance for the indicator.
 - (d) 28 (76%) of indicators are currently anticipated to achieve year-end target and a further 2 (5%) are uncertain whether they will achieve year-end target.
5. **Communities Select Committee indicators** - Ten (10) of the Key Performance Indicators fall within the Communities Select Committee's areas of responsibility. The overall position with regard to the achievement of target performance at Q1 for these ten (10) indicators, was as follows:
 - (a) 7 (70%) indicators achieved target;
 - (b) 3 (30%) indicators did not achieve target, and
 - (c) 0 (0%) of these KPI's performed within the agreed tolerance for the indicator
 - (d) 8 (80%) of indicators are currently anticipated to achieve year-end target, and a further 1 (10%) is uncertain whether it will achieve year-end target.
6. The 'amber' performance status used in the KPI report identifies indicators that have missed the agreed target for the quarter, but where performance is within an agreed tolerance or range. The KPI tolerances were agreed by Management Board when targets for the KPIs were set in February 2016, or were subsequently determined by the appropriate service directors.
7. The Select Committee is requested to review outturn performance in relation to the KPIs for Quarter 1 for 2016/17 within its areas of responsibility. The full set of KPIs will also be considered by the Finance and Performance Management Cabinet Committee on 15 September 2016.

Resource Implications: none for this report

Legal and Governance Implications: none for this report; however performance management of key activities is important to the achievement of value for money.

Safer, Cleaner, Greener Implications: none for this report

Consultation Undertaken: Relevant Select Committees and the Finance and Performance Management Cabinet Committee.

Background Papers: KPI submissions held by the Performance Improvement Unit.

Impact Assessments:











Risk Management: none for this report

Equality: none for this report.

This page is intentionally left blank

Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual	

Communities Quarterly KPIs

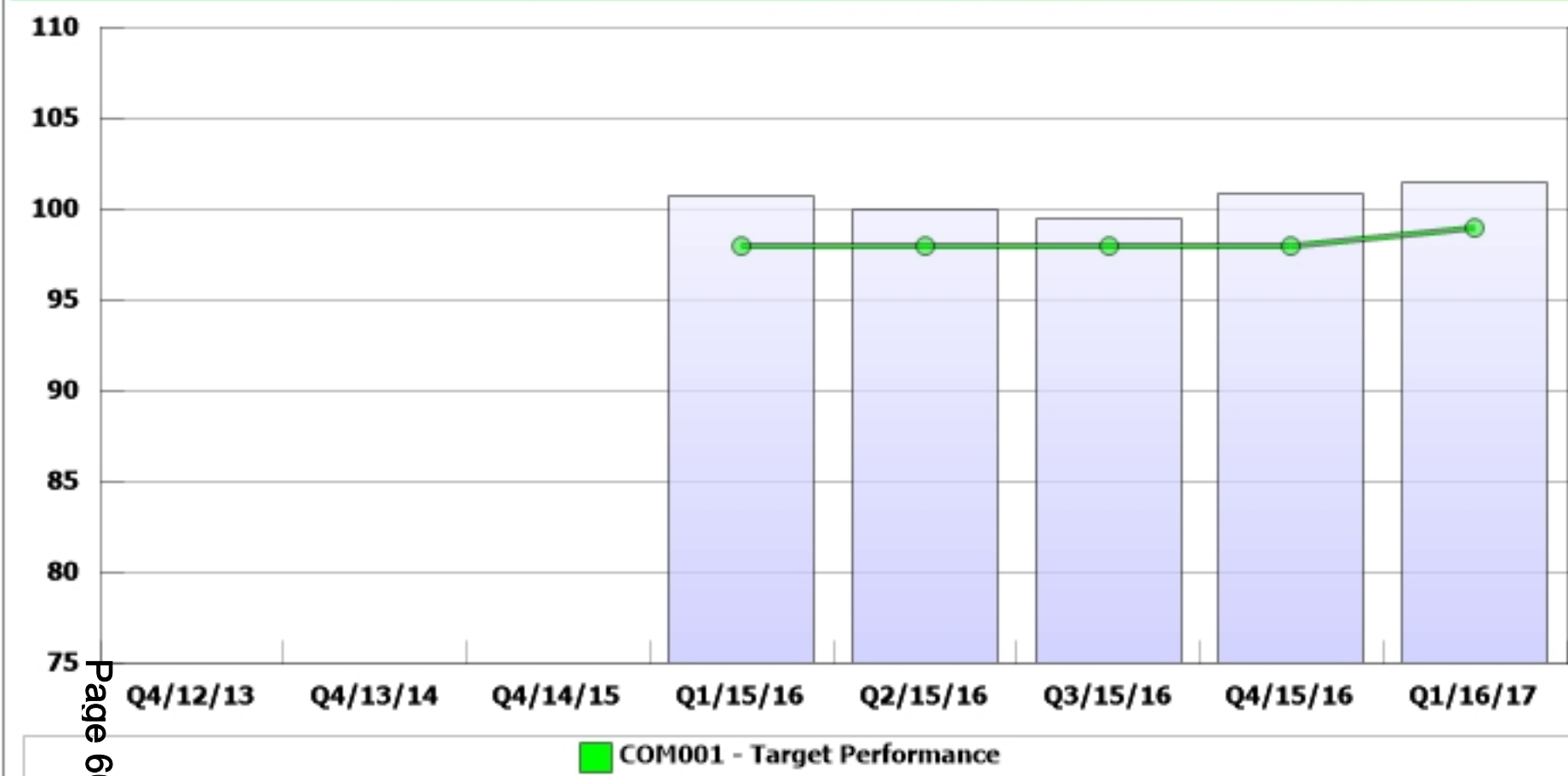
COM001	(Housing rent) (%)	99.00%	101.59%		99.00%		99.00%		99.00%	Yes
COM002	(Void re-lets) (days)	37	49		37		37		37	Uncertain
COM003	(Tenant satisfaction) (%)	98.00%	100.00%		98.00%		98.00%		98.00%	Yes
COM004	(Temp. accommodation) (no.)	140	103		140		140		140	No
COM005	(Non-decent homes) (%)	0.0%	0.0%		0.0%		0.0%		0.0%	Yes
COM006	(Modern Homes Std) (%)	825	587		1,650		2,475		3,300	Yes
COM007	(Emergency repairs) (%)	99.00%	99.15%		99.00%		99.00%		99.00%	Yes
COM008	(Responsive repairs) (days)	7.00	4.87		7.00		7.00		7.00	Yes
COM009	(Emergency repairs) (%)	98.00%	98.00%		98.00%		98.00%		98.00%	Yes
COM010	(Calls to Careline) (%)	97.50%	99.90%		97.50%		97.50%		97.50%	Yes

COM001 Rent collected from current and former tenants as a % of rent due (excluding arrears brought forward).

Additional Information: An efficient rent collection service is important so that as much of the rent due, and therefore potential income to the Council as landlord, is collected. This indicator measures the rent collected in the year-to-date regardless of when the rent charge was raised, as a percentage of the rent charges raised in the year-to-date, for all current General Needs and Housing for Older People.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/16/17	99.00%	101.59%	✓
Q4/15/16	98.00%	100.90%	✓
Q3/15/16	98.00%	99.55%	✓
Q2/15/16	98.00%	100.11%	✓
Q1/15/16	98.00%	100.87%	✓

Annual Target: 2016/17 - 99.00%
2015/16 - 98.00%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement



Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q1 2016/17) - This has been a disrupted quarter and had major patch changes between North and South. We are anticipating for this to take a couple of cycles to bed in properly. All those that have applied for universal credit are now in rent arrears due to the extended processing delays. A large housing benefit backlog has risen to 6wks, which will affect the rent arrears this quarter. Despite these factors Rent Arrears has reduced by 30k, between wk52 and wk13 of the current financial year.

Corrective action proposed (if required):

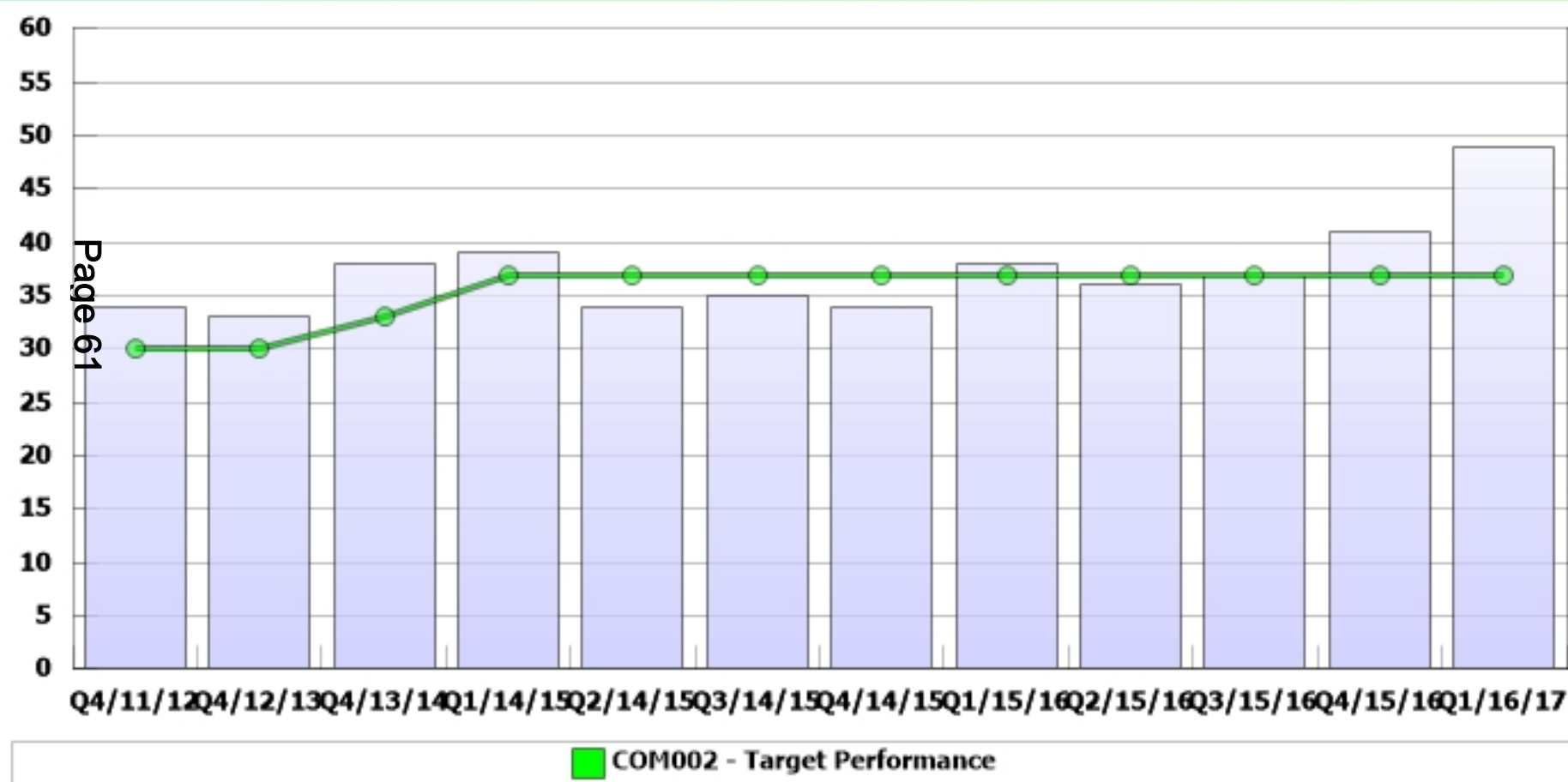
(Q1 2016/17) -

COM002 On average, how many days did it take us to re-let a Council property?

Additional Information: The calculation excludes those properties which are 'difficult to let' (offered to and refused by at least two applicants) or 'major works' (works over 6 weeks AND over £1500 in cost terms). In addition it also excludes 'properties let through mutual exchanges', 'very sheltered accommodation' and 'properties the council intends to sell or demolish'.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/16/17	37	49	✗
Q4/15/16	37	41	✗
Q3/15/16	37	37	✓
Q2/15/16	37	36	✓
Q1/15/16	37	38	✗

Annual 2016/17 - 37 days
 Target: 2015/16 - 37 days
 Indicator of good performance:
 A lower number of days is good
 ↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Uncertain



Comment on current performance (including context):

(Q1 2016/17) - New member of Allocations Team started beginning of April so effect of extra member of staff not yet showing any impact. Repairs have been short staffed due to sickness and this has had an impact on the time taken to inspect a property.

Corrective action proposed (if required):

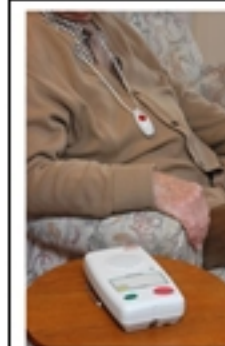
(Q1 2016/17) - Additional member of staff dealing with Allocations should improve amount of time ready properties are with Housing Options before they are let. New penalties for refused properties should start to have an impact and reduce refusals.

COM003 How satisfied were our tenants with the standard of the repairs service they received?

Additional Information: This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time and to the satisfaction of tenants

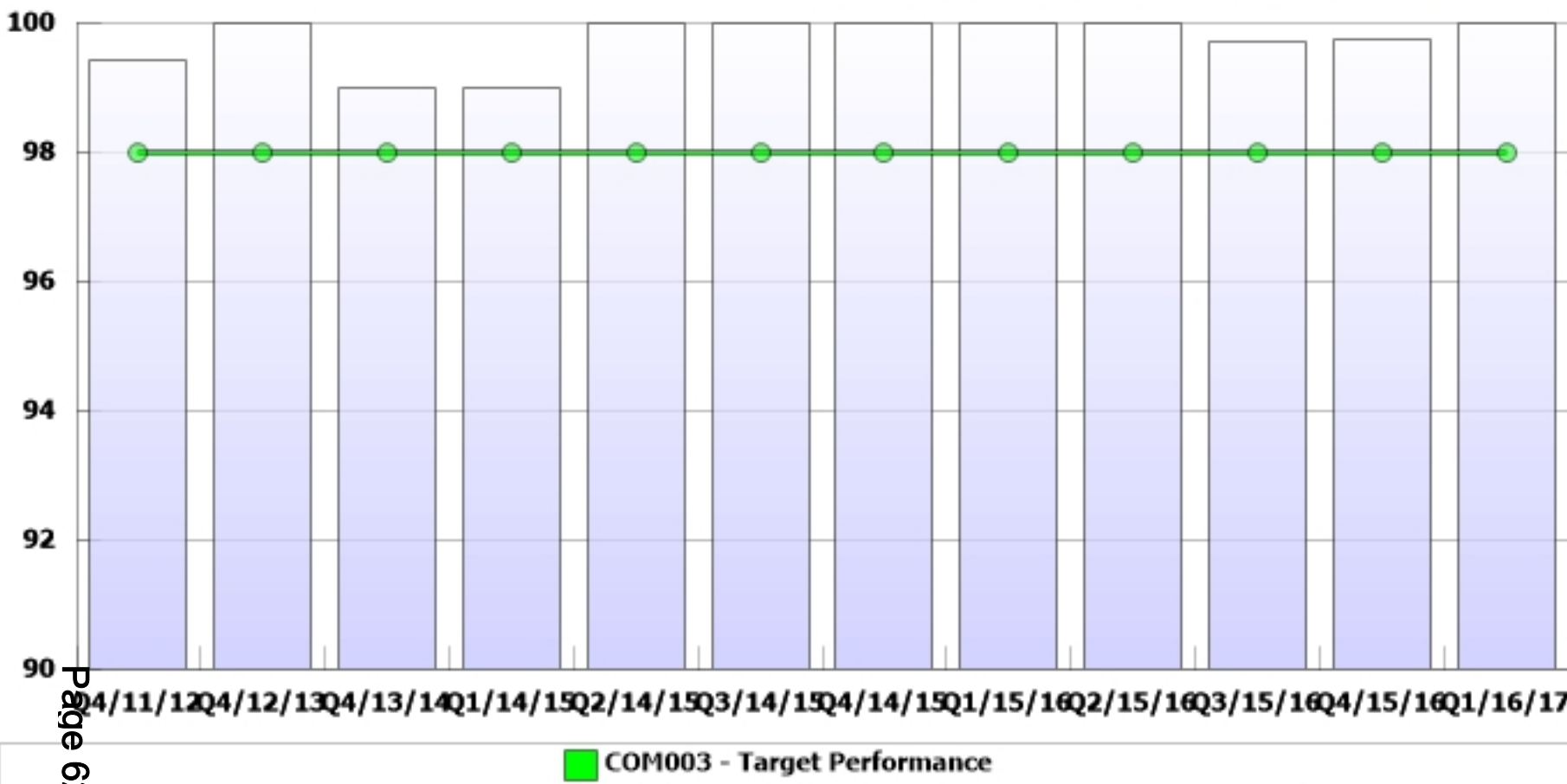
For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Is it likely that the target will be met at the end of the year?

Yes



Quarter	Target	Actual
Q1/16/17	98.00%	100.00%
Q4/15/16	98.00%	99.75%
Q3/15/16	98.00%	99.72%
Q2/15/16	98.00%	100.00%
Q1/15/16	98.00%	100.00%

Annual 2016/17 - 98.00%
Target: 2015/16 - 98.00%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement



Page 62

Comment on current performance (including context):

(Q1 2016/17) - Performance Comments
Performance continues to deliver high levels of satisfaction from our Housing Tenants

Corrective action proposed (if required):

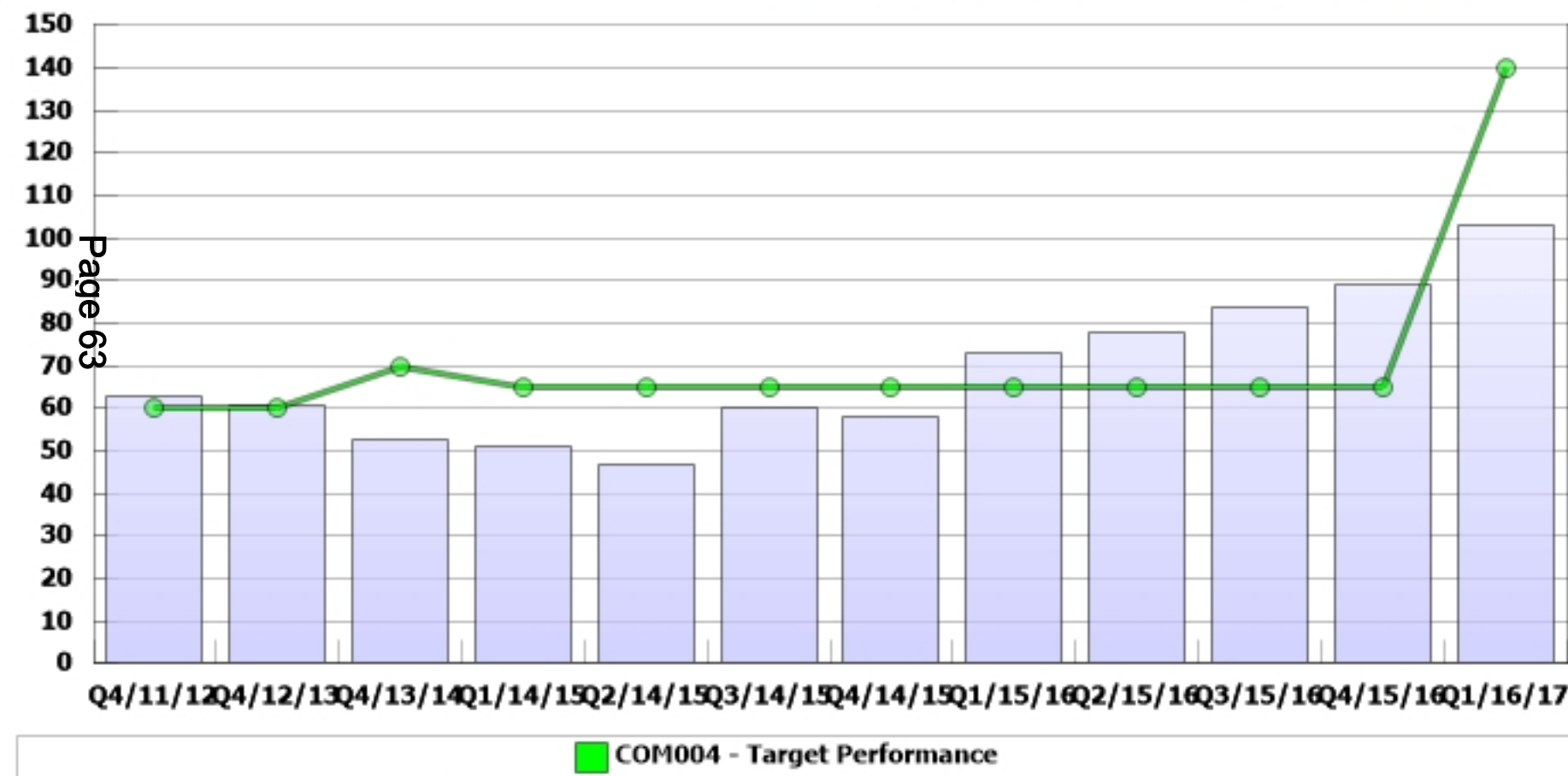
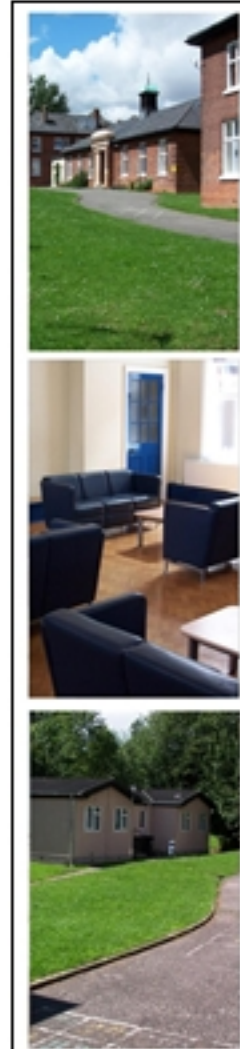
(Q1 2016/17) - Corrective Actions
The number of completed surveys has dipped in the quarter as a result of new mobile devices being deployed. The number of completed surveys will increase in Q2

COM004 How many households were housed in temporary accommodation?

Additional Information: This indicator monitors progress towards reducing the number of households in temporary accommodation provided under homelessness legislation. Annual performance is judged on the average of all four quarters performances.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual
Q1/16/17	140	103
Q4/15/16	65	89
Q3/15/16	65	84
Q2/15/16	65	78
Q1/15/16	65	73



Annual 2016/17 - 140
Target: 2015/16 - 65

Indicator of good performance:
A lower number is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

No

Comment on current performance (including context):

(Q1 2016/17) - On target.

Corrective action proposed (if required):

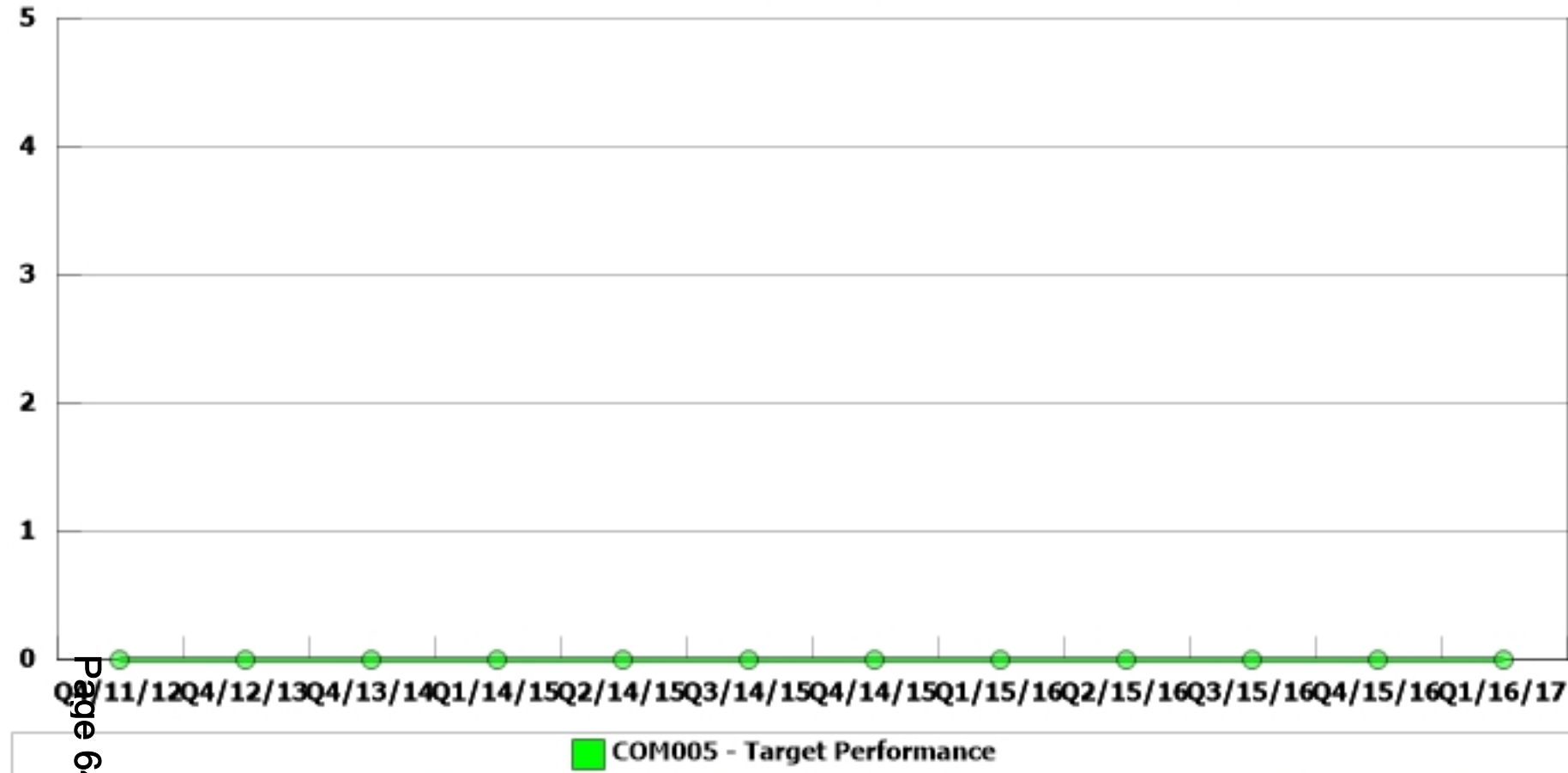
(Q1 2016/17) - N/A.

COM005 What percentage of our council homes were not in a decent condition?

Additional Information: This indicator measures the number of non-decent council homes and the proportion this represents of the total council housing stock, in order to demonstrate progress towards making all council housing decent.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	
Q1/16/17	0.0%	0.0%	✓
Q4/15/16	0.0%	0.0%	✓
Q3/15/16	0.0%	0.0%	✓
Q2/15/16	0.0%	0.0%	✓
Q1/15/16	0.0%	0.0%	✓

Annual 2016/17 - 0.00%
 Target: 2015/16 - 0.00%
 Indicator of good performance:
 A lower percentage is good
 ↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

Comment on current performance (including context):

(Q1 2016/17) - Target met

Corrective action proposed (if required):

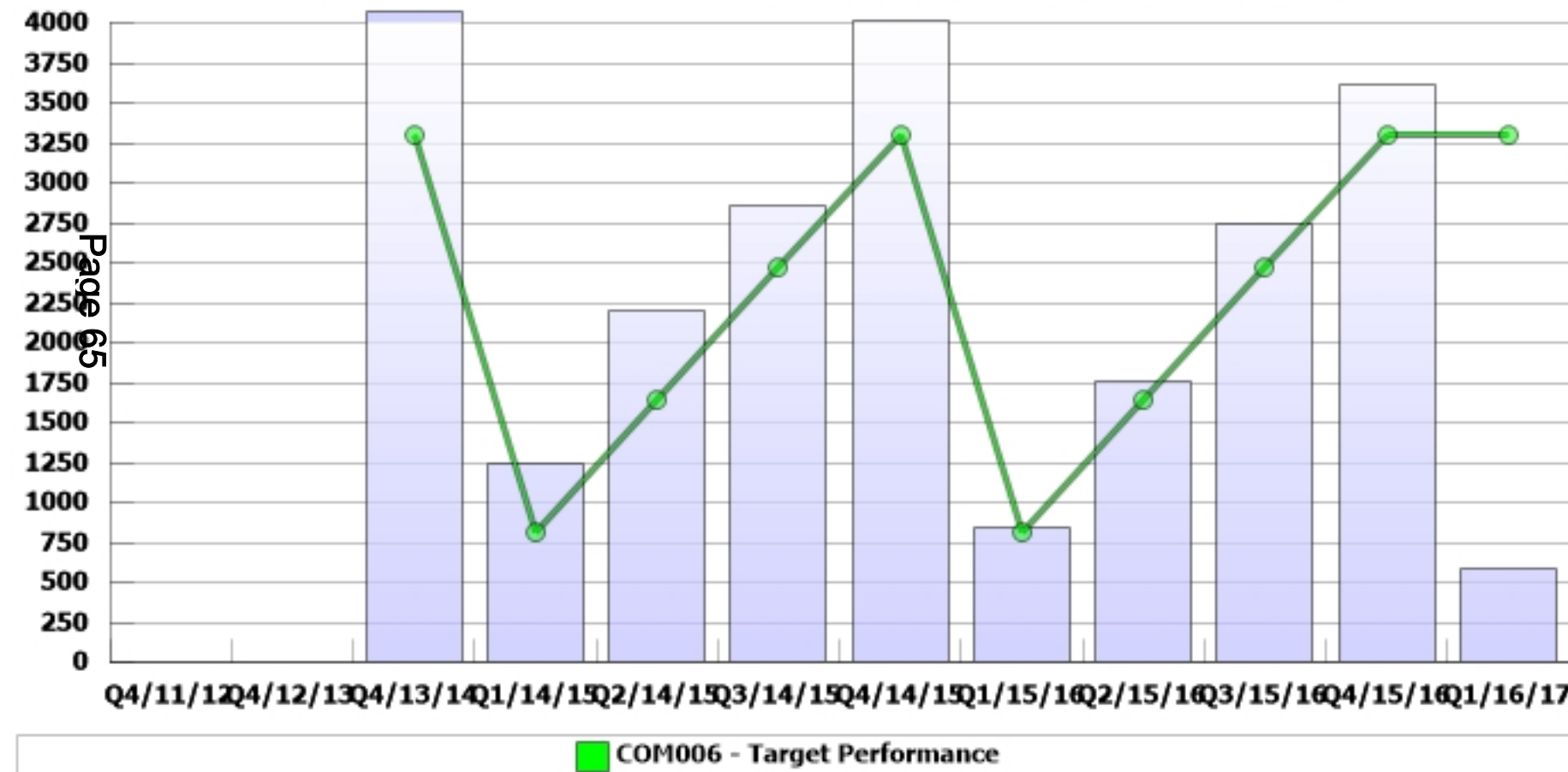
(Q1 2016/17) - n/a

COM006 How many of the key building components required to achieve the Modern Homes Standard were renewed?

Additional Information: We are not currently at the Modern Homes Standard. If we were, we would still anticipate having to replace in excess of 2750 components per year to maintain that standard. Therefore, in order to address the backlog over time we will aim to replace in excess of this annual requirement each year, until we reach the Modern Homes Standard across our housing stock.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual
Q1/16/17	825	587
Q4/15/16	3,300	3,615
Q3/15/16	2,475	2,752
Q2/15/16	1,650	1,767
Q1/15/16	825	844

Annual Target: 2016/17 - 3,300
2015/16 - 3,300

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement



Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q1 2016/17) - Although slightly under the quarterly target for Q1 - 2016-17 (Actual:587, Target: 825), cumulative figures since 2013 show a total of 12298 capital works installations have been completed to date, ahead of the projected planned total of 10725.

Corrective action proposed (if required):

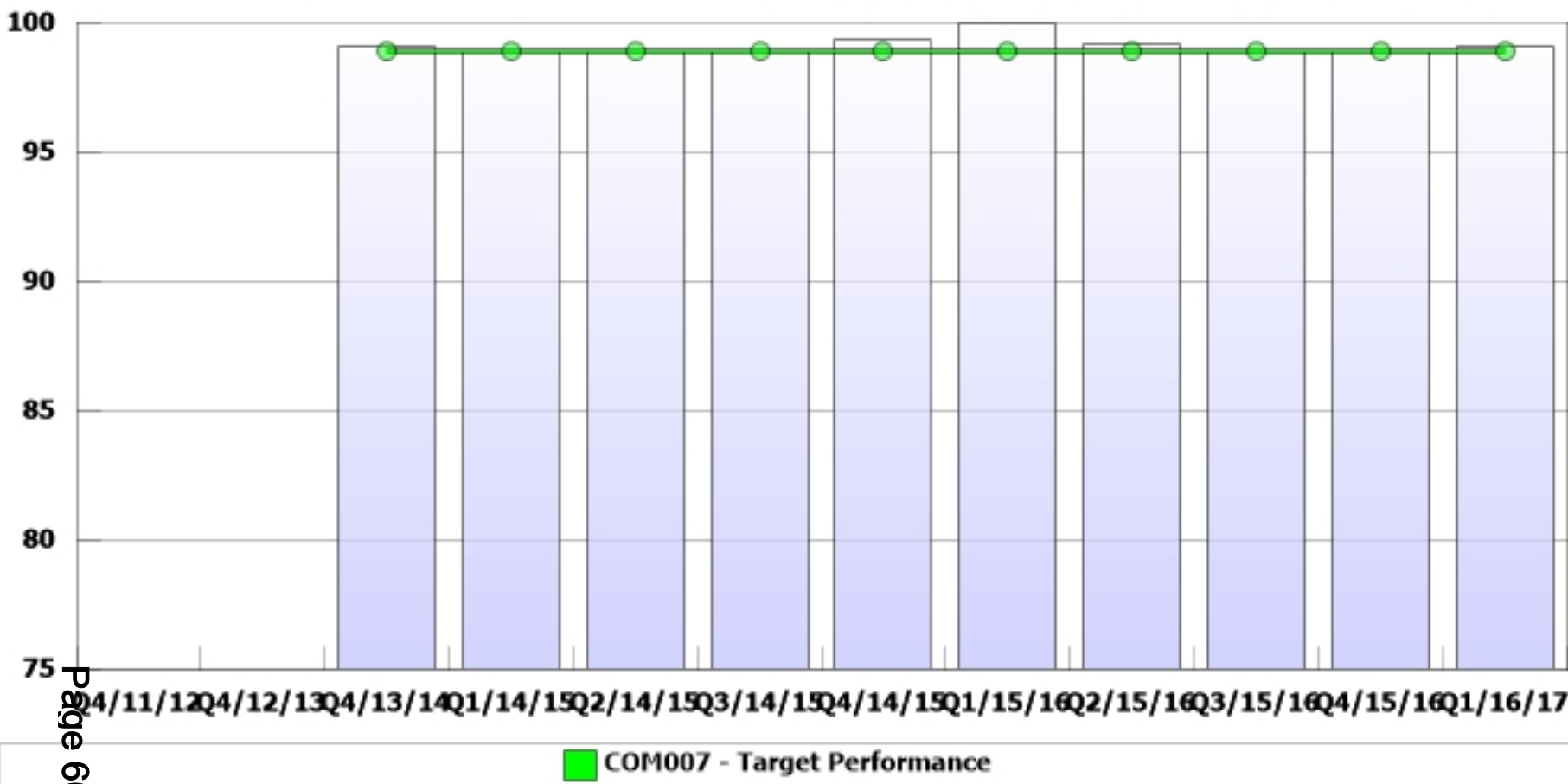
(Q1 2016/17) - For next quarter there is an expected rise in planned works as new contracts start. There are also scheduled major works for electrical upgrades to individual properties and blocks. All works are being reviewed on a regular basis

COM007 What percentage of all emergency repairs are attended to within 4 working hours?

Additional Information: This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time. The target time for the completion of emergency repairs is 4 hours.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Visual
Q1/16/17	99.00%	99.15%	✓
Q4/15/16	99.00%	99.00%	✓
Q3/15/16	99.00%	99.00%	✓
Q2/15/16	99.00%	99.27%	✓
Q1/15/16	99.00%	100.00%	✓

Annual Target: 2016/17 - 99.00%
 2015/16 - 99.00%

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q1 2016/17) - Performance Comments
 The performance exceeds the target set.

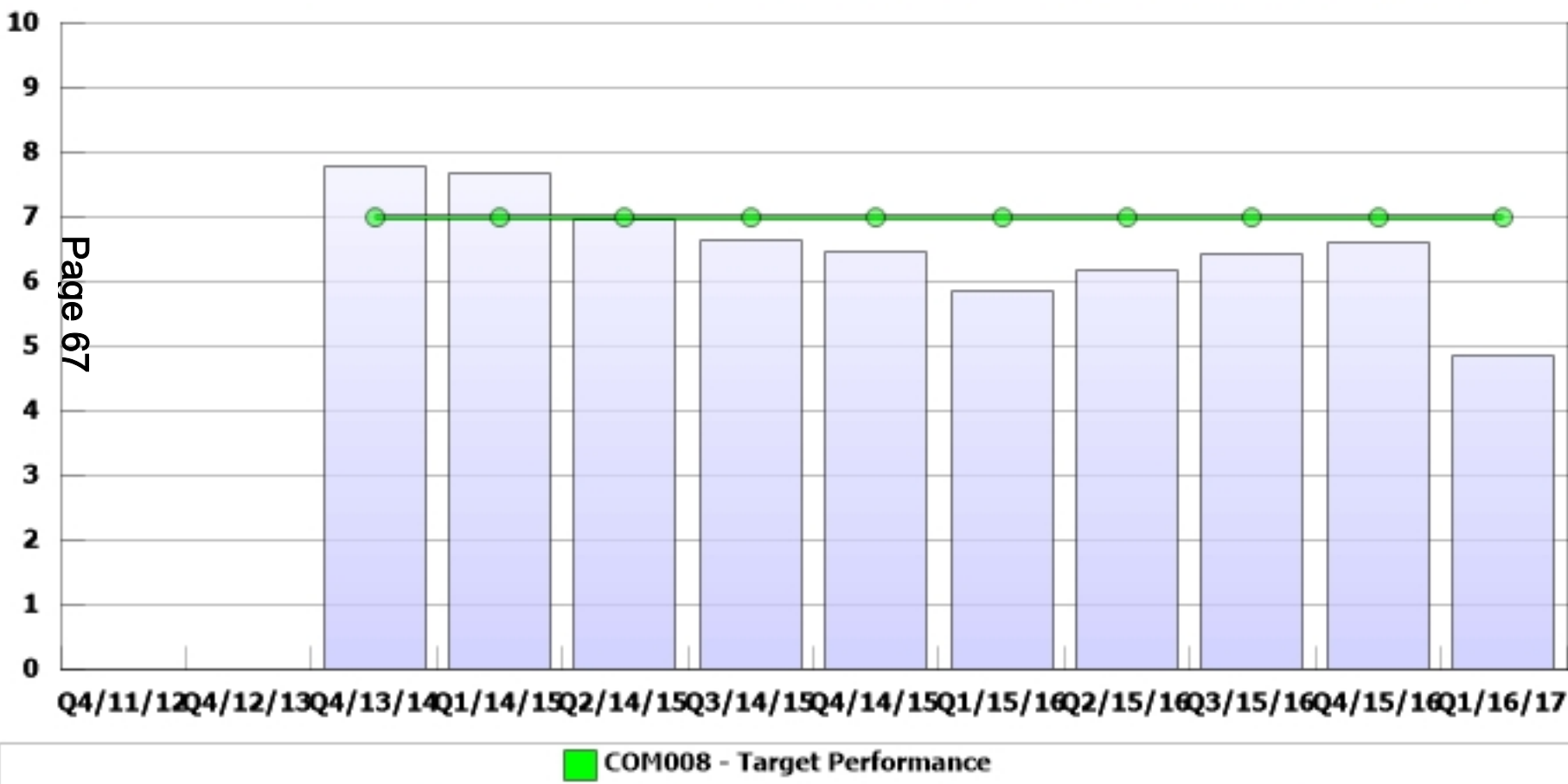
Corrective action proposed (if required):

(Q1 2016/17) -

Additional Information: This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time. The target time for the average overall completion of responsive repairs is 7 working days.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual
Q1/16/17	7.00	4.87
Q4/15/16	7.00	6.62
Q3/15/16	7.00	6.44
Q2/15/16	7.00	6.18
Q1/15/16	7.00	5.86

Annual 2016/17 - 7.00 working days
 Target: 2015/16 - 7.00 working days
 Indicator of good performance:
 A lower number of days is good
 ↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

Comment on current performance (including context):

(Q1 2016/17) - The performance in this quarter exceeds the target by 2.13 working days. This reported figure is the best performance that the Housing Repairs Service has ever achieved since this indicator was created in 2012/13.

Corrective action proposed (if required):

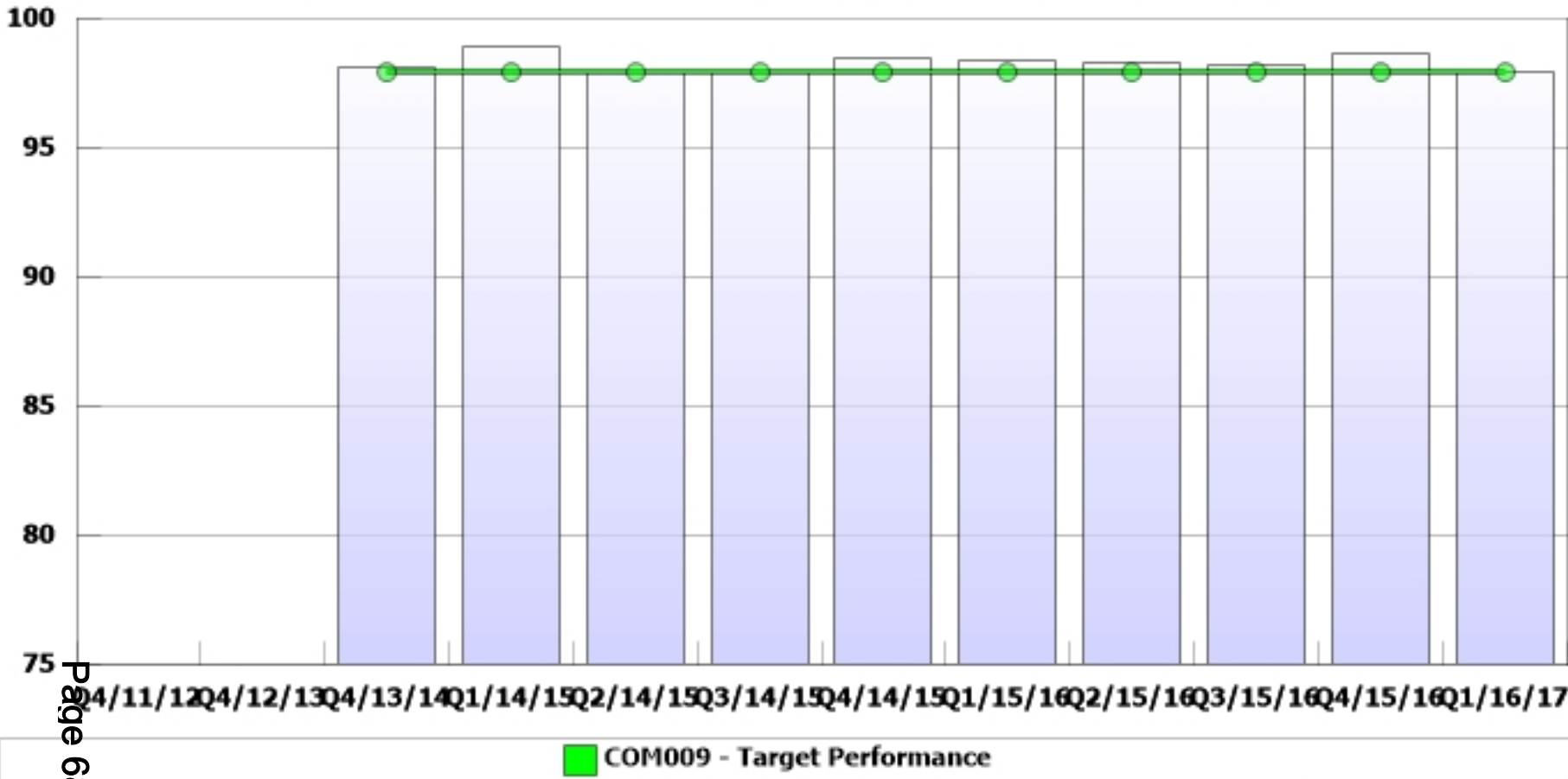
(Q1 2016/17) -

COM009 What percentage of appointments for repairs are both made and kept?

Additional Information: This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time. The target for the percentage of appointments both made and kept is 98%.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Direction of Improvement
Q1/16/17	98.00%	98.00%	↔
Q4/15/16	98.00%	98.70%	↑
Q3/15/16	98.00%	98.28%	↑
Q2/15/16	98.00%	98.32%	↑
Q1/15/16	98.00%	98.40%	↑

Annual Target: 2016/17 - 98.00%
2015/16 - 98.00%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

Comment on current performance (including context):

Corrective action proposed (if required):

(Q1 2016/17) - Performance achieved target for this quarter

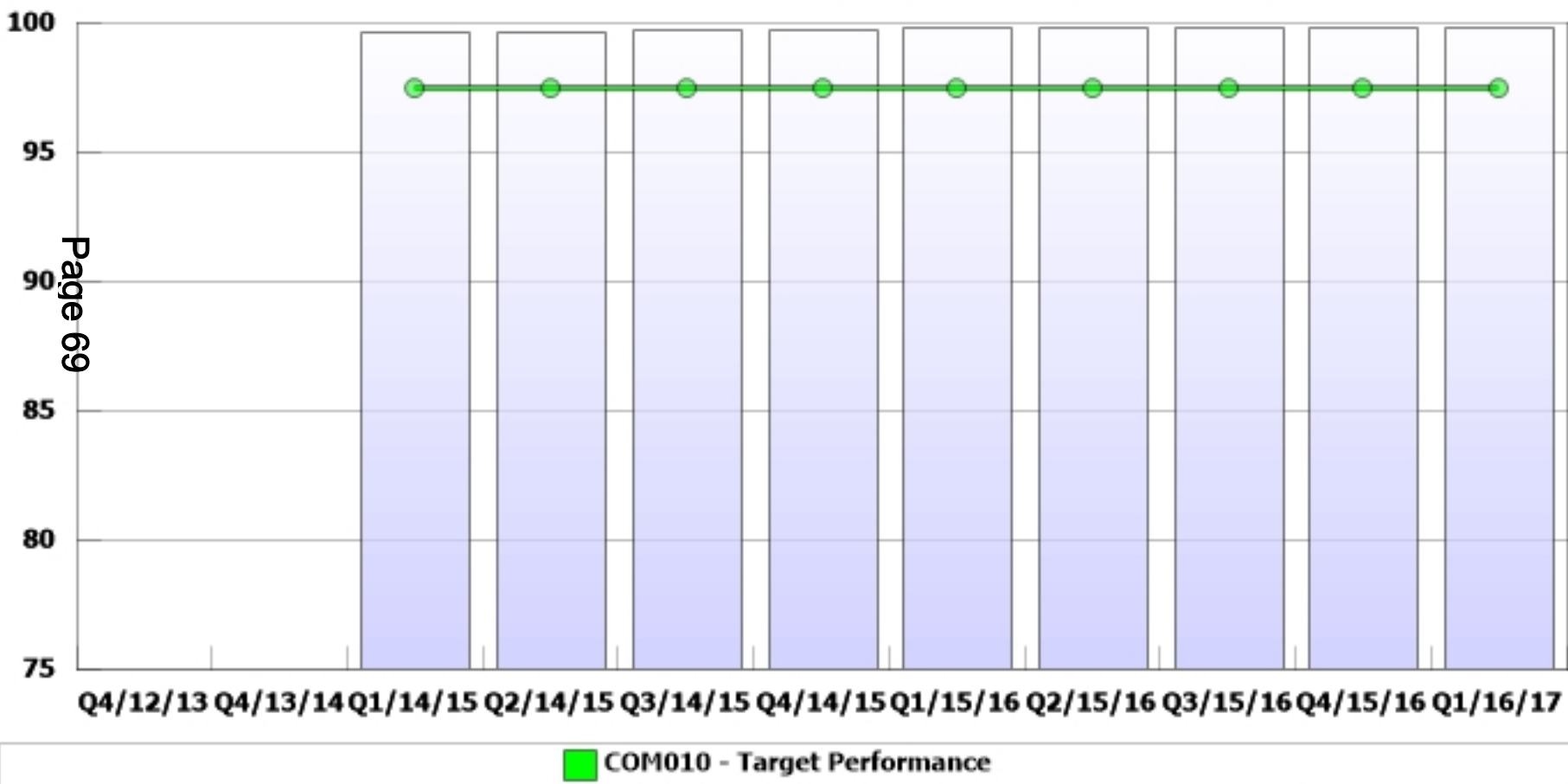
(Q1 2016/17) -

COM010 What percentage of calls to the council's Careline service are answered within 60 seconds?

Additional Information: Percentage of applicable calls received at the Careline Control Centre from users (i.e. excluding door entry, test calls and calls from Scheme Managers on/off duty) that are answered by a controller within 60 seconds of the call being received at the Control Centre.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Visual
Q1/16/17	97.50%	99.90%	✓
Q4/15/16	97.50%	99.87%	✓
Q3/15/16	97.50%	99.87%	✓
Q2/15/16	97.50%	99.89%	✓
Q1/15/16	97.50%	99.91%	✓

Annual Target: 2016/17 - 97.50%
 2015/16 - 97.50%
Indicator of good performance:
 A higher percentage is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

Comment on current performance (including context):

(Q1 2016/17) - Above target

Corrective action proposed (if required):

(Q1 2016/17) -

This page is intentionally left blank

COM02 On average, how many days did it take us to re-let a Council property?

Outturn			Target
2013/14	2014/15	2015/16	2016/17
37 days	34 days	41 days	37 days

Responsible Officer

**Alan Hall
Director of Communities**

Improvement Action	Target Dates	Key Measures / Milestones
Consider the advantages and disadvantages of moving from a fortnightly to weekly advertising cycle for the Choice Based Lettings Scheme, now the contract for the service administrator has been renewed	September 2016	None
Undertake pre-qualification checks again for Band A applicants thereby reducing time at the point of allocation now the Allocations Team is back to full staffing levels	July 2016	None
Undertake pre-allocations of available properties again which are with the Repairs Service now the Allocations Team is back to full staffing levels	July 2016	None

<p>Undertake a review to include:</p> <ul style="list-style-type: none"> • rationalising and improving existing sheltered/grouped housing scheme sites • reviewing the need/demand for sheltered/grouped accommodation • comparing demand and location of schemes • consideration of the current condition of schemes <p>The outcome of the review would reduce the number of available difficult-to-let sheltered accommodation properties</p>	<p>April 2017</p>	<p>Report to the Housing Select Committee</p>
<p>Consider introducing even tougher penalties for refusals of offers of accommodation when the Housing Allocations Scheme is reviewed in 2018</p>	<p>January 2018</p>	<p>Report to the Housing Select Committee early 2018 Consultation on the revised housing Allocations Scheme Report to Cabinet</p>
<p>Review the effectiveness of the new Void Planner Post appointed in the Repairs Service (following a cost neutral re-organisation) in order to track void repairs progress</p>	<p>October 2016</p>	<p>None</p>

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

Improvement Actions are within existing resources other than the review of sheltered housing which is a separate and potentially major project.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

None

COM06 How many of the key building components required to achieve the Modern Homes Standard were renewed?

Outturn			Target
2013/14	2014/15	2015/16	2016/17
4,076	4,020	3,615	3,300

Responsible Officer

Alan Hall
Director of Communities

Improvement Action	Target Dates	Key Measures / Milestones
Following the appointment of a specialist PVCu double-glazing window and door installer an increase in the replacement of PVCu double-glazing windows and doors which are key building components is planned.	March 2017	The increased rate of Key Building Components replacements will be measured at the end of Q1, Q2, Q3 and Q4.
Following the appointment of specialist Commercial and Domestic Gas Heating Boiler Installation companies an increase in replacement gas boilers a key building component is planned.	March 2017	The increased rate of Key Building Components replacements will be measured at the end of Q1, Q2, Q3 and Q4.

Following the appointment of a specialist kitchen and bathroom installer an increase in replacement kitchens and bathrooms which are key building components is planned.

March 2017

The increased rate of Key Building Components replacements will be measured at the end of Q1, Q2, Q3 and Q4.

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

None, all budgets and resources are contained within the existing Capital Works Programme.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

None



Report to Communities Select Committee

Date of meeting: 6 September 2016

Portfolio: Safer Greener and Transport – Cllr G. Waller

Subject: Attendance by Essex Police District Commander at next meeting - Discussion on issues to raise

Officer contact for further information:

Alan Hall – Director of Communities (01992 564004)

Committee Secretary: Mark Jenkins (01992 56 4607)

Recommendations:

That the Select Committee considers:

- (a) **The following suggested theme of the presentation to be given by Essex Police's District Commander, Chief Inspector Denise Morrissey, when she attends the Select Committee's next meeting on 8th November 2016;**

“The policing of the Epping Forest District and current local policing issues and concerns”

- (a) **Any specific issues that it would like the District Commander to cover in her presentation; and**
- (c) **The areas on which members would like to question the District Commander.**

Report

1. At its last meeting, the Select Committee considered its Draft Work Programme for 2016/17. When agreeing to receive and discuss the Annual Report of the Community Safety Partnership at the Select Committee's next meeting to be held on 8th November 2016, the Select Committee also agreed to invite Essex Police's District Commander to attend the same meeting to give a brief presentation on current local policing issues and to answer questions from members of the Select Committee.

2. The Director of Communities extended an invitation to the District Commander, Chief Inspector Denise Morrissey, accordingly - which CI Morrissey has accepted.

3. The new Overview and Scrutiny Co-ordinating Group also agreed at its first meeting that, when Select Committees invite representatives of external bodies to attend meetings to explain and discuss their work, members of the Select Committee should give consideration in advance of the meeting of what they would like the guest to cover in their presentation and what areas of activity they would like to scrutinise further through associated questions.

4. It is suggested that the District Commander be asked to focus the theme of her presentation on:

“The policing of the Epping Forest District and current local policing issues and concerns”

5. In accordance with the Overview and Scrutiny Coordinating Group’s request, members are asked to consider:

- (a) If there are any specific issues that they would like the District Commander to cover in her presentation;
- (b) The areas on which it would like to question the District Commander;
- (c) The practical arrangements for the question and answer session (e.g. who asks pre-agreed questions, should the District Commander be given advanced notice of questions etc).

6. Areas on which the Select Committee may want to ask questions could include:

- The effects of the recent closure of police stations and public counters in the District
- Plans for the future uses of closed police stations in the District
- The effectiveness locally of Essex Police’s facility enabling the public to report non-urgent crime on-line
- The effects of the reduced numbers of Police Community Support Officers (PCSOs) in the Brentwood and Epping Forest Policing District, and how PCSOs are tasked to make the best use of their reduced numbers
- The benefits and success of the introduction of the “Virtual Community Safety Hubs” in the Brentwood and Epping Forest Policing District
- The level of co-operation received from the District Council’s officers to work in partnership to prevent, combat and reduce crime in the District - and if this could be improved further
- The Police’s approach to dealing with anti-social behaviour, at different levels of seriousness
- The Police’s views on the Council’s CCTV provision, strategy and management
- Members’ concerns about any specific policing issues within the District.