

## Select Committee Agenda



### ***Stronger Communities Select Committee Tuesday, 15th June, 2021***

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

**Conference Suite - Civic Offices**  
on **Tuesday, 15th June, 2021**  
at **7.00 pm** .

**Georgina Blakemore**  
**Chief Executive**

**Democratic Services  
Officer**

Rebecca Perrin 01992 564243  
Email: [democraticservices@eppingforestdc.gov.uk](mailto:democraticservices@eppingforestdc.gov.uk)

#### **Members:**

Councillors J Lea (Chairman), R Balcombe (Vice-Chairman), H Brady, I Hadley, S Murray, C Nweke, D Plummer, S Rackham, J H Whitehouse, K Williamson and D Wixley

---

**SUBSTITUTE NOMINATION DEADLINE: 6.00PM**

---

#### **WEBCASTING NOTICE**

**Please note: this meeting may be filmed for live or subsequent broadcast via the Council's internet site - at the start of the meeting the Chairman will confirm if all or part of the meeting is being filmed.**

**You should be aware that the Council is a Data Controller under the Data Protection Act. Data collected during this webcast will be retained in accordance with the Council's published policy and copies made available to those that request it.**

**Therefore by entering the Conference Suite and using seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for web casting and/or training purposes.**

**If you have any queries regarding this, please contact the Corporate Communications Manager on 01992 564039.**

**1. WEBCASTING INTRODUCTION**

The Chairman will read the following announcement:

“This meeting will be webcast live to the Internet (or filmed) and will be capable of repeated viewing (or another use by such third parties).

Therefore, by entering the Conference Suite and using the seating area you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.”

**2. APOLOGIES FOR ABSENCE**

**3. SUBSTITUTE MEMBERS**

To report the appointment of any substitute members for the meeting.

**4. DECLARATIONS OF INTEREST**

To declare interests in any item on the agenda.

**5. NOTES OF PREVIOUS MEETING (Pages 5 - 40)**

To agree the notes of the meeting of the Select Committee held on 30 March 2021 and 22 April 2021.

**6. TERMS OF REFERENCE & WORK PROGRAMME (Pages 41 - 44)**

(Chairman/Lead Officer) The Overview and Scrutiny Committee have agreed the Terms of Reference and the previous years work programme for this Select Committee. Members are invited at each meeting to review both documents.

**7. THE SOCIAL HOUSING WHITE PAPER (Pages 45 - 52)**

To consider the attached report on the Social White Paper.

**8. OUR NEW APPROACH TO RESIDENTS INVOLVEMENT**

D Fenton to update on the new approach to residents involvement.

**9. CUSTOMER SERVICE UPDATE (Pages 53 - 56)**

To consider the attached report updating on ‘what our customers are telling us’ and the Customer Strategy.

**10. EXCLUSION OF PUBLIC AND PRESS**

**Exclusion:** To consider whether, under Section 100(A)(4) of the Local Government Act 1972, the public and press should be excluded from the meeting for the items of business set out below on grounds that they will involve the likely disclosure of exempt information as defined in the following paragraph(s) of Part 1 of Schedule 12A of the Act (as amended) or are confidential under Section 100(A)(2):

<u>Agenda Item No</u>	<u>Subject</u>	<u>Exempt</u>	<u>Information</u>
-----------------------	----------------	---------------	--------------------

		<b>Paragraph Number</b>
11	Waltham Community & Cultural Hub	Abbey 3

The Local Government (Access to Information) (Variation) Order 2006, which came into effect on 1 March 2006, requires the Council to consider whether maintaining the exemption listed above outweighs the potential public interest in disclosing the information. Any member who considers that this test should be applied to any currently exempted matter on this agenda should contact the proper officer at least 24 hours prior to the meeting.

**Confidential Items Commencement:** Paragraph 9 of the Council Procedure Rules contained in the Constitution require:

- (1) All business of the Council requiring to be transacted in the presence of the press and public to be completed by 10.00 p.m. at the latest.
- (2) At the time appointed under (1) above, the Chairman shall permit the completion of debate on any item still under consideration, and at his or her discretion, any other remaining business whereupon the Council shall proceed to exclude the public and press.
- (3) Any public business remaining to be dealt with shall be deferred until after the completion of the private part of the meeting, including items submitted for report rather than decision.

**Background Papers:** Paragraph 8 of the Access to Information Procedure Rules of the Constitution define background papers as being documents relating to the subject matter of the report which in the Proper Officer's opinion:

- (a) disclose any facts or matters on which the report or an important part of the report is based; and
- (b) have been relied on to a material extent in preparing the report and does not include published works or those which disclose exempt or confidential information (as defined in Rule 10) and in respect of executive reports, the advice of any political advisor.

Inspection of background papers may be arranged by contacting the officer responsible for the item.

## **11. WALTHAM ABBEY COMMUNITY & CULTURAL HUB (Pages 57 - 172)**

To consider the attached report to create of a Community and Cultural Hub in Waltham Abbey.

## **12. DATES OF FUTURE MEETINGS**

To note that the next meeting of the Select Committee will be held at 7.00pm on 21 September 2021.

This page is intentionally left blank

**EPPING FOREST DISTRICT COUNCIL  
NOTES OF A MEETING OF STRONGER COMMUNITIES SELECT COMMITTEE  
HELD ON TUESDAY, 30 MARCH 2021  
IN VIRTUAL MEETING ON ZOOM  
AT 7.00 - 8.40 PM**

<b>Members Present:</b>	D Sunger (Chairman), J McIvor (Vice-Chairman), I Hadley, J Lea, S Rackham, J H Whitehouse, D Wixley and J Jennings
<b>Other members present:</b>	R Brookes, S Kane, S Murray, A Patel, J Philip, M Sartin, H Whitbread and A Lion
<b>Apologies for Absence:</b>	A Beales, A Mitchell, D Plummer and J Share-Bernia
<b>Officers Present</b>	N Dawe (Chief Operating Officer), N Cole (Corporate Communications Officer), J Leither (Democratic Services Officer), R Perrin (Democratic and Electoral Services Officer), M Thompson (Service Manager (Technical)) and C Wiggins (Community Resilience Service Manager)

**32. WEBCASTING INTRODUCTION**

The Chairman made a short address to remind all present that the virtual meeting would be broadcast on the Internet, and that the Council had adopted a protocol for the webcasting of its meetings.

**33. SUBSTITUTE MEMBERS**

The Committee noted that Councillor J Jennings had been appointed as a substitute for Councillor A Beales.

**34. DECLARATIONS OF INTEREST**

No declarations of interest were declared pursuant to the Council's Member Code of Conduct.

**35. NOTES OF PREVIOUS MEETING**

**RESOLVED:**

That the notes of the meeting held 14 January 2021 were agreed as a correct record.

**36. TERMS OF REFERENCE & WORK PROGRAMME**

The Committee noted the terms of reference and work programme.

**37. PRESENTATION FROM THE DISTRICT COMMANDER FOR EPPING FOREST AND BRENTWOOD**

The District Commander for Epping Forest and Brentwood, Chief Inspector Ant Alcock gave a presentation on the last 12 months of policing and crime issues in the District, which has been attached to minutes.

After the presentation, the Committee asked following questions;

- How many of the call out for Covid offences had actually led to fines or penalties? C/Insp A Alcock advised that the Police had abided by the four additional enforcements powers, although issuing fines had not been a policing priority there had been fewer than hundred across Essex. It was noted that where deliberate breaches had occurred the police had prosecuted.
- Has social media been used to pick up Covid breaches? C/Insp A Alcock advised the police followed up where necessary.
- What were the three categories of domestic violence; how did they escalate; and how were the victims dealt with? C/Insp A Alcock advised that the categories focussed on the risk of harm which was assessed by the attending Officers. A specialised risk assessment was used which would provide the officer with the category and this process was used nationally.
- What schools were covered by the two Children's and Young Persons(CYP) officers; and whether the new Disrupter Teams would affect the Local Community Teams? C/Insp A Alcock advised that there could be officers' movement with the Teams although recruitment would then be requested for the other teams. The CYP officers covered all of the Districts secondary schools and each school had an allocated officer.
- Would it be possible for officers to speak with residents of Blenheim Square, North Weald regarding the anti social behaviour being experienced? C/Insp A Alcock advised that the residents would need to give their consent for their details to be shared and then they could be passed onto C Wiggins to share with the Police.
- Whether surveillance could be carried out in more rural areas in relation to drug taking? C/Insp A Alcock advised that surveillance tended to be used for serious crime, although patrols could be engaged. He requested all crimes to be report either to the police directly or anonymously through Crimestoppers.
- What the impacts of Covid were on the Police; whether there were any figures in relation to the vaccination roll out for officers; and that the forecourt of Loughton Police Station required attention as this may affect the public perception. C/Insp A Alcock advised that officers were beginning to get the vaccinations as part of the roll out and vulnerable individuals had been vaccinated and shielded where required. The sickness rates throughout the pandemic had been lower and this had been reported nationally. He noted the comments about the Police station and would take the comments back.
- What were laws surrounding the use of electric scooters? C/Insp A Alcock advised that electric scooters were not permitted by legislation although there were local authority bylaws. Enforcement was prioritised on a risk basis and if appropriate officers would stop users of electric scooters and prosecute. He asked Members to report issues, so that the Police were aware, and the Local Community Police Officers could be involved.
- What happens when a fight breaks out regarding the wearing of face masks in public? C/Insp A Alcock advised that where a breach was made in a criminal setting, prosecution would be made.
- There appeared to be a large turn over of Local Community Police officers, could consistency be provided?; What plans were in place for the ending of the lockdown period?; Did the Police regularly patrol the Roding Valley Recreation Ground as residents felt this area was not being patrolled?; and could he comment on what the public perceived to be 'light touch policing' with regards to the drug use, litter and anti-social behaviour in High Beach area throughout the lockdown period. Furthermore, whether there would be a case review into the tragic incident involving Harley Watson on 2 December 2019 and whether the appropriate interventions had taken place.

C/Insp A Alcock advised that unfortunately consistency of Local Policing could not be controlled due to individuals moving to other opportunities within the organisation. In regards to the ending of Covid restrictions, an extraordinary meeting of the Community Safety Partnership had been organised, which had planned and discussed the particulars for District.

He advised that the Roding Valley Recreation Ground had been highlighted as a priority for patrols in relation to Covid associated matters and he was disappointed to hear that residents did not feel this area was being patrolled. Furthermore, he felt the policing response to the issues experienced in the High Beach area were detailed and considered, whilst being weighed up against other priorities in Essex. It was noted that on one particular day another risk in Southend presented a greater risk and required the Public Order contingency of Essex Police to attend. There had been a lot of discussions between the Corporation of London, Petitioners and the Police and the engagement between everyone had positively increased and included the gating of Manor Road and removing parked vehicles after dark in this area.

Lastly, there has been a review by the Independent Office of Police Complaints, which had deemed that the Police had done everything they could of within their area.

- What could be done about the rise in use of private security? C/Insp A Alcock advised that it was a business proposition and the Police could not influence or have an opinion on this private matter. It was a concern that residents thought they required this although residents should continue to build on their relationships with their Local Community Police Officers. There were options for Town/Parish Councils to self fund PCSO's but that would be for area to determine.

The Chairman thanked C/Insp A Alcock for the presentation and attending the meeting.

### **38. COMMUNITY SAFETY PARTNERSHIP ANNUAL REPORT AND REVIEW OF THE DISTRICT STRATEGIC ASSESSMENT**

The Specialist Technical Services Officer, Caroline Wiggins presented the annual Strategic Assessment which included the Epping Forest Community Safety Partnership (CSP) Annual Strategic Assessment, Annual Report and Partnership Plan. This was used to direct and guide activities, under the requirements as responsible authorities, of the Crime and Disorder Act 1998.

The strategic assessment included;

- an analysis of the levels and patterns of crime and disorder and substance misuse in the area;
- an analysis of the changes in those levels and patterns since the previous strategic assessment;
- an analysis of why those changes had occurred;
- the matters which the responsible authorities should prioritise when each were exercising their functions to reduce crime and disorder and to combat substance misuse in their area;
- the matters which the persons living and working in the area consider the responsible authorities should prioritise when each were exercising their

functions to reduce crime and disorder and to combat substance misuse in the area; and

- an assessment of the extent to which the partnership plan for the previous year has been implemented.

The Epping Forest District worked closely with Essex Police analysts to produce the documents and the timescales had been extended within the Report to consider the unprecedented impact of Covid on the CSP and wider agencies over the last year. The CSP Plan was a new addition of the Partnership and provided information at a glance on the planned delivery of Epping Forest CSP going forward.

The Committee asked the following questions;

- Was there a contact number that could be given to homeless people?; and did the Council work with other bordering authorities in addition to the Metropolitan Police? C Wiggins advised that any homeless person should firstly, be directed to the Council's Homeless Prevention Team. The New Horizons project mentioned in the report was for more entrenched homelessness and assisted people with a holistic approach. The project was now being extended to other areas such as Harlow, Brentwood and Tending as a result of the success in Epping and Chelmsford. C Wiggins advised that the Council did work with other bordering Police authorities and had a good working relationship with Herts.
- Could the Epping Forest Community Safety Partnership (CSP) Plan on a Page include additional details of the planned schemes for the three priorities; and what was a Local Action Group (LAG)? C Wiggins advised that a glossary would be included in next years CSP Plan with a further explanation of each scheme. The LAG were the bringing together of Council officers and multi-agencies to create an overall approach to case specific anti-social behaviour issues/locations within the District.

The Housing & Community Services Portfolio Holder, Councillor H Whitbread thanked the team for all their hard work over the difficult year.

#### **RESOLVED:**

1. That the Community Safety Partnership Annual Strategic Assessment and Annual Report be noted; and
2. That going forward the Epping Forest community Safety Partnership Plan on a Page 2020/21 includes a glossary and additional detail on the schemes.

#### **39. SIX-MONTH REPORT ON THE WORK OF THE COUNCIL FUNDED POLICE OFFICERS**

The Specialist Technical Assessment, Caroline Wiggins gave a 6 monthly update on the work and range of operations of the Council's funded Police team.

The Council continued to fund the employment of an additional Police Sergeant and 2 Police Constables to supplement existing local policing resources. The team were incepted in July 2018 with an initial 3-year contract, which had now been extended for a further two years. The team were tasked in-line with District Community Safety



Partnership (CSP) priorities which were identified through the Annual Strategic Assessment and aligned with the priorities set by the Police, Fire and Crime Commissioner's (PFCC). Also the team could be requested via a tasking process, to support any Council departments where there was an identified threat, harm or risk to staff. A service level agreement was in place to prevent abstraction of the officers except in extreme cases or high priority incidents.

The team accepted and completed 50 tasking requests in 2020 in spite of the challenges presented by COVID-19 which included:

- In response to an increase in serious acquisitive crime in the south of the District, the team lead on a cross border operation with the Metropolitan Police, sharing resources and tactical assets to target key routes in and out of the District. The operation resulted in 4 arrests, 4 pursuits, 10 stop searches, 25 successful ANPR activation responses (i.e. where there was a 'live' marker and the vehicle was stopped);
- Supporting council officers with joint visits at licenced and business premises highlighted to be committing COVID legislation breaches;
- Support Planning Enforcement with the initial site visit and subsequent service of injunction at a location where there was threat, harm and risk to staff;
- Site visit with Planning Enforcement and Community Resilience at a venue where the occupant presents risk to staff;
- Site visits and representation at professionals meeting in relation to high-risk homeless person;
- Targeted patrols at three separate locations in the District which were at risk of persistent ASB and current problems for both police and council;
- Proactive arrest of youth riding a stolen moped and in possession of a large knife in Loughton. Subsequently passed to the Youth Offending Team for a disposal decision;
- Following an increase in acquisitive crime in Waltham Abbey, the team deployed to a recent catalytic converter theft. Whilst on route a second unrelated car failed to stop, and the driver was arrested. Enquiries showed the car had been recently stolen from the town;
- Whilst on patrol in the Roydon area the team saw a van that was known to be cloned. The offenders tried to make off but were detained. The driver was a prolific offender who was wanted on a recall to prison. The van and driver were linked to multiple thefts in the District. The driver was sentenced to 42 weeks imprisonment;
- The last 3 months had seen the team recover 11 stolen vehicles to the value of approximately £900k. This was as a result of the team interpreting various data streams to locate vehicles stolen from the District. A particular highlight was the recovery of a rare Brabus 6x6 truck stolen by burglary in Loughton.

**RESOLVED:**

That the six-month report of the Council funded Police Officers be noted.

**40. DATE OF FUTURE MEETING**

The Committee noted that the date of the next meeting would be held on 22 April 2021.

This page is intentionally left blank

# Stronger Communities Select Committee

---

Chief Inspector Ant Alcock

Minute Item 37



## How we work

### WITH EACH OTHER



### WITH COMMUNITIES AND PARTNERS



### EFFICIENTLY AND EFFECTIVELY



## Our priorities

### To prevent, investigate and tackle:



### To support and protect:



## Main effort



# Current Policing Matters

- Exiting Lockdown
- Police Crime Sentencing and Courts Bill
- Violence Against Women and Girls
- Equality, Diversity, Inclusion and Cohesion



# Essex Police Diversity, Equality and Inclusion Strategy 2020-2025

## Our Objectives\*

\*Public Sector Equality Objectives

Improve inclusive culture and increase awareness and understanding of diversity and equality

through delivery of mandatory training, equality data analysis, equality and health Impact assessment, and effective community engagement.

### Adopt and advance

the NPCC Diversity, Equality and Inclusion Strategy 2018-2025 and accompanying toolkits.



### Increase satisfaction and confidence

amongst protected groups, wider communities and victims of crime. Tackle hate crime and address any complaints and concerns raised.

### Attract, recruit, progress and retain a more diverse workforce

that better reflects our communities to improve confidence in Essex Police.

### Narrow the disparity

between protected groups and non-protected groups in respect of the use of police powers such as stops, searches and the use of force. Improve the experience of policing services without reducing the legitimate use of police powers to protect communities.

**Outcome:**  
Policing with the consent of all communities



FIND OUT MORE ON CONNEXION: PEOPLE > DIVERSITY AND INCLUSION



# Policing Makeup

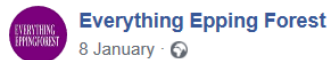
- Local Policing Teams (LPT)
- Community Policing Teams (CPT)
- Criminal Investigation Department (CID)



# Delivering Community Priorities

- Closure Orders
- Saving Lives
- Meridian Way
- Arson Series
- Conviction of Terence Glover

page 18



Everything Epping Forest

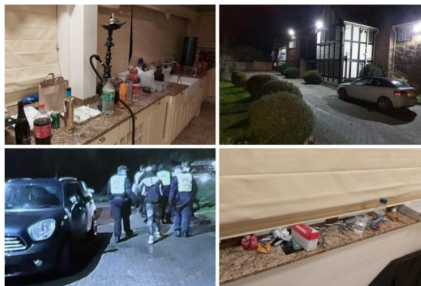
8 January · 🌐

**BREAKING:** Terence Glover has been given indefinite hospital order after killing Harley Watson by deliberately driving his car at him. A number of others were hurt. He will serve 15 years for manslaughter with concurrent 10-year sentence for attempted murders in secure hospital.

## Knoll House Covid-19 party rental property closed by police



By Lewis Berrill | [@LewisBerrill](#)  
Chief reporter - east London and west Essex



A man has been charged following a car fire in Bradley Road, Waltham Abbey, on 15 August.



Mohammed Azizi, 29, of Bradley Road, Waltham Abbey, was charged today, Thursday 27 August, with committing arson with recklessness as to whether life was endangered.

He was also charged with possession of cocaine.

He is due to appear at Chelmsford Magistrates' Court tomorrow, Friday 28 August.

We remind people not to make any comments that could identify those involved or that could prejudice the ongoing investigation and court proceedings.





# Performance

12% reduction on overall crime

Approximately 40% of violent crime is in a domestic abuse setting

38% reduction in dwelling burglary, yet 5% more solved

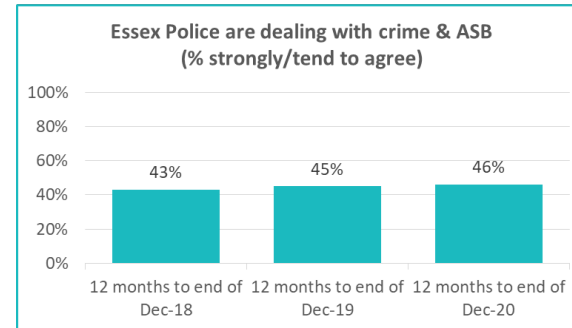
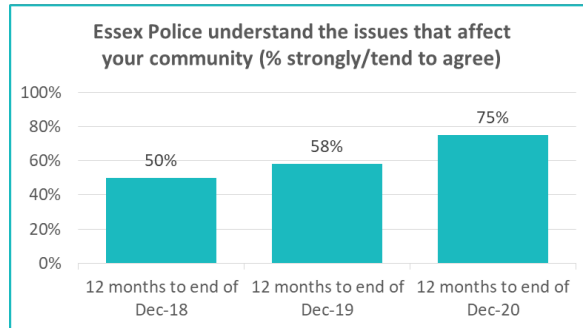
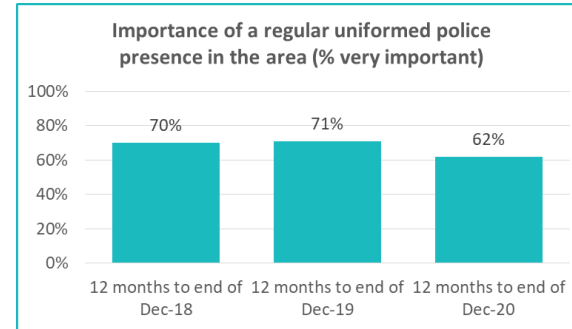
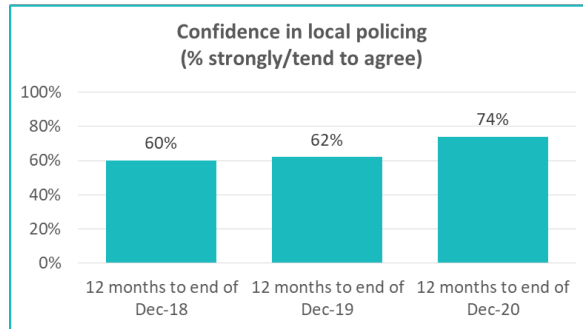
45% increase in Racially or Religiously Aggravated offences 270% increase in solved outcomes

197 fewer domestic abuse crimes reported

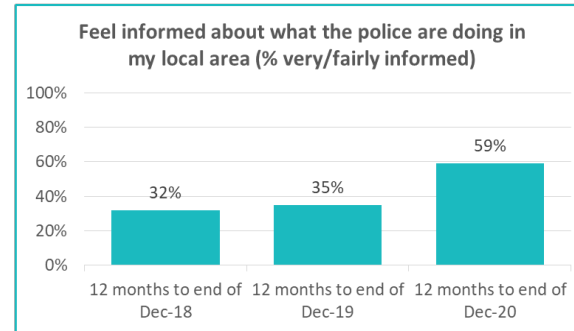
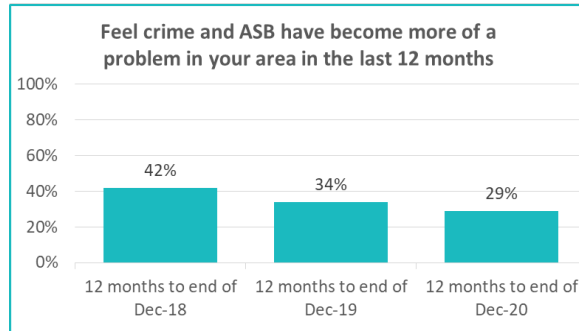
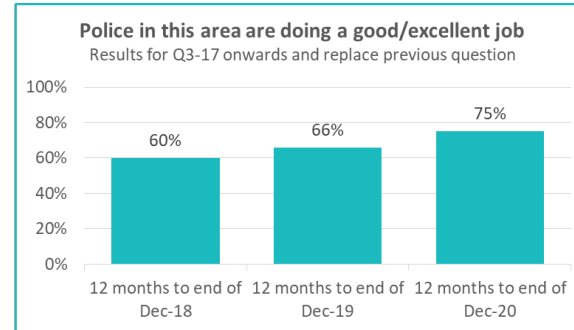
Crime Type	% DA 2021	Offences					Solved Outcomes					Solved Rates %		
		2020	2021	# diff.	% diff.	% All 2021	2020	2021	# diff.	% diff.	% All 2021	2020	2021	% pt. diff.
Anti-Social Behaviour (Incidents)	-	2669	4143	1474	55.2	-	-	-	-	-	-	-	-	-
All Crime (excl. Action (NFIB) Fraud)	16.8	11613	10196	-1417	-12.2	100.0	1146	1558	412	36.0	100.0	9.9	15.3	5.4
- Violence with Injury	44.1	892	758	-134	-15.0	7.4	120	136	16	13.3	8.7	13.5	17.9	4.5
- Violence without Injury	43.2	1603	1446	-157	-9.8	14.2	112	168	56	50.0	10.8	7.0	11.6	4.6
- Stalking and Harassment	27.4	1406	1559	153	10.9	15.3	88	111	23	26.1	7.1	6.3	7.1	0.9
Robbery	1.1	153	90	-63	-41.2	0.9	7	8	1	14.3	0.5	4.6	8.9	4.3
- Robbery of business property	0.0	9	4	-5	-55.6	0.0	0	1	1	-	0.1	0.0	25.0	25.0
- Robbery of Personal Property	1.2	144	86	-58	-40.3	0.8	7	7	0	0.0	0.4	4.9	8.1	3.3
- Burglary Dwelling (pre-Apr 17 definition)	0.9	569	351	-218	-38.3	3.4	21	26	5	23.8	1.7	3.7	7.4	3.7
- Theft from a Vehicle	0.0	989	611	-378	-38.2	6.0	9	3	-6	-66.7	0.2	0.9	0.5	-0.4
- Theft of a Vehicle	1.6	640	490	-150	-23.4	4.8	17	21	4	23.5	1.3	2.7	4.3	1.6
Racial/Religiously Aggravated Offences	0.0	110	160	50	45.5	1.6	10	37	27	270.0	2.4	9.1	23.1	14.0
Hate Crime HO Definition	2.2	186	271	85	45.7	2.7	23	38	15	65.2	2.4	12.4	14.0	1.7
Domestic Abuse	100.0	1905	1708	-197	-10.3	16.8	143	200	57	39.9	12.8	7.5	11.7	4.2



# Epping Forest Q3 2020/21 Public Perception Survey Results



# Epping Forest Q3 2020/21 Public Perception Survey Results



# 2021

- Disruptor Teams
- Domestic Abuse Problem Solving Teams
- Community Safety Team



Questions?



This page is intentionally left blank

**EPPING FOREST DISTRICT COUNCIL  
NOTES OF A MEETING OF STRONGER COMMUNITIES SELECT COMMITTEE  
HELD ON THURSDAY, 22 APRIL 2021  
IN VIRTUAL MEETING ON ZOOM  
AT 7.00 - 8.40 PM**

**Members Present:** D Sunger (Chairman), J McIvor (Vice-Chairman), A Beales, I Hadley, J Lea, S Rackham, J Share-Bernia, J H Whitehouse and D Wixley

**Other members present:** S Heap, S Murray, R Brookes, H Whitbread, A Patel, N Avey and S Kane

**Apologies for Absence:** A Mitchell and D Plummer

**Officers Present** N Dawe (Chief Operating Officer), J Gould (Service Director (Community & Wellbeing)), S Kits (Lead Corporate Communications Officer - People), J Leither (Democratic Services Officer), R Perrin (Democratic and Electoral Services Officer), G Wallis (Community, Culture & Wellbeing Service Manager) and R Pavey (Service Director (Customer Services))

**41. WEBCASTING INTRODUCTION**

The Chairman made a short address to remind all present that the virtual meeting would be broadcast on the Internet, and that the Council had adopted a protocol for the webcasting of its meetings.

**42. SUBSTITUTE MEMBERS**

It was noted that Councillor S Heap had been appointed as substitute for Councillor D Plummer.

**43. DECLARATIONS OF INTEREST**

(a) Pursuant to the Council's Members' Code of Conduct, Councillor S Murray declared a non-pecuniary, non-prejudicial interest in item 7 Universal Credit Impact update – Establishment of the Epping Community Hub, as a Trustee for the Citizen advice Bureau Reuse and as a volunteer at the Foodbank.

(b) Pursuant to the Council's Members' Code of Conduct, Councillor J H Whitehouse declared a non-pecuniary, non-prejudicial interest in item 7 Universal Credit Impact update – Establishment of the Epping Community Hub, as she was a Trustee of the Epping Reuse Centre.

**44. TERMS OF REFERENCE & WORK PROGRAMME**

The Committee noted the terms of reference and work programme.

**45. CHANGE TO THE ORDER OF THE AGENDA**

The Chairman sought agreement from the Committee to bring forward item 8. Overview of social recovery initiatives and projects delivered to support residents as a result of Covid 19.

**RESOLVED:**

The Committee agreed to bring Item 8. forward.

**46. OVERVIEW OF SOCIAL RECOVERY INITIATIVES AND PROJECTS DELIVERED TO SUPPORT RESIDENTS AS A RESULT OF COVID 19**

The Community, Culture and Wellbeing Service Manager, G Wallis presented a report on the initiatives and projects that had been developed and delivered via the Council's Community, Culture and Wellbeing service as a result of Covid-19, contributing towards the continuing social recovery of the District.

These included;

- the establishment of the Covid Community Hub, to provide emergency support for the district's most vulnerable residents;
- Community initiatives and projects which were identified under the themes of Positive Communities, Positive Activity and Positive Mental Health;
- Place-based engagement in Paternoster & Shelley Wards that built a picture of the needs of residents as they emerged from lock-down and laid the foundations for tackling health inequalities. This would develop a model of best practice that could then be replicated in other parts of the District.
- A Disability Inclusion Project for children and young people with disabilities and their families and welfare calls to support families and online training for families providing strategies to cope with the pressures of lockdown.
- Fall Prevention project called the Social, Active, Strong Project;
- Physical Activity programmes adapted and delivered virtually including Walking Football, Athletics, Tennis Activators, Wild Cats Girls Football, Get Active sessions and the Active Living Programme for older residents;
- Cultural Activity programmes including the Epping Forest Festival of Culture;
- The election of the Epping Forest Youth Council and virtual MiLife C19 Mental Health Project;
- The creation of older peoples' resource packs for "Stay Well This Winter", "Senior Safety Day" events and a "Little Book of Big Scams" booklet giving advice about fraud;
- The virtual delivery of the Epping Forest District Museum and Educational Outreach services;
- To establish a Waltham Abbey Community & Cultural Centre in the heart of the Town;
- The 'More Than Bricks & Mortar' initiative which ensures the Housing & Property Services work with residents in respect of the Council's capital investment programme priority estates across the District;
- Epping Forest Health & Wellbeing Board including the Start Well Action Group (Pre-birth to 19); Be Well Action Group (19 – 65 years); and Age Well Action Group (65 years +); and
- West Essex Health Inequalities & Prevention Committee.

In conclusion, the residents continued to be placed at the heart of the health and wellbeing agenda with staff using the Asset Based Community Development (ABCD) techniques to support the social recovery of the Epping Forest District, building strong, resilient, cohesive and healthy communities in for the future.

The Committee made the following comments;



- Were there plans to start using other media again to advertise the various projects? G Wallis advised that yes there were, as the Team were aware of their users and how they engaged with the services provided.
- How could Members get more involved in these projects; How were the projects and initiatives advertised; and what will change as the Country come out of lockdown? G Wallis advised that a lot of projects and work were spread by word of mouth and Members could act as ambassadors for these projects because they worked closely with residents. Promotion of the projects came through various methods including Instagram, Facebook, the Council's Website, YouTube, news papers, printed leaflets and by users bringing friends. She advised that looking forward, there was a strategic overview of the data collected and the Council worked closely with Essex County Council, the NHS and Primary Care networks.
- Were there opportunities for the more rural locations in the District? G Wallis advised that the Council was looking to increase their Community Champions across the District. These people would act as anchors in their communities to set up community groups. The Council also visited many locations with the District providing services and roadshows events as well.
- What projects had taken place in Buckhurst Hill? G Wallis advised that the projects mentioned with regards to Paternoster & Shelley Wards, originated from pilots' schemes in Buckhurst Hill which included a 'Knit and natter' group and flowering arranging.
- What were the following; the Warwick-Edinburgh Wellbeing Scale; Tennis Activators; and Wild Cats Girls Football? G Wallis advised that the Warwick-Edinburgh Wellbeing Scale was a recognized method of recording the impact of the project on people's wellbeing. Tennis Activators was a street based programme to introduce young people into tennis and introduce them to local clubs and Wild Cats was a girl's football club.

#### **RESOLVED:**

That the Committee noted the overview of social recovery initiatives and projects delivered to support residents over and beyond the Covid-19 pandemic.

#### **47. CUSTOMER SERVICE UPDATE**

The Customer Services Director, R Pavey gave an update on the Council's Customer Service KPI's for overall customer satisfaction, first point resolution, complaints, call volumes and the Customer Strategy.

He reported that throughout the lockdown period many customers had channel shifted to self-service help, which had been assisted by removing 'contact us' and encouraging customers to use the online forms or completing a general contact form. The automated scripts developed for the customers and the Call Centre Officers also reduced the call waiting times and resolutions to 47% for 2020/21. Areas that had been affected by the closure of face to face contact had been the cash offices, although the payments teams had supported customers by taking payment over the telephone.

The Customer Strategy would continue to drive the single point of contact through the remaining service areas into the contact centre and would focus the following;

- Gaining a better understanding of the customer and their needs;

- How and why the customer contact the Council;
- Utilisation of modern technology, to enhance the customer contact experience;
- Service delivery improvements;
- Customer shoes cultural training; and
- Digital buddies support for residents.

In the first quarter of 2021/22, focus would be given to a new welcome lounge and plans for a partnership hub, the development of in-house customer shoes training, promotion of Service Superstars, the cash office re-opening in The Broadway and payment kiosk in Waltham Abbey and the Civic Offices, the continuation of Webcasting with new hybrid webcasting capability, the promotion of Digital buddies in the community and a member technology and contact process review to improve the ICT for members.

The Committee asked the following questions;

- Could further details be given on electric charging points in the District? R Pavey advised that the Transport Strategy fell under another service area, but he would request that the relevant officer gets in touch.
- Were there issues with contacting Officers by telephone and what did the reference to resourcing issues in Customer Strategy reference to? R Pavey advised that Members should contact the Customer Contact Team directly, who could log and monitor and ensure responses were given. If there were any particular services that members were not receiving a response from, then they should email R Pavey directly. In regards to resourcing issues, there was currently a Team Manager Vacancy with reduced the capacity by 50%, although they were in the process of recruitment.
- There appeared to be issues with the response times to planning enforcement enquiries, could the officer give any further information? And whether the face-to-face cash collection services had been affected by the shift change in payment methods? R Pavey advised that a need for a cash collection service was still required, although going forward it would need further consideration and he would supply the monetary figures to members via the Members Bulletin.

The Customer & Corporate Support Services Portfolio Holder, Councillor S Kane advised that they were investigating the issues mentioned by Members about the phone service and IT systems were being investigated.

**RESOLVED:**

That the Committee Noted the updates given on 'what our customers are telling us' and the Customer Strategy.

**48. UNIVERSAL CREDIT IMPACT UPDATE - ESTABLISHMENT OF THE EPPING COMMUNITY HUB**

The Customer Services Director, R Pavey advised that following the work of the Universal Credit Impact Working Group and development of a Multi-Agency Hub in Waltham Abbey Museum in 2020, the Cabinet approved the concept of a Community Hub in the newly refurbished Civic Offices.

The vision for the Community Hub was to be a place that offered core advice, access to a range of information, support and guidance and created a community space and programme of community activities, where residents had:

- Better and more connected services;
- An inclusive multi-agency approach;
- The focus on their needs and to improved lives;
- excellent touchpoint and handoff arrangements;
- community organisations coming together to meet specific needs whether it be activities or events to strengthen community bonds;
- Partners collaborate for the benefit and enhancement of the individual services they all provided;
- There were benefits for all partners that would lead to service improvements that were understood and acknowledged by all;
- Community Insight Data and engagement would identify community needs and inform future service delivery; and
- There were complementary aims and activities with other community hubs within the District.

The next steps were to discuss the opening of the hub on or about the 21<sup>st</sup> June 2021 dependant on Covid-19 restrictions.

The Committee made the following comments;

- How would the Hub work , if not all the external partners were present everyday especially in relation to voluntary organisation? R Pavey advised that where the Council was aware of an individual families needs; arrangements would be made to ensure all the relevant organisations were available. It would be a process of developing the Hub and how it would work to the benefit of the partners and this was continually discussed by the Steering Group involved in helping inform the Hub's development and priorities.
- That this type of Hub should be rolled out across the District and that hopefully it would be rolled out to Loughton within the next two year. R Pavey advised that discussion had started, although he was unable to commit to any time scales.

**RESOLVED:**

That the Committee noted the progress on the establishment of a Community Hub at the Epping Civic Offices.

**49. DATES OF FUTURE MEETINGS**

The Committee noted that the date of the next meeting would be held in the new municipal year on 15 June 2021.

This page is intentionally left blank



# Social Recovery: Initiatives & Projects

Stronger  
Communities Select  
Committee

22 April 2021

# Epping Forest Covid Community Hub

- The Council's Community, Culture & Wellbeing (CCW) service established a multi-agency Community Hub in March 2020 in order to provide emergency support for the district's most vulnerable residents.
- Working with local Third Sector partners services including shopping, emergency prescription collection and befriending were made readily available to those in need.
- Numbers on Epping Forest's CEV list fluctuated over the year but, at its height, around 5,300 residents in the district were actively shielding for specific health reasons.
- 195 doorstep welfare checks undertaken. Staff linked residents to befriending schemes, virtual clubs, activities or special interest groups.

# Community Initiatives & Projects

- Well established Health & Wellbeing Board in Epping Forest and excellent working relationships with key partners
- Three overarching themes identified which would become the basis of a **Social Recovery Map** for the district:
  - Positive Communities
  - Positive Activity
  - Positive Mental



# Community Engagement



Page 30





# Disability Inclusion Project



# Strength & Balance – Falls Prevention Project



# Community Physical Activity Programmes



# EPPING FOREST DISTRICT FESTIVAL OF CULTURE 2021

Made possible by Epping Forest District Council



**Brown Hares, their biology  
ecology & mythology  
in the Countryside**

**A talk by local naturalist  
Bob Reed**



## EPPING FOREST DISTRICT FESTIVAL OF CULTURE



**Doorstep  
Discovery:  
Wildlife  
Photography  
Competition**



# MiLife C19

**MiLife C19 is a brand new resource developed by young people, for young people in response to the effects of COVID19 on mental health and emotional wellbeing.**

It is based on a ten session teaching guide designed for use at school and at home to help young people understand what effects COVID19 might have had on their mental health and how they can build their resilience in response to those effects.

## MiLife C19

What is Mental Health?	Why Me & Why Us?	Are We Really Safe?	Challenging Thoughts & Stories	Asking For and Giving Help	What if it Happens Again?
	<ul style="list-style-type: none"> <li>• Making the personal impersonal</li> <li>• How to effectively share our story with others</li> </ul>	<ul style="list-style-type: none"> <li>• Coping strategies for anxiety</li> <li>• Journaling, mindfulness and building emotional stamina</li> </ul>	<ul style="list-style-type: none"> <li>• Sorting thoughts into real and not real</li> <li>• Turning negative experiences into positive opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Where to access help and support</li> <li>• How to support friends without getting dragged down</li> </ul>	<ul style="list-style-type: none"> <li>• How to apply principles learned to new traumatic incidents</li> <li>• Setting targets for the 'new normal'</li> </ul>

How might this look in your school...?

**MiLife C19  
for  
Young People**

**MiLife C19  
for  
Teachers**

# MiLife C19



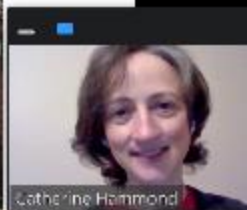
Page 35

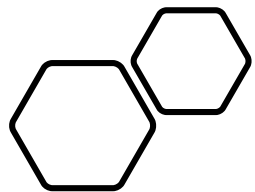


Resource Packs Distributed



# Epping Forest District Museum Waltham Abbey





Epping Forest  
Health &  
Wellbeing Board



West Essex Health  
Inequalities Committee

# Building strong, resilient, cohesive and healthy communities

The ethos and methodology adopted by the CCW team continues to be that of a whole-systems approach with the Council, as a core anchor institution, being central to the success of far reaching partnership initiatives and “place-shaping”.

Residents themselves continue to be placed at the heart of the health and wellbeing agenda with staff using Asset Based Community Development (ABCD) techniques to support the social recovery of the Epping Forest district, building strong, resilient, cohesive and healthy communities in Covid-19 times and beyond.





## **STRONGER COMMUNITIES SELECT COMMITTEE**

### **TERMS OF REFERENCE 2019/20**

#### **Core Areas of Responsibility**

- (1) To provide scrutiny for the following corporate projects:
  - Customer Excellence - Delivering services that put the customer at the heart of everything we do;
  - Behaviours and Insights - Future-proofing the Council's service provision by understanding customer needs and expectations over the next ten years and beyond; and
  - Partnerships - Working with public, private and third sector partners to deliver and develop services to our community, businesses and visitors to the district including shared and cross-border working.
- (2) To monitor levels of customer satisfaction and provide scrutiny of services that are not performing to standard and develop proposals for their improvement. This will also include matters of concern that are identified by the Stronger Council Select Committee in its review of Corporate Key Performance Indicators.

#### **Scrutiny Role of the Select Committee**

- (1) To engage in policy review and development, with a focus on improvement and how this can be best achieved;
- (2) To develop a work programme each year that effectively scrutinises the areas of responsibility outlined above;
- (3) To consider any matter referred by the Overview and Scrutiny Committee, Cabinet or a Portfolio Holder and to make recommendations as appropriate;
- (4) To look outwards and show community leadership;
- (5) To consider the effect of Government actions or initiatives that affect the Select Committees areas of responsibility and the impact on customers, residents, businesses and visitors to our district, and to respond to consultation activities as appropriate;
- (6) To establish working groups and task and finish panels to undertake any activity within these terms of reference;
- (7) To undertake pre-scrutiny through the review of specific proposals of the Council and its partner organisations or other local service providers to help develop policy;
- (8) To monitor and review relevant projects and associated closure and benefits reports; and
- (9) To engage with the community and encourage community engagement.

This page is intentionally left blank

## Stronger Communities Select Committee

### Work Programme 2021/22

**Chairman: Cllr J Lea**

**Stronger Communities Corporate Programme Alignment focuses on corporate objectives and Customer Excellence and partnerships**

No.	Item	Deadline	Progress and Comments	Owner (Officer)	Programme of Meetings
1.	The Social Housing White Paper	15 June 2021		D Fenton	15 June 21 21 Sept 21 11 Jan 22 1 Mar 22* (meeting solely for Ch/Inp Annual reports) 22 Mar 22
2.	Our new approach to resident's involvement	15 June 2021		D. Fenton	
3.	Waltham Abbey Community & Cultural Hub (Feasibility on Epping Forest culture and community hub)	15 June 2021	Detailed proposal to be considered	J. Gould	
4.	"What are our customers telling us?"		Quarter 1 Report	S. Lewis/ R. Pavey	
			Quarter 2 Report		
			Quarter 3 Report		
			Quarter 4 Report		
5.	Six-month report on the work of the Council-funded Police Officers	21 Sept 2021		C. Wiggins	

6.	Presentation from the District Police Commander	March 2022	Annual Report	C. Wiggins	
7.	Community Safety Partnership annual report and review of the district Strategic Intelligence Assessment	March 2022	Annual Report	C. Wiggins	
8.	Customer Service Strategy	TBC	Key Objectives	R. Pavey	
		TBC	6 Monthly Report		
9.	Digital Inclusion	TBC		S Lewis	
10.	Homelessness and Rough Sleeping Strategy	TBC		J Gould	
11.	Data insight led review of customer service outlets	TBC	Options and recommendations for short, medium and long-term options		
12.	EFDC Museum Collections	TBC	To consider the high-level action Plan for the programme of work over 3 years, sent out in the Corporate performance Reporting Q3 and requested at O&S on 19.11.20.	J. Gould	

## **Report to Stronger Communities Committee**

**Date of meeting: June 2021**

**Portfolio: Housing Services**

**Subject: Overview of Social Housing White Paper**

**Officer contact for further information: Deborah Fenton – Director Housing and Property Services**

**Democratic Services Officer: R Perrin (01992 564532)**

---



### **Recommendations/Decisions Required:**

That committee notes the contents of the Social Housing White Paper and the potential impact on EFDC going forward.

The committee receives an update in 3 months highlighting the findings of a gap analysis and required actions to meet the standards set out.

### **Executive Summary**

The Social Housing White Paper or “The Charter for Social Housing Residents” was published by the Ministry of Housing Communities and Local Government on 17 November 2020. This briefing summarises the key measures in the paper, details the measures in each chapter and highlights various implications.

The Charter covers seven key themes of greatest importance to the everyday lives of residents, with an emphasis around regulation, engagement, complaints, safety and antisocial behaviour. Headlines include a greater role for the Regulator of Social Housing and the Housing Ombudsman, open publication of performance against standard metrics and “publicity” of landlord complaints.

This paper has been produced to act as a document to inform members as to the contents of the White Paper and the actions which will need to be undertaken to meet the requirements

### **Report:**

#### **What is the Social Housing White Paper?**

Following the tragic tower block fire at Grenfell in 2017, an in-depth government review of failings and a wide consultation with the social housing sector revealed five themes for further action. These were published for further consultation in the “A New Deal for Social Housing” green paper:

1. Ensuring homes are safe and decent
2. Effective resolution of complaints
3. Empowering residents and strengthening the Regulator

4. Tackling stigma and celebrating thriving communities
5. Expanding supply and supporting home ownership

Alongside this, Government launched a Call for Evidence about how social housing is regulated. The findings from the consultation and call for evidence suggested that many residents enjoyed positive experiences, but others did not. Emerging themes included concerns about safety and quality; of complaints being handled slowly or poorly; and about residents feeling they were not listened to, or not treated with respect. The white paper sets out wide ranging and compulsory changes to how social housing organisations operate, and themes from the green paper above have been re-drafted and expanded into seven themes with further specific policies, measures, and an enhanced role for The Regulator for Social Housing and The Housing Ombudsman.

### **Themes of the Social Housing White Paper**

The seven themes of the social housing white paper are broken down as follows.

**Chapter 1:** To be safe in your home

**Chapter 2:** To know how your landlord is performing

**Chapter 3:** To have your complaints dealt with promptly and fairly

**Chapter 4:** To be treated with respect, backed by a strong consumer regulator for tenants

**Chapter 5:** To have your voice heard by your landlord

**Chapter 6:** To have a good quality home and neighbourhood to live in

**Chapter 7:** To be supported to take your first steps to ownership

#### **Chapter 1: To be safe in your home**

This chapter focuses on rebuilding trust in building safety measures and ensuring that every home is safe and secure, and that residents feel safe.

#### **How will this be achieved?**

This will be achieved by strengthening the objectives of the Regulator of Housing's consumer regulation to include safety. Building and home safety will become an explicit part of the redesigned consumer regulation standards.

All landlords will need to have a nominated, publicly named person who is responsible for health and safety compliance.

There will be consistency in safety measures across the private and social rented sectors, with a consultation being launched to require mandatory installation of smoke and carbon monoxide alarms, as well as an increased focus on electrical safety.

Landlords will need to engage residents of all tenures on safety issues, to build trust, which is key to 'feeling safe'. The accountable person for every high-risk residential building will be required to produce and action a resident engagement strategy to share safety information and allow safety concerns to be voiced.

#### **Chapter 2: To know how your landlord is performing**

This chapter focuses on the performance of Social Landlords and how tenants should be better able to hold their landlords to account.

## How will this be achieved?

The Regulator will develop a set of resident experience metrics which landlords will have to gather. They will follow the themes that matter to tenants such as properties being in good repair, building safety, engagement and neighbourhood management, including measures on anti-social behaviour.

Once gathered, landlords will be required to share these metrics with every tenant in a standardised and consistent way. Landlords will need to do this at least annually, but preferably on a continuous basis, using technology. Additionally, information on landlord performance must be easier to access, through a reduced 'freedom of information' request approach.

### **Responsible neighbourhood management:**

Percentage of communal areas meeting the required standard.

Number of complaints relating to communal areas, relative to the size of the landlord.

Tenant satisfaction with landlord actions to keep communal areas clean and safe.

Tenant satisfaction with landlord contribution to the neighbourhood associated with their home.

Number of complaints relating to anti-social behaviour, relative to the size of the landlord.

Tenant satisfaction with landlord's handling of anti-social behaviour.

### **Overall:**

Tenant overall satisfaction with the service their landlord provides.

~

The White Paper sets out its draft financial measures as follows:

### **Executive remuneration:**

Chief Executive or equivalent salary, relative to the size of the landlord.

Executive remuneration, relative to the size of the landlord.

### **Efficiency and effectiveness:**

Management costs, relative to the size of the landlord.

Alongside the new KPIs, landlords will also be required to publish expenditure data, and in particular, details of the Chief Executive and Executive Team salaries. Tenants will be able to challenge whether money is being spent on things that matter to them.

Each landlord will need to name a nominated person responsible for consumer standards compliance; someone suitably senior and identifiable to all, including the Ombudsman, the

regulator and residents. These measures aim to provide tenants with greater transparency about their landlord's performance. They will also inform the Regulator about how well the landlord is complying with the consumer standards under a proactive consumer regulation regime.

**Chapter 3:** To have your complaints dealt with promptly and fairly.

The White Paper sets out its draft tenant satisfaction measures as follows:

**Keeping properties in good repair:**

Decent Homes Standard compliance.  
Responsive repairs completed right first time.  
Tenant satisfaction with landlord's repairs and maintenance service.

**Maintaining building safety:**

Compliance with health and safety obligations:

- Gas safety
- Electrical safety
- Fire safety
- Asbestos
- Water safety
- Lift safety

Tenant satisfaction with the health and safety of their home.

**Effective handling of complaints:**

Number of complaints relative to the size of the landlord.  
Percentage of complaints resolved within agreed timescale.  
Tenant satisfaction with landlord's complaints handling.

**Respectful and helpful engagement:**

Number of complaints relating to fairness and/or respect, relative to the size of the landlord.

Tenant satisfaction that their landlord listens to their views and takes notice of them.

Tenant satisfaction with landlord's engagement with tenants.

This chapter focuses on a strengthened working relationship between the Ombudsman and the Regulator, and the actions landlords must take to increase awareness of residents right to complain. It strives to ensure that tenants complaints are dealt with promptly and fairly and ensure that residents are able to raise concerns without fear and get swift and effective resolution when they do.



The ‘democratic filter’, where residents must go through a “designated person” or wait 8 weeks before taking their complaint to the Ombudsman, is to be removed.

From March 2021, the Ombudsman will publish online reports of complaints handled for each landlord as well as detailing the outcomes. On a quarterly basis they will also publish ‘complaint handling failure orders’ – naming the landlords and reason for failure.

The Regulator, the Ombudsman and the Government will lead a centralised awareness raising campaign of social housing residents’ right to complain and the routes of objection open to them. Landlords will also be required to publish their complaints process both on their website and more widely, as well as raising awareness themselves of the complaints process.

**Chapter 4 :** To be treated with respect, backed by a strong consumer regulator for tenants

This chapter focuses on the “new” consumer standards, which are still to be written by the Regulator. It also sets out the return to inspections to assess compliance with them, alongside continuing co-regulation.

#### **How will this be achieved?**

The Regulator will review the current consumer standards and redraft them, including publishing an accompanying code of practice. This is likely to include requirements for landlords to publish policy on tackling domestic abuse, evidence how they have sought best practice to improve tenant engagement and an objective surrounding greater transparency.

The “serious detriment” threshold for Regulator intervention will be removed and replaced by a four yearly inspection cycle. The inspections will be in the form of an annual desk-top review of the new KPIs and complaints (especially those escalated to the Ombudsman), four yearly inspections based on risk (considering the size of the organisation and those who house the most vulnerable i.e. specialist providers) and reactive investigations where non-compliance is suspected.

Landlords will be required to self-refer any breaches of the consumer standard to the Regulator. The cap on fines which the Regulator can impose will be removed, and Performance Improvement Plans will be introduced for failing landlords.

The notice period the Regulator must give a landlord to survey the condition of their properties will be reduced from 28 to 2 days. Following completion of a survey the Regulator will be empowered to arrange repairs to homes and recoup the costs.

**Chapter 5:** To have your voice heard by your landlord.

This chapter sets out a requirement for residents to be heard, highlighting the need to tailor engagement opportunities to residents needs and interests, encouraging and supporting greater involvement. Residents who don’t want to attend formal meetings or join a panel should have alternative opportunities to be informed and engaged in an effective way and their voices heard.

#### **How will this be achieved?**

The Regulator will review if landlords have “sought out best practice” in resident engagement and involvement, and continually improved how they engage with residents.

Residents who would like to be more involved in formal scrutiny and decision making will be upskilled through a Government-led learning and support programme, which will be made accessible to all residents of social housing.

The Charter explains that Engagement is more than just resident involvement with landlords. It is also about engaging with your neighbours and community. To this end there is an expectation on landlords to tackle loneliness and support people to have meaningful social relationships.

#### **Chapter 6:** To have a good quality home and neighbourhood to live in

This chapter sets out how it will ensure good quality, decent homes and neighbourhoods, including access to green space and support for wellbeing.

#### **How will this be achieved?**

The Decent Homes Standard will be reviewed by autumn 2021, to decide if it needs to be updated. The review will consider energy efficiency and decarbonisation, access to green spaces and access to communal space.

The Government will clarify the responsibilities of landlords and the police in directly tackling anti-social behaviour, so residents understand where to access support and what to expect in terms of a response, including greater clarity around the availability of Community Trigger or multi-agency ASB Case Review arrangements. Landlords will also be required to have a policy setting out how they will tackle domestic abuse.

#### **Chapter 7 :** To be supported to take your first steps to ownership

The final chapter focuses on increasing supply of affordable homes, and in particular, redesigning the shared ownership model and introducing the 'Right to Shared Ownership'.

#### **How will this be achieved?**

Half the homes delivered under the Affordable Homes Programme (up to 180,000 homes, scheduled to run until 2028/29) will be for social or affordable rent with the other half affordable homeownership.

The new shared ownership model will reduce the minimum initial stake from 25% to 10%, allowing owners to staircase in increments of 1%. Landlords will also now have to cover repairs for homeowners for the first 10 years.

The new right to shared ownership model will give residents the opportunity to buy a 10% stake in their home and become a shared owner, staircasing as under the main shared ownership model.

#### **Implications of the Social Housing White Paper?**

The impact of the Social Housing White Paper should not be underestimated. Not only are operational activities and performance measures under increased scrutiny by the Regulator, there are new requirements for resident engagement and complaints.

The regulator currently has limited interaction with local authorities as they are not subject to the governance and viability standard or the value for money standard. The changes set out to deliver proactive oversight of consumer standards will provide the regulator with greater oversight of the performance of local authorities' landlord function.

There is a greater emphasis on safety, resident voice, performance monitoring and home ownership. And all this is backed up by a risk-based inspection regime from the Regulator of

Social Housing. Non-compliance with a new consumer standard will result in unlimited fines, and reputation-damaging publication of results.

The timescales for implementation of the proposals in the Charter are not yet known, however driving up levels of satisfaction in the areas of Neighbourhoods and Communications will continue to be a key priority for the Property and Housing Service over the coming months. There are also a number of key actions and critical questions that all landlords will need to address in response to the Charter.

The Property and Housing Service has already undergone significant changes since its restructure in February 2020, which sought to put the customer firmly at the centre of everything the Service does and improve performance. It has developed a raft of new initiatives and continues work innovatively to ensure that our customers have access to safe, affordable homes, on great estates where people want to live, mirroring reassuringly the main themes within in Charter.

To move forward it is proposed that the review be carried out against the Paper and a subsequent action plan be created.

**Reason for decision:**

Members are asked to note the paper, and the recommendations for a further paper which will include an action plan setting out who officers will fulfil the requirements.

**Options considered and rejected:**

N/A

**Consultation undertaken:**

N/A

**Resource implications:**

The implication will not be known until the review is carried out.

**Legal and Governance Implications:**

The White Paper will become legislation following Royal Assent.

**Safer, Cleaner, Greener Implications:**

**Background Papers: N/A**

This page is intentionally left blank



### **Report to Stronger Communities Select Committee**

**Date of meeting: 15 June 2021**

**Portfolio: Customer and Partnerships**

**Subject: Customer Service Update**

**Officer contact for further information: Susan Lewis**

**Democratic Services Officer: R Perrin (01992 564342)**

---

#### **Recommendations:**

To note the update on 'what our customers are telling us' plus an update on our Customer strategy.

#### **1 What our customers are telling us**

Last quarter we made significant changes to the website customer satisfaction survey making it easier for customers to give feedback and for us to respond. We've dealt with feedback relating to waste related subjects such as revised collections for Bank Holidays, collection calendars, recycling outlets and during May queries regarding Elections. We continue to respond to feedback where the resident has not had a positive experience, has not received what they requested or is sometimes simply asking a question. Residents have given positive feedback that they appreciate they are being listened to and their feedback acted upon.

#### **2 Complaints**

Several complaints have been received regarding the lack of street cleaning. With lockdown restrictions easing and more residents out and about in the District there has been an increase in litter. These complaints have been investigated and responded to by the Waste Management Team Manager. Revenues have continued to receive a high volume of complaints mainly related to Business Grants these complaints have not been upheld.

#### **3 Recycling Outlets**

Customers are now familiar with recycling sack outlets in the district. These outlets will continue to provide sacks once the Civic re-opens, removing the need for residents to visit the office for sacks.

#### **4 What's worked well**

The re-opening of the Broadway Cash Office has received positive customer feedback since reopening on Mondays/Tuesdays from 12th April along with the payment kiosk at Waltham Abbey Library. In the first month since reopening, the Cash Office has taken almost £210,000 in total of which £109,000 was cash, with the kiosk taking over £57,000 in total of which £31,000 was cash.

The kiosks at the Civic will open once the building is ready to re-open and is Covid safe for external customers. We have been looking at long term solutions for cash paying customers and a report on this will follow in September once we have further usage data from all payment streams to make an informed decision.

## **5 Customer Strategy Quarter One Update**

### **5.1 New welcome lounge and partnership hub**

Good progress is being made to get ready for the re-opening of the Civic Office and the launch of our Welcome Lounge (previously known as Reception). For the launch of our Community Hub we have been working with partners and internal Officers to create a 'week in the life of' outlining those services and organisations in the Hub on certain days. A full communication plan is being developed including a video to support the launch. Partners joining us include Food Bank, Phoenix Futures, Nacro, VAEF, ECC Family Solutions, DWP, CAB, CHESS Homeless, Changing Pathways and Peabody. We are in discussion with further partners who have expressed an interest in joining. The aligning service areas will be in attendance in the Hub on the same days/times as partners providing a one stop multi agency approach for our residents.

### **5.2 'Customer Shoes' behavioural training**

We recently ran a larger training seminar attended by thirty-eight colleagues, held by the training provider the Impact Factory and again feedback was positive. This training is aimed at new starters or Officers with a basic level of customer service behavioural skills who would benefit on coaching for difficult and challenging customer conversations. We have recognised there is a need for more real-life scenarios to be included and those experienced Officers dealing with the most challenging conversations daily will be supporting with 'knowledge share' short videos or in attendance at the next session.

In conjunction with other service areas we are taking a holistic view of our customer behavioural training to define training modules, ensuring the right training is in place for all levels from 'customer shoes' behavioural skills, to telephone aggression and conflict management.

### **5.3 Multi-Channel Digital Platform**

As part of our digital strategy, we are investigating potential suppliers for a multi-channel customer engagement platform in the Contact Centre. The platform will enhance our customer experience via additional contact channels such as live chat and an IVR function as well as providing improved analytics. Expected benefits will be increased first point resolution, better customer contact analytics, reduced call volumes and an improved customer experience. Our Officers will be freed up to help those customers who need us the most.

### **5.4 Corporate External Communications**

We received confirmation of the successful conclusion of the Census in March by the Office of National Statistics. All areas bar one were recorded as 'Green' thanks in part to our extensive communications support. The remaining area also became green following further support from colleagues at Norway House in North Weald.

Corporate Communications invested extensive support in the delivery of the recent County, District Police Fire and Crime Commissioner (PFCC) and Town and Parish elections. Candidate and polling information was provided through the website with Social Media signposting. Detailed information and analysis were provided to local media through a special 'Elections Pack'. Results of the elections were posted via the website and social media throughout Friday 7 May, while the team liaised with Colchester Borough Council separately for the PFCC. The election count centre at North Weald Airfield featured extensively in the local TV news coverage broadcast by BBC London.

Following the cessation of emergency measures to support virtual meetings during the Covid Pandemic, Corporate Communications facilitated the technical delivery of Annual Council within the new Conference Suite, utilising mobile webcasting technology to support Members of the council. Conference suite arrangements are being modified to accommodate further face to face meetings pending the anticipated lifting of restrictions in the Council Chamber from 21 June.

Corporate Communications worked in conjunction with Economic Development and other Council Services to facilitate the safe reopening of local high streets as government restrictions lifted from March through May.

## **5.5 Members Technology & Members Contact process review**

Newly elected Members, as well as many of the existing cohort attended the Civic Offices to be inducted. This event was a collaboration between Customer Services, ICT and Democratic Services. Members met with Corporate Communications to get photos taken for the website, with Democratic Services to get an understanding of upcoming meetings and how to use the committee management system Mod.Gov, with ICT to address any technical enquiries and receive their IT equipment and lastly with Customer Services to receive their induction pack and to be taken through the Members Contact process which ensures queries are efficiently logged and tracked to resolution.

In conjunction with ICT and Democratic Services we are continuing to review Members technology to ensure tools provided are efficient and fit for purpose. To date, forty-four Members have been contacted to understand their level of digital adoption, any technical issues, training needs and for feedback on their use of technology. The main issues identified are calendar integration between Outlook and the committee management system Mod.Gov, copying and pasting between websites, and Members wanting to set up emails on their personal phone. These issues are all being investigated by the working group and solutions are being tested before implementation with Members.

The Member Contact process is also under review, in conjunction with Cllr Sam Kane and ICT, to ensure a simple and effective process. Changes to be implemented include; an improved method of logging in to the form, amendments to questions asked and enhancements to how Members are notified of progress updates. The new improved form will be tested before implementing with guidance issued to Members on usage including suggestions on how to get your device to remember your password (this was an issue identified by Members).

**Consultation undertaken:** none

**Resource implications:** none

**Legal and Governance Implications:** none

**Safer, Cleaner, Greener Implications:** none

**Background Papers:** none

This page is intentionally left blank



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

Document is Restricted

This page is intentionally left blank