

## Select Committee Agenda



### **Stronger Communities Select Committee Tuesday, 20th September, 2022**

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

**Council Chamber - Civic Offices**  
on **Tuesday, 20th September, 2022**  
at **7.00 pm**

**G Blakemore**  
Chief Executive

**Democratic Services  
Officer**

R Perrin  
Email: [democraticservices@eppingforestdc.gov.uk](mailto:democraticservices@eppingforestdc.gov.uk)

#### **Members:**

Councillors J Lea (Chairman), J Lucas (Vice-Chairman), C Amos, R Balcombe, I Hadley, S Murray, C Nweke, R Pugsley, D Stocker, D Wixley and S Yerrell

#### **SUBSTITUTE NOMINATION DEADLINE:**

**6:00 pm**

#### **1. WEBCASTING INTRODUCTION**

The Chairman will read the following announcement:

"I would like to remind everyone present that this meeting will be broadcast live to the internet (or filmed) and will be capable of repeated viewing (or another use by such third parties).

Therefore, by entering the Council Chamber 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**

To be announced at the meeting.

To report non-attendance before the meeting, please use the Members Portal webpage to report non-attendance at meetings <https://eppingforestdc-self.achieveservice.com/service/Member>Contact> to ensure your query is properly logged.

Alternatively, you can access the Members portal from the front page of the Council's website, at the bottom under 'Contact Us' <https://www.eppingforestdc.gov.uk/your-council/members-portal/>

**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 - 10)**

To agree the notes of the meeting of the Select Committee held on 12 July 2022.

**6. BI-ANNUAL REPORT ON THE WORK OF THE COUNCIL-FUNDED POLICE OFFICERS (Pages 11 - 26)**

(C Wiggins/STG Neil Ross) To consider the attached report on the work and range of operations of the Council-Funded Police Officers over the last six months.

**7. TERMS OF REFERENCE & WORK PROGRAMME (Pages 27 - 32)**

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

**8. IMPACT OF MINOR ESTATE IMPROVEMENTS CARRIED OUT AT HARVEYFIELDS, WALTHAM ABBEY (Pages 33 - 40)**

(Deborah Fenton) To note the report showing the impact of minor estate improvements carried out at Harveyfields, Waltham Abbey – creating great places where people want to live.

**9. NEW SUPPORT MODEL - SHELTERED HOUSING (Pages 41 - 44)**

(Deborah Fenton) To consider the attached report regarding the proposed new support model for Sheltered Housing.

**10. DATES OF FUTURE MEETINGS**

To note that the next meeting of the Select Committee will be held at 7.00pm on 15 November 2022.

**11. CUSTOMER SERVICE STRATEGY UPDATE (Pages 45 - 48)**

(Susan Lewis) To consider the attached report regarding an update on the Customer Strategy and 'What our customers are telling us'.

## EPHING FOREST DISTRICT COUNCIL COMMITTEE MINUTES

<b>Committee:</b>	Stronger Communities Select Committee	<b>Date:</b>	Tuesday, 12 July 2022
<b>Place:</b>	Council Chamber - Civic Offices	<b>Time:</b>	7.00 - 8.25 pm
<b>Members Present:</b>	Councillors J Lea (Chairman), J Lucas (Vice-Chairman), C Amos, R Balcombe, I Hadley, R Pugsley, D Wixley and S Yerrell		
<b>Members Present (Virtually):</b>	Councillors D Plummer		
<b>Other Councillors:</b>	Councillors H Whitbread		
<b>Other Councillors (Virtual):</b>	Councillors R Brookes, H Kane, S Kane, A Lion and J H Whitehouse		
<b>Apologies:</b>	S Murray, C Nweke and D Stocker		
<b>Officers Present:</b>	R Perrin (Democratic and Electoral Services Officer) and P Maginnis (Service Director (Corporate Services))		
<b>Officers Present (Virtually):</b>	J Nuth ((interim) Housing Strategy Manager), D Fenton (Service Director (Housing Revenue Account)), S Lewis (Customer Services Manager), R Purse (Senior Business Analyst (GIS & Gazetteer)) and A Hendry (Democratic Services Officer)		

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### 1. WEBCASTING INTRODUCTION

The Chairman reminded everyone present that this meeting would be broadcast live to the Internet, and that the Council had adopted a protocol for the webcasting of its meetings.

### 2. SUBSTITUTE MEMBERS

The Committee noted that there were no substitute members.

### 3. DECLARATIONS OF INTEREST

There were no declarations of interest pursuant to the Council's Members' Code of Conduct.

### 4. NOTES OF PREVIOUS MEETING

That the notes of the previous meetings held on 1 and 22 March 2022 were agreed as a correct record.

### 5. TERMS OF REFERENCE & WORK PROGRAMME

The Committee noted the Terms of Reference and Work Programme.

It was noted that item 22 had been completed as the information had been provided verbally at the the O&S Committee on 16 June 2022 and a written report had been included in the minutes.

#### **6. CO-OPTION OF INDEPENDENT MEMBER TO STRONGER COMMUNITIES SELECT COMMITTEE FOR 2022/23**

The Committee noted that the Appointments Panel had recommended to Council the co-option of Mr Wyn Marshall to this Committee for the 2022/23 municipal year.

#### **7. TRANSFER OF SERVICES FROM BROADWAY HOUSING OFFICE**

The Housing and Property Director, D Fenton advised the Committee that following a review of the number of tenants visiting the Broadway office for housing purposes, it was felt that there was a better, more efficient way to provide the services for those people and spend more time in the housing estates. Therefore, it had been proposed to close the Broadway office creating a saving for the council. Furthermore, a local Baptist church in Loughton had contacted the council, to join up with partnerships and other professionals to provide a hub service for tenants and residents. Therefore, enabling the housing officers to provide a flexible service.

The Committee asked questions and made comments on the following points.

- Could the name of the church be provided? It was the Baptist Church, Loughton.
- Had officers considered the religious sensitives with the hub being held in a church? This issue had not been considered, although the services provided in the hub were more community-based rather than religious. It was mentioned that a hub service had been considered by the council at the Broadway office, although a Member had advised officers that as the church had been already providing a similar service, it could seem wasteful and confusing to have two organisations providing the same type of services.
- Where did tenancy lettings/housing sign up's normally take place? It was common practice for signups to take place in the property, following a viewing and on the odd occasion it would take place elsewhere.
- It was noted that the hub would be run by the church and the council would rent a desk when required.
- Did officers know that the St John's the Baptist Church was not on the high street and therefore, may not be as visible as the housing office. It was noted that a shop unit would be used as hub, which would be on the high street.
- What were the rental costs for the hub? The Housing and Property Director, D Fenton advised that the cost had not been negotiated although it would be nothing like the costs associated with the housing office or potential rental income forecast from renting the office.
- Where were users of the housing office travelling from? This information was not available.
- What were the savings and rental costs associated with this decision? It was noted that the savings were £22,000 per year and currently no rental commitment made to the church.
- Would the changes be advertised? Yes, residents and tenants would be informed of the changes through a variety of channels.

**RESOLVED:**

That the Committee noted the closure of the Broadway Housing Office and the relocation and partnership working within the church hub at St John's, Baptist Church Loughton.

## 8. CASH PAYING CUSTOMERS

The Customer Services Manager, S Lewis advised the Committee that an alternative payment method for customers who continued to rely on cash and/or need of face-to-face assistance to facilitate payments would be required due to the closure of the Broadway office and to improve the general accessibility.

Officers had compared various options to assist cash paying customers with council tax and Non-Domestic Rates and had found that Allpay cards were the most cost-effective alternative, in terms of return investment. Furthermore, housing services were already using this system for their payments. The only inconvenience foreseen, would be that customers would require different Allpay card for each payment service, resulting in possible multiply cards being held by the customer. Although, this would be outweighed by the addition of a district wide face to face services 6 days a week via 20+ Post Office counters, along with the additional ability to pay via over 30 Allpay PayPoints within the district.

The Committee asked questions and made the following comments

- How did the Allpay cards work? The council would issue the customer with a Allpay card for the relevant service that was billed being to them. Then the customer would take both the card and payment to one of the 62 payment locations around the district, where the customer would hand over the card and make a cash, debit/credit payment to the relevant account.
- It was noted that there were a number of post offices missed off the list, although this may have been due to them not having the Allpay facilities.
- What age groups paid in cash? Although the data was not available, in general most people who paid cash were of an older generation and did not have a bank account or were carers or required assistant with technology.
- The council office was a very positive presence in an area of the authority.
- It was noted that Allpay was already used by the housing service, so many customers were already aware of this, and the evidence supported the use of this type of payment working.

### RESOLVED:

1. That the Committee noted that cash paying customers currently using the Loughton Broadway Office would be issued with Allpay cards for council tax and Non-Domestic Rates (NNDR)
2. That the Allpay service would be in place before the closure of the Loughton Broadway Cash Office.
3. That following the initial roll-out, the Allpay scheme would be opened to all Council Tax and NNDR customers as an opt-in service.

## 9. SHELTERED HOUSING REFURBISHMENT PROGRAMME

The Housing and Property Director, D Fenton advised that following the successful refurbishment of Frank Bretton House, sheltered housing scheme, the council wished to continue the refurbishment program at other sheltered schemes within the district to make the communal areas feel modern, welcoming, and desirable.

The pilot refurbishment took 6 months to complete, and resident's feedback had been obtained from 75% of tenants, which would assist with the order of works and improving the customer experience going forward.

The Committee asked questions and made the following comments

- That it was a great idea to upgrade these types of properties to attract more residents in sheltered accommodation.
- That local artwork could be used in future refurbishments.
- That residents should be made aware of potential increases in rent due to the refurbishments, as this may affect tenants on pensions credits. It was noted that the £7.70 charge had been added as a service charge and the charge would be paid for those tenants who were in receipt of housing benefits. Any tenants that were near the payment threshold, would be assisted by officers in making application to assist with the service charge.

**RESOLVED:**

1. That the Committee noted the successful refurbishment of Frank Bretton House, Sheltered Housing Scheme.
2. That the Committee recommended approval be given to the continuation of the sheltered housing refurbishment program undertaking refurbishments at one to two sheltered schemes a year until complete to Cabinet.
3. That the sheltered housing refurbishments were eligible for Housing Benefit and the Council funded the scheme upfront with money from the HRA, which had a new component added to the service charge and had been accounted for in the HRA business plan.

**10. CHANGING LANDSCAPE OF HOUSING - PAPER 1**

The Housing and Property Director, D Fenton advised the Committee that the report provided members with an overview of the Consumer Standards in which registered providers were obliged to adhere to and the council would need to be plan for and resource accordingly. There was emphasise on tenants involvement and empowerment as well as health and safety and part of this included informing members of the changes and their responsibilities under the new landscape, including the national context and local context.

It was noted that all local authorities were now to be regulated by the regulator of social housing. The regulator produced a regulatory framework that housing associations and now councils must adhere to and were included in the following link: <https://www.gov.uk/guidance/regulatory-standards#our-approach>

The regulations were now in place, and it was normal practice for organisations to undertake a mock IDA to help understand the gaps and assist in developing an action plan. Officers would be looking to commission this shortly and present a report to the relevant committee later in the year. There were significant areas of work for the housing teams and members would be kept informed of the progress.

The Committee made comments and asked questions on the following

- How much would this cost the council? At present it was not known, although the housing team were scoping out the requirements.
- Would leaseholder be included? This was specifically for tenants although there were changes for leaseholders which would be brought to members attention.
- Compliance could be very detailed; would members be supported in order to understand the impact of these regulations? The Cabinet would be receiving a briefing concerning Building Safety and Construction (Design and Management) CDM regulations and various officers had completed training in these regulations in order to assist members.
- What was an IDA? It was noted that an IDA was an In-depth Assessment, which would be carried out by the regulators from social housing.
- Does the council have to comply with all the regulations? Yes.
- Had these regulations been developed following the Grenfell Tower disaster? Yes.
- It was noted that the Housing Regulator and Housing Ombudsman would be very strict with authorities on compliance going forward.

**RESOLVED:**

That members noted the changing landscape for housing and property services.

**11. REVIEW OF HOUSING STRATEGY 2022-2027**

The Interim Team Manager for Housing Strategy, J Nuth informed the Committee that the current Housing Strategy 2018-2022 had been due for renewal and although the Housing Strategy was not a statutory requirement, it provided a cohesive direction of travel for cross-cutting housing related services. The aim of the strategy was to reflect and facilitate the co-ordination of activities for those services that directly impact on current and projected need for and supply of affordable housing in the district.

A review of the Housing Strategy commenced in May 2021 which was underpinned by a review of the Allocations Scheme, the Tenancy Policy and the Homelessness and Rough Sleeping Strategy. These were approved by Cabinet on 1 March 2022 and would take effective in September 2022 for the period 2022-2027.

The Committee asked questions and made the following comments

- Would the green spaces within the urban areas be protected for recreational use? It had been noted that Homes England had linked health and wellbeing to the external environment and requirements were being incorporated into the National Planning Policy Framework for new developments and regeneration project either to provide or enhanced and protect green spaces. These requirements were also key features in the Council's 'More bricks and mortar' project.
- Would older properties be made more energy efficient? It was noted that the council had been working on proposals and funding with E-ON for a pilot scheme to retrofit the older councils' properties to become more energy efficient.
- What were the costs involved for the council? It was noted that the Housing Strategy spanned a number of existing services and partnerships and would be delivered through greater collaboration between these services and partnerships.

- What was the DWELL standard? It was a standard for older peoples housing. DWELL (Designing for Wellbeing in Environment for Later Life)
- What was an EPC? It was noted that it was an Energy Performance Certificate, which was required for a property when it was rented. It contained information about the property's energy use, typical energy costs and recommendations about how to reduce energy use and save money.

**RESOLVED:**

1. That the Committee noted the draft Public Consultation Outcome Report for the Review of the Housing Strategy 2022-2027 at Appendix 1.
2. That the Committee noted the draft vision, five proposed priorities and associated aims and objectives for the draft Housing Strategy 2022-2027.
3. That the Committee noted the proposal to delegate authority to the Portfolio Holder for Housing and Community to approve the periodic publication of an associated Housing Strategy Action Plan.
4. That the Committee noted the proposal to ensure the Housing Strategy for 2022-2027 was reviewed and updated no later than 2027.
5. That the report be recommended to Cabinet for approval with no changes.

**12. DATES OF FUTURE MEETINGS**

The Committee noted that the date of the next meeting would be 20 September 2022.

**CHAIRMAN**





## SCRUTINY



**Report to Stronger Communities  
Select Committee**

**Date of meeting: 20 September 2022**

**Portfolio: Community & Partnerships  
Cllr. Holly Whitbread**

**Subject: Bi-Annual Report on the work of the  
Council-funded Police Officers**

**Officer contact for further information: C Wiggins (01992 564122)  
Democratic Services Officer:**

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

That the Communities Select Committee receives a six-month report on the work and range of operations of the Council's funded Police team.

### **Report:**

The Council continues to fund the employment of an additional Police Sergeant and 2 Police Constables to supplement existing local policing resources. A third police constable funded by Essex Police joined the team in April 2022. The team were originally incepted in July 2018 with an initial 3-year contract, which has now been extended, they are tasked in-line with District Community Safety Partnership (CSP) priorities which are identified through the annual Strategic Assessment and aligned with the priorities set by the Police, Fire and Crime Commissioner's (PFCC) Police and Crime Plan 2021-2024 and Essex Police Crime Prevention Strategy 2021-2025. As well as working to those priorities, the team can be requested, via a tasking process, to support any Council department where there is an identified threat, harm or risk to staff. A service level agreement is in place to prevent abstraction of the officers except in extreme cases or high priority incidents. This also covers staff sickness and extended training periods through credit to the Council from Essex Police.

The funded police team continue with the following primary functions:

- 1. Support functionality of Epping Forest District Council departments/teams**
- 2. Provide 'added value' to the district in supporting the Community Policing function**
- 3. Targeted action against criminality in the district**

At the time of writing, the police team have accepted 26 tasks during 2022. The tasking log is included in the Appendix but some highlights below:

- Leading on partnership approach to tackling an organised crime group (OCG) operating in the district. This included the use of council intelligence and resources to tackle various strands under an 'Achilles Heel' approach. This tasking continues and is building a bigger intelligence picture of the OCG.
- Provide support to Neighbourhoods whilst fencing repairs were conducted at a 'high-risk' premises. The presence of the team prevented violence and abuse towards council officers and contractors.

- Support an eviction where it was believed that there were fireworks and booby traps in the property. Bailiffs lead on the eviction however the team were required to prevent breach of the peace. Police had been doing some work on the property and had previously forced entry to the property which resulted in a major incident: the tenant had barricaded himself in the room and had a chain round his neck threatened to cause an explosion. The eviction was completed without incident.
- Dedicated patrols at Epping Market followed information from partners which suggested an under-reporting of 'pickpocket' type offences against elderly victims. The team have conducted overt and covert patrols as well as working in partnership with EFDC and the Business Crime Team to raise awareness and increase engagement. A suspect was arrested in possession of recently stolen items. She was subsequently convicted. Crime levels have decreased and the under-reporting appears to have reduced. This operation will continue throughout 2022.
- Ride London 2022. The team lead on the planning and preparation for police aspect working in partnership with EFDC and London Marathon Events. On both days, Sgt Ross lead the police team in support of the event organisers and wider Essex Police resources. There were no incidents of note and the event was highlighted for the strength and quality of the partnership work involved.
- Following a serious exposure investigation being highlighted through morning crime review, the team identified a vehicle involved. Police recorded linked to a high risk Registered Sex Offender from Southend. Sgt Ross leads the initial investigation with gathering primary evidence and deployed the council-funded officers as an arrest team. The offender was arrested swiftly and has since been convicted of a number of offences.
- The team provided oversight of the district elections in May. Sgt Ross was involved in the planning stages with the team providing cover at the polling stations and the subsequent count. The event concluded with no incidents reported.
- For ASB Awareness Week in July, the team worked in partnership with a number of council teams to partake in three separate community engagement events in Waltham Abbey, Chigwell and Ongar. These were 'days of action' where officers from both organisations met with the public, gave out crime prevention advice and materials and conducted joint patrols in the local area to highlight and address any concerns raised by residents.
- A member highlighted that a particular 'theft from vehicle' crime trend was present around Waltham Abbey Honey Lane. The team researched recent crimes and intelligence to identify key days and times. This resulted in a pursuit with a vehicle seen to used in this area. One person was arrested and two further prolific thieves have been linked to the case. As a result there was a 30% decreased in that crime type in that area.

- Assistance required to attend an EFDC property to execute a warrant for a Gas inspection. Police assistance required due to alleged firearms/weapons contained within the property. Executed with no issues reported. Police intelligence obtained owing to person present at the time.

The Essex Police YTD figures key figures below:

Offence Type	District	Diff	Force	Diff
Theft of Motor Vehicle	+5.2%	+28	+24.7%	+919
Burglary	-25.5%	-154	+6.6%	+416
Theft from a Vehicle	-8.8%	-63	+4.4%	+247
Personal Robbery	+26.3 %	+20	+10.1	+122
Anti-social behaviour	-59.8%	-2185	-53.8%	-29228
Shoplifting	-28.0%	-198	+18.7%	+1426

\*Essex Police: Performance Summary to July 2022 – 12 month rolling data

**Reason for decision: N/A**

**Options considered and rejected:**

**Consultation undertaken:**

**Resource implications:**

**Legal and Governance Implications:**

**Safer, Cleaner, Greener Implications:**

**Consultation Undertaken:**

**Background Papers:**

**Impact Assessments:**

***Risk Management***

***Equality:***

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DATE	REFERRING TEAM	LEAD OFFICER	TASKING NO.	LOCATION	TASKING DETAILS	UPDATES	OUTCOME
09/06/2021	Community Resilience		14/21	North Weald	<p>Blenheim Square, North Weald Bassett, Epping, Essex, CM16 6FP.</p> <p>We have received complaints of ASB since October 2020. These relate to: -</p> <ul style="list-style-type: none"> <li>• Vehicles being damaged</li> <li>• Damage to communal doors/fencing</li> <li>• People smoking cannabis in communal areas and outside the flats</li> <li>• People urinating in public areas</li> <li>• Nuisance youths acting aggressively</li> <li>• Escooters – damaging property and hurting children</li> <li>• Drug Dealing</li> </ul> <p>This is usually during the evening.</p>	<p>Athena 42/116614/21.</p> <p>Day of Action</p>	<p>Closed. Day of action on 26<sup>th</sup> May highlighted that main issues had now ceased. Regular patrols will continue over Summer 2022. MK to provide any additional updates for assessment and review</p>
08/09/2021	Essex Police		25/21	Waltham Abbey	<p># Essex House has been subject to concerns over its use for drugs supply for a number of months. On 07/09/21 the occupant and another male were arrested by Op Raptor officers for 'being concerned in the supply of drugs'. Intelligence suggests that the address has been and will continue to be used for this purpose. A closure order application is to be sought by Essex Police – the majority of data and concerns are held on police systems vs EFDC systems.</p> <p>THR – drugs &amp; violence. Front door is still malfunctioning, this is to be actioned by EFDC asap.</p>	<p>OIC = Baggley. Application currently with external law firm.</p> <p>01/02/22 - Based on lack of intel recently and serious delays due to admin issues, decision made to park the CO for now.</p> <p>22/02/22 - Increase in intel flow from address. 76026 to review with Op Raptor with a view to resubmitting the application.</p>	<p>Closed. Serious delays with legal meant that the intel was no longer relevant. Subject to ongoing monitoring</p>
09/11/2021	Community Resilience		35/21	Loughton	<p>Problem Solving approach &amp; leading on partnership working to tackle crime and ASB issues around Debden Broadway</p>	<p>Meeting on 23/11 with actions allocated.</p> <p>Joint decision between NR and MF to delay tactics. Seasonal crime and there has been a significant reduction. To be reviewed in April.</p> <p>Contact with NCCL re: knife arch for County Lines Intensification Week. RESULT: No collaboration from NCCL. CYP and Beat Officer tasked with increasing engagement &amp; increase partnership work.</p>	<p>Closed. Main issues appear to have subsided and can be addressed through BAU from both EP and EFDC</p>

DATE	REFERRING TEAM	LEAD OFFICER	TASKING NO.	LOCATION	TASKING DETAILS	UPDATES	OUTCOME
26/11/2021	Community Resilience		41/21	Loughton	We have received a report of cannabis odour emanating from ## Collard Avenue, Loughton  This is a ground floor flat within a block. The complainant had advised this is worse during the evening a weekend. Ex-Job have been visiting over the weekend. Could Officers visit the block during the hours of 5pm -8pm.	Carried over from 2021. Community trigger submitted. For additional late turn visit	Closed. Visits conducted, satisfactorily completed.
07/01/2022	Essex Police	74030	01/22	Epping Forest	Team lead on engagement and partnership activity in relation to ongoing policing operation	Ongoing work (Contact PS Ross if further info is required)	
13/01/2022	Neighbourhoods		02/22	Matching Green	Assistance is required to attend XX Colvers, Matching Green, Gracelands. EFDC contractors on behalf of the Neighbourhoods Team instructions, are looking to install 3 fence panels to the front garden area of the property.  They previously attended on the 10th December to complete the job but the tenant became aggressive to our tradesman and would not let them install the fence which is blown down.  They have rebooked it for the 14th January (Friday). An officer from the Neighbourhoods Team will also be in attendance. Gracelands will be on site between 8-9am to carry out the fencing works. They have also advised tenant of their attendance.	Attended premises. Tenant present but no issues at scene	Closed. Fencing erected without incident.
14/01/2022	Neighbourhoods		03/22	Waltham Abbey	Assistance with Neighbourhoods boarding up ## Crooked Mile, Waltham Abbey. The tenant passed away in a RTC on Monday and Police have notified that there was intel youths had previously been at the property and didn't know if they would be there since it had been vacant.  Assistance required is to check the property for youths/ other people that may be using it before the property is boarded up.	Support provided. No incidents, no sign of misuse/third parties	Address attended, locks changed and property boarded.
DATE	REFERRING TEAM	LEAD OFFICER	TASKING NO.	LOCATION	TASKING DETAILS	UPDATES	OUTCOME
19/01/2022	Community Resilience		04/22	Loughton	We have received a report of cannabis odour emanating from XX Swanshope, Loughton. The complainant had advised this is worse during the evening. Officers to attend during evening times to assess cannabis odour.	Agreed - 3 x visits to be conducted and logged with Gary Cootes	Confirmation from lead officer that task has been fulfilled.
22/02/2022	Community Resilience		05/22	Waltham Abbey	Support an eviction at ## The Cobbins, Waltham Abbey on Wednesday 23rd February at 11am.  Bailiffs are leading on the eviction however Police are required to prevent breach of the peace. Police have been doing some work on the property due to concerns for tenant's welfare and information that there are fireworks and booby traps within the property. Police attended the property this week are forced entry for his welfare. Tenant had barricaded himself in the room and had a chain round his neck but the fireworks and booby traps were negated.	Attended, NFPA required.	Actioned without incident. Bailiffs supported, property left in custody of recovery agent.

					On the eviction date, tenant should be residing elsewhere however it is thought he may go back to the property to be disruptive as he doesn't want his property taken away. The purpose of having Police present is to prevent breach of the peace should Mr Lermite have gone back to his property.		
01/03/2022	Neighbourhoods		06/22	Waltham Abbey	Tenant may have abandoned the above property, he has been served with a Notice to Quit. Despite being served with a Notice tenant has not made contact with the Council and we have suspicions that he has left the property and allowed an unauthorised occupant to stay. We have been unable to locate him. Police were searching for him but were unable to locate him and his mother also does not know about his whereabouts. In view of the above and serious breach of tenancy we would like to recover this property. I would request for Police presence in the next week or so to meet with me and a locksmith as we do not know who we could be dealing with on the day. Week commencing 14/03 would be good and this will give me a chance to arrange a locksmith.	For PBOP visit w/c 14/03. Davinder to provide confirmation of date/time  21/03/22 10:30  UPDATE 21/03/22 - Attended with DB. Qualis no show. Unable to proceed. Stood down, tasking to be re-arranged by DB  UPDATE 23/03/22 - Re-booked for 30/03 @ 0930	Actioned without incident. Tenant nor any other persons present. Locks changed.
08/03/2022	Community Resilience	74030	07/22	Epping	Reports have been received from Epping Town Council that pickpockets have been active on market days (Mondays). There are currently no corroborating crime reports however in order to increase engagement, reporting and public satisfaction, high visibility patrols are requested for a minimum of 3 hours (suggested between 1100 and 1400) each Monday until the end of May. This will be supported through the deployment of an engagement stall once a month and plain clothes patrols.	To start 14/03/22. HVP & covert foot patrols, engagement events and social media campaign. Requires weekly returns.  *Updates on Op Forsythia OneNote log*	
<b>DATE</b>	<b>REFERRING TEAM</b>	<b>LEAD OFFICER</b>	<b>TASKING NO.</b>	<b>LOCATION</b>	<b>TASKING DETAILS</b>	<b>UPDATES</b>	<b>OUTCOME</b>
09/03/2022	Neighbourhoods		08/22	Nazeing	Require Police presence for lock change due to the nature of this case that took place between # & # Palmers Grove, Nazeing, EN9. I am aware that the murdered victim's family has made enquiries to the property to Rehousing. Major Crimes attended the address for other matters and advised that EFDC staff should not attend due to THR present to staff.	Initially rejected due to lack of information (namely the MCU update)	Lock changed without incident
22/03/2022	Community Resilience		09/22	District	Ride London - 28/29 May - Planning and deployments for cycling events on both days.	Planning & preparation for the event, working with EFDC partners and LME. Deployments on both days.	No incidents of note. Successful operation and partnership work highlighted. Minor learning points to be fed back to EP, EFDC and LME
25/03/2022	Licensing		10/22	Waltham Abbey	Assist Licensing on a joint visit with RSPCA at an address which presents THR to staff	Visit conducted 31/03/2022	PBOP provided, no incidents of note, all staff safe.

31/03/2022	Essex Police		11/22	Loughton	2 x Exposure investigations highlighted through morning crime dump with a vehicle index linked to a high risk RSO from SLPA. Sgt Ross leads the initial investigation with CPT gathering evidence and CST deployed as an arrest team.	01/04/22 - Suspect arrested	Suspect arrested. Investigation formally handed to CID. Offender convicted.
05/04/2022	Community Resilience		12/22	Epping	Homeless subject has been sleeping at the Civic Centre. Previous THR to staff and police. Police response required to engage with subject and support EFDC staff should he present any confrontations.	06/04/2022 - Subject has left, believed to be seeking accommodation outside the district. 08/04/2022 - EFDC Homeless requested to update CPT Hub with new address.	Subject left of own accord. CST engaged with him several times to provide advice and prevent THR being raised.
07/04/2022	Community Resilience	76026	13/22	Loughton	In January 2022 there were two robberies where 3 males attacked 2 different males. There have also been 7 ASB reports in the last year- ASB consists of reports of drug dealing, youth nuisance and gathering. (CPA attached to email). The area that has been highlighted is the point the path joins with Howard Close. We are looking at putting up 2 deployable cameras up to help deter any behaviour and help residents feel safe (subject to ECC agreement using their column). Please could we arrange for regular foot patrols along the path starting from 19 <sup>th</sup> April 2022, based on different times and days. I have asked Cllr Murray to get information off people so we can make the patrols targeted and meaningful. The times that have been identified on the CPA are 1800-2200 hours however youth nuisance could be around end of the school day. As well as the patrols please can police systems be interrogated on a regular basis to see if there are any reports at this location that can help shape further patrols.	Athena 42/114247/22 refers.  See spreadsheet in CST GDINFO folder for visits and observations	
<b>DATE</b>	<b>REFERRING TEAM</b>	<b>LEAD OFFICER</b>	<b>TASKING NO.</b>	<b>LOCATION</b>	<b>TASKING DETAILS</b>	<b>UPDATES</b>	<b>OUTCOME</b>
19/04/2022			14/22		Policing plan for supporting the district elections	Visits conducted throughout the day and support provided for the count.	No incidents
28/04/2022			15/22		Service of 18 x County Court Injunctions at service stations across the district in relation to 'Just Stop Oil' protests	18 x injunctions served, photographs obtained and service statement provided	Served, complete
19/05/2022	Community Resilience	76668	16/22		There has been an increase in anti-social behaviour on the Limes estate in Chigwell. The tasking is to have a high visibility presence on the estate, specifically around the local park and the community centre after school hours to provide reassurance to the local community.	See spreadsheet in CST GDINFO folder for visits and observations	
15/06/2022	Community Resilience	79416	17/22	Epping	We have received a complaint from the hospital in relation to youths causing ASB in Spencer Close which is at the far end of the hospital grounds and contains offices and buildings some of which are vacant at this time.	See spreadsheet in CST GDINFO folder for visits and observations	Closed. Regular patrols conducted. No positive interactions. Information from lead officer that no



					<p>The informant states that between 5pm and 9pm most days various cars attend the area of the Close either in the car park just prior to it, another car park at the far end, and/or a paved area adjacent to the reception area. Persons on foot congregate in an alley between two of the office buildings.</p> <p>A black Peugeot is a regular attender with up to 4 persons on board. I visited the area today and there are various bits of rubbish there including large NOS canisters (not the small silver ones). I am unsure if the area is used for drug dealing although the receptionist that I spoke to is convinced that this is the case. The area is not overlooked and is very quiet with little foot or vehicle traffic.</p> <p>Request local officers to attend the areas during the relevant time range for them to deter the visitors.</p>		further reports had been submitted. No ongoing requirement.
09/06/2022	CPT		18/22	District	Operation Board – Engagement week with college students 27 <sup>th</sup> – 1 <sup>st</sup> July. Weapons sweep in key areas.	Plans to work alongside CPT to support the operation	Not required and clashed with other taskings.
14/06/2022	Community Resilience		19/22	District	ASB Awareness Week 18 <sup>th</sup> – 22 <sup>nd</sup> July. Planning and preparation prior to the event. Deployments & engagement during the week.	Planning ongoing with MF	First date postponed due to weather. Two other dates were successful and the postponed event was held later that month.
14/06/2022	Community Resilience	74030	20/22	Epping	Epping Fire Station Open Day – 25 <sup>th</sup> June. Community engagement and promotion of the team.	Completed.	Numerous engagements conducted
<b>Page</b>	<b>REFERRING TEAM</b>	<b>LEAD OFFICER</b>	<b>TASKING NO.</b>	<b>LOCATION</b>	<b>TASKING DETAILS</b>	<b>UPDATES</b>	<b>OUTCOME</b>
17	Housing		21/22	Nazeing	<p>The former tenant at # Palmers Grove has surrendered her tenancy and I would like Police to attend when I visit the address for a lock change to be carried out for the Rehousing/Voids Team.</p> <p>The former tenant has moved from the area due to a homicide that took place outside the address that she witnessed. The victim was from the Traveller community the tenant's partner is the brother of the accused.</p> <p>The murder trial is due to commence next week and our former tenant is a key witness, it is believed that the Traveller community are watching the property therefore I would prefer to have Police presence when attending the address.</p> <p>The lock change has been booked for Tuesday 28<sup>th</sup> June at 11 am</p>	Arranged for 28/06. Cancelled last minute as locks not being changed and no police presence required.	No further action
29/06/2022	Community Resilience			Loughton	Reports of ongoing ASB linked to delivery riders congregating outside KFC on the High Road. Request submitted for HVP in the area anytime between 11am to 11pm to enforce obstruction of pavement legislation and if necessary to obtain index of vehicles present.	REJECTED – Lead officer directed to share information with Loughton Town Team as they are the most appropriate resource to deal with this matter	Loughton Town Team have assumed ownership – confirmed by PS Fitt.

05/07/2022	Housing		22/22	Waltham Abbey	Assistance required to attend an EFDC property to execute a warrant for a Gas inspection.  Warrant previously held off due to pending police investigation.  Police have confirmed that we may now carry on with action  Police assistance required due to alleged firearms/weapons	Arranged for 08/07/2022 @ 1030	Warrant executed without incident. Police intelligence gained re: current occupants and visitors: PIR 42/101521/22
18/07/2022	Lands & Estates			Loughton	RT has suggested that we have a police presence following previous incidents at a block clearance with residents and clearance staff. On occasions block clearances can turn into a volatile situation with some residents. We will be carrying out a block clearance at the above block, and removing items that residents may object to. There has also been an incident with a resident and one of the shop owners below who has been threatened by her partner.	REJECTED - This was arranged for a time that clashed with ASB Awareness week activities. MF returned to lead officer to scope flexibility but all resources (other than police) had been allocated.	Unable to commit to tasking. Suitable personal safety advice provided to allow staff to make informed decisions on actions.
18/07/2022	Planning Enforcement		23/22	Loughton	Conduct background checks on all parties connected to XX The Silvers, Loughton	PNC & Athena checks only at this stage	Data returned to Planning
DATE	REFERRING TEAM	LEAD OFFICER	TASKING NO.	LOCATION	TASKING DETAILS	UPDATES	OUTCOME
26/07/2022	Planning		24/22	Roydon	Drone flyover at RLCE. Previously encountered resistance from residents. Police presence required to reduce THR to EFDC officers	Planned for September – date TBA	
27/07/2022	Community Resilience	79416	25/22	Waltham Abbey	During ASB week intel was gathered regarding XX Millhoo Court, Waltham Abbey. It was alleged that drug taking and dealing is occurring at the property, and possible cuckooing of the tenant.	Ongoing	
10/08/2022	Community Resilience			Epping	Information that numbers of youths and vehicles attend the old garage area in Springfield, Epping. Whilst there the resident is convinced that drug dealing and use is taking place plus playing football etc.		REJECTED – Lead officer to conduct primary investigation. For future review.
12/08/2022	Parking		26/22	Waltham Abbey	There have been increasing reports of ASB in the carpark during the evening and into the early hours, with reports of;	Ongoing	

					<ul style="list-style-type: none"><li>a. Usage of the ubiquitous nitrogen canisters</li><li>b. Large groups of youngsters with their vehicles parked haphazardly, doors open, music blaring</li><li>c. Donuts being practised around the carpark</li><li>d. Large amounts of littering generally</li></ul>		
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# Epping Forest Rolling 12 Months to July

Top Level		Offences				Solved Outcomes				Solved Rates %		
Crime Type	% DA 2022	2021	2022	# diff.	% diff.	2021	2022	# diff.	% diff.	2021	2022	% pt. diff.
Anti-Social Behaviour (Incidents)	-	3653	1468	-2185	-59.8	-	-	-	-	-	-	-
All Crime (excl. Action (NFI B) Fraud)	19.0	10872	10410	-462	-4.2	1385	1120	-265	-19.1	12.7	10.8	-2.0
- State Based Crime	5.5	1887	1670	-217	-11.5	642	493	-149	-23.2	34.0	29.5	-4.5
- Victim Based Crime	21.6	8985	8740	-245	-2.7	743	627	-116	-15.6	8.3	7.2	-1.1
Victim Based Crime		Offences				Solved Outcomes				Solved Rates %		
Crime Type	% DA 2022	2021	2022	# diff.	% diff.	2021	2022	# diff.	% diff.	2021	2022	% pt. diff.
Violence Against the Person	39.5	4049	4028	-21	-0.5	394	381	-13	-3.3	9.7	9.5	-0.3
- Homicide	33.3	2	3	1	50.0	1	1	0	0.0	50.0	33.3	-16.7
- Violence with Injury	42.7	855	853	-2	-0.2	134	107	-27	-20.1	15.7	12.5	-3.1
- Death or Serious Injury caused by	-	4	0	-4	#####	4	0	-4	#####	100.0	-	-
- Violence without Injury	43.6	1580	1644	64	4.1	159	149	-10	-6.3	10.1	9.1	-1.0
- Stalking and Harassment	33.3	1608	1528	-80	-5.0	96	124	28	29.2	6.0	8.1	2.1
Sexual Offences	28.8	262	288	26	9.9	33	17	-16	-48.5	12.6	5.9	-6.7
- Rape	45.1	109	133	24	22.0	1	2	1	100.0	0.9	1.5	0.6
- Rape - Under 16 yrs	5.4	26	37	11	42.3	1	2	1	100.0	3.8	5.4	1.6
- Rape - Over 16 yrs	60.4	83	96	13	15.7	0	0	0	-	0.0	0.0	0.0
- Other Sexual Offences	14.8	153	155	2	1.3	32	15	-17	-53.1	20.9	9.7	-11.2
Robbery	0.0	79	104	25	31.6	3	6	3	100.0	3.8	5.8	2.0
- Robbery of business property	0.0	3	8	5	166.7	0	1	1	-	0.0	12.5	12.5
- Robbery of Personal Property	0.0	76	96	20	26.3	3	5	2	66.7	3.9	5.2	1.3
Theft Offences	2.2	3628	3333	-295	-8.1	230	168	-62	-27.0	6.3	5.0	-1.3
- Burglary	1.6	605	451	-154	-25.5	23	19	-4	-17.4	3.8	4.2	0.4
- Burglary Residential	1.7	444	343	-101	-22.7	21	9	-12	-57.1	4.7	2.6	-2.1
- Burglary Business & Community	0.9	161	108	-53	-32.9	2	10	8	400.0	1.2	9.3	8.0
- Burglary Dwelling (pre-Apr 17)	2.5	354	241	-113	-31.9	21	9	-12	-57.1	5.9	3.7	-2.2
- Burglary Other (pre-Apr 17 def)	0.5	251	210	-41	-16.3	2	10	8	400.0	0.8	4.8	4.0
- Vehicle Offences (incl. Interference)	0.7	1460	1393	-67	-4.6	13	23	10	76.9	0.9	1.7	0.8
- Theft from a Vehicle	0.0	712	649	-63	-8.8	2	4	2	100.0	0.3	0.6	0.3
- Theft of a Vehicle	1.8	536	564	28	5.2	10	12	2	20.0	1.9	2.1	0.3
- Vehicle Interference	0.0	212	180	-32	-15.1	1	7	6	600.0	0.5	3.9	3.4
- Theft	3.8	1563	1489	-74	-4.7	194	126	-68	-35.1	12.4	8.5	-3.9
- Theft from the Person	0.0	60	62	2	3.3	2	2	0	0.0	3.3	3.2	-0.1
- Theft of Pedal Cycle	0.0	26	37	11	42.3	0	0	0	-	0.0	0.0	0.0
- Shoplifting	0.0	708	510	-198	-28.0	162	97	-65	-40.1	22.9	19.0	-3.9
- Other Theft	6.5	769	880	111	14.4	30	27	-3	-10.0	3.9	3.1	-0.8
Criminal Damage inc. Arson	14.0	967	987	20	2.1	83	55	-28	-33.7	8.6	5.6	-3.0
- Criminal Damage	15.1	903	914	11	1.2	78	52	-26	-33.3	8.6	5.7	-2.9
- Arson	0.0	64	73	9	14.1	5	3	-2	-40.0	7.8	4.1	-3.7
Racial/Religiously Aggravated Offences	3.1	173	161	-12	-6.9	36	26	-10	-27.8	20.8	16.1	-4.7
Hate Crime HO Definition	5.0	275	279	4	1.5	44	40	-4	-9.1	16.0	14.3	-1.7
Domestic Abuse	#####	1766	1977	211	11.9	185	191	6	3.2	10.5	9.7	-0.8
- High Risk Domestic Abuse	#####	114	134	20	17.5	18	20	2	11.1	15.8	14.9	-0.9
- Medium Risk Domestic Abuse	#####	152	162	10	6.6	41	42	1	2.4	27.0	25.9	-1.0
- Standard Risk Domestic Abuse	#####	1434	1621	187	13.0	115	125	10	8.7	8.0	7.7	-0.3
- No Risk Assessment	#####	66	60	-6	-9.1	11	4	-7	-63.6	16.7	6.7	-10.0
State Based Crime		Offences				Solved Outcomes				Solved Rates %		
Crime Type	% DA 2022	2021	2022	# diff.	% diff.	2021	2022	# diff.	% diff.	2021	2022	% pt. diff.
Drug Offences	0.0	418	280	-138	-33.0	375	269	-106	-28.3	89.7	96.1	6.4
- Trafficking of Drugs	0.0	56	43	-13	-23.2	30	26	-4	-13.3	53.6	60.5	6.9
- Possession of Drugs	0.0	362	237	-125	-34.5	345	243	-102	-29.6	95.3	102.5	7.2
Possession of Weapons	0.0	67	70	3	4.5	44	41	-3	-6.8	65.7	58.6	-7.1
Public Order	5.2	1148	1102	-46	-4.0	164	144	-20	-12.2	14.3	13.1	-1.2
Miscellaneous Crimes against Society	16.1	254	218	-36	-14.2	59	39	-20	-33.9	23.2	17.9	-5.3

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# Force

## Rolling 12 Mnths to July

Top Level		Offences				Solved Outcomes				Solved Rates %		
Crime Type	% DA 2022	2021	2022	# di ff.	% di ff.	2021	2022	# di ff.	% di ff.	2021	2022	% pt. di ff.
Anti-Social Behaviour (incidents)	-	54292	25064	-29228	-53.8	-	-	-	-	-	-	-
All Crime (excl. Action (NFI) Fraud)	18.4	154309	167182	12873	8.3	21244	20914	-330	-1.6	13.8	12.5	-1.3
- State Based Crime	6.8	27747	28188	441	1.6	9351	8538	-813	-8.7	33.7	30.3	-3.4
- Victim Based Crime	20.8	126562	138994	12432	9.8	11893	12376	483	4.1	9.4	8.9	-0.5
Victim Based Crime		Offences				Solved Outcomes				Solved Rates %		
Crime Type	% DA 2022	2021	2022	# di ff.	% di ff.	2021	2022	# di ff.	% di ff.	2021	2022	% pt. di ff.
Violence Against the Person	33.3	67881	72587	4706	6.9	7139	7315	176	2.5	10.5	10.1	-0.4
- Homicide	16.7	21	24	3	14.3	13	21	8	61.5	61.9	87.5	25.6
- Violence with Injury	36.1	13915	16251	2336	16.8	2194	2343	149	6.8	15.8	14.4	-1.3
- Death or Serious Injury caused by	0.0	26	13	-13	-50.0	23	15	-8	-34.8	88.5	115.4	26.9
- Violence without Injury	34.5	26986	30505	3519	13.0	3043	3211	168	5.5	11.3	10.5	-0.8
- Stalking and Harassment	30.1	26933	25794	-1139	-4.2	1866	1725	-141	-7.6	6.9	6.7	-0.2
Sexual Offences	26.3	5430	6282	852	15.7	420	475	55	13.1	7.7	7.6	-0.2
- Rape	45.6	2306	2711	405	17.6	67	69	2	3.0	2.9	2.5	-0.4
- Rape - Under 16 yrs	6.4	601	654	53	8.8	35	42	7	20.0	5.8	6.4	0.6
- Rape - Over 16 yrs	58.0	1705	2057	352	20.6	32	27	-5	-15.6	1.9	1.3	-0.6
- Other Sexual Offences	11.7	3124	3571	447	14.3	353	406	53	15.0	11.3	11.4	0.1
Robbery	4.0	1303	1436	133	10.2	158	100	-58	-36.7	12.1	7.0	-5.2
- Robbery of business property	0.0	97	108	11	11.3	31	6	-25	-80.6	32.0	5.6	-26.4
- Robbery of Personal Property	4.3	1206	1328	122	10.1	127	94	-33	-26.0	10.5	7.1	-3.5
Theft Offences	2.9	37497	43120	5623	15.0	2751	3093	342	12.4	7.3	7.2	-0.2
- Burglary	3.5	6338	6754	416	6.6	422	379	-43	-10.2	6.7	5.6	-1.0
- Burglary Residential	4.7	4680	4950	270	5.8	303	225	-78	-25.7	6.5	4.5	-1.9
- Burglary Business & Community	0.1	1658	1804	146	8.8	119	154	35	29.4	7.2	8.5	1.4
- Burglary Dwelling (pre-Apr 17 def)	6.9	3081	3324	243	7.9	282	212	-70	-24.8	9.2	6.4	-2.8
- Burglary Other (pre-Apr 17 defi)	0.2	3257	3430	173	5.3	140	167	27	19.3	4.3	4.9	0.6
- Vehicle Offences (incl. Interferen)	1.4	10907	12082	1175	10.8	241	272	31	12.9	2.2	2.3	0.0
- Theft from a Vehicle	0.2	5558	5805	247	4.4	61	73	12	19.7	1.1	1.3	0.2
- Theft of a Vehicle	3.4	3716	4635	919	24.7	145	136	-9	-6.2	3.9	2.9	-1.0
- Vehicle Interference	0.2	1633	1642	9	0.6	35	63	28	80.0	2.1	3.8	1.7
- Theft	3.4	20252	24284	4032	19.9	2088	2442	354	17.0	10.3	10.1	-0.3
- Theft from the Person	2.4	923	1267	344	37.3	9	20	11	122.2	1.0	1.6	0.6
- Theft of Pedal Cycle	0.1	1619	1534	-85	-5.3	42	47	5	11.9	2.6	3.1	0.5
- Shoplifting	0.0	7644	9070	1426	18.7	1652	1903	251	15.2	21.6	21.0	-0.6
- Other Theft	6.5	10066	12413	2347	23.3	385	472	87	22.6	3.8	3.8	0.0
Criminal Damage inc. Arson	11.2	14451	15569	1118	7.7	1425	1393	-32	-2.2	9.9	8.9	-0.9
- Criminal Damage	11.9	13419	14335	916	6.8	1389	1344	-45	-3.2	10.4	9.4	-1.0
- Arson	2.4	1032	1234	202	19.6	36	49	13	36.1	3.5	4.0	0.5
Racial / Religiously Aggravated Offences	1.4	1923	2149	226	11.8	271	308	37	13.7	14.1	14.3	0.2
Hate Crime HO Definition	3.5	4008	4533	525	13.1	398	482	84	21.1	9.9	10.6	0.7
Domestic Abuse	####	29263	30772	1509	5.2	3094	3211	117	3.8	10.6	10.4	-0.1
- High Risk Domestic Abuse	####	2716	3379	663	24.4	714	806	92	12.9	26.3	23.9	-2.4
- Medium Risk Domestic Abuse	####	3415	3806	391	11.4	666	650	-16	-2.4	19.5	17.1	-2.4
- Standard Risk Domestic Abuse	####	21848	22459	611	2.8	1554	1641	87	5.6	7.1	7.3	0.2
- No Risk Assessment	####	1284	1128	-156	-12.1	160	114	-46	-28.8	12.5	10.1	-2.4
State Based Crime		Offences				Solved Outcomes				Solved Rates %		
Crime Type	% DA 2022	2021	2022	# di ff.	% di ff.	2021	2022	# di ff.	% di ff.	2021	2022	% pt. di ff.
Drug Offences	0.0	6215	5305	-910	-14.6	5583	4652	-931	-16.7	89.8	87.7	-2.1
- Trafficking of Drugs	0.0	1276	1221	-55	-4.3	958	886	-72	-7.5	75.1	72.6	-2.5
- Possession of Drugs	0.0	4939	4084	-855	-17.3	4625	3766	-859	-18.6	93.6	92.2	-1.4
Possession of Weapons	1.2	1243	1495	252	20.3	734	892	158	21.5	59.1	59.7	0.6
Public Order	7.8	16858	17888	1030	6.1	2370	2384	14	0.6	14.1	13.3	-0.7
Miscellaneous Crimes against Society	14.4	3431	3500	69	2.0	664	610	-54	-8.1	19.4	17.4	-1.9

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## **STRONGER COMMUNITIES SELECT COMMITTEE**

### **TERMS OF REFERENCE**

#### **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.

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## Stronger Communities Select Committee

### Work Programme 2022/23

**Chairman: Cllr J Lea**

**Stronger Communities Corporate Programme Alignment focuses on People living longer, healthier and independent lives; Adult and Children were supported in times of need; and People and Communities achieve their potential.**

No.	Item	Meeting	Progress and Comments		Owner (Officer)	Programme of Meetings		
12 July 2022								
1.	Overarching Housing Strategy	EFDC's current Housing Strategy reaches end of life in March 2022. A revised strategy will need to be taken through governance structure ahead of formal adoption in August 2022.		Completed		July		
		July 22	Considering the draft Strategy and make recommendations to Cabinet.					
	2.	Sheltered Housing Refurbishment Programme	July 2022				Review of Frank Bretton Court and further recommendations.	D Fenton
	3.	Changing Landscape of Housing Paper 1 – Building Safety Bill & Fire Safety Bill & H&S Analysis	July 2022				To review the report on the new social housing regulation	D. Fenton
	4.	Cash paying customers at Debden Broadway	July 2022				To consider the report	S. Lewis
5.	Transfer of services from the Broadway Housing Office	July 2022	To consider the proposed closure and re-provision of the service	D. Fenton				
<b>20 September 2022</b>								
6.	"What are our customers telling us?" and the Customer Services Strategy		Update reporting on a 6-month basis		S. Lewis	September		

7.	Six-month report on the work of the Council-funded Police Officers		Six-month update report		C. Wiggins	
8.	Sheltered Housing rebrand and support model		Introduction and approval to progress to Cabinet.		D. Fenton	
9.	Changing Landscape of Housing Paper 2 – Social Housing Regulation		To review the report on the new social housing regulation		D. Fenton	
10.	Changing Landscape of Housing Paper 3 – Social Housing Regulation		To review the report on the social housing white paper		D. Fenton	
11.	HRA – Proposed regeneration plans for housing estates		To review the proposal. (Cabinet decision due 7 October 2022 for approval on 5-year regeneration plans)		D. Fenton	
12.	Tenant Satisfaction Measures Consultation				D. Fenton	
13.	Review of caretaking in blocks		To review the proposal. (Links to TSM, residents will rate the cleaning in blocks)		D. Fenton	
14.	Harveyfields		Report on the impact of the estate improvements at Harveyfields, Waltham Abbey. Creating great places where people want to live		R. Smith	
<b>15 November 2022</b>						
15.	Annual Lettings Report		To scrutinise allocations and lettings performance for 21/22		J. Gould	
16.	Domestic Abuse Act		A briefing to members on the Act and the Strategy and impact on EFDC.		J Gould/C Wiggins	
17.	Resident Involvement Strategy		Introduction and approval to progress to Cabinet.		R Smith	
18.	Museum collection rationalisation programme		To scrutinise the rationalisation programme of work that is reducing and consolidating the museum collection		J. Gould / F. Pellegrino	

19.	Epping Forest Health & Wellbeing Strategy 2022-2026		To be refreshed.		G Wallis	
<b>17 January 2023</b>						
20.	HRA Business Plan		Yearly Performance update		D. Fenton	January
21.	Annual Housing performance report		Report on annual housing KPI's including compliance around the Building Safety Act.		D. Fenton	
<b>2 March 2023</b>						
22.	Community Safety Partnership annual report and review of the district Strategic Intelligence Assessment	2 March 2023	Annual Report		C. Wiggins	March
23.	Presentation from the District Commander for Epping Forest and Brentwood	2 March 2023	Annual report		C. Wiggins	
<b>21 March 2023</b>						
24.	"What are our customers telling us?" and the Customer Services Strategy	21 March 2023	Update reporting on a 6-month basis		S. Lewis	March
<b>Date to be confirmed</b>						
25.	Customer Services (Overall satisfaction)		To receive a recovery plan on this failing KPI		S Lewis	
26.	Unaffordable rents	Completed	To report on the numbers of social rents and affordable rents for properties being built under the Council Housebuilding programme and those being bought under right to buy receipts. (O&S 12.10.21)	completed	J. Gould/ D Fenton	Verbal report at O&S 16.06.22 and written report attached to the minutes

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## Report to Stronger Communities Select Committee

# SCRUTINY

 Epping Forest District Council

**Date of meeting: 20 September 2022**

**Portfolio: Property & Housing (Councillor Holly Whitbread)**

**Subject:** Report showing the impact of minor estate improvements carried out at Harveyfields, Waltham Abbey – creating great places where people want to live

**Officer contact for further information:** Rachel Smith – Team Manager (Estate and Land Management)

**Democratic Services Officer:** R Perrin (01992 564243)

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### Recommendations/Decisions Required:

That the Stronger Communities Select Committee note the work undertaken at Harveyfields, Waltham Abbey and the positive impact that minor estate improvements play in creating great places where people want to live.

### Report:

1. Built in the 1970s, the Harveyfields Council housing estate is located in the District's Waltham Abbey South West Ward, and comprises ten blocks of 75 mixed tenure flats, positioned around a main central green space. A layout plan is found at Appendix One.
2. For many years the estate has suffered with a serious fly-tipping problem, waste contamination and large accumulations of household side waste. Despite engaging with residents in various ways to encourage responsible waste management, the accumulations of fly tip and side waste became such a problem, that in around 2018, Housing Management were forced to arrange for operatives to attend the estate every week to remove bulky waste from the estate, with Cleaners & Caretakers sorting rubbish to remove contamination and side waste. This practice however led to apathy amongst residents, who came to see this as an extension of our Service.
3. Photographs illustrating typical accumulations of rubbish and fly tips routinely deposited on the estate prior to the project are shown in pictures below.



4. In 2020, using Harveyfields as a pilot, Officers set out to find a way to eradicate fly tipping and tackle inappropriate waste management. In doing so, we looked at the reasons why fly tipping might be particularly prevalent on the estate.
5. Prior to the project, communal bins were dotted around the periphery of the estate in designated bin areas. These bin areas comprised low brick walls with a concrete handstand, upon which was sited several free-standing household and recycling waste

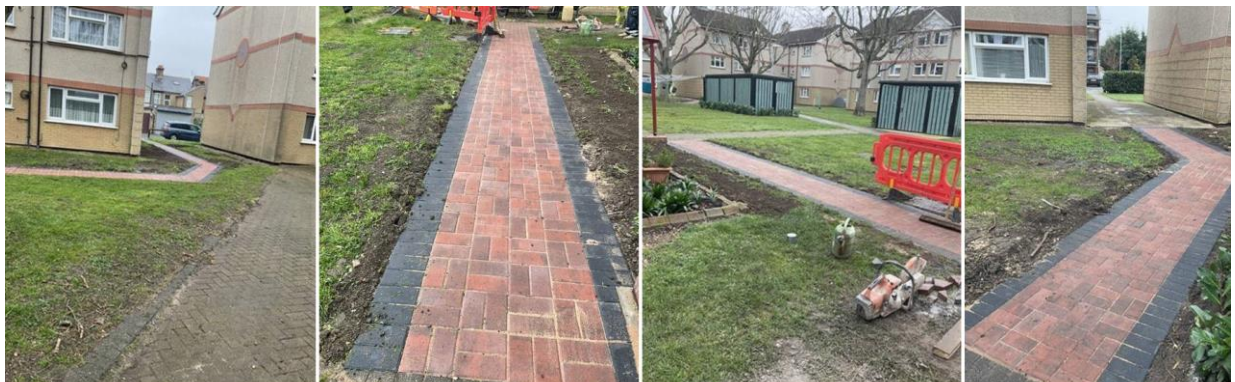
bins. Whilst being in close proximity to the road made it easy for the Council's Waste Contractor to empty the bins, when combined with a lack of natural surveillance, the bin stores became a beacon for opportunistic fly tipping from passers-by and residents from surrounding roads seeking to offload their rubbish.

6. In consultation with residents, it was agreed that the old bins areas would be removed in favour of six new enclosed bin rooms, positioned within the centre of the estate. Each bin store was given a unique key code, with bin stores allocated to specific flat blocks to make enforcement easier. To compensate for the loss of green space, the old bin store areas were laid back to grass and a number of fences were removed to give the estate a feeling of openness. Planting was undertaken around the new bin stores to soften their appearance and as they continue to grow will contribute to a greener feel for the estate.
7. Officers engaged with residents throughout the project by way of paper and online surveys, as well as informal online chatterbox meetings and site visits. A sense of place survey was also conducted, prior to and after the works, with feedback actively sought. Whilst the sample of survey returns was not statistically significant to provide analysis, the outcome of all of our interactions with residents translated into a number of additional works including - the conversion of one of the old bin areas to a secure cycle storage, the removal of 1970s post and line style washing lines and their replacement with modern rotary lines. We also worked with residents to install new pathways which better reflect the users experience, greened up redundant pathways and hardstanding's, installed a new litter / dog bin and opened up the estate by removing redundant fencing.
8. The following photographs serve to illustrate the improvements brought about under the project:

Photograph showing new bin stores, with planting:



Photographs showing new pathways to better reflect the user experience and greening up of disused pathways:





Photographs of old post and line washing lines (before work):



Photographs showing new rotary lines (after work):



Photograph showing secure cycle storage on site of old bin store:



Photograph showing the installation of new litter / dog waste bins to reduce loose waste from passersby:



Photographs showing old fencing (before work):



Photographs showing how the removal of old fences contributes to a feeling of space and freshness (after work).



9. The impact of this project is multifaceted and is summarised as follows:

Reduction in Fly tip and associated costs and benefits:

Prior to installation of the new bin stores and during the period 28<sup>th</sup> September 2020 – 30<sup>th</sup> June 2021, the Council spent nearly £5k on removing bulk rubbish from the estate. Since the new bin stores were erected, between 1<sup>st</sup> July 2021 – 30<sup>th</sup> June 2022, expenditure on fly tip has reduced to just £607.20. Managing the new bin areas is much easier and when there is contamination or a disposal problem, enforcement action can be specifically targeted. This can be demonstrated by the increase in the number of enforcement actions since completion of the works, increasing from zero to four Fixed Penalty Notices pending for fly tipping offences.

Installation of the secure cycle storage:

Under its Fire Safety Policy, the Council operates a strict policy which prohibits the keeping of personal belongings in internal communal areas, or within 2m of the envelope of the building. Prior to the installation of our secure cycle storage, Officers would often find bikes chained to external gas pipes and internal stair railings. Asking residents to remove bikes was often met with resistance as their only alternative would be to keep their bikes inside their flats or locked to an external cycle hoop system with no protection to the elements. Providing residents with the option to let a secure, enclosed, cycle hoop

provides a more suitable alternative.

#### Appearance of the Estate:

The project has contributed a much cleaner, greener and safer estate, where residents can be proud to call home. Prior to the project, a selection of residents were using the communal grounds as an extension of their homes, with an abundance of toys and broken furniture consistently stored or abandoned. Since the project completed, there appears to be a greater sense of ownership by residents. The grounds look tidier and are free from personal belongings and the estate is no longer blighted by accumulations of fly tip.

#### Wider Benefits:

Work undertaken within this project contributes to the Council's commitment towards the climate agenda and its drive to increase recycling rates across the District. It also contributes to our obligations under the Homes Fit for Human Habitation Act 2018 (as amended). Under the Act and as landlord, we are required to make sure that our homes are 'fit for human habitation', which means that they are safe, healthy and free from things that could cause serious harm. The provision of adequate and closed storage for refuse awaiting collection or disposal outside of a dwelling is specifically mentioned in the guidance as a requirement (appendix two, refers). Moving the bins away from the building also makes our buildings safety in terms of fire safety, having been erected at a safe distance away from the buildings in line with CFPA-E Guidance.

10. Members are asked to note the positive impact of the minor estate improvements carried out at Harveyfields, Waltham Abbey as part of our vision to create great places where people want to live.

#### **Reason for decision:**

N/A

#### **Options considered and rejected:**

N/A

#### **Consultation undertaken:**

Residents were consulted and our involved residents helped to shape the project.

#### **Resource implications:**

Total project amounted to approx. £114K, which was met from existing budgets.

#### **Legal and Governance Implications:**

The Social Housing Regulator will be looking for examples of how we, as a Landlord, are making residents part of decision making, how we are engaging our residents meaningfully, and how we are contribute to the neighbourhood. This project exemplifies how these expectations are being met. Furthermore, it builds up a picture around our dedication to compliance with various pieces of legislation and guidance around fire safety, homes fit for human habitation and recycling.

#### **Safer, Cleaner, Greener Implications:**

The project contributes to Corporate and Housing wide objectives to create safer, cleaner and green housing estates.

Background Papers:

Impact Assessments:

*Risk Management*

*Equality:*

Appendix One : Layout Plan



## **Appendix Two: Homes Fit for Human Habitation Act 2018 (as amended)**

On 20 March 2019 a new law came into force to make sure that rented houses and flats are 'fit for human habitation', which means that they are safe, healthy and free from things that could cause serious harm.

Most landlords make sure that the houses and flats they rent out are safe and secure, warm and dry. But some landlords do not, and this means that some tenants live in dangerous or unhealthy conditions. This law, the Homes (Fitness for Human Habitation) Act 2018, seeks to help those tenants and make sure irresponsible landlords improve their properties or leave the business.

If rented houses and flats are not 'fit for human habitation', tenants can take their landlords to court. The court can make the landlord carry out repairs or put right health and safety problems. The court can also make the landlord pay compensation to the tenant.

**The courts will decide whether a property is fit for human habitation** by considering the matters set out in section 10 of the Landlord and Tenant Act 1985. These are whether:

- the building has been neglected and is in a bad condition
- the building is unstable
- there's a serious problem with damp
- it has an unsafe layout
- there's not enough natural light
- there's not enough ventilation
- there is a problem with the supply of hot and cold water
- there are problems with the drainage or the lavatories
- it's difficult to prepare and cook food or wash up
- **or any of the 29 hazards set out in the Housing Health and Safety (England) Regulations 2005 (HSSR)**

The HSSR system was set up to assist Local Authorities tackle poor housing conditions. The system works on a basis of risk of harm to an actual or potential occupier of a dwelling which results from a deficiency that can give rise to a hazard.

It is the landlords responsibility to look after a) The exterior of the dwelling and structural elements of the dwelling, and b) The inside facilities which are part of the dwelling. Hazards arise from faults or deficiencies in the dwelling which could cause harm.

Under the HSSR, a landlord is required to provide adequate and hygienic provision for waste storage, which protects against infection and other health effects and minimises pests.

The HSSR specifically states that the landlord should provide:

- Adequate and closed storage for refuse awaiting collection or disposal outside dwelling;
- Suitable storage for refuse within the dwelling;
- Storage to be accessible to occupants but not be a danger to children; and
- Refuse facilities should not cause hygiene problems.

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

**Date of meeting: 20 September 2022**

**Portfolio: Housing and Property (Cllr Holly Whitbread)**

**Subject: New Support Model – Sheltered Housing**

**Officer contact for further information: Deborah Fenton (07988860412)**

**Democratic Services Officer: R Perrin (01992 564243)**

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# SCRUTINY



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

- (1) That members consider a new “Needs led” support service for residents in sheltered housing.
- (2) That members consider Sheltered Housing Officers working from a hub to allow work to be distributed evenly among the team.
- (3) That members consider the re-branding of the Council’s sheltered housing to independent living and a new job title for sheltered Housing Officers of Independent Living Officers; and
- (4) That any suggested amendments be considered by the Portfolio Holder prior to the submission of the report to Cabinet.

### **Report:**

1. Each Sheltered Housing Officer (there are eleven in total) is based at a sheltered scheme and visits each resident at that scheme on a daily basis, (Monday – Friday). In addition, they also visit approximately 30 older people living in the community. These people receive a visit one a week or once a fortnight depending on their need. All people receiving a visit from a Sheltered Housing Officer pay a support charge. For sheltered housing residents this is currently £16.74 a week, those living outside the scheme pay £7.97 a week.

In addition to undertaking daily welfare checks, Sheltered Housing Officers complete a support plan for each resident to determine what support they need to continue living independently. Each resident also has a fire risk assessment and personal emergency evacuation plan (PEEP) all of which are reviewed on a regular basis.

Other duties of a Sheltered Housing Officer include but are not limited to:

- Providing cover at other schemes during times of absence
- Weekly fire bell test
- Undertaking new tenant sign-up and termination of a tenancy
- Day to day housing management issues
- Monthly scheme inspections both internally and externally
- Testing alarm equipment on a quarterly basis
- 6 Monthly fire drills

As the age of residents living in sheltered accommodation varies considerably, (60 to 90+) there are some that do not want or need a visit because they still work, or go out on a regular basis, there are others that look after grandchildren and some that simply do not want to be called upon each day. Undertaking these daily visits to all residents is very time consuming especially when a member of staff is absent and their visits also need to be covered, it leaves very little time to provide true support to residents when they need it.

A daily door knock has become out of date. Residents want a more flexible service but more importantly they want peace of mind knowing that if/when they need support it will be available to them. Many Local Authorities and Housing Associations have already moved away from daily welfare checks to a “needs’ led” support service and it works extremely well because they target support at those residents that really need it.

## 2. How will the new support model work?

The number of visits a person receives will be determined by the outcome of their support plan. All residents will have their support plan reviewed to ensure we provide a support service that meets their need. So, for example, if someone has just come out of hospital, they will receive regular visits until they have recuperated. If someone has no family or very few visitors, they will also receive regular visits. If someone needs help reading their mail or making telephone calls’ we will ensure time is allocated to this. However, if someone is reasonably fit and active, they may receive a phone call once a week and a visit once a fortnight and those still in employment will receive a phone call or text once a month. Targeting visits to those that need them will allow officers to spend quality time with those in genuine need of support with resources to organise more social activities to ensure at least one event at each scheme per week, possibly more.

It is also our intention to move staff away from being scheme based to hub based. The rationale being that they will go where the work is, so for example some officers may be undertaking visits, other officers may be updating support plans or fire risk assessments and testing alarm equipment etc., while another may be dealing with administration. There will be staff working in our sheltered schemes Monday to Friday but moving them to a hub ensures residents do not become reliant on a particular Sheltered Housing Officer and the focus is on promoting independent living.

On occasions when two officers are in a scheme, when they complete their work, they will have capacity to hold a social event. Working this way will ensure our residents receive a reliable and consistent service including during staff absences and will allow them to get to know a team of staff all of whom have the skills to support them to live independently.

Anyone in need of intensive support will be assigned a specific member of staff who will work with them to ensure they get the help and support they need including from other agencies. They will continue to work with the resident for as long as necessary.

## 3. Support Charge

The current support charge will remain unchanged, this is because we want everyone to be able to access support when needed. We feel that if a tiered charging system was introduced people would opt for a lesser service due to their financial situation when in reality, they require regular support to remain independent. Although the charge will remain the same, we are fully aware of the challenges around the cost of living and in quarter one next year we will be undertaking an exercise to determine what duties can be moved to Intensive Housing Management which is eligible for funding under the Housing Benefit regime. As can be seen from the survey below, 78% of our residents believe the service they receive is value for money.

## 4. Consultation

All resident living in sheltered housing received a letter setting out proposals to introduce a needs’ led support model, a question and answer session was held at each scheme and residents were asked to complete a questionnaire. Of the 463 residents living in sheltered housing 138 returned their questionnaire. Below are the questions along with responses:

- Can you see the benefits of tailoring our support service to meet individual Resident’s needs?

**Yes 75% No 10% Unsure 15%**

- Do you feel that we should ensure more social activities are held at your scheme as part of this review?

**Yes 68% No 27% (Not all residents answered this question)**



- Do you agree that the service you receive (emergency alarm and support service) offers value for money?  
**Yes 78% No 10% Unsure 12%**

- There will no longer be a Sheltered Housing Officer based at your scheme, instead, a team of staff will provide support to ensure you receive a reliable and consistent service. Can you see the benefit of this?  
**Yes 52% No 24% Unsure 23%**

- Having read the letter regarding the new support model and having had the opportunity to attend a question and answer session, taking everything into account do you support the proposed changes?  
**Yes 51.5% No 13% Partially 35.5%**

As can be seen from the results above, of those residents that returned they're questionnaire, the majority are in favour of the new support model. Full details, along with resident's comments can be found at appendix 1.

## 5. Re-Branding

The phrase sheltered housing infers people need looking after. Residents living in our schemes are independent and some are still in employment so the term independent living would be more appropriate with staff having a new job title of Independent Living Officer.

### **Reason for decision:**

The current support model is no longer fit for purpose. Residents living in sheltered housing are independent and want a more flexible, needs led support service.

### **Options considered and rejected:**

The option to continue with the current daily welfare checks was considered and rejected as it serves little purpose. Residents want a more up to date support service that is flexible and sustainable and gives residents choice.

### **Consultation undertaken:**

All residents in sheltered housing have been consulted and asked to complete a survey. The results of which can be found at appendix 1

### **Resource implications:**

The new support model will be funded within existing resources

### **Legal and Governance Implications:**

This proposal meets with all requirements

### **Safer, Cleaner, Greener Implications:**

None

### **Background Papers:**

None

### **Impact Assessments:**

### **Risk Management:**

Projects of this nature are developed and managed under a project management system which includes risk management

### **Equality:**

The Equality Act 2010 requires that the Public Sector Equality Duty is actively applied in any decision-making.





## SCRUTINY



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

**Date of meeting: 22 September 2022**

**Portfolio: Customer (Cllr A Lion)**

**Subject: Customer Service Strategy Update**

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

**Democratic Services Officer: R Perrin (01992 564243)**

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

To note the update on our Customer Service Strategy and provide feedback on 'what our customers are telling us'.

### **What are our Customers telling us?**

1 Members will be aware of the issues with the current Waste and Recycling contract and the number of missed collections experienced by residents in recent months. Inevitably the service that receives the initial fallout from such a service failure is the Customer Service team which manifests itself in an increased number of calls related to missed collections.

2 The Waste and Recycling and Customer Service teams have been working closely together to minimise customer calls and provide up-to-date information on-line and through social media as updates for residents. There has been an increase in calls, and it has been a challenging time for the teams involved. It is an unfortunate consequence that the increase in waste calls led to longer queue times for residents as the Customer Service Team was not resourced for the level of response required as a consequence of the waste issues.

3 There has therefore been a need to provide additional support to the Customer Service Team to improve service response times and to manage the impact on the team's welfare. There has been a recruitment process for three additional temporary staff to join the Customer Service Team to specifically handle the calls relating to missed waste collections

4 There has been a significant increase (43%) in **formal customer complaints** from April onwards relating to the ongoing waste crisis. Since April 44% (82/188) of complaints have been upheld. The majority being upheld are waste related with 75 out of 82. In addition to this increase, we have been working through our Self-Assessment for the Housing Ombudsman ensuring that we are compliant according to the Landlords Complaint Handling code in readiness for 1<sup>st</sup> October 2022.

### **Customer Strategy 2022/23 Update**

5 The core vision for our **digital** work is to use digital to deliver the services our customers want whilst driving down our cost. We aim to provide our residents, businesses, and visitors with digital services they will use by default, whilst at the same time recognising others may still require additional support whether face to face or a phone call.

6 To date we have seen a 15% increase compared to last year in the use of **digital forms**. There has also been a 6% reduction in telephone calls over the same period. This is the direction of travel the Council needs to build on in its future digital development. Much of the increase in the use of digital forms has been through the contact centre encouraging

customers to self-serve and to promote the benefits to channel switch through social media posts.

7 Focus was given following the customer consultation that took place in March 2022 about how easy it was to use our digital services and what barriers customers met in using these services. The predominant customer feedback on the website focussed on finding what they were looking for and forms being difficult to use. Customer service and Corporate Communications are working together to improve our website; this includes an improved search facility and simpler layout. We have prioritised waste and are developing a new waste section with simplified forms and easier navigation. Options are also being explored to look at alternative platforms to make website development and support much more dynamic and efficient.

8 The provision of additional frequently asked questions and scripts has resulted in an increase in **First Point Resolution** for first six months of year from an average 46% in 2021/22 to average 67% in 2022/23. This means these additional customers are getting their contact resolved by the Customer Service team without the need for the call to be transferred to the back-office or another agency, again with the aim of increasing customer satisfaction and using our resources across the Council more efficiently.

9 Meeting one of the objectives of the Customer Service Strategy we reviewed the provision of **Cash Office at Debden Broadway**. Proposals for cash paying customers moving forwards were presented and agreed by Stronger Communities Select Committee on 12<sup>th</sup> July. We are now working towards implementing an Allpay payment solution for Council Tax and Business Rates customers with the intention to launch late October followed by closure of the Debden Cash Office in December. The new solution will provide residents and businesses an increased number of outlets and opening hours whilst providing efficiency savings for the Council of around £10,000 per annum plus the release of the building for future rental income potential.

10 On our **Digital Members** journey IT coaching sessions have been held with new and existing Members and in partnership with the ICT Service Desk who have assisted with connection to Council systems via personal devices, tablets, and smart phones (Bring Your Own Device - BYOD). ICT have produced a guide highlighting the benefits of BYOD and encourage all Members to consider whether this would be more suitable for their digital needs and style of work. Please contact the ICT Helpdesk on 01992 56488 should you wish to take advantage of this opportunity. We are currently seeing very low volumes of ICT tickets raised by Members for any issues with equipment, as a reminder if you are experiencing problems, please raise via the Member contact form, for immediate help call the ICT helpdesk.

11 Whilst our focus is on providing digital services that most of our customers will choose to use, we recognise that traditional channels will still be required by some members of our community. We continue to see a steady increase in visitors to **Epping Community Hub** on average 38% month on month especially for services that provide help & support around benefits and finance. August saw our highest volume (150) of visitors since opening September 2021. With the closure of Barclays Bank on Epping High Street, we have welcomed Barclays into the Community Hub three times a week providing non-cash transactions such as online banking support, account enquires and any other non-cash related assistance to their customers.

12 **Digital inclusion** remains an important objective to help people use digital technology in their lives and to be able to use the digital solutions we offer. We principally use our partners in the voluntary sector to help us achieve with the Council acting as the conduit and signposting people for help. A great example of an initiative offered by WECAN (West Essex Community Action Network) as part of their Digital Inclusion project was the provision of free six-month, Vodafone sim and data cards. These cards have been well received by visitors to the Community Hub in need of this support. We have started to offer digital coaching for residents in the Community Hub on a Thursday, this is being offered by VAEF and WECAN, either on an appointment basis, referral from other partners or as walk ins. The intention is to

raise further awareness via Community Champions and local Town and Parish Councils. Limes Farm will be the next venue for coaching to be offered, where we would hope there may well be a greater need and take up from residents.

**Reason for decision: none**

**Options considered and rejected: none**

**Resource implications: none**

**Legal and Governance Implications: none**

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

**Consultation Undertaken: customer consultation**

**Background Papers: none**

**Impact Assessments: none**

***Risk Management: none***

**Equality: customer consultation on digital usage includes contact details for digitally excluded customers requiring support**

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