

PORTFOLIO HOLDER'S REPORT

Housing

Below is a breakdown of the Housing Register as at 1st December 2017

Emergency	6
Gold	114
Silver	309
Bronze	395
Ineligible – shared Ownership	67
Total – live applications	891

The numbers on the register have decreased by 21 since previous month

Applications

This month we have received on line	70
The average number of days to process these applications were	5

Housed Applicants

Throughout December we have housed **9** households
which can be broken down into the following bed sizes:

The bed needs for applicants housed are as follows:-

1 beds =	3
2 beds =	5
3 beds =	1
4 beds =	0

Number of households housed through Direct Let with the
Registered Provider by:- **1**

- To help the RP with efficient management of their stock.
- To move applicants into Trailway Court which is an extra care property, the vacancies are not advertised through the Locata system.
- Single applicants being housed into supported accommodation which again is not advertised through the Locata system

Homeless information

Approaches for advice and assistance

Number of approaches from households requiring housing advice during December 2017 **25**

Of which:

Appointment at Blandford	15
Drop in at Blandford	1
Gillingham Direct	4
Home visits	0
Telephone interview	5
Multi-Agency meeting	0

Number of those that approached and were given advice, but were considered to be non-priority needs ie were not owed a duty by the Council. **0**

Homelessness applications

Number of Homeless forms taken **7**

Number of Decisions made **1**

of which were:-

Accepted **0**

Not Homeless/Advice given **1**

Not Priority Need **0**

Intentionally Homeless **0**

Number of families in B&B at the end of the month **0**

Emergency Band			
Type / Size	No. of Lets	Longest wait	Average wait
Sheltered accomm.	5	4 months	7 weeks
Studio general needs	0		
1-bed general needs	19	4 months	8 weeks
2-bed flat or maisonette	5	11 weeks	7 weeks
2-bed house	21	8 months	13 weeks
3-bed flat or maisonette	0		

3-bed house	17	6 months	7 weeks
4-bed	2	6 months	4 months
5-bed	0		

Gold Band			
Type / Size	No. of Lets	Longest wait	Average wait
Sheltered accomm.	82	3 years	5 months
Studio general needs	2	4 months	3 months
1-bed general needs	123	10 years	7 months
2-bed flat or maisonette	21	7 months	11 weeks
2-bed house	107	5 years	5 months
3-bed flat or maisonette	0		
3-bed house	42	26 months	5 months
4-bed	9	19 months	6 months
5-bed	0		

Silver Band			
Type / Size	No. of Lets	Longest wait	Average wait
Sheltered accomm.	145	31 months	5 months
Studio general needs	1	4 months	4 months
1-bed general needs	173	12 years	9 months
2-bed flat or maisonette	237	21 months	3 months
2-bed house	262	3 years	7 months
3-bed flat or maisonette	11	20 months	7 months
3-bed house	209	14 years	9 months
4-bed	20	23 months	8 months
5-bed	0		

Bronze Band			
Type / Size	No. of Lets	Longest wait	Average wait
Sheltered accomm.	69	8 years	8 months
Studio general needs	0		
1-bed general needs	26	11 years	17 months
2-bed flat or maisonette	92	10 years	8 months
2-bed house	49	4 years	14 months
3-bed flat or maisonette	5	13 months	5 months
3-bed house	41	4 years	10 months
4-bed	0		
5-bed	0		

Below is a breakdown of the Housing Register as at 1st November 2017

Emergency	5
Gold	114
Silver	307
Bronze	420
Ineligible – shared Ownership	66
Total – live applications	912

The numbers on the register have decreased by 4 since previous month

Applications

This month we have received on line	95
The average number of days to process these applications were	4

Housed Applicants

Throughout November we have housed **15** households which can be broken down into the following bed sizes:

The bed needs for applicants housed are as follows:-

1 beds =	8
2 beds =	4
3 beds =	3
4 beds =	0

Number of households housed through Direct Let with the Registered Provider by:- **1**

- To help the RP with efficient management of their stock.
- To move applicants into Trailway Court which is an extra care property, the vacancies are not advertised through the Locata system.
- Single applicants being housed into supported accommodation which again is not advertised through the Locata system

Reception/Triage

From 1st November 2017 – 30th November 2017

We no longer receive help from Customer Services on reception which has a massive impact on the housing team.

The recording of clients visiting the hubs has been amended and we are no unable to extract this data

Homeless information

Approaches for advice and assistance

Number of approaches from households requiring housing advice during November 2017 **40**

Of which:

Appointment at Blandford	26
Drop in at Blandford	1
Gillingham Direct	7
Home visits	5
Telephone interview	1
Multi-Agency meeting	0

Number of those that approached and were given advice, but were considered to be non-priority needs ie were not owed a duty by the Council. **0**

Homelessness applications

Number of Homeless forms taken **7**

Number of Decisions made **9**

of which were:-

Accepted **2**

Not Homeless/Advice given **7**

Not Priority Need **0**

Intentionally Homeless **0**

Number of families in B&B at the end of the month **1**

NORTH DORSET

EMERGENCY

BAND

Type / Size	No. of Lets	Longest wait	Average wait
Sheltered accomm.	5	4 months	7 weeks
Studio general needs	0		
1-bed general needs	19	4 months	8 weeks

2-bed flat or maisonette	5	11 weeks	7 weeks
2-bed house	20	8 months	3 months
3-bed flat or maisonette	0		
3-bed house	17	6 months	7 weeks
4-bed	2	6 months	4 months
5-bed	0		

GOLD BAND

Type / Size	No. of Lets	Longest wait	Average wait
Sheltered accomm.	81	3 years	6 months
Studio general needs	2	4 months	3 months
1-bed general needs	119	10 years	7 months
2-bed flat or maisonette	21	7 months	11 weeks
2-bed house	104	5 years	5 months
3-bed flat or maisonette	0		
3-bed house	42	26 months	5 months
4-bed	9	19 months	6 months
5-bed	0		

SILVER BAND

Type / Size	No. of Lets	Longest wait	Average wait
Sheltered accomm.	145	31 months	5 months
Studio general needs	1	4 months	4 months
1-bed general needs	173	12 years	9 months
2-bed flat or maisonette	237	21 months	3 months
2-bed house	261	3 years	7 months
3-bed flat or maisonette	11	20 months	7 months
3-bed house	208	14 years	9 months

4-bed	20	23 months	8 months
5-bed	0		

BRONZE BAND

Type / Size	No. of Lets	Longest wait	Average wait
Sheltered accomm.	68	8 years	8 months
Studio general needs	0		
1-bed general needs	26	11 years	17 months
2-bed flat or maisonette	91	10 years	8 months
2-bed house	49	4 years	14 months
3-bed flat or maisonette	5	13 months	5 months
3-bed house	41	4 years	10 months
4-bed	0		
5-bed	0		

A successful Community Land Trust briefing day was held on 9 November, with 48 people attending, including a some NDDC members. Following an introductory talk by Wessex CLT, the group visited CLTs at Symondsburys/Bridport, Lyme Regis, and Marshwood.

The Accelerating Home Building programme was formally launched on 27 November. The campaign, "Opening Doors", has been reported in numerous publications, and has already generated interest for the Home Ownership Register as well as from landowners.

The Housing Options team was delighted to be awarded the DCP Team of the Year Award at the recent Star Awards.

The Housing Reduction Act (HRA) comes into effect on 3 April 2018, which is the single biggest change to homelessness legislation for 40 years. A briefing for all members is being held at SWH on 31 January to bring members up to speed on this important change, which will have a massive impact on how we work.

The HRA will require some changes to be made to the common allocations policy across all DCP councils. These will be brought to members attention in due course.

The next Landlords' Local Authority Partnership (LLAP) meeting will take place at SWH on Wednesday 21 March 2018. The event starts at 6pm, with refreshments available from 5.30pm.

A number of members have asked for more information about the apparent rise in people rough sleeping and begging across the DCP area. An all-member briefing is being jointly run by Housing and Community Protection at SWH on Wednesday 28 March 2018, between 2 and 4pm.

Nordon update

Works are progressing well on the Nordon Hub. The new offices are due to open to the public from 10am on 15 February. There may be some temporary service arrangements at Nordon on 14 and 15 February while the moves take place, however, staff will be on hand to help customers during this period.

The Hub has been re-designed internally with both our customers and officers in mind. Our customers will receive face-to-face services through our appointment booking system and service surgeries with duty officers (Planning, Licensing, Housing and Revenues and Benefits through Stour Valley and Poole Partnership). They will also continue to be able to access services on an ad-hoc basis through the provision of telephones and computers in our reception area. Stour Valley and Poole Partnership will continue to provide our on-site customer services.

There will be no set service areas for officers in the Hub. Instead, touch-down desks and terminals are being installed for Facilities and Building Control officers (based at the office) and for Duty Officers to use. The facilities will also be available for those with occasional needs, for example, to touch down before or after meetings.

A Member tour will be arranged in advance of the opening of the Hub.

CABINET DECISIONS WITHIN THIS PORTFOLIO

Cabinet on 30 October 2017 considered the following item within this portfolio:

No items for this meeting

Cabinet on 11 December 2017 considered the following items within this Portfolio.

No items for this meeting

PORTFOLIO HOLDER DECISIONS MADE WITHIN THIS PORTFOLIO

None for this period.

PORTFOLIO HOLDER'S REPORT

The Portfolio Holder is currently unavailable to provide an update.

CABINET DECISIONS WITHIN THIS PORTFOLIO

Cabinet on 30 October 2017 considered the following item within this portfolio:

NORTH DORSET LOCAL PLAN REVIEW – ISSUES AND OPTIONS DOCUMENT.

Cabinet agreed that the North Dorset Local Plan Review – Issues and Options Document be published for consultation and that the Corporate Manager – Planning (Community & Policy Development), in consultation with the Portfolio Holder for Planning, make any final amendments necessary to the Issues and Options Document prior to the consultation commencing. This would allow further progress on the Local Plan review.

PLANNING ENFORCEMENT – FINANCIAL RESOURCES AND OFFICER WORKLOADS

Cabinet agreed that additional funding be made available from General Reserves to recruit an additional enforcement officer for a 2 year period to deal with excessive case load backlog. The additional resources would allow the Enforcement teams to be able to respond to cases more efficiently and in particular to be able to bring major legal cases to a timelier conclusion. This will in turn improve the reputation of the Council in tackling difficult planning enforcement issues.

BOURTON NEIGHBOURHOOD PLAN

Cabinet agreed that the Bourton Neighbourhood Plan proceed to referendum. (see separate item on the Council agenda following the result of the referendum)

Cabinet on 11 December 2017 considered the following item within this portfolio:

No items within this portfolio.

PORTFOLIO HOLDER DECISIONS MADE WITHIN THIS PORTFOLIO

Shaftesbury, Melbury Abbas and Cann – Area Neighbourhood applications.

The Portfolio Holder agreed to the designation of separate neighbourhood areas for (1) the Parish of Shaftesbury; and (2) the Parishes of Melbury Abbas & Cann to enable separate neighbourhood plans to be progressed.

Draft Fontmell Magna Conservation Area Appraisal.

The Portfolio Holder gave approval the undertaking of public consultation, including a drop-in session at the village hall, prior to reporting the findings to Cabinet for formal agreement (subject to amendments resulting from the consultation process)

Environment – Councillor Michael Roake

PORTFOLIO HOLDER'S REPORT

Finance

The main finance news was announced before Christmas with the Provisional Settlement and the Employers Pay Award offer.

In terms of the Settlement it was broadly in line with our expectations with only minor changes to the safety net level. Rural Services Delivery Grant has been maintained at 2017/18 levels instead of being cut as was previously announced. New Homes Bonus was slightly higher than had been predicted but still significantly less than previous years.

Employers pay award offer of 2% was in line with our assumptions. A report will be going to Scrutiny later this month and Cabinet in February.

Update on NDDC Offices at Nordon Blandford.

The Lodge has been refurbished it will be operational by the end of January 2018. Staff are currently relocating and making the transition to the new location. A small car park with around 13 bays is being created directly in front of the building, which will accommodate dedicated disabled spaces. The new office is easily accessible from the road.

The Lodge has been re-designed internally to make it more customer friendly and accessible providing access into the building and there will be different staff zones to accommodate multi-agency working.

The move will give the Council an opportunity to offer a more modern service. The reception area will include touchscreen computers and a cloud based appointment system will be in use. Opening hours will remain the same and will continue to provide face to face customer services. Other services will include Building Control, Technical Services, Stour Valley and Poole Partnership and duty officers.

Dorset Waste Partnership

A survey at the end of 2017 generated a huge interest with over 4710 responses received from Dorset residents.

The results are as follows:

General satisfaction

Overall satisfaction with the recycling and rubbish collection service - 87.7% either very satisfied or satisfied

Kerbside service

Frequency of collections - 86.3% either very satisfied or satisfied

Type & number of containers provided - 83.2% either very satisfied or satisfied

Range of materials collected - 80.8% either very satisfied or satisfied

Reliability of collection service - 91.4% either very satisfied or satisfied

78.9% of residents are very satisfied or satisfied with the behaviour/attitude of the collection staff

Household Recycling Centres

87.5% of residents find the HRCs clean and tidy

79.2% of residents find the staff at the HRCs friendly and helpful

81.3% of residents very satisfied or satisfied with the HRC opening hours

Fly-tipping and litter

General cleanliness of the local area - 63.8% either very satisfied or satisfied

39.1% of residents feel that fly-tipping is a major problem in their area

Information and communications

78.8% of residents use the website to request or find out about a waste/recycling service

90.2% of residents find the website very helpful or helpful

Route Optimisation

Some residents will notice a change commencing Monday 19th February 2018, it is mainly narrow access properties and rural areas that are affected by the changes, in summary:

- 3540 in the North Dorset area.
- All affected properties will be written to explaining the changes (and the details of the transitional collections where relevant).

Missed Collections

This year there has been a higher number of missed collections reported over Xmas and New Year. Due to the increased volumes over the Christmas period. Normal collection days resumes after 15th January. Some residents logged a missed collection with the DWP, not realising there is a revised collection during this three-week period.

Asset Management

Plot 14 Shaftesbury

The Council disposed of these industrial units for a sum of £195,000 (annual rental income was £9,950). The disposal was to protect the Council from financial risk in the event that the units were to become under occupied.

The lease that was in place previously stipulated that the Council would guarantee 80% of the full occupancy rent to our tenant who in turn leased the units to individual businesses.

CABINET DECISIONS WITHIN THIS PORTFOLIO

Cabinet on 30 October 2017 considered the following items within this portfolio:

2018/19 BUDGET

Cabinet received an update on the latest budget forecast and an outline for the process for setting the budget.

FINANCIAL REGULATIONS INCLUDING PROCUREMENT STRATEGY AND SOCIAL VALUE STATEMENT (separate item on the Council agenda)

QUARTER 2 – BUSINESS REVIEW

Cabinet received the Business Review data which set out the Council's performance across all services for the period until 30 September 2017. The data was broken down into financial performance, key performance indicators and risks on a service by service basis.

Cabinet on 11 December 2017 considered the following items within this portfolio:

DORSET WASTE PARTNERSHIP DRAFT REVENUE ESTIMATES 2017/18

Cabinet considered and approved the Dorset Waste Partnership (DWP) draft revenue estimates for 2018-19, as required of all Partnership authorities in accordance with the DWP Inter Authority Agreement.

PROPOSED NEW POLICY PROHIBITING THE RELEASE OF SKY LANTERNS AND HELIUM BALLOONS FROM LAND AND PREMISES OWNED BY THE COUNCIL

Cabinet approved the introduction of a new policy prohibiting the release of Sky Lanterns and Helium Balloons from land and premises owned by the Council.

PORTFOLIO HOLDER DECISIONS MADE WITHIN THIS PORTFOLIO

To approve the increase in the price of activities as proposed by the council's operator of Blandford Leisure Centre, SLM Ltd, with effect from 26 October 2017.

PORTFOLIO HOLDER'S REPORT

ECONOMIC REGENERATION

North Dorset Business Day

The North Dorset Business Day was held on 17th November 2017, at the Exchange in Sturminster Newton. The format, a mix of businesses with exhibition stands, visiting businesses and workshops, is now well established and works well. The event was opened by Simon Hoare MP, who spoke with many of the businesses there. 45 businesses attended with approximately 220 individual visitors throughout the day. The feedback from attendees was very positive, with a general view that this was the best Business Day yet. A number of attendees reported that they had gained business on the day.

A promotional video of the event has been made by Dorset Council's Partnership Communications which will be on Dorset for You.

Sturminster Newton Enterprise Hub

The District Council is supporting an innovative, business led project to set up an Enterprise Hub on the North Dorset Business Park in Sturminster Newton. A project team has been established with funding from NDDC to carry out an initial feasibility study to examine levels of demand, long term viability and sources of funding. A very experienced consultant has been appointed, and the feasibility work has started.

Economic Growth Fund

Two local businesses who are former recipients of grants from the Economic Growth Fund have been recognised through awards. Cherry Picked Hampers won the Best Newcomer at the Dorset Food & Drink Awards 2017, and Loose Reins was named the Best Sporting and Active Experience in Dorset, the Best Glamping and Alternative Accommodation in Dorset and the 'Winner of Winners' at the Dorset Tourism Awards 2017.

Tourism

The District Council is exploring how it can support the many excellent tourism assets, activities and businesses in this area, by developing a brand for the

Northern Dorset / Blackmore Vale area. Initial work will be with a small group of key people involved in different aspects of tourism.

Town Centre Enhancement

Maintaining and improving the quality of town centre conservation areas can be an important part of enhancing the economic viability of market towns. NDDC is supporting both Blandford and Gillingham to develop *Conservation Area Appraisals and Management Plans* for their town centre Conservation 'At Risk' areas. This is being done with significant local input from knowledgeable volunteers and expert consultancy support.

This work will run alongside the new Section 106 funded town centre enhancement work planned for Blandford.

DEMOCRATIC SERVICES

Paperless Committee working

All Members across the Dorset Councils Partnership are now working on a device of one sort or another at Committee meetings, with only 3 medical exceptions across the whole partnership (none in North Dorset). This means that through reduction to printing the partnership will realise a financial saving of approximately £56,000 per year, with an additional saving on postage costs. Members will have received a number of emails from the Democratic Services Team setting out the support available to assist them in making effective use of the ModGov app. Cllrs Emma Parker, Jane Somper, Alexander Chase, Val Potheary and Andrew Kerby have all agreed to be your Member Digital Champions and if you would like any assistance the Team can offer the following support:

- One to one refresher sessions with a Democratic Services Officer or an IT Support Officer, depending on the issue
- Assistance from the Democratic Services Officer at the beginning of a committee meeting
- Provision of written guidance for the ModGov.app and laptop/tablet user guides
- Informal drop-in coffee and help sessions
- Over the phone help from the IT helpdesk and Democratic Services

Electoral Services

The Team ran the Neighbourhood Plan Referendum in Bourton, on 12 January 2018.

The annual canvass of electors commenced in August with a paper form delivered to every household in the District. This exercise concluded with the

publication of the new Electoral Register on 1 December 2017, and Members have all be invited to request a copy of the new Register. If you haven't already done this, requests should be made in writing to elections@dorset.gov.uk, stating the Ward that is requested and the format of the Register required (ie electronic or paper copy). The Team worked very hard to increase the response rate for the annual canvass and, for the first time, sent text reminders to residents for whom we have a mobile telephone number. The final response rate for North Dorset was 91.21%.

CABINET DECISIONS WITHIN THIS PORTFOLIO

Cabinet on 30 October 2017 considered the following item within this portfolio:

QUARTER 2 – BUSINESS REVIEW

Cabinet received the Business Review data which set out the Council's performance across all services for the period until 30 September 2017. The data was broken down into financial performance, key performance indicators and risks on a service by service basis.

Cabinet on 11 December 2017 considered the following item within this portfolio:

RECHARGING FOR TOWN AND PARISH ELECTIONS (Separate item on the agenda)

CALENDAR OF MEETINGS (Separate item on the agenda)

PORTFOLIO HOLDER DECISIONS MADE WITHIN THIS PORTFOLIO

none for this period.

PORTFOLIO HOLDER'S REPORT

A verbal update to be provided

CABINET DECISIONS WITHIN THIS PORTFOLIO

Cabinet on 30 October 2017 considered the following item within this portfolio:

Proposal for a North Dorset Dog Related Public Spaces Protection Order

Cabinet approved the public consultation document, noting amendments proposed by Overview & Scrutiny Committee noted that the existing North Dorset Dogs (Fouling of Land) Designation Order would automatically convert to a Public Spaces Protection Order containing the former Orders provisions whilst the new Order was prepared.

Cabinet on 11 December 2017 considered the following item within this portfolio

None for this meeting

PORTFOLIO HOLDER DECISIONS MADE WITHIN THIS PORTFOLIO

None for this period