

	Overview and Scrutiny Committee 24th July 2018	Agenda Item No. 5
Review of Housing Services	Review of Housing Services – Service Area Update	
For further information about this report please contact	Amanda Bennett Service Improvement Manager Amanda.bennett@warwickdc.gov.uk Lisa Barker Head of Housing Services Lisa.barker@warwickdc.gov.uk	
Wards of the District directly affected	N/A	
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?	No	
Date and meeting when issue was last considered and relevant minute number	N/A	
Background Papers	None	

Contrary to the policy framework:	No
Contrary to the budgetary framework:	No
Key Decision?	No
Included within the Forward Plan? (If yes include reference number)	No
Equality Impact Assessment Undertaken	N/A

Officer/Councillor Approval		
Officer Approval	Date	Name
Chief Executive/Deputy Chief Executive		Chris Elliott
Head of Service		Lisa Barker
CMT		Bill Hunt
Section 151 Officer		Mike Snow
Monitoring Officer		Andrew Jones
Portfolio Holder(s)		Peter Phillips
Consultation & Community Engagement		
None for the purposes of this report.		
Final Decision?		
Suggested next steps (if not final decision please set out below)		

1. **Summary**

1.1 This report brings together details of Housing Services' performance.

2. **Recommendation**

2.1 That Overview and Scrutiny Committee should review the Housing Services Performance Report and make observations on it as appropriate.

3. **Reasons for the Recommendation**

3.1 It has been requested by members that performance details are reviewed.

3.2 Housing Services are presenting this report on performance to the Overview and Scrutiny Committee.

3.3 *Performance*

3.3.1 Details of Housing Services performance against the Service Area Plan were reported to Executive in April within the finalised Service Area Plan for 2017/18. The 2017/18 performance report has been updated to reflect the full year and is available as Appendix A. The aforementioned finalised Service Area Plan for 2017/18 is available as Appendix B.

4. **Policy Framework**

4.1 **Fit for the Future (FFF)**

The Council's FFF Strategy is designed to deliver the Vision for the District of making it a Great Place to Live, Work and Visit. To that end amongst other things, the FFF Strategy contains several Key projects

The FFF Strategy has 3 strands – People, Services and Money and each has an external and internal element to it. The table below illustrates the impact of this proposal if any in relation to the Council's FFF Strategy.

FFF Strands		
People	Services	Money
External		
Health, Homes, Communities	Green, Clean, Safe	Infrastructure, Enterprise, Employment
<u>Intended outcomes:</u> Improved health for all Housing needs for all met Impressive cultural and sports activities Cohesive and active communities	<u>Intended outcomes:</u> Area has well looked after public spaces All communities have access to decent open space Improved air quality Low levels of crime and ASB	<u>Intended outcomes:</u> Dynamic and diverse local economy Vibrant town centres Improved performance/productivity of local economy Increased employment and income levels

Impacts of Proposal		
	The work by Housing services assists to support corporate and local services.	The work by Housing services assists to support corporate and local services.
Internal		
Effective Staff	Maintain or Improve Services	Firm Financial Footing over the Longer Term
<u>Intended outcomes:</u> All staff are properly trained All staff have the appropriate tools All staff are engaged, empowered and supported The right people are in the right job with the right skills and right behaviours	<u>Intended outcomes:</u> Focusing on our customers' needs Continuously improve our processes Increase the digital provision of services	<u>Intended outcomes:</u> Better return/use of our assets Full Cost accounting Continued cost management Maximise income earning opportunities Seek best value for money
Impacts of Proposal		
As a service, Housing Services is committed to developing and supporting staff to achieve their potential.	As a service, Housing Services is very committed to customers and making optimum use of digital technology.	The work of Housing Services supports the corporate and local vision and ensures that, public money is properly used and accounted for.

4.2 Supporting Strategies

There are several policies and strategies for which Housing Services takes the lead, with these being applicable across the Council. These are primarily the Housing & Homelessness strategy and the Housing Revenue Account Business plan.

4.3 Changes to Existing Policies

This report does not propose any changes to existing strategies.

5. Budgetary Framework

- 5.1 Annual Budgets for Housing are set by the executive on an annual basis and budget reports are routinely considered by the Senior Management Team, with quarterly reports issued to the Executive. The next Executive report is due in July, which will detail the overall outturn.

6. Alternative Option(s) considered

- 6.1 As this report is predominantly for information, at the request of the Overview and Scrutiny Committee, no other options are proposed.