Service Improvement Manager Amanda.bennett@warwickdc.gov.uk Lisa Barker Head of Housing Services Lisa.barker@warwickdc.gov.uk N/A  No  Wards of the District directly affected Is the report private and confidential and not for publication by virtue of a baragraph of schedule 12A of the Local Government (Access to Information) (Variation) Order 2006? Date and meeting when issue was ast considered and relevant minute number Background Papers  None  Contrary to the policy framework:  Contrary to the budgetary framework:  No  Contrary to the policy framework:  No  Cont		24 <sup>th</sup> July 20		Committee	Agenda Item No. 5
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 N/A  No  Wards of the District directly affected Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006? Date and meeting when issue was last considered and relevant minute number  Background Papers  None  Contrary to the policy framework:  No  Contrary to the budgetary framework:  No  Contrary to the budgetary framework:  No  Included within the Forward Plan? (If yes include reference number)  Equality Impact Assessment Undertaken  N/A  Officer/Councillor Approval  Officer Approval  Officer Approval  Chief Executive/Deputy Chief Executive Head of Service  CMT  Bill Hunt Section 151 Officer  Mike Snow  Andrew Jones	Review of Hou	sing Services	3	Review of Housi	ng Services - Service
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Lisa.barker@warwickdc.gov.uk  Wards of the District directly affected Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006? Date and meeting when issue was last considered and relevant minute number Background Papers  None  Contrary to the policy framework:  No Contrary to the budgetary framework: No Key Decision? Included within the Forward Plan? (If yes include reference number)  Equality Impact Assessment Undertaken  N/A  Officer/Councillor Approval  Officer Approval  Officer Approval  Chief Executive/Deputy Chief Executive Head of Service  Lisa Barker  Mile Snow Monitoring Officer  Andrew Jones					
Amanda.bennett@warwickdc.gov.uk Lisa Barker Head of Housing Services Lisa.barker@warwickdc.gov.uk 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?  Date and meeting when issue was last considered and relevant minute number Background Papers  None  Contrary to the policy framework:  Key Decision?  Included within the Forward Plan? (If yes include reference number)  Equality Impact Assessment Undertaken  N/A  Officer/Councillor Approval  Officer Approval  Chief Executive/Deputy Chief Executive Head of Service CMT Bill Hunt Section 151 Officer Monitoring Officer  Andrew Jones	For further inf	ormation abo	ut this	Amanda Bennet	t
Lisa Barker Head of Housing Services Lisa.barker@warwickdc.qov.uk  Wards of the District directly affected 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?  Date and meeting when issue was last considered and relevant minute number Background Papers  None  Contrary to the policy framework:  Contrary to the budgetary framework:  No Key Decision?  Included within the Forward Plan? (If yes include reference number)  Equality Impact Assessment Undertaken  N/A  Officer/Councillor Approval  Officer Approval  Chief Executive/Deputy Chief Executive Head of Service CMT Bill Hunt Section 151 Officer Monitoring Officer Aparoval Monitoring Officer Andrew Jones	report please o	contact		Service Improve	ement Manager
Head of Housing Services Lisa.barker@warwickdc.gov.uk  Wards of the District directly affected 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? Date and meeting when issue was last considered and relevant minute number  Background Papers  None  Contrary to the policy framework:  Key Decision?  Included within the Forward Plan? (If yes include reference No number)  Equality Impact Assessment Undertaken  N/A  Officer/Councillor Approval  Officer Approval  Officer Approval  Chief Executive/Deputy Chief Executive  Head of Service  Lisa Barker  CMT  Bill Hunt  Section 151 Officer  Mike Snow  Monitoring Officer  Andrew Jones					t@warwickdc.gov.uk
Wards of the District directly affected  Is a. barker@warwickdc.gov.uk  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?  Date and meeting when issue was last considered and relevant minute number  Background Papers  None  Contrary to the policy framework:  No  Contrary to the budgetary framework:  No  Included within the Forward Plan? (If yes include reference No number)  Equality Impact Assessment Undertaken  N/A  Officer/Councillor Approval  Officer Approval  Officer Approval  Chief Executive/Deputy Chief Executive  Head of Service  CMT  Bill Hunt  Section 151 Officer  Mike Snow  Monitoring Officer  Andrew Jones				Lisa Barker	
Wards of the District directly affected Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government (Access to Information) (Variation) Order 2006? Date and meeting when issue was last considered and relevant minute number Background Papers  Contrary to the policy framework:  Contrary to the budgetary framework:  No Included within the Forward Plan? (If yes include reference number)  Equality Impact Assessment Undertaken  Officer Approval  Officer Approval  Chief Executive/Deputy Chief Executive Head of Service  CMT  Section 151 Officer  Monitoring Officer  Mike Snow Monitoring Officer  Andrew Jones				•	
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?  Date and meeting when issue was last considered and relevant minute number  Background Papers  Contrary to the policy framework:  Key Decision?  Included within the Forward Plan? (If yes include reference number)  Equality Impact Assessment Undertaken  N/A  Officer/Councillor Approval  Officer Approval  Officer Approval  Chris Elliott  Executive  Head of Service  CMT  Bill Hunt  Section 151 Officer  Mike Snow  Monitoring Officer  Andrew Jones					<u>rwickdc.gov.uk</u>
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?  Date and meeting when issue was last considered and relevant minute number  Background Papers  None  Contrary to the policy framework:  Key Decision?  Included within the Forward Plan? (If yes include reference number)  Equality Impact Assessment Undertaken  N/A  Officer/Councillor Approval  Officer Approval  Officer Approval  Chief Executive/Deputy Chief Executive Head of Service  CMT  Bill Hunt Section 151 Officer  Mike Snow Monitoring Officer  Andrew Jones				•	
paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?  Date and meeting when issue was last considered and relevant minute number Background Papers  None  Contrary to the policy framework:  Contrary to the budgetary framework:  No Key Decision?  No Included within the Forward Plan? (If yes include reference number)  Equality Impact Assessment Undertaken  N/A  Officer/Councillor Approval  Officer Approval Chief Executive/Deputy Chief Executive Head of Service  CMT  Bill Hunt Section 151 Officer  Mike Snow Monitoring Officer Andrew Jones				No	
Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?  Date and meeting when issue was last considered and relevant minute number  Background Papers  Contrary to the policy framework:  Contrary to the budgetary framework:  No  Key Decision?  Included within the Forward Plan? (If yes include reference number)  Equality Impact Assessment Undertaken  N/A  Officer/Councillor Approval  Officer Approval  Chief Executive/Deputy Chief Executive Head of Service  CMT  Bill Hunt Section 151 Officer  Monitoring Officer  Andrew Jones					
the Local Government (Access to Information) (Variation) Order 2006?  Date and meeting when issue was last considered and relevant minute number  Background Papers  None  Contrary to the policy framework:  Key Decision?  Included within the Forward Plan? (If yes include reference number)  Equality Impact Assessment Undertaken  N/A  Officer/Councillor Approval  Officer Approval  Chief Executive/Deputy Chief Executive Head of Service  CMT  Section 151 Officer  Mike Snow Monitoring Officer  N/A					
Information) (Variation) Order 2006?  Date and meeting when issue was last considered and relevant minute number  Background Papers  None  Contrary to the policy framework:  No Contrary to the budgetary framework:  No Included within the Forward Plan? (If yes include reference number)  Equality Impact Assessment Undertaken  N/A  Officer/Councillor Approval  Officer Approval  Chief Executive/Deputy Chief Executive Head of Service  CMT  Section 151 Officer  Monitoring Officer  Andrew Jones					
Date and meeting when issue was last considered and relevant minute number  Background Papers  Contrary to the policy framework:  Contrary to the budgetary framework:  No  Key Decision?  Included within the Forward Plan? (If yes include reference number)  Equality Impact Assessment Undertaken  N/A  Officer/Councillor Approval  Officer Approval  Chief Executive/Deputy Chief Executive  Head of Service  CMT  Section 151 Officer  Monitoring Officer  No  Name  Chris Elliott  Executive  Bill Hunt  Section 151 Officer  Mike Snow  Andrew Jones		•			
last considered and relevant minute number Background Papers  None  Contrary to the policy framework:  Key Decision? Included within the Forward Plan? (If yes include reference number)  Equality Impact Assessment Undertaken  No  Officer/Councillor Approval  Officer Approval  Chief Executive/Deputy Chief Executive Head of Service  CMT  Section 151 Officer  Monitoring Officer  None  No  No  No  No  No  No  No  No  No  N				NI / A	
None   None				IN/A	
None		u aliu i elevali	it illillate		
Contrary to the policy framework:  Contrary to the budgetary framework:  Key Decision?  Included within the Forward Plan? (If yes include reference number)  Equality Impact Assessment Undertaken  N/A  Officer/Councillor Approval  Chief Executive/Deputy Chief Executive Head of Service  CMT  Bill Hunt Section 151 Officer  Monitoring Officer  No  No  No  No  No  No  No  No  No  N				None	
Contrary to the budgetary framework:  Key Decision?  Included within the Forward Plan? (If yes include reference number)  Equality Impact Assessment Undertaken  N/A  Officer/Councillor Approval  Officer Approval  Chief Executive/Deputy Chief Executive Head of Service  CMT  Bill Hunt Section 151 Officer  Monitoring Officer  No  No  No  No  No  No  No  No  No  N		<u> </u>		110110	
No   Included within the Forward Plan? (If yes include reference   No   number)   Equality Impact Assessment Undertaken   N/A    Officer/Councillor Approval   Date   Name   Chief Executive/Deputy Chief   Executive   Lisa Barker   Executive   Executive   Bill Hunt   Section 151 Officer   Mike Snow   Monitoring Officer   Andrew Jones   Andrew Jones   No   No   N/A      No   No   No   No   N/A	Contrary to the	e policy frame	ework:		No
Included within the Forward Plan? (If yes include reference number)  Equality Impact Assessment Undertaken  Officer/Councillor Approval  Officer Approval  Chief Executive/Deputy Chief Executive Head of Service  CMT  Bill Hunt Section 151 Officer  Monitoring Officer  Andrew Jones	Contrary to the	e budgetary f		No	
Tequality Impact Assessment Undertaken  Officer/Councillor Approval  Officer Approval  Chief Executive/Deputy Chief Executive Head of Service  CMT  Bill Hunt Section 151 Officer  Monitoring Officer  Andrew Jones					NI a
Officer/Councillor Approval  Officer Approval Chief Executive/Deputy Chief Executive Head of Service CMT Section 151 Officer Monitoring Officer  Monitoring Officer  Mame Chris Elliott Chris Elliott  Lisa Barker Bill Hunt Mike Snow Andrew Jones	Key Decision?				NO
Officer ApprovalDateNameChief Executive/Deputy Chief ExecutiveChris ElliottHead of ServiceLisa BarkerCMTBill HuntSection 151 OfficerMike SnowMonitoring OfficerAndrew Jones	Included withi	in the Forwar	d Plan? (If y	es include refe	
Officer Approval Chief Executive/Deputy Chief Executive Head of Service CMT Section 151 Officer Monitoring Officer  Date Name Chris Elliott Chris Elliott  Lisa Barker Bill Hunt Mike Snow Andrew Jones	Included withi number)				rence No
Chief Executive/Deputy Chief Executive Head of Service CMT Bill Hunt Section 151 Officer Monitoring Officer Andrew Jones	Included withi number) Equality Impa	ct Assessmen	t Undertake		rence No
Executive Head of Service  CMT  Bill Hunt  Section 151 Officer  Mike Snow  Monitoring Officer  Andrew Jones	Included withi number) Equality Impac Officer/Counci	ct Assessmen	t Undertake	en .	rence No
Head of Service  CMT  Bill Hunt  Section 151 Officer  Monitoring Officer  Andrew Jones	Included withi number) Equality Impac Officer/Counci Officer Approv	ct Assessmen illor Approval	t Undertake	Name	rence No
CMT Bill Hunt Section 151 Officer Mike Snow Monitoring Officer Andrew Jones	Included withinumber) Equality Impace Officer/Counci Officer Approv Chief Executive/	ct Assessmen illor Approval	t Undertake	Name	rence No
Section 151 Officer Mike Snow Monitoring Officer Andrew Jones	Included withinumber) Equality Impace Officer/Counci Officer Approv Chief Executive/ Executive	ct Assessmen illor Approval al 'Deputy Chief	t Undertake	Name Chris Elliott	rence No
Monitoring Officer Andrew Jones	Included withinumber) Equality Impace Officer/Counci Officer Approv Chief Executive/ Executive Head of Service	ct Assessmen illor Approval al 'Deputy Chief	t Undertake	Name Chris Elliott Lisa Barker	rence No
3 - 3 - 3 - 3 - 3 - 3 - 3 - 3 - 3 - 3 -	Included withinumber) Equality Impace Officer/Counci Officer Approv Chief Executive/ Executive Head of Service CMT	ct Assessmen illor Approval val 'Deputy Chief	t Undertake	Name Chris Elliott Lisa Barker Bill Hunt	rence No
	Included withinumber) Equality Impace Officer/Counci Officer Approv Chief Executive/ Executive Head of Service CMT Section 151 Offi	ct Assessmen illor Approval ral 'Deputy Chief cer	t Undertake	Name Chris Elliott Lisa Barker Bill Hunt Mike Snow	rence No N/A
	Included withinumber) Equality Impace Officer/Councing Officer Approv Chief Executive/Executive Head of Service CMT Section 151 Officer Monitoring Officer	illor Approval Tal Toeputy Chief Toer Toer Toer Toer Toer Toer Toer Toer	Date	Name Chris Elliott Lisa Barker Bill Hunt Mike Snow Andrew Jone	rence No N/A

# 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		
Intended outcomes: Improved health for all Housing needs for all met Impressive cultural and sports activities Cohesive and active communities	Intended outcomes: Area has well looked after public spaces All communities have access to decent open space Improved air quality Low levels of crime and ASB	Intended outcomes: 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			
Intended outcomes: 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	Intended outcomes: Focusing on our customers' needs Continuously improve our processes Increase the digital provision of services	Intended outcomes: 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.