

 <b>Overview and Scrutiny Committee</b> <b>20th August 2019</b>		<b>Agenda Item No 6</b>
<b>Title</b>	Review of Housing Services' performance – Service Area Update	
<b>For further information about this report please contact</b>	Amanda Bennett Service Improvement Manager <a href="mailto:amanda.bennett@warwickdc.gov.uk">amanda.bennett@warwickdc.gov.uk</a> Lisa Barker Head of Housing Services <a href="mailto:lisa.barker@warwickdc.gov.uk">lisa.barker@warwickdc.gov.uk</a>	
<b>Wards of the District directly affected</b>	N/A	
<b>Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?</b>	No	
<b>Date and meeting when issue was last considered and relevant minute number</b>	24 <sup>th</sup> July 2018 Overview & Scrutiny Committee Minute number 19	
<b>Background Papers</b>	<a href="#">Overview &amp; Scrutiny Committee report 24 July 2018</a> and its appendices as follows: <a href="#">Performance Report 2017/18</a> <a href="#">Service Area Plan 2017/18</a>	
<b>Contrary to the policy framework:</b>	No	
<b>Contrary to the budgetary framework:</b>	No	
<b>Key Decision?</b>	No	
<b>Included within the Forward Plan? (If yes include reference number)</b>	No	
<b>Equality Impact Assessment Undertaken</b>	N/A	

<b>Officer/Councillor Approval</b>		
<b>Officer Approval</b>	<b>Date</b>	<b>Name</b>
Chief Executive/Deputy Chief Executive		Chris Elliot
Head of Service	02/08/2019	Lisa Barker
CMT		Bill Hunt
Section 151 Officer		Mike Snow
Monitoring Officer		Andrew Jones
Finance		Victoria Bamber
Portfolio Holder(s)		Jan Matecki
<b>Consultation &amp; Community Engagement</b>		
None for the purpose of this report.		
<b>Final Decision?</b>	Yes	
<b>Suggested next steps (if not final decision please set out below)</b>		

## 1. **Summary**

- 1.1 This report brings together details of the annual performance for Housing Services.

## 2. **Recommendation**

- 2.1 That Overview and Scrutiny Committee considers the Performance Report for 2018/19 in Appendix A and makes observations as appropriate.
- 2.2 That Overview and Scrutiny Committee considers the summary of the Service Area Plan for 2019/20 in Appendix B and makes observations as appropriate.
- 2.3 That Overview and Scrutiny Committee notes the work undertaken by Housing Services on fire safety as set out in the Fire Safety Plan in Appendix C.

## 3. **Reasons for the Recommendation**

- 3.1 Each service area reports periodically to Overview & Scrutiny Committee to give members the opportunity to scrutinise performance. The Housing Services' Performance Report details the performance of the service area in 2018/19 against a range of key performance indicators.
- 3.2 The Service Area Plan for 2019/20 aims to provide effective, value for money, customer-focused, housing services and was approved by Executive on 10<sup>th</sup> July 2019. The plan is shown at Appendix B.
- 3.3 Since the Grenfell Tower tragedy in 2017 Warwick District Council has embarked on a wide range of work to ensure the safety of tenants and leaseholders living in our high-rise blocks. These works are explained in the Fire Safety Plan in Appendix C for members' information.

## 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.

<b>FFF Strands</b>		
<b>People</b>	<b>Services</b>	<b>Money</b>
<b>External</b>		
<b>Health, Homes, Communities</b>	<b>Green, Clean, Safe</b>	<b>Infrastructure, Enterprise, Employment</b>
<u>Intended outcomes:</u> Improved health for all Housing needs for all met Impressive cultural and	<u>Intended outcomes:</u> Area has well looked after public spaces All communities have access to decent open	<u>Intended outcomes:</u> Dynamic and diverse local economy Vibrant town centres Improved performance/

sports activities Cohesive and active communities	space Improved air quality Low levels of crime and ASB	productivity of local economy Increased employment and income levels
<b>Impacts of Proposal</b>		
There are no specific proposals as this is a performance review report.	There are no specific proposals as this is a performance review report.	There are no specific proposals as this is a performance review report.
<b>Internal</b>		
<b>Effective Staff</b>	<b>Maintain or Improve Services</b>	<b>Firm Financial Footing over the Longer Term</b>
<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
<b>Impacts of Proposal</b>		
There are no specific proposals as this is a performance review report.	There are no specific proposals as this is a performance review report.	There are no specific proposals as this is a performance review report.

#### 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.

#### 4.4 **Impact Assessments**

This report does not propose any changes to existing strategies therefore no new or significant changes are proposed in respect of equalities.

### 5. **Budgetary Framework**

- 5.1 Annual budgets for Housing Services 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 September.

**6. Risks**

As this report is predominantly for information, at the request of the Overview and Scrutiny Committee, no risks are identified.

**7. Alternative Option(s) considered**

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