

 Finance and Audit Committee September 25th 2018		Agenda Item No. 5
Title	Neighbourhood Services – Service Review	
For further information about this report please contact	Rob Hoof Head of Neighbourhood Services Robert.hoof@warwickdc.gov.uk 01926 456302	
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Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?	No	
Date and meeting when issue was last considered and relevant minute number	NA	
Background Papers	NA	

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	No
NA	

Officer/Councillor Approval		
Officer Approval	Date	Name
Chief Executive/Deputy Chief Executive	13/9/18	Chris Elliott
Head of Service	13/9/18	Rob Hoof
CMT	13/9/18	Bill Hunt
Section 151 Officer	13/9/18	Mike Snow
Monitoring Officer	13/9/18	Andrew Jones
Finance	13/9/18	Mike Snow
Portfolio Holder(s)	13/9/18	Cllr Moira-Ann Grainger
Consultation & Community Engagement		
NA		
Final Decision?		NA
Suggested next steps (if not final decision please set out below)		

1. **Summary**

- 1.1 This report brings together the Neighbourhood Services contract register, risk register and budget.

2. **Recommendation**

- 2.1 That Finance and Audit Committee should review the Neighbourhood Services contract register, risk register and budget.

3. **Reasons for the Recommendation**

- 3.1 Following several years of reviewing service contract and risk registers, it has been requested by members that the two registers for each Service Area should be considered together, along with details of the budget and performance for the relevant service.

- 3.2 Neighbourhood services are presenting a report to the Finance and Audit Scrutiny Committee that brings together:

- Neighbourhood Services risk register
- Neighbourhood Services contract register
- Neighbourhood Services budget outline

3.3 Risk Register

- 3.3.1 The latest version of the risk register is set out as Appendix A to this report.

- 3.3.2 The scoring criteria for the risk register are subjective and are based on an assessment of the likelihood of something occurring, and the impact that might occur.

- 3.3.3 In line with the traditional risk matrix approach, greater concern should be focused on those risks plotted towards the top right corner of the matrix whilst the converse is true for those risks plotted towards the bottom left corner of the matrix. If viewed in colour, the former-described set of risks are within the area shaded red, whilst the latter-described set of risks are within the area shaded green; the mid-range are in the area seen as yellow.

- 3.3.4 Neighbourhood services are responsible for a wide range of services which consequently lead to a number of potential risks. There are 59 risks contained in the risk register.

- 3.3.5 There are 19 risks rated "green", 35 rated "amber", and 5 rated "red", in accordance with the Council's risk scoring matrix. As with all the risks in the register, it is the controls and mitigations that are being undertaken to control the risks that are of importance. These reflect the tangible actions over which there is more control.

3.4 Contract Register

- 3.4.1 The latest version of the Neighbourhood Services contract register is set out in Appendix B.

There are 29 live contracts listed.

3.5 Budget

3.5.1 Details of Neighbourhood Services budgets are included as Appendix C.

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 Neighbourhood 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		
Provision of high quality parks and open spaces support a range of activities that support the health and wellbeing agenda including sports pitches, children's play equipment, walking, running etc. Servicing and maintenance of Neighbourhood areas are included with the maintenance contracts managed by Neighbourhood Services.	The services provided by Neighbourhood Services make a considerable contribution to making the district clean green and safe, as it maintains and develops green spaces, is responsible for street cleansing and the Ranger Service, and provides a wide range of waste collection services.	The provision of a high quality public realm makes the district a great place to live work and visit. Provision of off street car parking directly supports the vibrancy of town centres.
Internal		
Effective Staff	Maintain or Improve Services	Firm Financial Footing over the Longer Term
<u>Intended outcomes:</u> All staff are properly	<u>Intended outcomes:</u> Focusing on our	<u>Intended outcomes:</u> Better return/use of our

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	customers' needs Continuously improve our processes Increase the digital provision of services	assets Full Cost accounting Continued cost management Maximise income earning opportunities Seek best value for money
Impacts of Proposal		
Staff are continually developed using a range of methods including formal courses, in-house training and attendance at seminars, conferences or regional bodies.	The Service Area is continually looking at ways of improving the way services are delivered to customers, through improved working practices and use of ICT.	Neighbourhood Services ensures that any expenditure achieves the best value for money. It is also responsible for several major income streams to the Council which are continually reviewed to ensure income targets are met, and exceeded where possible.

4.2 Supporting Strategies

There are several strategies that underpin the delivery of services including the Warwickshire Waste minimisation Strategy, Green Space Strategy, and the emerging Off Street Car Park Strategy.

4.3 Changes to Existing Policies

4.3.1 There are no changes to existing policies as a result of this report.

5. Budgetary Framework

5.1 Details of the Neighbourhood Services budgets are discussed at para 3.5 and appendix C.

5.2 Annual Budgets for Neighbourhood 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.

6. Risks

6.1 Details of the Neighbourhood Services Risk Register has been included in para 3.1 and Appendix A.

7. Alternative Option(s) considered

7.1 As this report is predominantly for information, at the request of the Finance and Audit Committee, no other options are proposed.