

	<b>Finance and Audit Committee 24<sup>th</sup> July 2018</b>	<b>Agenda Item No. 7</b>
<b>Review of Housing Services</b>	Review of Housing Services - 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Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?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>	N/A	
<b>Background Papers</b>	None	

<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 Elliott
Head of Service		Lisa Barker
CMT		Bill Hunt
Section 151 Officer		Mike Snow
Monitoring Officer		Andrew Jones
Portfolio Holder(s)		Peter Phillips
<b>Consultation &amp; Community Engagement</b>		
None for the purposes of this report.		
<b>Final Decision?</b>		
<b>Suggested next steps (if not final decision please set out below)</b>		

## 1. **Summary**

1.1 This report brings together details of the Housing Services' risk register, contract register and budget.

## 2. **Recommendation**

2.1 That Finance and Audit Scrutiny Committee should review the risk register, contract register, budget outline and make observations as appropriate.

## 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 Housing services are presenting a report to the Finance and Audit Scrutiny Committee that brings together:

- Housing Services risk register
- Housing Services contract register
- Housing 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 Housing services is responsible for a wide range of services which consequently lead to a number of potential risks. There are 17 risks contained in the risk register.

3.3.5 16 of the 17 risks are shown as "amber" in accordance with the Council's risk scoring matrix. The other risk is shown as "green". 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 Housing Services contract register is set out in Appendix B. There are 24 live contracts listed.

3.4.2 The most significant of these contracts relate to the Council's in house Housing Management System (ActiveH). The contract for this system is due to come to an end in 2020.

### 3.5 Budget

3.5.1 Details of Housing 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.

<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 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
<b>Impacts of Proposal</b>		
The work by Housing Services addresses Housing needs and contributes to Improving the health of the population.	The work by Housing services assists to support corporate and local services.	The work by Housing services assists to support corporate and local services.
<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	<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

The right people are in the right job with the right skills and right behaviours		Seek best value for money
<b>Impacts of Proposal</b>		
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 Details of the Housing Services budgets are discussed at para 3.5 and appendix C.
- 5.2 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. Risks

- 6.1 Details of the Housing 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 Scrutiny Committee, no other options are proposed.