

 <b>Finance and Audit Committee 20th August 2019</b>		<b>Agenda Item No. 6</b>
<b>Title</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> or 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Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?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 minute number 34	
<b>Background Papers</b>	<a href="#">Finance &amp; Audit Committee report 24th July 2018</a> and its appendices as follows: <a href="#">Appendix A - Risk Register 2018</a> <a href="#">Appendix B - Contract Register 2018</a> <a href="#">Appendix C - Budgets 2018</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 Elliott
Head of Service	02/08/2019	Lisa Barker
CMT		Bill Hunt
Section 151 Officer		Mike Snow
Monitoring Officer		Andrew Jones
Finance		Andrew Rollins
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 presents to members the risk register, contract register and budget outline for Housing Services.

2. **Recommendation**

2.1 That Finance and Audit Scrutiny Committee considers and comments upon the risk register, contract register and budget outline for Housing Services.

3. **Reasons for the Recommendation**

3.1 Each service area reports periodically to Finance and Audit Scrutiny Committee to give members the opportunity to scrutinise the three documents appended to this report. The latest version of the Risk Register is set out in Appendix A, the up-to-date contract register is set out in Appendix B, details of Housing Services budgets are included in Appendix C for consideration and Appendix D summarises current levels of performance for the Service Area..

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 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>		
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</b>	<b>Firm Financial Footing</b>

	<b>Services</b>	<b>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**

Each strand of the FFF Strategy has several supporting strategies and there are several policies and strategies which Housing Services lead on. 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 policies.

#### 4.4 **Impact Assessments**

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

### 5. **Budgetary Framework**

5.1 Details of the Housing Services budgets are shown at 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 September 2019.

### 6. **Risks**

6.1 The Housing Services Risk Register is included in Appendix A with explanatory information in section 8 below.

### 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.

### 8. **Background information**

#### **Risk Register**

- 8.1 The scoring criteria for the Risk Register is subjective and is based on an assessment of the likelihood of something occurring, and the impact that might have on the service.
- 8.1 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.
- 8.3 Housing Services provides a wide range of services with varying levels of inherent potential risk. There are 12 risks contained in the Risk Register.
- 8.4 11 of the 12 risks are shown as "amber" in accordance with the Council's risk scoring matrix. The other risk shown as "red" is being addressed by identifying posts, recruitment, retention and job evaluations. Mobile working arrangements are also being investigated.
- 8.5 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.

### **Contract Register**

- 8.6 Housing Services currently has 29 live contracts on the contract register.
- 8.7 The most significant of these contracts relates to the Council's in-house Housing Management System (MIS - ActiveH). The contract for this system is due to come to an end in 2020 but there is an option to extend the contract for a further two years which will be taken up .