

 Finance and Audit Scrutiny Committee September 26th 2019		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	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Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?	No	
Date and meeting when issue was last considered and relevant minute number	N/A	
Background Papers	N/A	

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	N/A
NA	

Officer/Councillor Approval		
Officer Approval	Date	Name
Chief Executive/Deputy Chief Executive	13 th Sep 2019	Chris Elliott
Head of Service	23 rd Aug 2019	Rob Hoof
CMT	13 th Sep 2019	Bill Hunt
Section 151 Officer	13 th Sep 2019	Mike Snow
Monitoring Officer	13 th Sep 2019	Andrew Jones
Finance	13 th Sep 2019	Mike Snow
Portfolio Holder(s)	13 th Sep 2019	Cllr David Norris
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 details of the Neighbourhood Services Risk Register, Contract Register, Budget and Service Performance Report.

2. **Recommendation**

2.1 That Finance and Audit Scrutiny Committee should review the following documents and make observations as appropriate: -

- The Neighbourhood Services Risk Register. (Appendix 1)
- The Neighbourhood Services Contracts Register (Appendix 2)
- The Neighbourhood Services Budget (Appendix 3)
- The Performance Report for Neighbourhood Services in 2018/19 (Appendix 4)

3. **Reasons for the Recommendation**

3.1 This report presents a review of the Neighbourhood Services Portfolio in 2018/19.

3.2 Risk Register

3.2.1 The latest version of the Neighbourhood Services Risk Register is set out in Appendix 1 to this report. The register was last reviewed by the Neighbourhood Services Management Team and Portfolio Holder in August 2019. The register is annotated according to the key on the final page of the register and is a working document that is continually updated.

3.2.2 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 have.

3.2.3 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 at 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 shaded yellow.

3.2.4 Neighbourhood Services are responsible for a wide range of services. There are 43 risks contained in the risk register. These have been categorised as generic or risks specific to the teams within the Service Area.

3.2.5 There are two risks that are shown in the "red": -

Risk 29 - Difficulty in accessing statutory documents and other important (non-statutory) records. This risk relates to the current ICT system used by Bereavement Services, due to its functionality and the ability to support the technology in the longer term. The process of identifying and procuring a new system has commenced this year.

Risk 36 – Structural integrity of multi-storey car parks. This risk relates to the condition of Linen Street Car Park in Warwick, and Covent Garden Car park in Leamington Spa. They both have significant structural defects which requires on

going monitoring and detailed surveys to ensure they can continue to operate safely until their future is decided.

3.2.6 Most of the risks are shown as “amber” in accordance with the Council’s risk scoring matrix. As with all 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.

3.3 Contract Register

3.3.1 The latest version of the Neighbourhood Services Contract Register is set out in Appendix 2. There are 31 live contracts listed.

3.4 Budget

3.4.1 Details of the Neighbourhood Services budget are included as Appendix 3.

3.5 Performance

3.5.1 Details of the performance of Neighbourhood Services against the 2018/19 Service Plan are included as Appendix 4. The 2019/20 Service Plan can be found within the reports to the Executive on the 10th July 2019.

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 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

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 Housing 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 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
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 This report does not raise any specific budgetary implications.

6. Risks

6.1 Details of the Neighbourhood Services Risk Register has been included in para 3.2 and Appendix 1.

6.2 Members will note from reports from the Audit and Risk Manager, that the Neighbourhood Services Service Area is subject to many routine reviews by internal audit. These are reported periodically to this Committee, along with progress on the respective recommendations/actions.

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.