

<b>Report of</b>	<b>Head of Commercial Services</b>	<b>Author</b>	<b>Gareth Mitchell/Joanne Webb</b> ☎ 506575
<b>Title</b>	<b>Review of Colchester Borough Homes' Performance 2013/14</b>		
<b>Wards affected</b>	Not applicable		

**The Panel is invited to review the 2013/14 performance of the Council's Arms Length Housing Management Organisation, Colchester Borough Homes.**

## 1. Action required

- 1.1 The panel is invited to review the performance of Colchester Borough Homes (CBH) during 2013/14, having particular regard to:-
- CBH Performance Summary Information March 2014
  - CBH Annual Delivery Plan 2013-14 Q4 progress report

Greg Falvey, the Chief Executive of Colchester Borough Homes, will attend Scrutiny Panel to present the performance information and also brief panel members on performance management arrangements for 2014/15 and beyond.

- 1.2 The Panel is also invited to make any recommendations to the Portfolio Holder for Housing and Public Protection on CBH performance and the arrangements for monitoring that performance.
- 1.3 The Panel is asked to consider recommending that a review of CBH performance is incorporated into the Scrutiny Panel work programme each June/July.

## 2. Reason for scrutiny

- 2.1 CBH is a wholly-owned arms length company of the Council and delivers the majority of the Council's housing functions, in particular those connected with the Council's tenants and the Council's housing stock. As such CBH has a key role to play in contributing to the achievement of the Council's strategic objectives. It is therefore appropriate for Scrutiny Panel to review the performance of CBH on an annual basis.

## 3. New Housing Arrangements

- 3.1 The Council signed a new ten year management agreement with CBH in August 2013. Following this, and in keeping with the provisions in the new management agreement, CBH have developed a Medium Term Delivery Plan for 2014-17. This plan sets out how CBH will contribute to the achievement of the Council's strategic housing objectives for this key area of the Council's responsibilities. The plan was developed collaboratively between CBH and Council colleagues, has been approved by the CBH Board and has the support of the Portfolio Holder for Housing and Public Protection. From 2014/15 onwards this plan becomes the key document for reporting on and monitoring CBH performance, both for the CBH Board and for the Council.

- 3.2 As part of these new housing arrangements, additional services were transferred to CBH in November 2013, including the Housing Options service, administration of Disabled Facilities Grants and the Right to Buy process and the delivery of Energy Performance Certificates.
- 3.3 The new Management Agreement includes a Liaison Protocol which sets out how CBC and CBH will make decisions and how the Council will monitor performance. This includes a quarterly Principal Liaison meeting to monitor strategic, operational, financial and performance matters, including agreeing annual targets and reviewing progress against these, monitoring progress against the Medium Term Delivery Plan, and overseeing the direction & implementation of the Asset Management Strategy & the Housing Revenue Account Business Plan. The Liaison Protocol also sets out the informal liaison arrangements between the Chief Executives of CBC and CBH and between the Chief Executive of CBH and the “Council’s Representative”, the Head of Commercial Services.

#### **4. Strategic Plan references**

- 4.1 The services and projects delivered by Colchester Borough Homes contribute directly to the following Strategic Plan priority areas:-
- Providing more affordable homes across the borough
  - Regenerating our borough through buildings, employment, leisure and infrastructure
  - Improving our streets and local environment
  - Tackling anti-social behaviour and using enforcement to support priorities
  - Enabling local communities to help themselves
  - Supporting more vulnerable groups

#### **5. Consultation**

- 5.1 The CBH Medium Term Delivery Plan was developed in conjunction with CBH Board Members, Council officers and the Portfolio Holder for Housing and as part of its development was subject to scrutiny by tenant and leaseholder representatives.

#### **6. Publicity considerations**

- 6.1 The Medium Term Delivery Plan has been widely distributed.

#### **7. Financial implications**

- 7.1 None from this report

#### **8. Other Standard References**

- 8.1 Having considered equality, diversity and human rights, health and safety and community safety implications, there are none which are significant to the matters in this report.

### **Background Papers**

Presentation slides – Greg Falvey  
Colchester Borough Homes Performance Summary Information March 2014  
CBH Annual Delivery Plan 2013-14 Q4 progress report