

Scrutiny Panel Meeting

**Grand Jury Room, Town Hall, High Street,
Colchester, CO1 1PJ
Tuesday, 06 August 2019 at 18:00**

The Scrutiny Panel examines the policies and strategies from a borough-wide perspective and ensure the actions of the Cabinet accord with the Council's policies and budget. The Panel reviews corporate strategies that form the Council's Strategic Plan, Council partnerships and the Council's budgetary guidelines, and scrutinises Cabinet or Portfolio Holder decisions which have been called in.

Information for Members of the Public

Access to information and meetings

You have the right to attend all meetings of the Council, its Committees and Cabinet. You also have the right to see the agenda (the list of items to be discussed at a meeting), which is usually published five working days before the meeting, and minutes once they are published.

Dates of the meetings are available here:

<https://colchester.cmis.uk.com/colchester/MeetingCalendar.aspx>.

Most meetings take place in public. This only changes when certain issues, for instance, commercially sensitive information or details concerning an individual are considered. At this point you will be told whether there are any issues to be discussed in private, if so, you will be asked to leave the meeting.

Have Your Say!

The Council welcomes contributions and representations from members of the public at most public meetings. If you would like to speak at a meeting and need to find out more, please refer to the Have Your Say! arrangements here: <http://www.colchester.gov.uk/haveyoursay>.

Audio Recording, Mobile phones and other devices

The Council audio records public meetings for live broadcast over the internet and the recordings are available to listen to afterwards on the Council's website. Audio recording, photography and filming of meetings by members of the public is also welcomed. Phones, tablets, laptops, cameras and other devices can be used at all meetings of the Council so long as this doesn't cause a disturbance. It is not permitted to use voice or camera flash functions and devices must be set to silent. Councillors can use devices to receive messages, to access meeting papers and information via the internet. Looking at or posting on social media by Committee members is at the discretion of the Chairman / Mayor who may choose to require all devices to be switched off at any time.

Access

There is wheelchair access to the Town Hall from St Runwald Street. There is an induction loop in all the meeting rooms. If you need help with reading or understanding this document please take it to the Library and Community Hub, Colchester Central Library, using the contact details below and we will try to provide a reading service, translation or other formats you may need.

Facilities

Toilets with lift access, if required, are on each floor of the Town Hall. A water dispenser is available on the first floor.

Evacuation Procedures

Evacuate the building using the nearest available exit. Make your way to the assembly area in the car park in St Runwald Street behind the Town Hall. Do not re-enter the building until the Town Hall staff advise you that it is safe to do so.

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Scrutiny Panel – Terms of Reference

1. To fulfil all the functions of an overview and scrutiny committee under section 9F of the Local Government Act 2000 (as amended by the Localism Act 2011) and in particular (but not limited to):

- (a) To review corporate strategies;
- (b) To ensure that actions of the Cabinet accord with the policies and budget of the Council;
- (c) To monitor and scrutinise the financial performance of the Council, performance reporting and to make recommendations to the Cabinet particularly in relation to annual revenue and capital guidelines, bids and submissions;
- (d) To review the Council's spending proposals to the policy priorities and review progress towards achieving those priorities against the Strategic and Implementation Plans;
- (e) To review the financial performance of the Council and to make recommendations to the Cabinet in relation to financial outturns, revenue and capital expenditure monitors;
- (f) To review or scrutinise executive decisions made by Cabinet, the North Essex Parking Partnership Joint Committee (in relation to decisions relating to off-street matters only) and the Colchester and Ipswich Joint Museums Committee which have been made but not implemented referred to the Panel pursuant to the Call-In Procedure;
- (g) To review or scrutinise executive decisions made by Portfolio Holders and officers taking key decisions which have been made but not implemented referred to the Panel pursuant to the Call-In Procedure;
- (h) To monitor the effectiveness and application of the Call-In Procedure, to report on the number and reasons for Call-In and to make recommendations to the Council on any changes required to ensure the efficient and effective operation of the process;
- (i) To review or scrutinise decisions made, or other action taken, in connection with the discharge of functions which are not the responsibility of the Cabinet;
- (j) At the request of the Cabinet, to make decisions about the priority of referrals made in the event of the volume of reports to the Cabinet or creating difficulty for the management of Cabinet business or jeopardising the efficient running of Council business;

2. To fulfil all the functions of the Council's designated Crime and Disorder Committee ("the Committee") under the Police and Justice Act 2006 and in particular (but not limited to):

- (a) To review and scrutinise decisions made, or other action taken, in connection with the discharge of those functions by the responsible authorities of their crime and disorder functions;
- (b) To make reports and recommendations to the Council or the Cabinet with respect to the discharge of those functions.

COLCHESTER BOROUGH COUNCIL
Scrutiny Panel
Tuesday, 06 August 2019 at 18:00

The Scrutiny Panel Members are:

Councillor Beverly Davies
Councillor Kevin Bentley
Councillor Tina Bourne
Councillor Paul Dundas
Councillor Chris Hayter
Councillor Mike Hogg
Councillor Sam McCarthy
Councillor Lorcan Whitehead

Chairman
Deputy Chairman

The Scrutiny Panel Substitute Members are:

All members of the Council who are not Cabinet members or members of this Panel.

AGENDA
THE LIST OF ITEMS TO BE DISCUSSED AT THE MEETING
(Part A - open to the public)

Please note that Agenda items 1 to 5 are normally dealt with briefly.

1 Welcome and Announcements

The Chairman will welcome members of the public and Councillors and remind everyone to use microphones at all times when they are speaking. The Chairman will also explain action in the event of an emergency, mobile phones switched to silent, audio-recording of the meeting. Councillors who are members of the committee will introduce themselves.

2 Substitutions

Councillors will be asked to say if they are attending on behalf of a Committee member who is absent.

3 Urgent Items

The Chairman will announce if there is any item not on the published agenda which will be considered because it is urgent and will explain the reason for the urgency.

4 Declarations of Interest

Councillors will be asked to say if there are any items on the agenda about which they have a disclosable pecuniary interest which would prevent them from participating in any discussion of the item or

participating in any vote upon the item, or any other pecuniary interest or non-pecuniary interest.

5 Minutes of Previous Meeting

No minutes of previous meetings are submitted for approval to this meeting.

6 Have Your Say!

The Chairman will invite members of the public to indicate if they wish to speak or present a petition on any item included on the agenda or any other matter relating to the terms of reference of the meeting. Please indicate your wish to speak at this point if your name has not been noted by Council staff.

7 Decisions taken under special urgency provisions

The Councillors will consider any decisions by the Cabinet or a Portfolio Holder which have been taken under Special Urgency provisions.

8 Cabinet or Portfolio Holder Decisions called in for Review

The Councillors will consider any Cabinet or Portfolio Holder decisions called in for review.

9 Items requested by members of the Panel and other Members

(a) To evaluate requests by members of the Panel for an item relevant to the Panel's functions to be considered.

(b) To evaluate requests by other members of the Council for an item relevant to the Panel's functions to be considered.

Members of the panel may use agenda item 'a' (all other members will use agenda item 'b') as the appropriate route for referring a 'local government matter' in the context of the Councillor Call for Action to the panel. Please refer to the panel's terms of reference for further procedural arrangements.

10 Colchester Business Improvement District

The Panel to receive a presentation from representatives of Colchester Business Improvement District

11 Review of Colchester Borough Homes Performance 2018/19

7 - 26

The Panel is invited to review the performance of Colchester Borough Homes (CBH) during 2018/19, having particular regard to the Performance Summary Information 2018/19 and to make any recommendations to the Portfolio Holder for Housing on CBH performance management arrangements for 2019/20 and beyond.

12 **Work Programme 2019-20**

27 - 36

The Panel will consider a report setting out the work programme for the current municipal year.

13 **Exclusion of the Public (Scrutiny)**

In accordance with Section 100A(4) of the Local Government Act 1972 and in accordance with The Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000 (as amended) to exclude the public, including the press, from the meeting so that any items containing exempt information (for example confidential personal, financial or legal advice), in Part B of this agenda (printed on yellow paper) can be decided. (Exempt information is defined in Section 100I and Schedule 12A of the Local Government Act 1972).

Part B
(not open to the public including the press)

6 August 2019

Report of	Assistant Director Policy and Corporate	Author	Geoff Beales ☎ 506514
Title	Review of Colchester Borough Homes Performance 2018/19		
Wards affected	Not applicable		

1. Executive Summary

- 1.1 The purpose of this report is to give Panel the background to the Management Agreement set up with Colchester Borough Homes. A presentation from Colchester Borough Homes will be provided (see Appendix 1) regarding the years activities. Performance information contained within the Medium Term Delivery Plan is also provided to assist Members with any questions they may have regarding performance in 2018/19.

2. Action Required

- 2.1 The panel is invited to review the performance of Colchester Borough Homes (CBH) during 2018/19, having particular regard to the Performance Summary Information 2018/19 (see Appendix 2).
- 2.2 The panel is also invited to make any recommendations to the Portfolio Holder for Housing on CBH performance management arrangements for 2019/20 and beyond.

3. Reason for Scrutiny

- 3.1 CBH is a wholly owned arm's length company of the Council and delivers the majority of the Council's housing functions, in particular those connected with the Council's housing stock and delivery of homelessness and housing advice services. 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 on an annual basis.

4. Background Information

- 4.1 The Council signed a ten-year Management Agreement with CBH in August 2013. In April 2014 following a review of the Councils Corporate and Financial Management functions, the Corporate Facilities Service was transferred to CBH. Following a further review in 2017 the Housing System Team transferred in June 2018.
- 4.2 The Management Agreement includes a Liaison Protocol which sets out how the Council and CBH will make decisions and how the Council will monitor performance. This includes undertaking a quarterly Principal Liaison meeting to monitor strategic, operational, financial and performance matters, including agreeing annual targets and reviewing progress against these. This ensures progress is monitored against the Medium Term Delivery Plan, and oversees the direction and implementation of the Asset Management Strategy and Housing Revenue Account Business Plan. The Liaison Protocol also sets out the informal liaison arrangements between the Chief Executives of the Council and CBH and between the Chief Executive of CBH and the "Council's Representative".
- 4.3 The Council and CBH continue to work together to deliver financial planning, asset management and regulatory changes required following the introduction of the Housing Act and the Homeless Reduction Act. To encompass all the work required the Housing Futures Programme was set up to ensure all necessary work was planned and completed and all identified risk managed effectively. Following completion of the programme the project was closed down in June 2018.
- 4.4 Following the lifting of the Housing Revenue Account debt cap, the Council and CBH continue to work together on a programme of work that will deliver new housing across the Borough.

5. Strategic Plan References

- 5.1 The services and projects delivered by CBH contribute directly to the Strategic Plan 2018-2021 priority areas:
 - **Growth** - Ensuring all residents benefit from the growth of the borough by providing opportunities to increase the number of homes available that are affordable for local people.
 - **Responsibility** - Encouraging everyone to do their bit to make our borough even better. Develop a strong sense of community across the Borough by enabling people and groups to take more ownership and responsibility for their quality of life.
 - **Opportunity** - Promoting and improving Colchester and its environment by contributing to the supply of housing available and help promote initiatives to help residents' live healthier lives.
 - **Wellbeing** - Making Colchester an even better place to live and supporting those who need most help by targeting support to the most disadvantaged residents and communities.

6. Consultation

- 6.1 The performance information and monitoring was developed in conjunction with CBH Board Members, Council Officers and the Portfolio Holder for Housing and as part of its development subject to scrutiny by tenant and leaseholder representatives.

7. Publicity Considerations

- 7.1 The Medium Term Delivery Plan 2018-22 has been widely distributed which contains all performance information for 2018/19 and targets for 2019/20.

8. Standard References

- 8.1 Having considered equality, diversity and human rights; financial, health, well-being and community safety, health and safety and risk management, there are none which are significant to the matters in this report.

Appendices

Appendix 1 – Presentation Slides

Appendix 2 – Performance Information

Colchester Borough Homes Performance 2018/19

Scrutiny Panel
6 August 2019



Agenda

- Performance measures
- Performance summary
- Key challenges
- Other highlights
- Forward look

2018/19 Performance Measures

New Key Performance Indicator (KPI) set focused on:-

- Customer Satisfaction
- Homelessness prevention
- Repairs completed on time (housing and corporate properties)
- Capital programme delivery
- Rent collection
- Re-let times for general needs properties
- Valid gas safety certificates

2018/19 Performance Summary

- Successfully achieved targets for homelessness prevention, repairs completed on time for housing and corporate properties, rent collection and gas safety
- Work to better measure and improve customer satisfaction underway – contractor satisfaction requires improvement
- Missed targets on capital programme delivery and re-let times for general needs properties

Key Challenges in 2018/19

- Contractor performance and procurement
- Universal Credit implementation
- Implementation of the Homelessness Reduction Act
- Building safety assurance
- Recruitment of skilled property professionals

Other 2018/19 Highlights

- Value for money benefits:-
 - Repairs & maintenance - £62.3K repaid to CBC in 2018/19.
 - Capital contracts – Saving of £200K through procurement of new heating contract.
 - Energy Incentives – Photovoltaic (PV) and Air Source Heat Pumps (ASHP) - £137K income in 2018/19 (£694K since 2013) – resulting in savings of £150-250 a year to tenants
- Low numbers of households in bed & breakfast accommodation
- Exceeded energy rating (SAP) target for council homes

Other 2018/19 Highlights (2)

Fire Safety

- Fire Risk Assessments completed for 100% of Sheltered and General Needs blocks communal areas
- Sheltered Accommodation – Review of fire escape routes and exits, storage of mobility scooters, commencement of fire stopping works
- Fire doors review - 142 FD30 doors installed to date.
- Survey, procurement and commencement of fire separation works in 3-storey blocks.
- General Needs blocks - clearing of communal areas, review of fire escape routes

Other 2018/19 Highlights (3)

- Further grant funding received by CBC to enable CBH to employ Rough Sleeper Outreach Workers and deliver a number of successful interventions.
- Landlords Forum held to develop relationships with local landlords and launch Homestep video to encourage landlords to let via CBH.
- Financial Inclusion Team supported those affected by welfare benefit changes.
- Harrison Court sheltered housing scheme was improved to reduce bedsits, install ground source heat pumps and improve the accommodation and communal space.
- Resident Panel established by CBH Board to further improve resident engagement.
- Secondment of NHS mental health social worker to develop pathways and support for customers with mental health issues.

Forward Look

- Social Housing Green Paper 2018:-
 - Building regulations and fire safety
 - Consumer regulation
- Universal Credit rollout
- New Asset Management Strategy & Housing Investment Programme
- New Council homes programme and sheltered housing refurbishment

Colchester Borough Homes Performance 2018/19

Scrutiny Panel
6 August 2019



Medium Term Delivery Plan 2018 – 2022 Performance Report

2018/19 Quarter 4

Completed	In Progress/on target	Not started/ behind schedule/ below target	Unlikely to achieve target	Cancelled / on hold
				

Customer

Highlights

- Training delivered with scripts for CBC Customer Service Centre staff supporting more effective ordering of repairs
- Customer insight dashboard in place to support service planning for 2019/20
- “Your Views our Future” event hosted by Chief Executive and Director of Housing providing residents with opportunity to raise questions and give feedback in relation to CBH services
- Tenant consultation workshop held to review new website
- Resident Panel meeting held to review rent collection and support for tenants – improvements agreed
- Homeless acceptance letter redrafted to improve customer understanding and reduce appeals
- Single point of contact agreed for bereaved families when ending a tenancy
- iPads introduced into 4 sheltered schemes for customer channel shift – training sessions arranged for residents
- Range of partnership events held in sheltered schemes to provide for older residents targeted to information, support and advice on health and wellbeing
- Training delivered to Helpline staff on housing system to be able to directly raise repairs out of normal working hours
- Tenant Participatory Advisory Service event attended by engagement officer and residents
- Shortlisted for National Federation of ALMOs portrait competition.

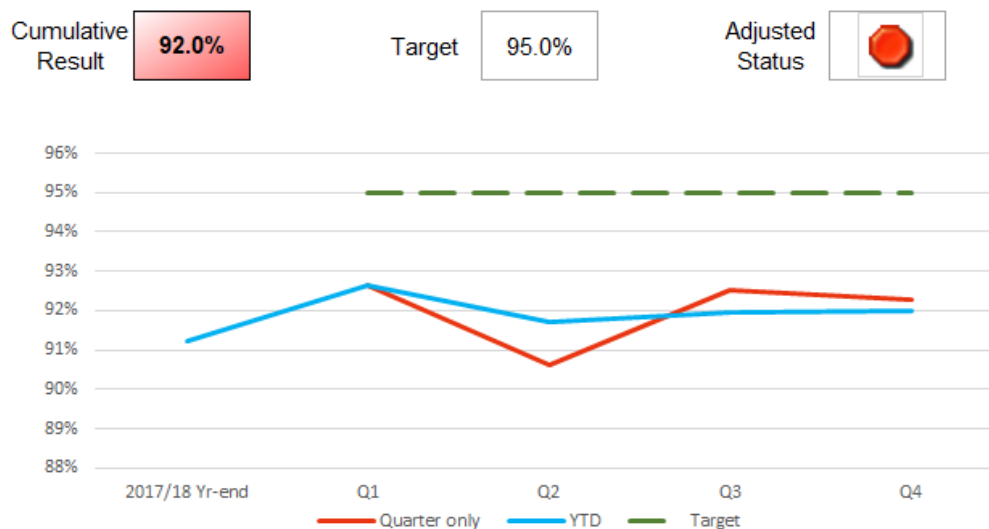
Risks, issues & actions required:

- One repairs contractor is underperforming. Main concerns are poor customer communication relating to plastering and flooring works. Site teams are meeting weekly and going through work in progress and updating the system for access, variation issues
- Housing Investment Programme satisfaction has declined for the quarter, due to two contractors. One has now left, and the another is about to. Works are being re-tendered.

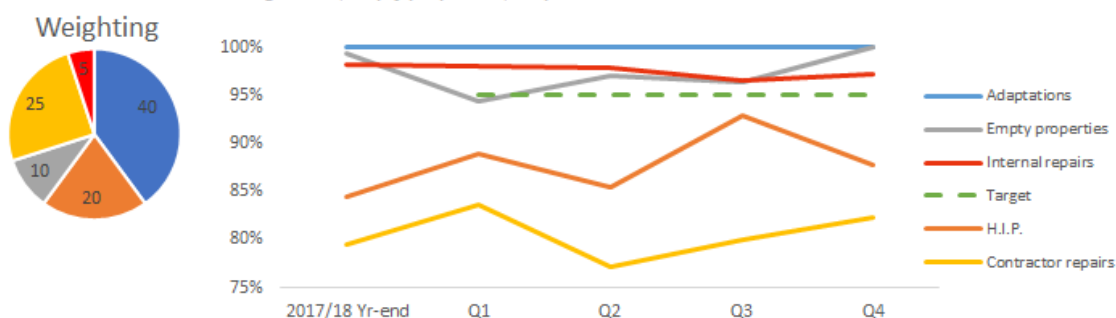
Forward look:

- Launch of new CBH website
- Let's Get Digital events planned for residents
- Fire safety talks with Essex Fire and Rescue Service in sheltered schemes
- Improvements to content and format of rent letters and to provide on line form to set up Direct Debit payments as a result of Resident Panel feedback
- Housing News and Views Spring publication.

% customer satisfaction



Breakdown of satisfaction: internal repairs, contractor repairs, Housing Investment Programme, Empty properties, adaptations



Housing options and homelessness

Highlights

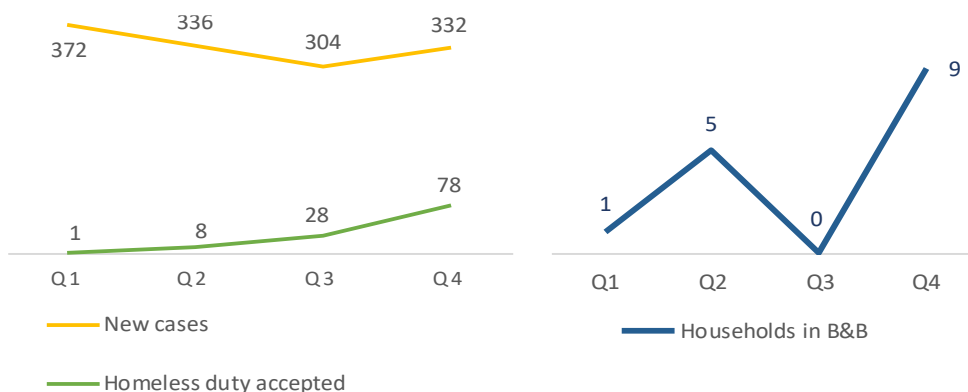
- Homelessness acceptances reduced by 37% from previous year with 115 households accepted as homeless from 744 homelessness applications
- Home Step Landlord incentive scheme launched with promotional video www.cbhomes/homestep.org.uk
- Housing register applicants have been contacted with applications updated, resulting in reduction of applicants on the housing register
- Severe weather emergency provision in place from end November to end March. Places offered to 20 rough sleepers with 7 places accepted
- Continuation of the Rough Sleeper Initiatives to provides emergency accommodation and outreach workers using government funding of £208k
- Continued work to prevent or relieve homelessness and rough sleeping using government funding of £26k, which provides direct access beds at the Night Shelter and outreach support
- Developing private rented housing offer using government funding award of £160k
- Successful private Landlord Forum held in March – 49 landlords attended.

Risks, issues & actions required

- No homelessness prevention KPI for 2018/19 due to changeover to Homelessness Reduction Act. Still awaiting government guidance on reporting but target for homelessness acceptances agreed for 2019/20
- Following implementation of the Homelessness Reduction in April 2018, the government changed the way homelessness data is recorded and collected data. Homelessness acceptance rates are expected to stabilise around March 2020
- Difficulties in recruiting and retaining volunteers to support rough sleeping initiatives
- Numbers in B&B accommodation increased in Q4 with closure of temporary accommodation at Creffield Road.

Forward look

- Bid submitted for government funding for Navigators (advisors) to support rough sleeper outreach team
- Severe weather emergency provision evaluation for 2018/19
- Training for volunteers to work with Rough sleepers
- Small grants programme to support homeless people to be promoted along with Homelessness Prevention Charter.



Repairs and maintenance

Highlights

- Repairs handbook to assist customers to identify repairs available on website
- Fire risk assessment works completed in two and three storey blocks
- Disrepair claim process reviewed in line with increased numbers
- Successful test of interface between CBH and gas contractor systems – awaiting go live date
- Review of contractor performance on revenue works.

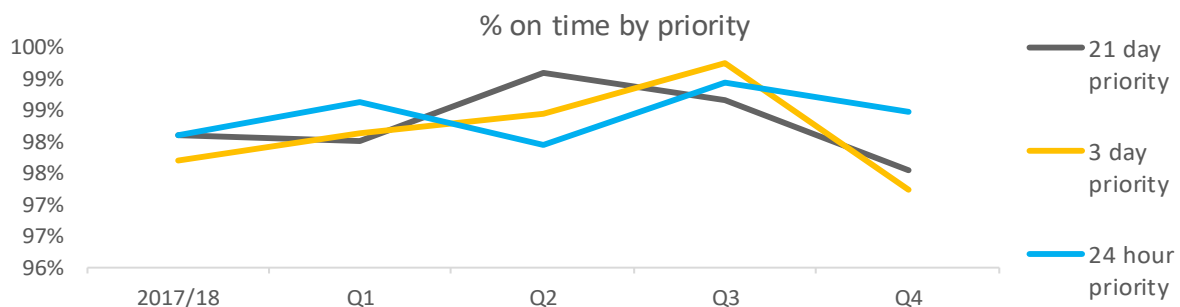
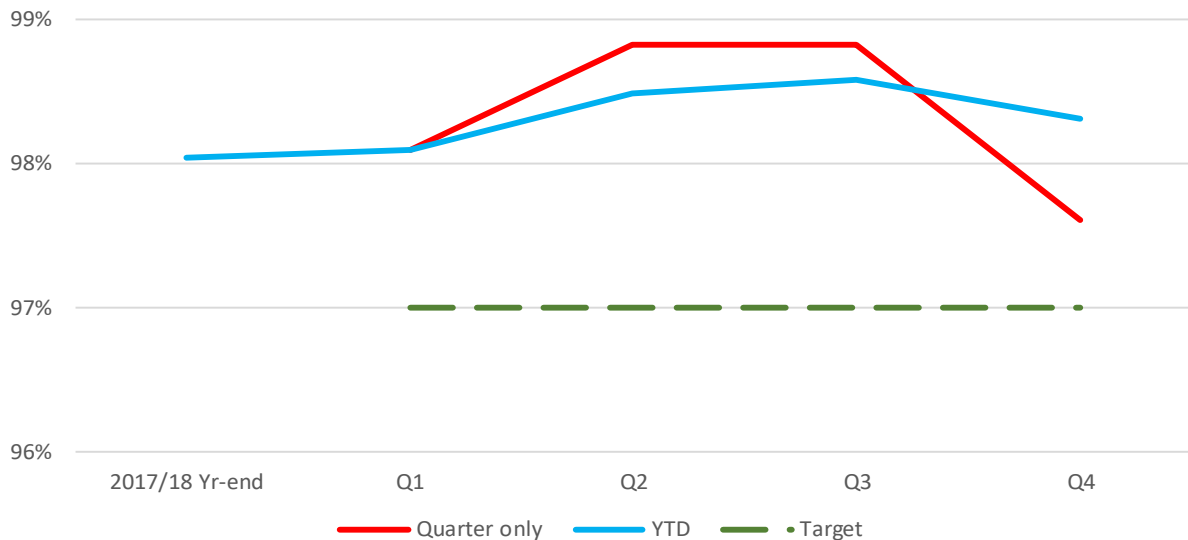
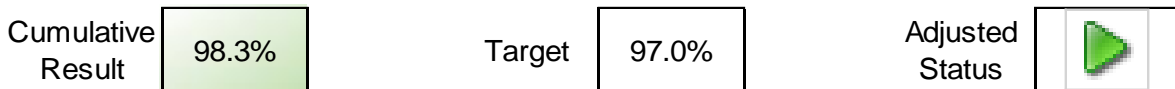
Risks, issues & actions required:

- Increased number of disrepairs claims due to phone canvassing from specialist solicitors
- Difficulties recruiting multi-trade supervisor.

Forward look:

- Appointment of new electrical supervisor & multi-trade supervisor
- Creation of online post-inspection form
- Preparation for garage structural works
- Noise assessment of joinery shop
- Reviewing plumbing risk assessment
- Updating all equipment onto asset register on Assure health & safety system.

% repairs completed on time



Housing asset management

Highlights

- 2018/19 Capital programme delivered 166 kitchens, 52 bathrooms, 103 wet rooms, 41 rewires, 152 full heating systems and 170 boilers. There were 121 front doors and 17 windows installed. 185 windows and doors were installed in the Dutch Quarter and 126 external work tasks completed.
- Year-end position slightly ahead of forecast with a programme slip of £1.1m. Remaining works will be completed by 30th June
- Successful procurement of heating contract on a 2-year term, with an option to extend to up to 4 years
- Training completed on the National Housing Federation (NHF) Schedule of rates with a view that capital contracts will be using the planned maintenance schedule for future procurements
- Initial meetings for new HRA projects (Sheltered Review and Airspace development).

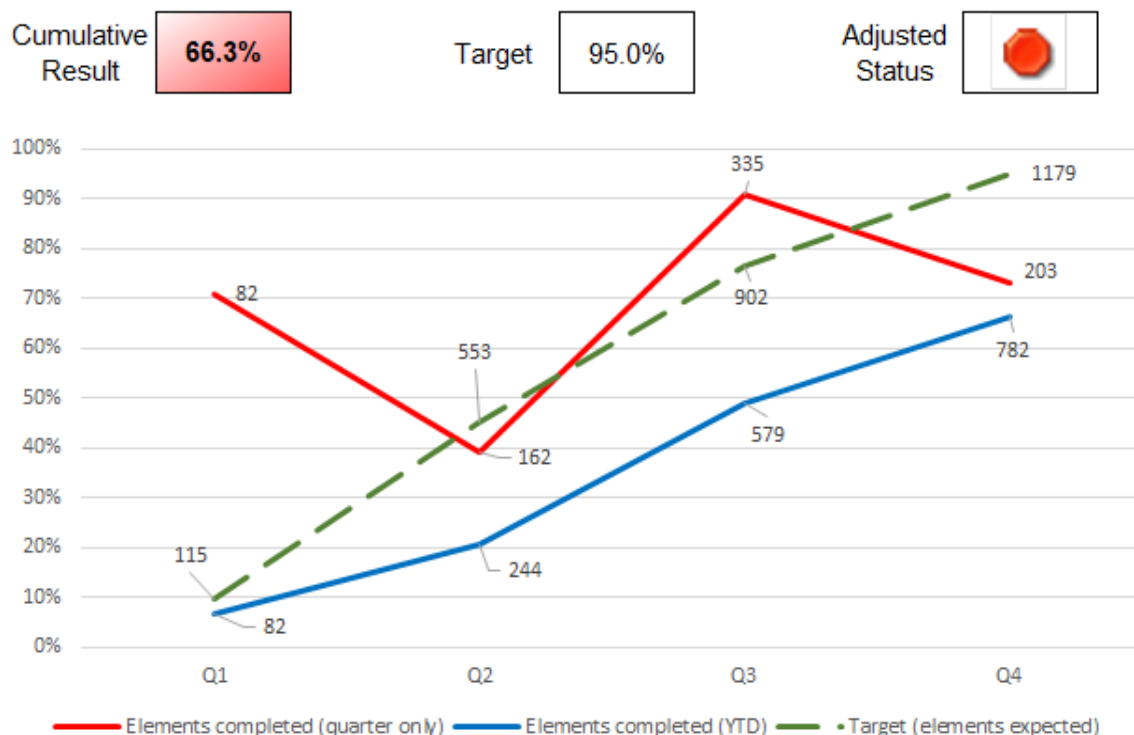
Risks, issues & actions required:

- 2018/19 Capital programme not delivered on time. However good forecasting and communication with CBC has ensured visibility on what would not be delivered on time. Plans in place to complete the work by 30 June 19. Standard of work and tendered rates not compromised, and Decency target met.
- Time spent managing poor contractor performance is taking up other project work for team members. New contract terms being introduced: aimed at smaller, batched tenders; more detailed tenders; use of NHF schedules
- External works contractor invoked contract break clause 1.5 years into a 4-year contract – could not complete work at their tendered rates
- Unsuccessful procurement of the loft fire wall separation contract - going back out to tender.

Forward look:

- Kitchen and Bathroom contracts to be tendered in May for 2019/20
- Roofing contract out to tender in April 2019
- Work starting on window and door contract and adaptations contract (both expiring in Dec 19)
- Workshops to establish a new Decent Homes standard.

% capital program elements completed on time



Housing management

Highlights

- Rent collection exceeded target with good mitigation in place to manage the impact of Universal Credit and Welfare Benefit changes, resulting in 1017 tenants in arrears at year end with arrears equal to 0.73% of the rent debit raised
- 11 evictions throughout the year for rent arrears, increased from 8 in the previous year. Every effort is made to prevent eviction through support and advice, but a number of the cases included significant neighbour nuisance issues as well as rent arrears
- Leasehold Service Charge collection 99.08%
- 1631 of 2247 garages let at year end, with arrears outstanding reduced to £899.02
- Antisocial behaviour (ASB): Local Lettings Policy applied to an area in St Anne's ward following 3 closure orders (drug-related)
- 5 evictions carried out for ASB over the year leading to positive impact on local community (3 drug-related ASB, 1 subletting and 1 criminal activity resulting in prison sentence)
- Essex University Criminology students job shadowed the ASB and Housing Solutions Officers.

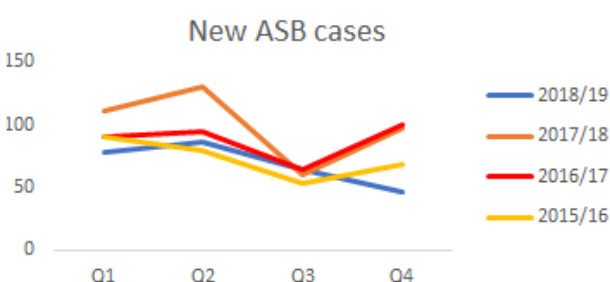
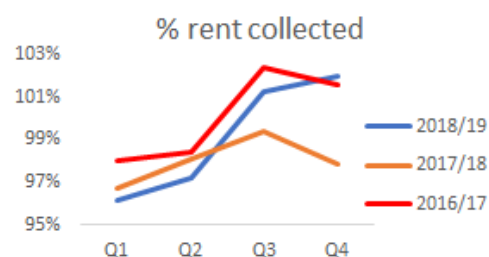
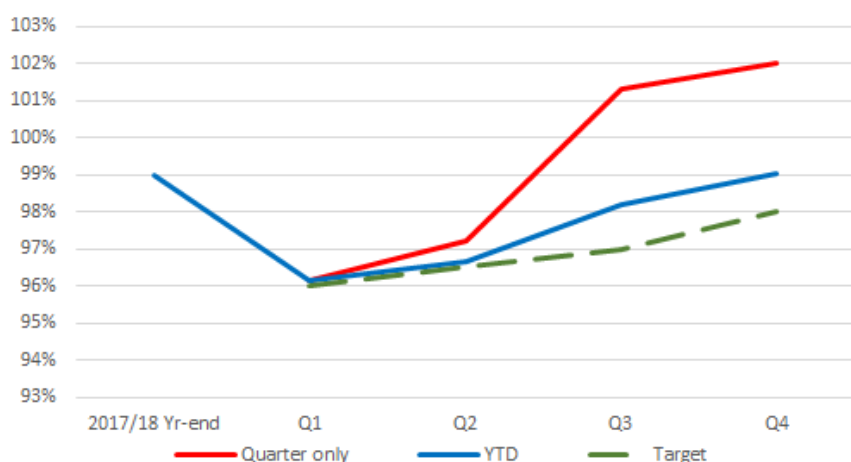
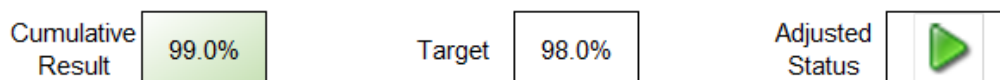
Forward look:

- System changes to enable Direct Debits to be collected in advance
- CBC/CBH Tenant Incentive to move Scheme Policy Review with tenant involvement
- 2019 Make a Difference Day programme advertised and promoted

Risks, issues & actions required:

- With ongoing welfare reform, rent collection target will remain under pressure
- Tenants in receipt of Universal Credit receive monthly payments which will not include payment for week 53 (2019/20)
- Universal Credit direct payment arrangements in place for 158 tenants in arrears
- Vetting of ASB officers to work from Police station Hub has been delayed
- Increase of drug-related ASB may lead to further evictions. Joint work with Police under way.

% rent collected from current tenants (of rent due)



Letting homes

Highlights

- Rent loss through empty properties reduced due to falling number of properties becoming empty. CBC has procured new contractor for voids and insurance works – start onsite April 2019
- All works with outgoing contractors have been completed and handed over
- 410 empty homes let over the year including temporary accommodation and 68 sheltered housing re-lets. 283 homes required capital improvement work
- Procured a temporary contractor to help support right to buy back properties, which were outside the current contract.

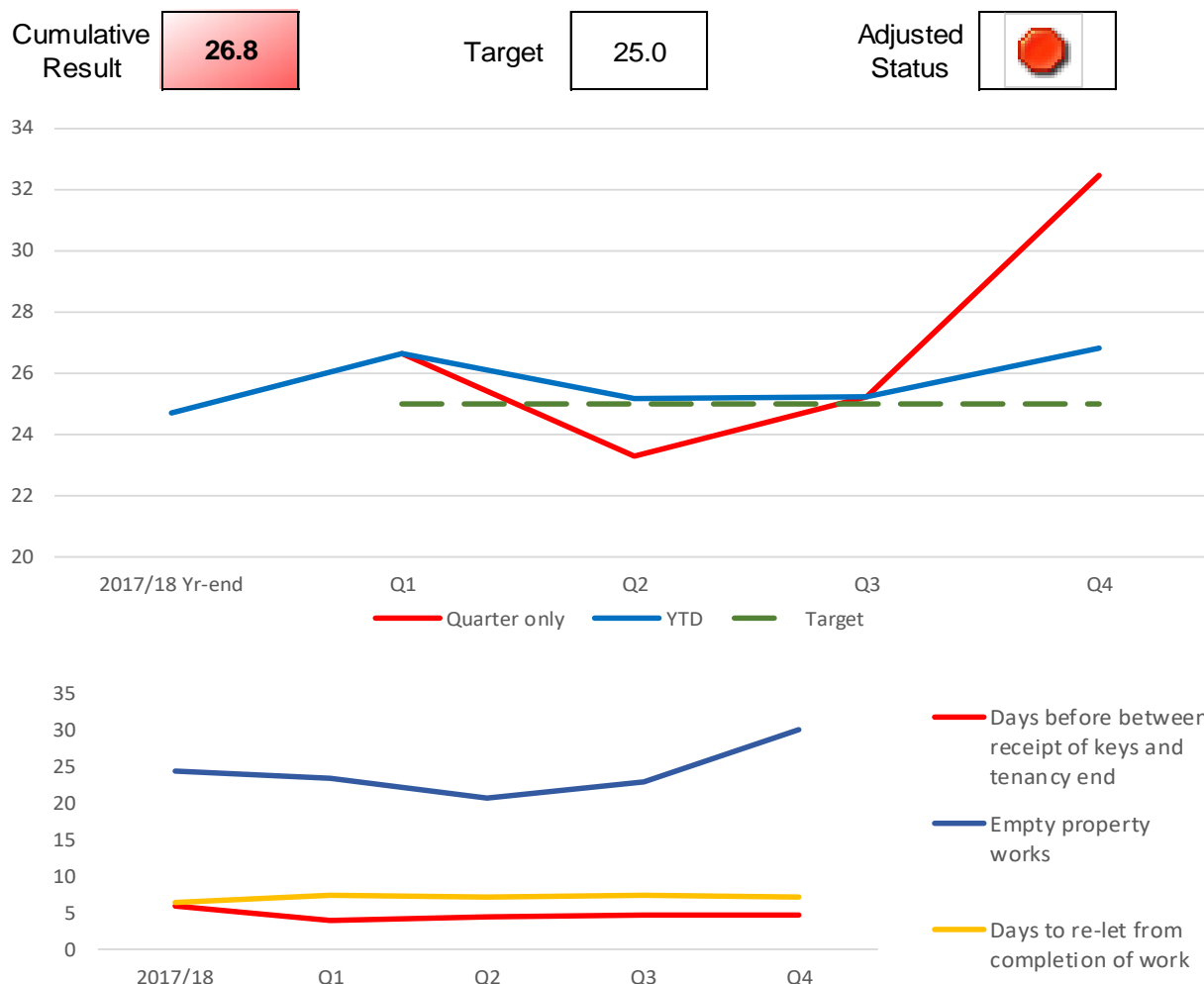
Risks, issues & actions required:

- End of year target not achieved
- Outgoing contractor's performance deteriorated after the 26-week break clause was triggered
- Additional workload on the empty properties team to manage the poor performing contractors has been a challenge
- Work completed with CBC Street Services team to improve reporting and communication in order to address delays in clearances of empty properties.

Forward look:

- Mobilisation of new voids contractors
- Review process with Registered Providers to shortlist new build developments
- Lettings team to start advertising and shortlisting for Colne Housing
- Refurbishing & letting significant number of Right to Buy Backs for 2019-20 – approximately 50 properties in total.

Days to relet general needs properties (incl capital works, excl structural)



Corporate Facilities Management

Highlights

- Target for repairs completed on time exceeded – revised target of 90% for 2019/20
- In-depth condition surveys of corporate stock 100% complete
- Phase 8 of Building Maintenance Programme agreed with Portfolio Holder for Resources
- Latest phase of works consists of 10 separate projects with a total value of c£480k
- Main projects include replacement of Sports Hall roof and extensive internal redecoration at Leisure World Colchester, resurfacing and structural repairs at St John's and St Mary's multi storey car parks, replacement of boiler plant at Colchester Town Hall and the refurbishment and remodelling of Political Group Rooms and Members Room within the Town Hall
- Corporate cleaning contract tender returned. Incumbent contractor has retained contract and corporate building cleaning costs £18k less per annum than previous tender overall
- CFM delegated budgets within budget at closure of 2018/19 financial year.

Forward look:

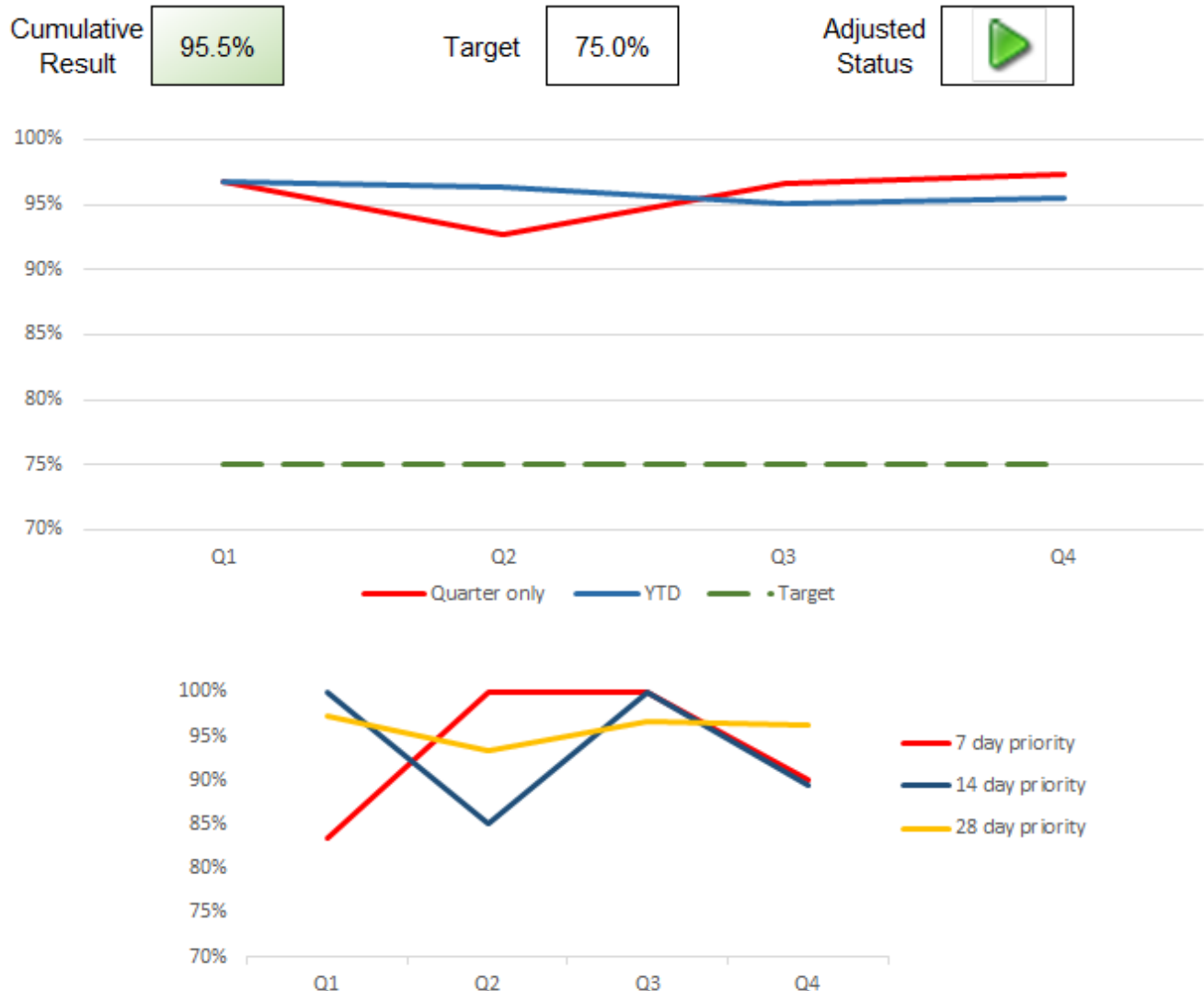
- New cleaning contract commences May 2019
- Legionella and ventilation system cleanliness contract to be retendered 2019/20
- Corporate photovoltaic systems maintenance contract to be explored and tendered.

Risks, issues & actions required:

- Recruitment challenges for building services engineer post. In view of this, external consultants and/or agency staff likely to be required to assist with delivery of Building Maintenance Programme projects.

% repairs to corporate properties completed on time

Reporting on in-house repairs only, not contractor jobs



Compliance

Highlights

- General Data Protection Regulation (GDPR) – good progress on compliance plan:
 - Duplicate person records merged on housing system.
 - Completion of review of all contracts where data sharing is involved, and clauses needed.
 - Data processing details uploaded to CBC's information asset register database.
- Fire upgrade works continue in general needs flats
- UK-wide issue with fire door testing has now been partially resolved and the installation of new FD30 standard doors restarted in March 2019
- All general needs homes have an asbestos management survey. These surveys have been routinely updated between 2014 and 2018 and are carried out at the same time as planned works and repairs, or as they become void.
- OHSAS 18001 Occupational Health & Safety accreditation – audit completed

Risks, issues & actions required:

- Further work to do on data cleansing and retention activities as part of GDPR compliance plan e.g. information stored on IDOX document management system
- 190 of 7746 properties require an updated asbestos survey as they have proven difficult to access. Housing Management team has also become involved to assist in gaining access and we expect the remaining surveys to be completed within the next few months
- New Board Assurance Officer awaiting training place on Foundation Certificate in Data Protection. A higher level of support for GDPR enquiries may be needed from the CBC/CBH Data Protection Officer.

Forward look:

- GDPR deletions on housing management system scheduled for August
- Audit of information asset register to be carried out in August
- Staff to complete annual e-Learning data awareness refresher training
- Currently developing a full compliance register for Property Services
- Corrective action plan for OHSAS 18001
- Electrical safety – working on tenders in line with CBC new fixed wire policy.
- Asset Register Training for SMT and administrators, recording of data processing activities in system- Complete

% of properties with a valid Landlord Gas Safety Certificate



The number of gas services completed by the end of Q4 was 5818. This number is higher than the number of properties with valid gas certificates as some properties are serviced more than once i.e. voids properties and mutual exchanges. Servicing is carried out on an 11-month cycle.

6 August 2019

Report of	Assistant Director of Policy and Corporate	Author	Owen Howell
Title	Work Programme 2019-20		☎ 282518
Wards affected	Not applicable		

1. Executive Summary

- 1.1 This report sets out the current Work Programme 2019-2020 for the Scrutiny Panel. This provides details of the reports that are scheduled for each meeting during the municipal year.

2. Action Required

- 2.1 The Panel is asked to consider and note the contents of Work Programme for 2019-2020.

3. Background Information

- 3.1 The Panel's work programme will evolve as the Municipal Year progresses and items of business are commenced and concluded. At each meeting the opportunity is taken for the work programme to be reviewed and, if necessary, amended according to current circumstances. The current work programme for 2019-20, is included at the end of the report.
- 3.2 At the Scrutiny Panel meeting on 16 July 2019, the Panel resolved to reschedule the item on the work carried out by the North East Essex Health and Wellbeing Alliance to its November meeting, and to add an item relating to the work of Colchester Commercial Holders Ltd to its December meeting.
- 3.3 The Forward Plan of Key Decisions is included as part of the work programme for the Scrutiny Panel, and this is included an **Appendix A**.

4. Standard References

- 4.1 There are no particular references to publicity or consultation considerations; or financial; equality, diversity and human rights; community safety; health and safety or risk management implications.

5. Strategic Plan References

- 5.1 Governance is integral to the delivery of the Strategic Plan's priorities and direction for the Borough as set out under the four themes of growth, responsibility, opportunity and wellbeing.
- 5.2 The Council recognises that effective local government relies on establishing and maintaining the public's confidence, and that setting high standards of self-governance

provides a clear and demonstrable lead. Effective governance underpins the implementation and application of all aspects of the Council's work.

Appendices

Appendix A – Forward Plan of Key Decisions – 1 August 2019 – 30 November 2019

Work Programme for 2019/20

Scrutiny Panel meeting - 11 June 2019
Scrutiny Panel Chairman's briefing – 6 June 2019
<ol style="list-style-type: none"> 1. North Essex Garden Communities 2. Financial Monitoring Report End of Year – 2018/19 3. Capital Expenditure Monitor 2018/19 4. Year End 2018/19 Performance Report including the Strategic Plan Action Plan 2018-21 5. Work Programme 2019-20
Scrutiny Panel meeting - 16 July 2019
Scrutiny Panel Chairman's briefing – 11 July 2019
<ol style="list-style-type: none"> 1. 2020/21 Budget Strategy, Medium Term Financial Forecast and Budget Timetable 2. Treasury Management – Annual Report 3. Annual Scrutiny Report 4. Bus Review: Further Actions. 5. Work Programme 2019-20
Scrutiny Panel meeting - 6 August 2019
Scrutiny Panel Chairman's briefing – 1 August 2019
<ol style="list-style-type: none"> 1. Review of Colchester Borough Homes Performance 2018/19 2. Colchester BID 3. Work Programme 2019-20
Scrutiny Panel (Crime and Disorder Committee) - 12 September 2019
Scrutiny Panel Chairman's briefing – 5 September 2019
<ol style="list-style-type: none"> 1. Safer Colchester Partnership (Crime and Disorder Committee) 2. Work Programme 2019-20
Scrutiny Panel – 15 October 2019
Scrutiny Panel Chairman's Briefing – 10 October 2019
<ol style="list-style-type: none"> 1. Local Council Tax Support – Year 2020/21 (Provisional) 2. Business Rate retention and future arrangements. 3. Work Programme 2019-20

Scrutiny Panel meeting - 12 November 2019
Scrutiny Panel Chairman's briefing – 7 November 2019
<ol style="list-style-type: none"> 1. 2019-20 Revenue Monitor, period April – September 2. 2019-20 Capital Monitor, period April – September 3. North East Essex Health and Wellbeing Alliance 4. Work Programme 2019-20
Scrutiny Panel meeting - 10 December 2019
Scrutiny Panel Chairman's briefing – 4 December 2019
<ol style="list-style-type: none"> 1. Half Year 2019 - 2020 Performance Report including progress on Strategic Plan Action Plan 2. Colchester Commercial Holdings Ltd 3. Work Programme 2019-20
Scrutiny Panel meeting - 28 January 2020
Scrutiny Panel Chairman's briefing – 23 January 2019
<ol style="list-style-type: none"> 1. 2020-21 Revenue Budget, Capital Programme, Medium Term Financial Forecast, Housing Revenue Accounts Estimate and Housing Investment Programme (Pre-scrutiny of Cabinet Decision) 2. Treasury Management Investment Strategy 3. Corporate Key Performance Indicator Targets for 2020-21 4. Work Programme 2019-20
Scrutiny Panel meeting - 17 March 2020
Scrutiny Panel Chairman's briefing – 12 March 2019
<ol style="list-style-type: none"> 1.

COLCHESTER BOROUGH COUNCIL

FORWARD PLAN OF KEY DECISIONS 1 August 2019 – 31 December 2019

During the period from 1 August 2019 – 31 December 2019* Colchester Borough Council intends to take 'Key Decisions' on the issues set out in the following pages. Key Decisions relate to those executive decisions which are likely to either:

- result in the Council spending or saving money in excess of £500,000; or
- have a significant impact on communities living or working in an area comprising two or more wards within the Borough of Colchester.

This Forward Plan should be seen as an outline of the proposed decisions and it will be updated on a monthly basis. Any questions on specific issues included on the Plan should be addressed to the contact name specified in the Plan. General queries about the Plan itself should be made to Democratic Services (01206) 507832 or email democratic.services@colchester.gov.uk

The Council invites members of the public to attend any of the meetings at which these decisions will be discussed and the documents listed on the Plan and any other documents relevant to each decision which may be submitted to the decision taker can be viewed free of charge although there will be a postage and photocopying charge for any copies made. *All decisions will be available for inspection at the Library and Community Hub, Colchester Central Library, 21 Trinity Square, Colchester and they are also published on the Council's website, www.colchester.gov.uk*

If you wish to request details of documents regarding the 'Key Decisions' outlined in this Plan please contact the individual officer identified.

If you wish to make comments or representations regarding the 'Key Decisions' outlined in this Plan please submit them, in writing, to the Contact Officer highlighted two working days before the date of the decision (as indicated in the brackets in the date of decision column). This will enable your views to be considered by the decision taker.

Contact details for the Council's various service departments are incorporated at the end of this plan.

If you need help with reading or understanding this document please take it to the Library and Community Hub, Colchester Central Library, 21 Trinity Square, Colchester or telephone (01206) 282222 or textphone users dial 18001 followed by the full number that you wish to call and we will try to provide a reading service, translation or other formats you may need.

*The Forward Plan also shows decisions which fall before the period covered by the Plan but which have not been taken at the time of the publication of the Plan.

KEY DECISION REQUIRED	DOES DECISION INCLUDE EXEMPT INFORMATION (or information defined by the Government as Confidential)	DATE OF DECISION or PERIOD DECISION TO BE TAKEN	DECISION MAKER (title and name, including Cabinet, portfolio holders and officers)	DOCUMENTS SUBMITTED OR TO BE SUBMITTED TO DECISION TAKER TO CONSIDER (and from where they are available)	CONTACT DETAILS FROM WHICH DOCUMENTS CAN BE OBTAINED (name of the authors of the reports)
Update on New Affordable Housing Projects	No	10 July 2019	Cabinet (Cllrs Cory, J Young, Fox, Goss, Higgins, King, Lilley and G Oxford) Please contact via Democratic Services (01206) 507832 email: democratic.services@colchester.gov.uk	Cabinet report	Andrew Tyrrell Client and Business Services Manager 01206 282390 Andrew.tyrrell@colchester.gov.uk
Award of Contract – award of the Housing ICT Contract under delegated authority from Cabinet	No	September 2019	Portfolio Holder for Housing Councillor Adam Fox. Please contact via Democratic Services (01206) 507832 email: democratic.services@colchester.gov.uk	Portfolio Holder report	Geoff Beales Client Services Manager 01206 506514 geoff.beales@colchester.gov.uk

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Appointment of Supplier(s) for the provision of fleet vehicles and/or maintenance.	Yes	September 2019	Portfolio Holder for Waste, Environment and Transportation, Councillor Martin Goss Please contact via Democratic Services (01206) 507832 email: democratic.services@colchester.gov.uk	Portfolio Holder report	Chris Dowsing Group Manager - Recycling, Waste and Fleet Colchester Borough Council Tel: 01206 282752 Email: chris.dowsing@colchester.gov.uk
North Essex Garden Communities Ltd Business Plan – Approval of 19/20 – 21/22 business plan for North Essex Garden Communities Limited	No	4 September 2019	Cabinet (Cllrs Cory, J Young, Fox, Goss, Higgins, King, Lilley and G Oxford) Please contact via Democratic Services (01206) 507832 email: democratic.services@colchester.gov.uk	Cabinet Report	Andrew Weavers Strategic Governance Manager & Monitoring Officer Andrew.weavers@colchester.gov.uk 01206 282213

KEY DECISION REQUIRED	DOES DECISION INCLUDE EXEMPT INFORMATION (or information defined by the Government as Confidential)	DATE OF DECISION or PERIOD DECISION BE TAKEN TO	DECISION MAKER (title and name, including Cabinet, portfolio holders and officers)	DOCUMENTS SUBMITTED OR TO BE SUBMITTED TO DECISION TAKER TO CONSIDER (and from where they are available)	CONTACT DETAILS FROM WHICH DOCUMENTS CAN BE OBTAINED (name of the authors of the reports)
Housing Revenue Account Fees and Charges 2019-2020 To agree the Housing Revenue Account fees and charges for 2019-2020	No	October 2019	Portfolio Holder for Housing Councillor Adam Fox. Please contact via Democratic Services (01206) 507832 email: democratic.services@colchester.gov.uk	Portfolio Holder report	Geoff Beales Client Services Manager 01206 506514 geoff.beales@colchester.gov.uk
Budget 2020-21 Update, Reserves and Balances and Approval of Fees and Charges	No	20 November 2019	Cabinet (Cllrs Cory, J Young, Fox, Goss, Higgins, King, Lilley and G Oxford) Please contact via Democratic Services (01206) 507832 email: democratic.services@colchester.gov.uk	Cabinet Report, Schedule of Fees and Charges	Paul Cook Finance Manager 01206 505861 Paul.cookx@colcehster.gov.uk

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