



CBC Scrutiny Panel
8 July 2014
Greg Falvey, Chief Executive



Highlights 2013/14

- New management agreement
- Governance review
- Transfer of services
- Changes to management fee & budgets
- Annual Delivery Plan



Annual Delivery Plan Highlights

- Trading strategy & protocol
- Welfare reform work
- STAR survey
- Sheltered housing review – Worsnop House
- Re-let times for general needs properties
- New website

3



Issues to Note

- Delays in implementation of key ICT priorities
- Call handling
- No longer pursuing Green Deal installer option as better options available, e.g. grant funding
- Review of job scheduling process – on hold pending software checks
- Preparing sheltered residents for personalised budgets – training planned for 2014/15

4



Dashboard 2013/14

- Targets achieved for rents, service charges & arrears in a challenging environment
- Pre-tenancy workshops - review implemented and expectation of improved attendance in 2014
- Excellent results in repairs & repairs satisfaction, Decent Homes
- First call resolution & call waiting times

5



Financial Out-turn

Management Fee

- £114k overall surplus for CBH – largely attributed to £55k Net trading profit & £52k returned by the Council to support any future CBH revenue maintenance overspend
- £110k FSR final year saving achieved (total £520k for the 3 years)
- £34k saving on GF activities (since Nov 2013) returned to CBC

Capital – Property

- £9.7m capital works completed to target on £10.3m budget with the remaining £500k carry forward to 14/15 work budgets for specific agreed work

Revenue - Property

- £4m revenue works undertaken resulted in a saving of £50k to budget (excluding £345k additional spend on fencing due to adverse weather conditions)
- £200k reserves earmarked for possible future repairs liability

6



Medium Term Delivery Plan

- Next year £12m turnover and overseeing additional spend of £15m. £27m in total.
- 3 year scope - stability from changes in HRA finance and 10-year management agreement
- Joint working on developing plan
- Joint housing vision
- HRA Business Plan
- Housing Strategy