

Scrutiny Panel

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