

11th September 2018

Community, Health & Housing Committee

Housing Audit Update Report

Report of: Angela Abbott, Interim Head of Housing

Wards Affected: All

This report is: Public

1. Executive Summary

- 1.1 This report is intended to update the Community, Health & Housing Committee of the outcome of the 2016/17 and 2017/18 Audit reviews for Housing Services. Those Audits were included in the Council's approved Audit plans for 2016/17.
- 1.2 The outcome of the 2016/17 internal audit review was reported to the Audit Committee on the 27th September 2017 ("Audit Report 1 – May 2017").
- 1.3 The outcome of the 2017/18 internal audit review was reported to the Audit Committee on the 14th December 2017 ("Audit Report 2 – June 2017").
- 1.4 Both Audit reports will enable the Housing Service to concentrate on specific areas highlighted by the Audit recommendations to implement the essential service improvements as part of the ongoing transformation programme.

2. Recommendation(s)

- 2.1 **That the Committee receives and notes the progress made from the 3rd July 2018 committee report as outlined in both Audit Reports (as summarised in Appendix A).**
- 2.2 **That the Committee agree that a further report on progress made on implementing the recommendations is presented to the next Committee.**

3. Introduction and Background

- 3.1 Both Audit reviews were conducted in accordance with the 2017/18 Audit Plan as approved by the Audit Committee.

3.2 As part of the ongoing service improvement programme Housing Services had already identified gaps in service provision, particularly around Repairs & Maintenance. Accordingly, the second audit review was specifically requested by Housing to assist and support in identifying gaps or service failures and to provide recommendations for improvement. These areas primarily centred around contract management, information recording and compliance.

3.3 The table below summarises the two Audit Report Management Updates and provides a snapshot of overall progress to date.

Section	Recs Total	Risk type			Status		
		High	Medium	Low	In Progress	Complete	% Complete
May-17	43	23	18	2	19	24	56
Housing (All)	2	1	0	1	1	1	50
Housing Options/Tenancy Services	8	5	3	0	1	7	88
Repairs	18	15	3	0	7	11	61
Tenancy Services	7	1	6	0	3	4	57
Tenancy Services/Leasehold	8	0	7	1	6	2	25
Total	43	22	19	2	18	25	58
Nov-17	31	9	21	1	12	19	61
Housing (All)	4	3	1	0	2	2	50
Tenancy Services	14	6	7	1	4	10	71
Housing Strategy	6	0	6	0	3	3	50
Tenancy Services/Leasehold	1	0	1	0	1	0	0
Repairs	5	0	5	0	2	3	60
Tenancy Services/Housing Options	1	0	1	0	0	1	100
Total	31	9	21	1	12	19	61

4. Issues, Options and Analysis of Options

4.1 Not applicable.

5. Reasons for Recommendation

- 5.1 To monitor the progress of work against the highlighted actions recommended arising from the Audit Report and management actions in response to those recommendations.

6. Consultation

- 6.1 Not applicable

7. References to Corporate Plan

- 7.1 Good financial management, risk management and internal control underpin all priorities within the Corporate Plan.

8. Implications

Financial Implications

Name & Title: Jacqueline Van Mellaerts – Interim Chief Finance Officer

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- 8.1 No direct financial implications arising from this report. Any costs associated to implement the recommendations have been met from existing resources within the Housing Revenue Account.

Legal Implications

Name & Title: Surinder Atkar, Solicitor – Legal Services

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- 8.2 None specific arising from the report recommendation.

Other Implications (where significant) – i.e., Health & Safety, Asset Management, Equality and Diversity, Risk Management, Section 17, Crime & Disorder, Sustainability, ICT

- 8.3 None

9. Background Papers

- 9.1 None

10. Appendices to this report

Appendix A – Audit Report Update (Extract)

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