

**4<sup>th</sup> December 2018**

**Community, Health & Housing Committee**

**Housing Audit 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 27<sup>th</sup> 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 14<sup>th</sup> 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 11<sup>th</sup> September 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.**
- 2.3 **That the Committee agrees to authorise Officers to include Housing Audits within the 2019/20 Draft Internal Audit Plan.**

### 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	Risk type			Status		
	Total	High	Medium	Low	In Progress	Complete	% Complete
<b>May-17</b>	43	23	18	2	14	29	67
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	5	13	72
Tenancy Services	7	1	6	0	1	6	86
Tenancy Services/Leasehold	8	0	7	1	6	2	25
<b>Total</b>	<b>43</b>	<b>22</b>	<b>19</b>	<b>2</b>	<b>14</b>	<b>29</b>	<b>67</b>
<b>Nov-17</b>	31	9	21	1	8	23	74
Housing (All)	4	3	1	0	2	2	50
Tenancy Services	14	6	7	1	3	11	79
Housing Strategy	6	0	6	0	0	6	100
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
<b>Total</b>	<b>31</b>	<b>9</b>	<b>21</b>	<b>1</b>	<b>8</b>	<b>23</b>	<b>74</b>

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**

**Tel & Email: 01277 312500/ jacqueline.vanmellaerts@brentwood.gov.uk**

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: Paula Harvey, Corporate Governance Solicitor & Deputy Monitoring Officer**

**Tel & Email: 01277 312500/paula.harvey@brentwood.gov.uk**

8.2 There are no legal implications arising from this report.

**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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