

5th March 2019

Community, Health & Housing Committee

Housing Audit Report

Report of: *Angela Abbott, Housing Services Manager*

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 progress 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 originally 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 originally reported to the Audit Committee on the 14th December 2017 ("Audit Report 2 – November 2017").
- 1.4 The full Audit reports with updates were reported to the Community, Health & Housing Committees in the first part of 2018 with subsequent reports providing updates and details of 'outstanding' recommendations reported to the later committees in 2018.
- 1.5 Both Audit reports will enable the Housing Service to concentrate on specific areas highlighted by the Audit recommendations to implement 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 4th December 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

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

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.

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

	Total	High	Medium	Low	In Progress	Complete	% Complete
May-17	43	22	19	2	12	31	72
Housing (All)	2	1	0	1	0	2	100
Housing Options/Tenancy Services	8	5	3	0	0	8	100
Repairs	18	15	3	0	5	13	72
Tenancy Services	7	1	6	0	1	6	86
Tenancy Services/Leasehold	8	0	7	1	5	3	38
Total	43	22	19	2	11	32	74

Nov-17	31	9	21	1	5	26	84
Housing (All)	4	3	1	0	0	4	100
Tenancy Services	14	6	7	1	2	12	86
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
Total	31	9	21	1	5	26	84

Issues, Options and Analysis of Options:

The headline statistics demonstrate that since the December 2018 Committee report the overall completion percentage has increased 7% for the May 2017 report and 10% for the November 2017 report.

Outstanding tasks of high priority, comprising principally of 'repairs', once effectively completed with the commencement of the new R&M contracts in June 2019 will bring related compliancy to over 95%.

The residual matters will be reported on at the next Committee.

Reasons for Recommendation:

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

Consultation

Not applicable.

References to Corporate Plan

The Council's Corporate Plan aims to:

- To deliver safe and comfortable homes which are efficient and sustainable.
- Manage our stock to recognise the limited resources available and supporting those in greatest need.
- Review the future delivery of housing services to provide the best outcomes for Brentwood residents.

Implications

Financial Implications

Name & Title: Phoebe Barnes, Interim Financial Controller

Tel & Email: 01277 312 839 phoebe.barnes@brentwood.gov.uk

There are no direct financial implications arising from this report. Any costs arising will be met from existing resources within the Housing Revenue Account.

Legal Implications

Name & Title: Gina Clarke, Corporate Governance Lawyer & Deputy Monitoring Officer

Tel & Email: 01277 312 874 gina.clarke@brentwood.gov.uk

There are legal implications arising from this report.

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

None.

Background Papers (include their location and identify whether any are exempt or protected by copyright)

None

Appendices to this report

Appendix A - Audit Report Tracker MARCH 2019.

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