

# **BUDGET and PERFORMANCE PANEL**

## **Repairs and Maintenance of Council Housing 12<sup>th</sup> July 2016**

### **Report of Chief Officer (Environment)**

#### **PURPOSE OF REPORT**

To provide the Panel with information on the performance of the Council Housing repairs and maintenance function.

**This report is public**

#### **RECOMMENDATIONS**

**(1) That the Panel considers the information provided and considers how it wants to monitor the performance of this service area in the future.**

##### **1.0 Introduction**

1.1 The panel have asked for information on the performance of the Council Housing repairs and maintenance function.

1.2 As this covers a range of activities and functions for the purpose of the meeting the following information is provided-

- APSE report on repairs and maintenance - APPENDIX 1
- Briefing Note from Chief Officer (Environment)- APPENDIX 2
- Background presentation- at the meeting

##### **2.0 Details**

2.1 The Panel is requested to consider the information provided and determine how it wants to monitor the performance of this service area in the future.

#### **CONCLUSION OF IMPACT ASSESSMENT**

**(including Health & Safety, Equality & Diversity, Human Rights, Community Safety, Sustainability and Rural Proofing)**

NA

#### **LEGAL IMPLICATIONS**

None as a direct results of this report

## **FINANCIAL IMPLICATIONS**

Financial performance aspects are covered in the attachments and presentation, and the overall outturn regarding repair and maintenance services is referred to elsewhere on the agenda. Such information, and the linkages with operational performance, are areas to build upon in support of considering value for money.

## **OTHER RESOURCE IMPLICATIONS**

### **Human Resources / Information Services:**

See comments elsewhere in the report and appendices

### **Property:**

NA

### **Open Spaces:**

NA

## **SECTION 151 OFFICER'S COMMENTS**

The s151 Officer has been consulted. From her perspective, challenging vfm, determining how best it can be secured (through whatever delivery model), and what investment (in time, money, skills and any other resources) might be required in order to secure it, are her primary concerns at this time. It is envisaged that these matters would be addressed at a high level through the proposed commissioning of KPMG in due course.

It is unclear at this stage, however, where any such investment fits alongside competing work demands and priorities and this too will need addressing. Whilst RMS may be viewed as a specific function, it requires input from a range of council services and in particular, it has very specific and complex demands from an ICT/ business process perspective. These requirements have knock-on implications for the future progression of other planned corporate system developments and process re-engineering.

Whilst it is apparent that there are many improvements that can be made in the short term and there is some evidence that this is starting to happen, progress in future will need to be quicker, better focused, and sustained. The service's management infrastructure (including ICT systems) and other softer aspects need to be fundamentally overhauled in the s151 Officer's view, in order to ensure such progress.

## **MONITORING OFFICER'S COMMENTS**

The Monitoring Officer has been consulted and has no further comments.

## **BACKGROUND PAPERS**

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