

## ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	16 <sup>th</sup> January, 2024
<b>Subject:</b>	Local Performance Indicators: Housing Services
<b>Purpose of Report:</b>	<p>1. Update the Committee on progress with the Housing Service review of Performance Indicator 28 (calendar days taken to deliver Disabled Facilities Grants)</p> <p>2. Agree the scope and terms of reference of the Scrutiny review of Performance Indicator 29 (timescale to let units of accommodation)</p>
<b>Scrutiny Chair:</b>	Cllr Douglas Fowle
<b>Portfolio Holder(s):</b>	Cllr Gary Pritchard, Deputy Leader and Children, Youth and Housing Services
<b>Head of Service:</b>	Lynn Ball, Director of Function (Council Business) / Monitoring Officer Ned Michael, Head of Housing Services
<b>Report Author:</b>	Anwen Davies, Scrutiny Manager
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<b>Local Members:</b>	Applicable to all Scrutiny Members

### 1 - Recommendation/s

The Committee is requested to:

#### **Housing Services Review of Performance Indicator 28**

**R1** note progress to date with the Housing Services review of Performance Indicator 28 (Disabled Facilities Grants)

**R2** note the intention to submit the review findings and recommendations for consideration by the Corporate Scrutiny Committee in March 2024 (12/03/2024)

#### **Scrutiny Review of Performance Indicator 29**

**R3** agree the terms of reference and scope for the Scrutiny review of Performance Indicator 29 (letting of units of accommodation)

**R4** agree the governance arrangements in support of the scrutiny process and timeline for reporting on review findings and recommendations to the Corporate Scrutiny Committee

**R5** nominate Elected Members from the Scrutiny Committee to serve on the task and finish group.

### 2 – Link to Council Plan / Other Corporate Priorities

Housing is one of the 6 main strategic aims in the Council Plan → “Ensure that everyone has the right to call somewhere home”.

Council Plan: 2023-2028 is our main strategic document.

### 3 – Guiding Principles for Scrutiny Members

### To assist Members when scrutinising the topic:-

**3.1** Impact the matter has on individuals and communities [focus on customer/citizen]

**3.2** A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [focus on value]

**3.3** A look at any risks [focus on risk]

**3.4** Scrutiny taking a performance monitoring or quality assurance role [focus on performance & quality]

**3.5** Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

**3.6** The potential impacts the decision would have on:

- protected groups under the Equality Act 2010
- those experiencing socio-economic disadvantage in their lives (when making strategic decisions)
- opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

[focus on equality and the Welsh language]

## 4 - Key Scrutiny Questions

## 5 – Background / Context

### 1. Background

1.1 The Corporate Scrutiny Committee at its last meeting<sup>1</sup> gave consideration to Council performance at the end of Qtr2: 2023/24 and looked specifically at the following Performance Indicators in the Housing Service which were under performing:

- **Performance Indicator 28** – average number of calendar days taken to deliver a Disabled Facilities Grant
- **Performance Indicator 29** – the average number of calendar days to let lettable units of accommodation (excluding Difficult To Lets)

1.2 In light of its deliberations, the Committee decided on the following action points:

- **Performance Indicator 28** – that an officer Group complete a task and finish project to analyse under performance of this indicator and report back to the Committee with proposals for improvement in March 2024
- **Performance Indicator 29** – that a task and finish group be established from the membership of the Committee to review

<sup>1</sup> Meeting of the Corporate Scrutiny Committee convened on 21<sup>st</sup> November, 2023

**performance in greater depth and with a brief to improve performance against the indicator by reducing the number of calendar days taken to relet empty accommodation and report back to the Committee on findings, in tandem with the work stream relating to Performance Indicator 28 (Disabled Facilities Grants).**

## **2. Housing Services Review of Performance Indicator 28**

Below is a resume of progress to date on the review by Housing Services of Performance Indicator 28 (Disabled Facilities Grants):

- 2.1 The Housing Service is in the process of reviewing the Disabled Facilities Grant Policy which will be submitted for approval in March 2024.
- 2.2 A service level agreement is being prepared which will be agreed with relevant Agency and will outline the company's responsibility as an Agent for adaption works through the Disability Facilities Grant system along with expected performance levels
- 2.3 In light of a lack of Contractors available and in order to endeavour to increase the number of Contractors to undertake adaption work, a meet the buyer event was convened on 4<sup>th</sup> December. We were successful in attracting 13 new Contractors and we trust that this will enable the works to be completed sooner and improve performance.

## **3. Scrutiny Review of Performance Indicator 29**

- 3.1 **Terms of reference, scope and governance arrangements** – the main objective of the Scrutiny Committee in establishing the Task and Finish Group was to create an opportunity to look in detail at the Authority's current arrangements and performance in letting Council housing units. Attached is the draft terms of reference (**Appendix 1**)
- 3.2 **Membership** – Members will be aware of the need to nominate Members to represent the Committee on the proposed Task and Finish Group to examine performance of letting of Local Authority accommodation units. Membership of Scrutiny Panels or Task and Finish Groups are not subject to political balance principles and rules<sup>2</sup>. The terms of reference of the proposed Task and Finish Group is attached (**Appendix 1**) in order to assist Members in the selection process.

## **4. Issues for Consideration**

**The Scrutiny Committee is now requested to:**

- 4.1 note progress made by officers in reviewing performance against Performance Indicator 28 (Disabled Facilities Grants)
- 4.2 confirm the terms of reference / scope and timeline for completion of the input by the proposed Task and Finish Group
- 4.3 nominate Elected Members to serve on the proposed Task and Finish Group.

<sup>2</sup> The Local Government and Housing Act 1989 sets out the main principles governing political balance of local authorities

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<b>6 – Equality Impact Assessment</b> [including impacts on the Welsh Language]
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<b>6.1 Potential impacts on protected groups under the Equality Act 2010</b>
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<b>6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)</b>
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<b>6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language</b>
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Not applicable in this case but will be considered as an integral part of the process of reviewing any policies or protocols.
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<b>7 – Financial Implications</b>
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Not applicable.
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<b>8 – Appendices:</b>
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Terms of Reference of the Task and Finish Group – Scrutiny Review of Performance Indicator 29 (Appendix 1)
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<b>9 - Background papers (please contact the author of the Report for any further information):</b>
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## TERMS OF REFERENCE SCRUTINY TASK AND FINISH GROUP: LETTING OF LOCAL AUTHORITY HOUSING

This Terms of Reference (TOR) document sets out the working arrangements and the parameters of the work of the Scrutiny Task and Finish Group: Letting of Local Authority Housing.

### 1. BACKGROUND/CONTEXT

- 1.1 The Corporate Scrutiny Committee at its meeting of 21/11/2023 considered a report by the Head of Profession (Human Resources) and Transformation on monitoring performance of the Council for quarter 2: 2023/24 (corporate scorecard). During its deliberations, the Scrutiny Committee resolved as follows:

**Performance Indicator 29 – that a task and finish group be established from the membership of the Committee to review performance in greater depth and with a brief to improve performance against the indicator by reducing the number of calendar days taken to relet empty accommodation and report back to the Committee on findings, in tandem with the work stream relating to Performance Indicator 28 (Disabled Facilities Grants).**

### 2. ROLE, PURPOSE & SCOPE

The role of the Scrutiny Task and Finish Group will encompass further examination of the:

- Authority's current arrangements for letting housing units, understand the nature of the service area that the Performance Indicator (PI29) relates to, which is currently Amber on the Council's performance scorecard:  
***The average number of calendar days to let lettable units of accommodation (excluding Difficult to Lets)***
- Review the mitigation measures proposed by the Head of Service to improve poor performance of PI29
- Review the rationale behind the target set and discuss a proposed target for the future
- Consider any developments within the Service which relate to Letting Housing / Empty Homes.

This will be undertaken through closer examination of the:

- i. Council's current Policy & Procedures pertaining to letting of accommodation in order to ensure that the Policy:
  - ✚ Enables the Authority to relet accommodation effectively and efficiently
  - ✚ Is being implemented.
- ii. Process of letting accommodation
- iii. Staffing resources supporting the process of letting housing units.

## **METHODOLOGY**

It is proposed to use SREDIM (method of task analysis):

- Select – the issue. This has already been done
- Record – the process that requires improvement
- Examine – look in detail at every step in the process and which improvements can be introduced
- Develop – new more effective processes
- Install / implement – introduce improvements
- Maintain – the new method of working.

## **DESIRED OUTCOMES:**

- Possible review of the Policy and Procedures for Letting Housing Units
- Introduce specific steps to improve local performance against Performance Indicator 29
- Agreement regarding arrangements for progress monitoring
- Prepare a report on the review findings to the Corporate Scrutiny Committee.

## **3. MEMBERSHIP**

Core membership of the Group will comprise:

### **3.1 Membership – Elected Members:**

- Councillor – to be confirmed
- Councillor – to be confirmed
- Councillor – to be confirmed
- Councillor – to be confirmed.

### **3.2 Membership – Officers:**

- Ned Michael, Head of Housing Services
- To be confirmed, Housing Services
- Anwen Davies, Scrutiny Manager.

The work of the Group may well necessitate attendance of other Elected Members (eg of the Executive) and/or Officers of other Service areas.

## **4. CHAIRING**

The Task and Finish Group, at its first meeting, will elect a Member to chair.

## **5. FREQUENCY OF MEETINGS AND QUORUM**

5.1 **Frequency of Meetings** – The Scrutiny Task and Finish Group has been established to undertake a specific piece of work on the part of its parent committee the Corporate Scrutiny Committee (refer to paragraph 2, above). To that end, it is anticipated that a series of meetings will need to be scheduled between January and April 2024, to be convened on a monthly basis

5.2 **Quorum** – this will not apply to Scrutiny Task and Finish Groups established by the Local Authority.

## **6. RECORD OF MEETINGS & REPORTING ARRANGEMENTS**

6.1 The Scrutiny Unit will collate and distribute the papers in preparation for each meeting and will prepare a record of Task and Finish Group meetings

- 6.2 A draft report of the work of the Task and Finish Group will be prepared by the Scrutiny Unit – for endorsement by Elected Members and Officers of the Local Authority.

## **7. TIMEFRAME**

The work of the Scrutiny Task and Finish Group will be time limited and will aim to complete its work between January and March 2024 and prepare its report for Committee consideration in April, 2024.

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