



ADUR & WORTHING
COUNCILS

Joint Overview and Scrutiny Committee
15 October 2020

Key Decision [No]

Ward(s) Affected:N/A

JOSC Working Group on the review of the Adur Homes Repairs and Maintenance Service

Report by the Director for Digital, Sustainability & Resources

Executive Summary

1. Purpose

- 1.1** This report sets out the work and recommendations from the Joint Overview and Scrutiny Committee (JOSC) Working Group which was created as part of the JOSC Work Programme to review the Adur Homes Repairs and Maintenance service.

2. Recommendations

- 2.1** That JOSC consider the report and recommendations from the Adur Homes (Repairs and Maintenance) Working Group which was created as part of the JOSC Work Programme to review the Adur Homes Repairs and Maintenance Service and refer the recommendations to the Joint Strategic Committee (JSC) and the Adur District Council Executive Member for Customer Services for consideration in due course.

3. Context

3.1 As part of its Work Programme, JOSOC agreed to set up a Working Group to review the Adur Homes Repairs and Maintenance service. The Working Group agreed the following terms of reference and objectives for the review:-

1. To review the performance of the Adur Homes repairs and maintenance service, including the value for money, and to understand the reasons for that performance;
2. To review the recommendations/proposed action plan from the recent Audit of the repairs and maintenance service and the work being undertaken by Adur Homes to mitigate the risks identified in the Audit;
3. To question the Adur Executive Member for Customer Services and Senior Council Officers on the level of the Adur Homes repairs and maintenance service and the response times for the service and communications provided to the tenants on this service;
4. To consider if there is a need for any recommendations to be put to the Adur Executive/Executive Member for Customer Services to improve the service and the processes.

Outcomes expected - A better understanding of the Adur Homes repairs and maintenance service and confidence that a satisfactory service will be provided within a reasonable timescale.

3.2 The Working Group has now completed its initial work and produced the attached report and identified some interim recommendations which it would like to be implemented as soon as possible to improve the Repairs and Maintenance service. The Working Group has been informed that work is ongoing to transform the service including a staffing restructure, therefore, the Working Group would like to continue to monitor this work, as part of the JOSOC Work Programme, to ensure that improvements are made to the service.

4. Issues for consideration

4.1 JOSOC is asked to consider the report and recommendations from the Adur Homes Repairs and Maintenance Working Group set out in the Appendix to this report and agree to refer them to the Joint Strategic Committee and Adur Executive Member for Customer Services for further consideration in due

course.

5. Engagement and Communication

5.1 The JOSC Working Group has held discussions with the Adur District Council Executive Member for Customer Services, tenant representatives from the former Adur Consultative Forum and Officers responsible for the Repairs and Maintenance service.

5.2 JOSC Chairmen/Vice-Chairmen and Senior Officers have also been consulted on the report.

6. Financial Implications

6.1 There are no direct financial implications relating to this report.

7. Legal Implications

7.1 Under Section 111 of the Local Government Act 1972, the Council has the power to do anything to facilitate or which is conducive or incidental to the discharge of any of their functions.

7.2 Section 1 of the Localism Act 2011 provides a Local Authority to do anything that individuals generally may do (subject to any current restrictions or limitations prescribed in existing legislation).

Background Papers

Any papers referenced in the Working Group report.

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Sustainability & Risk Assessment

1. Economic

Matter considered and no direct issues identified.

2. Social

2.1 Social Value

Matter considered. An improved Repairs and Maintenance service will improve social value for Adur Homes tenants.

2.2 Equality Issues

Matter considered and no direct issues identified.

2.3 Community Safety Issues (Section 17)

Matter considered and no direct issues identified.

2.4 Human Rights Issues

Matter considered and no direct issues identified.

3. Environmental

Matter considered and no direct issues identified.

4. Governance

Matter considered. The JOSC Working Group was set up in accordance with the JOSC Procedure Rules which form part of the Constitution and as part of the JOSC Work Programme. Recommendations from the review will need to be presented to the Joint Strategic Committee and the Adur Executive Member for Customer Services.