

Community Wellbeing & Housing



Tuesday 18th July 2023

Title	<i>Housing Strategy Contract Performance Summary 2022-23</i>
Purpose of the report	To note
Report Author	<i>Gareth Richards – Housing Strategy Team Leader, Contract Management and Reporting</i>
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	<i>Not Applicable</i>
Corporate Priority	Community Affordable housing Service delivery
Recommendations	Committee is asked to: <i>Not Applicable – For information only</i>
Reason for Recommendation	<i>Not Applicable – For information only</i>

1. Summary of the Report

- 1.1 The report seeks to assess current contract performance to inform future contract management, renewal, and procurement.

2. Key Issues

- 2.1 This report summarises the Key Performance Indicators and other contract requirements for each of the Housing Strategy contracts for 2022-23, and details the performance of our partners and colleagues against those KPIs and other requirements in line with the Council's procurement policies and procedures relating to Contract Management.

3. Options Analysis and Proposal

- 3.1 To continue with contract performance management, renewal, and procurement in line with the Council's policies and procedures.

4. Financial Implications

- 4.1 Costs for services such as property management, cleaning and grounds maintenance, and competing demands for Council funding from providers of other services such as advice and support. For those services relating to White House and Harper House there are service charges to cover some costs, plus additional rental income for the Council. For those services providing advice and support there is a saving of resources (including staff

time, prevention through early intervention, etc.) which represents a cost saving to the Council, and these benefits should be weighed up against the costs to ensure the Council is getting best value for money.

5. Risk Considerations

- 5.1 Risk assessments are completed by the service providers and / or Spelthorne Borough Council for all services. The ongoing contract performance management alleviates the risk of poor service provision, and health & safety and safeguarding matters are addressed in all meetings.

6. Procurement Considerations

- 6.1 All contracts are awarded in line with the Council's procurement policies and procedures.

7. Legal Considerations

- 7.1 Contracts must be in place with defined KPIs and other requirements that performance can be measured against, and where the Council has recourse to take appropriate action should performance not be satisfactory. These must be reviewed and updated over time.

8. Other Considerations

- 8.1 Where the same service provider remains in place over time, there are considerations of their experience providing those particular services and their familiarity with the client groups when those contracts are renewed. Whilst this knowledge and experience is extremely valuable, and there are difficulties associated with training and "bedding in" new service providers, the Council should not become over-reliant on particular partners and should be prepared to consider alternative providers who may be able to provide better value when contracts are re-tendered. The Procurement Exemption process is followed where there is a lack of suitable alternative providers.

9. Equality and Diversity

- 9.1 An Equality and Diversity Impact Assessment is carried out for each of the contracts, in line with the Council's policies and procedures.

10. Sustainability / Climate Change Implications

- 10.1 There are sustainability and climate / change concerns for some contracts (such as for grounds maintenance, for example). However, the contract performance management process itself does not directly impact on the Council's sustainability / climate change position.

11. Timetable for Implementation

- 11.1 Contract performance management is ongoing. This report is for the financial year 2022/23, and there will be further reports for future years.

12. Contact

- 12.1 Housing Strategy and Policy Team: HousingStrategy@spelthorne.gov.uk

Background Papers: There are none.

Appendices: Spelthorne Borough Council Housing Strategy 2020-2025