

Community Wellbeing & Housing Committee



Briefing Pack 16 October 2024

Title	<i>Housing Strategy Contract Performance Summary 2023-24</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 Addressing Housing Need Services
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

What is the situation	Why we want to do something
<ul style="list-style-type: none"> Ongoing service performance management for the Housing Strategy contracts and Service Level Agreements for SBC. 	<ul style="list-style-type: none"> To assess current contract performance, and to inform future contract management, renewal, and procurement.
This is what we want to do about it	These are the next steps
<ul style="list-style-type: none"> To continue with contract performance management, working with our partners and colleagues to address any concerns, streamline processes, and build on our successes. 	<ul style="list-style-type: none"> To continue with ongoing contract performance management, renewal, and procurement in line with the Council's policies and procedures.

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 Service Level Agreement requirements for each of the Housing Strategy contracts for 2023-24, 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 ongoing contract performance management, renewal, and procurement in line with the Council's policies and procedures.

4. Financial management comments

- 4.1 There are associated costs for services such as property management, cleaning and grounds maintenance, with competing demands for Council funding from providers of other services such as advice and support.
- 4.2 For those services relating to Harper House and the White House there are service charges to cover some costs, plus additional rental income for the Council, and a saving on the costs of more expensive alternative forms of emergency accommodation and temporary accommodation, such as B&Bs.
- 4.3 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.

5. Risk management comments

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

6. Procurement comments

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

7. Legal comments

- 7.1 Contracts and / or SLAs 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 the 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 in providing those particular services, and their familiarity with the client groups, when the service performance is assessed or when those contracts / SLAs are renewed.
- 8.2 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 for money.

9. Equality and Diversity

9.1 An Equality and Diversity Impact Assessment is carried out for each of the contracts / SLAs, 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 2023/24, and there will be further reports for future years.

12. Contact

12.1 Gareth Richards, Housing Strategy Team Leader, Contract Management and Reporting: g.richards2@spelthorne.gov.uk

Background papers: There are none.

Appendices: There are none.