

**SOCIAL CARE, HEALTH AND HOUSING
CABINET BOARD**

19th February 2016

**PRIVATE REPORT OF THE HEAD OF BUSINESS STRATEGY
AND PUBLIC PROTECTION – A. Thomas**

SECTION A – FOR INFORMATION

WARD(S) AFFECTED: ALL

**HOUSING RENEWAL & ADAPTATION SERVICE
SERVICE REPORT CARD 2015/16**

PURPOSE OF REPORT

To provide Members of the Scrutiny Committee with information to assist them to scrutinise the performance of the Housing Renewal and Adaptation Service, which sits within the portfolio of Head of Business Strategy and Public Protection.

BACKGROUND

The Council introduced a revised Performance Management Framework in 2014/15. One of the requirements within that framework is the production of service report cards by service managers which will enable Members to scrutinise the performance of all services within its remit.

This report will also enable the Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Report Card

The following report card provides members with details of the services provided by the teams and a review of performance for 2015-16.

The Housing Renewal and Adaptation Service has developed the service report card to demonstrate what is being achieved and delivered for the funding invested in that service area.

The funding for the service comes from a number of different sources;

The Adaptation Service is funded from the councils General Capital fund which provides Disabled Facility Grants and Rapid Adaptation Grants, while the regeneration works is funded from a combination of Welsh Government schemes, Specific Capital Grant, Vibrant and Viable Places programme and ARBED, the regeneration schemes are also supported by the energy provider Npower with Energy Company Obligation funding (ECO).

The report looks at what has been delivered in each area and how the service is performing compared to the previous year.

It also outlines what the service has been doing to improve the processes and details the current staffing positions and customer satisfaction.

Appendices:

HRAS - Service Report Card.

List of Background Papers:

None

OFFICER CONTACT

Angela Thomas, Head of Business Strategy & Public Protection
Tel: 01639 763794, email a.j.thomas@npt.gov.uk

Robert Davies, Principal Officer Housing Renewal & Adaptation
Service Tel: 01639 683514, email r.i.davies@npt.gov.uk