

Appendix 2a: Audits Revisited

Purpose of these audits

To assess whether the actions agreed in the original audit have been implemented and are now effectively embedded into the day-to-day operation of the service.

Management of the SEH partnership agreement

Original Objective

To assess the effectiveness of the arrangements for managing the delivery of services contained within the Partnership Agreement between South Essex Homes (SEH) and Southend Council (the Council).

Summary findings: High assurance

Fully implemented	Substantially implemented	Partially implemented	Not implemented	Closed
13	0	0	0	1

The Council has a clear overall plan in place for arrangements to manage the Partnership Agreement with South Essex Homes (SEH). The plan is based on a Strategic Board, composed of officers from the Council and SEH. There are five subgroups sitting under the Strategic Board which focus on management of specific areas of the agreement, such as 'Operations' and 'Sustainability'. These subgroups report to the Strategic Board on significant issues in their areas, and Key Performance Indicators (KPIs) are also reported to the Strategic Board on a quarterly basis.

The audit found that the Council's planned approach was in line with the principles of effective contract management.

- A Partnership Plan has been produced and endorsed by the SEH Board and the Strategic Board. The Plan is reviewed annually, the latest review taking place in April 2023.
- Terms of Reference for each subgroup have been finalised, approved and include an annual review date.
- A Housing Client Relationship Manager has been recruited to support the administrative management of the Partnership Agreement.
- A formal process has been introduced for the production, checking and validation of KPI data.
- Meetings attended by the Director of Regeneration & Housing, the Head of Housing Supply and the Housing Client Relationship Manager, are held after each Strategic Board meeting, approximately every six weeks.
- The IT subgroup has not been set up, as ICT do not have the capacity or resources to support the group. The Strategic Board have agreed that ICT issues should be resolved through the normal ICT client relationship, which has worked satisfactorily to date.
- Risk registers and issue logs are in place for each subgroup. The risk registers include details of the risks, the likelihood, impact and actions required to mitigate the risk. Issue logs track matters that have arisen, including actions taken to resolve the issue.