<u>**Regeneration and Neighbourhoods Overview and Scrutiny Committee 17th June 2015**</u>

<u>**Work of Executive Member for Neighbourhoods, Housing and Customer Services, Councillor Yusuf Jan-Virmani**</u>

<u>**Introduction**</u>

The Portfolio is quite broad and diverse therefore we have tried to bring to Members attention key priorities by services within the portfolio. Much of the work of the Portfolio is cross cutting promoting collaboration and support of other Portfolios and partners.

It is important to note some over-riding priorities such as the need to:

- Continue with the public sector transformation programme in line with Council's budget challenges.
- Continue to modernise and improve the efficiency and accessibility of our services.
- Continue to manage the Council through a difficult period of Welfare reforms and continued period of austerity, whilst also maintaining the best quality of service achievable within the resource.

<u>**Summary of Priorities**</u>

1. **Transforming Lives** - Deliver Troubled Families contract and effect integration with the 'Transforming Lives' agenda bringing about closer collaboration and integration of front line universal and step down services to help manage existing demand and prevent future demand through early intervention. This is a cross cutting theme which involves Childrens, Neighbourhoods, Adults, Public Health, Constabulary, Lancashire Fire and Rescue and Health. The approach and its implementation delivers the Health and Wellbeing Strategy themes of 'Start Well', 'Live Well' and 'Age Well'.
2. **Volunteer and Asset Based Working** - Develop and promote a volunteer and asset based community development programme to support citizenship, behaviour change and to build on the Your Call successes across the Council.
3. **Housing Quality** - Improve housing quality through effective regulation of the private rented sector through selective licensing and regulation of Houses in Multiple Occupation. This will have a particular emphasis on

collaboration between Health and Housing to reduce demand cost on the council and make our resources go further.

4. **Housing Growth** - Promote housing growth and bringing empty properties back into use. This is a priority in line with the Council's LSP and Corporate targets and is a cross cutting theme working with Regeneration and Resources Portfolios. Key outcome being to generate income from Council tax base growth.

5. **Digital First** - Modernisation of Customer service contact through digital first encouraging more customers to access services through the internet/web and to reduce avoidable contact.

6. **Welfare Reform** - Delivery of changes to Welfare Reform and introduction of Universal Credit. Key challenge will be to work with our communities to ensure better access to skills, training and employment. Whilst helping to enable those most vulnerable or unable to work.

7. **Community Safety and Public Protection**– Ensure the public is protected from behaviours which impact on the quality of life within their neighbourhoods e.g. impact of environmental crime, illegal highs, anti-social behaviour, statutory nuisances, car crime, repeat offending. Objective to engage communities as assets to promote positive education, citizenship, positive behaviour and where necessary to enforce.

Key Risks

1. Sufficient market strength and pace of private sector development for housing growth to generate income and inability to bring empty properties back into use in the absence of any Government Support for capital investment.

2. Welfare Reform pressures, budgetary constraints and partner engagement to modernise customer services to achieve transformation.

3. The role of neighbourhood services in assisting the achievement of early intervention and integrated delivery of 'Transforming Lives' as a key element of public sector service reform.

4. Risks to not being able to achieve effective Licensing of private rented properties, including regulation of HMOs, thus impacting on not being able to manage demand.

5. Inability to develop and generate significant investment of volunteering and community capacity to help build resilient communities.

*Risk Register – These risks are already acknowledged above.