

**BABERGH DISTRICT COUNCIL and MIDSUFFOLK DISTRICT COUNCIL**

<b>From: Justin Wright-Newton – Corporate Manager BMBS</b>	<b>Report Number: JHB/17/04</b>
<b>To: Joint Housing Board</b>	<b>Date of meeting: 19/06/2017</b>

**UPDATE ON BMBS BUSINESS PLAN AND IMPLEMENTATION PROGRESS**

**1. Purpose of Report**

- 1.1 To verbally update the Joint Housing Board on the current state of the BMBS Business plan and the implementation progress.

**2. Recommendations**

- 2.1 Not Applicable

**3. Financial Implications**

- 3.1 A review of the original business plan was carried out by ARK. This highlighted that the original plan was unrealistic, particularly around the area of the break even point and identified the need for more realistic expectations.

**4. Legal Implications**

- 4.1 The formal constitution may need to be looked at in the long term if externally sought contracts were to be considered as contributing to generation of surplus. Legislation at the time would need to be reviewed and considered. Potentially BMBS may need to become an ALMO or Joint Venture.

**5. Risk Management**

- 5.1 All risks are regularly assessed and reviewed at the ongoing BMBS project board meetings.

**6. Consultations**

- 6.1 The Corporate Manager and Professional Leads for Property Services, HRA Accountancy Team and the BMSDC Interim Programmes Manager.

**7. Equality Analysis**

- 7.1 There are no equality issues

**8. Shared Service / Partnership Implications**

- 8.1 The close links with the Property Services Team (acting as client to the Councils) means that the services work as closely as any partnership, also working closely with the Housing team on Void Properties and development of the Voids Service.

## 9. Links to Joint Strategic Plan

9.1 This report is most closely linked to theme of being an Enabled and Efficient Organisation in looking to deliver high standards and a value for money repairs service that is both responsive and of high technical competence.

## 10. Key Information

10.1 Following a review of the original business plan, a consultant was employed to review the state of the Babergh Mid-Suffolk Building Services (BMBS) business. The outcomes formed the basis for the HRA plan and the revisiting and creation of a new BMBS business plan. This new plan is an ongoing task with realistic goals for completion in July 17.

10.2 The business plan looks at the short term strategic goals, focusing on the delivery, control, performance and improvement of the service with a long term view to develop the service as a more commercial concern, and the creation of a surplus to put back in to the HRA.

10.3 There are a number of key areas that require focus to enable the delivery of the new plan. Currently systems are being adapted to suit a different method of working. There has historically been a distinct lack of control and monitoring within the Open Housing system, and as such work is ongoing on the entire repairs process being reviewed with a business analyst from Suffolk County Council. Efficiencies are being identified, and as a result of the review implementing consistent processes and documenting these procedures will ensure longevity of the operation (enabling a consistent approach to training if there are future staff changes). There are significant cultural changes that also need to occur. Whilst this is a lengthy process, it is one that is already seeing changes within staff.

10.4 BMBS are developing “what it is that we want to offer” as a service. Ideally input from the JHB will assist in the development of the service and a formal “service plan”.

## 11. Appendices

Title	Location
(a) Appendix 1 Draft Service Plan	To Follow

Authorship:  
Justin Wright-Newton  
Corporate Manager BMBS

0330 1234000  
justin.wright-newton@baberghmidsuffolk.gov.uk