

**Classification:** Public

**Key Decision:** No

## **Gravesham Borough Council**

**Report to:** Housing Services Cabinet Committee  
**Date:** 22 September 2020  
**Reporting officer:** Daniel Killian Assistant Director (Housing)  
**Subject:** DSO Building Management Annual Report 2019/2020

### **Purpose and summary of report:**

The DSO Building Management Annual Report is intended to give Members easy to understand, key information about the performance of DSO Building Management and outlines what has been done in many important areas across the service between April 2019 and March 2020 to ensure our properties are kept safe, warm and well maintained.

### **Recommendations:**

1. For Members to support the annual report and its publication to a wider audience in the future.

## **1. Introduction**

- 1.1 Members of the Housing Committee will be aware of the significant changes that have been achieved within DSO Building Management which is made up of Responsive Repairs and Asset Management over the last four years.
- 1.2 DSO Building Management had a number of aspirations during the journey of change, one of which was being able to produce an annual report. Many social housing providers produce an annual report which gives clear transparent information on how its services are performing and how and where they are spending their money.

## **2. DSO Building Management Annual Report**

- 2.1 DSO Building Management is committed to providing an excellent repairs and maintenance service to tenants and officers have been working hard to ensure our properties are safe, warm and well maintained. The service has strived to ensure value for money in all aspects of service delivery and have worked hard to maximise the use of budgets whilst not compromising on quality or service delivery.
- 2.2 The DSO Building Management Annual Report gives easy to understand key information about the performance of DSO Building Management and outlines

what has been done in many important areas across the service from April 2019 up to March 2020. The report can be found in Appendix 2.

- 2.3 Whilst it is not currently the right time to produce an annual report for all of Housing Services due to the recent management and on-going system changes, it is the right time to develop an annual report specifically looking at DSO Building Management which would be used internally for feedback to the workforce, Management Team and Members. Should the report prove useful then consideration will be given to developing a report for 2020-2021 aimed at circulating to tenants via the website and Your Home magazine.

### **3. BACKGROUND PAPERS**

- 3.1 N/A

Anyone wishing to inspect background papers should, in the first place, be directed to Committee & Electoral Services who will make the necessary arrangements.

IMPLICATIONS	APPENDIX 1
There are no negative implications	
<b>Legal</b>	There are no legal implications
<b>Finance and Value for Money</b>	The report outlines measures that have been undertaken to increase value for money as well as social value.
<b>Risk Assessment</b>	N/A
<b>Data Protection Impact Assessment</b>	<p><i>A data protection impact assessment (DPIA) should be carried out at the start of any major project involving the use of personal data or if you are making a significant change to an existing process.</i></p> <p>a. Does the project/change being recommended through this paper involve the processing of <a href="#">personal data</a> or <a href="#">special category data</a> or <a href="#">criminal offence data</a>? A definition of each type of data can be found on the Information Commissioner's Office website via the above links.</p> <p>b. If yes to question a, have you completed and attached a DPIA including Data Protection Officer advice? N/A</p> <p>c. If no to question b, please seek advice from your nominated DPIA assessor or the Information Governance Team at <a href="mailto:gdpr@medway.gov.uk">gdpr@medway.gov.uk</a>.</p>
<b>Equality Impact Assessment</b>	<p>a. Does the decision being made or recommended through this paper have potential to cause adverse impact or discriminate against different groups in the community? If yes, please explain answer. The report gives clear information and could be produced in different formats if required.</p> <p>b. Does the decision being made or recommended through this paper make a positive contribution to promoting equality? If yes, please explain answer. No.</p> <p><i>In submitting this report, the Chief Officer doing so is confirming that they have given due regard to the equality impacts of the decision being considered, as noted in the table above</i></p>
<b>Corporate Plan</b>	<p># 1 People</p> <p>Provide A Proactive, Supportive &amp; Financially Efficient Housing Service: high quality tenant management experienced through a service making full use of its assets.</p> <p>Put Our Customers First: Implement a suite of quality and effective front line service</p>
<b>Climate Change</b>	The report confirms steps which have positively contributed to the carbon footprint of DSO Building Management such as carbon emission from boilers and fuel.
<b>Crime and Disorder</b>	N/A
<b>Digital and website implications</b>	N/A

**Safeguarding  
children and  
vulnerable adults**

N/A