

Management response form



Audit Wales use only	
Audited body	Monmouthshire County Council
Audit name	Housing adaptations
Issue date	17.07.2026

Ref	Recommendation	Commentary on planned actions	Completion date for planned actions	Responsible officer (title)	Audit Wales only
R1	The Council should increase corporate oversight and awareness of the housing adaptations service including close working with Social Care to assess outcomes and impact. This includes expanding performance reports and member reporting arrangements to evidence how work achieves value for money and contributes to the Community	Discussions have taken place with the Scrutiny Manager to ensure Disabled Adaptations are included within People Scrutiny Committee's annual work plan, with plans to report an overview of the service to the committee annually, with the first report to be presented in December 2026.	Annually (next report December 2026)	Strategic Housing Manager	

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	and Corporate Plan (paragraphs 25 and 26).	Discussions are also in place with Social Care colleagues to explore how performance information relevant to both services can be shared to ensure maximum benefit. The use of performance information will also be expanded in the Housing and Communities service business plan, including quarterly updates and performance indicators, to ensure performance is continuously evaluated and actions are informed. Disabled adaptations performance will be formally added to the agenda of quarterly progress meetings with Occupational Therapists. We will also utilise this information in our service newsletter targeting social care.	October 2026 October 2026 Ongoing		

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R2	The Council should develop a workforce plan for the housing adaptations service to understand and address resilience risks that could affect the timely delivery of adaptations. The plan should include: 2.1 A clear understanding and analysis of future demand and service capacity over the medium to long term (paragraphs 27 and 30); 2.2 A clear understanding and analysis of the resource requirements needed to meet future demand over the medium to long term (paragraphs 28 and 29).	Workforce planning discussions with team managers are scheduled to commence in Autumn 2026 and will include the Housing HR Lead. This will enable appropriate planning of service management and ensure the team is planning for the future. Consideration will also be given to the option and feasibility of a Housing Trainee/Apprentice. The revised corporate approach to Review & Development Appraisals is also planned to be implemented across the service. Alongside this work, we are working to increase surveyor capacity. As part of reporting to People Scrutiny Committee, an analysis of need, demand and outputs will be undertaken, with findings of any increasing risk to service	Nov 2026 Annually (next report December 2026)	Strategic Housing Manager	

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		delivery and changes to resource requirements reported to members.			