

Non-Executive Report of the: Housing Scrutiny Sub-Committee 13 th November 2017	
Report of: Ann Sutcliffe , Acting Corporate Director, Place Directorate	Classification: Unrestricted
Social Landlords Cumulative Performance Report for Quarters Two and Four 2016/17 and up to Quarter Two 2017/18	

Originating Officer(s)	Godfrey Heyman, RP Preferred Partnership Officer
Wards affected	All wards

Summary

Social Landlords in the borough produce quarterly performance data for key customer facing performance indicators, so tenants and local residents in general can be assured that they are delivering effective and customer focused services. The report provides cumulative performance data as at quarters two and four 2016/17 and cumulative data as at quarter two 2017/18. Members requested at the last Housing Scrutiny Sub-Committee meeting that rolling data is produced to compare performance from the previous quarter two period so this is included here along with end of 2016/17 quarter 4 data.

This report provides statistics for 14 of the Social Landlords with homes in the borough (including THH) who can provide data for this borough only. The reports cover seven indicators for 2016/17 which reflect key service areas for tenants and, from quarter one 2017/18, eight indicators as the Social Landlords now also send us data on average re-let times. Members also asked us to produce information about engagement of the Social Landlords with Tower Hamlets Housing Forum and this is included in the performance report.

Recommendations:

The Housing Scrutiny Sub-Committee is recommended to:

1. Review progress in the performance outturns achieved by individual Social Landlords and the overall performance trend for both reports;
2. Comment on any variances in the performance of individual Social Landlords over 2016/17 and cumulative performance as at quarter two of 2017/2018.

1. REASONS FOR THE DECISIONS

- 1.1 The Housing Scrutiny Sub-Committee has requested that it now has the opportunity to examine and comment on the Social Landlord performance data that is reported to the Cabinet Member for Housing Management and Performance.

2. ALTERNATIVE OPTIONS

- 2.1 Member review of Social Landlord performance to remain exclusively with the Cabinet Member.

3. DETAILS OF REPORT

- 3.1 The Council has been working with key Social Landlords who provide social homes in the borough through the development of a Performance Management Framework (PMF) to assess their performance against a basket of key performance indicators (PIs). This data is now produced quarterly and has a direct bearing on the Council's priority to ensure that Social Landlords deliver effective services to their residents, who at the same time are Council residents.

- 3.2 The following PIs are collected and reported on cumulatively on a quarterly basis:

1. % of all repairs completed in target
2. % of all respondents satisfied with last completed repair
3. % of appointments kept as a % of appointments made
4. % of properties with a valid gas safety certificate
5. % of residents satisfied with outcome of ASB case
6. % of complaints responded to in target
7. % of Members Enquiries answered in target
8. Average re-let times General Needs only (calendar days) – collected from quarter one 2017/18

The tables set out in appendix 1 attached outline the cumulative quarter two and end of 2016/17 (quarter four) performance from 1st April 2016 to 31st March 2017 and cumulative performance up to quarter two 2017/18 for the 14 key Social Landlords who operate in the borough (including THH) who can produce borough specific data (the other 7 main Social Landlords in the borough can only produce regional data, so their performance is not included in these reports).

4. COMMENTS OF THE CHIEF FINANCE OFFICER

- 4.1 This report provides an update to the Housing Scrutiny Sub-Committee on the performance of 14 of the providers of social housing (Social Landlords) that

operate within the borough. This includes the comparative data for Tower Hamlets Homes which manages the Council's housing stock. There are no direct financial implications arising from this report.

5. LEGAL COMMENTS

- 5.1 This report is recommending that the Housing Scrutiny Sub-Committee review the performance of individual Social Landlords during 2016/17 and up to quarter 2 of 2017/2018.
- 5.2 The Homes and Communities Agency ('HCA') is the national housing and regeneration agency for England. The HCA is also the regulator for social housing providers in England. The focus of their regulatory activity is on governance, financial viability and financial value for money as the basis for robust economic regulation. The objectives of the social housing regulator are set out in the Housing and Regeneration Act 2008.
- 5.3 The regulatory framework for social housing in England from the 1st April 2015 is made up of: Regulatory requirements (i.e. what Social Landlords need to comply with); Codes of practice; and Regulatory guidance. There are nine (9) categories of regulatory requirements and these are:
1. Regulatory standards – Economic (i.e. Governance and Financial Viability Standard; Value for Money Standard; and Rent Standard)
 2. Regulatory standards – Consumer (i.e. Tenant Involvement and Empowerment Standard; Home Standard; Tenancy Standard; and Neighbourhood and Community Standard)
 3. Registration requirements
 4. De-registration requirements
 5. Information submission requirements
 6. The accounting direction for social housing in England from April 2012
 7. Disposal Proceeds Fund requirements
 8. Requirement to obtain regulator's consent to disposals
 9. Requirement to obtain regulator's consent to changes to constitutions
- 5.4 In addition to the HCA regulation, there is a Performance Management Framework ('PMF') in force under which the Council also assesses the performance of the Social Landlords in key customer facing areas. These are monitored cumulatively every three months against 8 key areas that are considered are important to residents. This has a direct bearing on the Council's priority to ensure that Social Landlords are delivering effective services to their residents who are also, at the same time, Council residents. This provides re-assurance for the Council that the main Social Landlords in the Borough are delivering effective services to their residents.
- 5.5 The Council has no power to act against any Social Landlord (other than THH which it monitors already) but one of its Community Plan aspirations is for Tower Hamlets to be a place where people live in a quality affordable housing

with a commitment to ensuring that more and better quality homes are provided for the community.

- 5.6 The review of the Social Landlords though not a legal requirement fits in with the above Community Plan objective and the Homes and Communities Agencies' standards as stated above. The standards require Social Landlords to co-operate with relevant partners to help promote social, environmental and economic wellbeing in the area where they own properties.
- 5.7 The review of housing matters affecting the area or the inhabitants in the borough fall within remit of the Housing Scrutiny Sub-Committee and accordingly authorised by the Council's Constitution.
- 5.8 When considering the information and issues raised in this report, the Council must have due regard to the need to eliminate unlawful conduct under the Equality Act 2010, the need to advance equality of opportunity and the need to foster good relations between persons who share a protected characteristic and those who do not (the public sector duty).

6. ONE TOWER HAMLETS CONSIDERATIONS

- 6.1 This report outlines performance issues which contribute to the aims of the Community Plan and desired goals of One Tower Hamlets. They relate to the Community Plan strand 'A Great Place to Live' in terms of the commitment to 'improve the quality of existing homes' particularly around the repairs and gas safety PIs. There are no equalities or diversity implications arising from this report.

7. BEST VALUE (BV) IMPLICATIONS

- 7.1 There are no direct Best Value implications arising from these reports, although if performance is further improved in some of these PIs, particularly the first 3 relating to repairs, this may lead to improvements in working practices that will in turn improve efficiency and potentially reduce costs for Social Landlords.

8. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

- 8.1 The details in these reports have no implications in this area.

9. RISK MANAGEMENT IMPLICATIONS

- 9.1 The PI regarding the percentage of properties with a valid gas safety certificate directly relates to health and safety risks to residents. It is important that performance in this area is maximised to 100% at all times in line with statutory requirements.

10. CRIME AND DISORDER REDUCTION IMPLICATIONS

- 10.1 The PI regarding how satisfied residents are with the outcome of ASB cases has an indirect relation to crime and disorder reduction matters.
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Linked Reports, Appendices and Background Documents

Linked Report

NONE

Appendices

- Housing Scrutiny Sub-Committee quarters two and end of Year (quarter four) 2016-17 and end of quarter two 2017/18 cumulative performance report performance data

Local Government Act, 1972 Section 100D (As amended) List of “Background Papers” used in the preparation of this report

NONE

Officer contact details for documents:

- Godfrey Heyman, RP Preferred Partnership Officer