

Non-Executive Report of the: Housing Scrutiny Sub-Committee 10 th October 2016	 TOWER HAMLETS
Report of: Aman Dalvi , Corporate Director, Development and Renewal	Classification: Unrestricted
Registered Providers Cumulative End of Year Performance Report for 2015/16 and First Quarter Report for 2016/17	

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

Summary

Registered Providers(RPs) in the borough produce quarterly performance data for key customer facing performance indicators, so tenants and local residents in general can be assured that RPs are delivering effective and customer focused services. The first report provides cumulative data for 2015/16 and the second for the first quarter of 2016/17.

These reports provide statistics for 14 of the RPs with homes in the Borough (and THH) who can provide data for this borough only. The reports cover seven indicators which reflect key areas of service for tenants.

Recommendations:

The Housing Scrutiny Sub-Committee is recommended to:

1. Review progress in the performance outcomes achieved by individual RPs and THH and the overall performance trend for both reports;
2. Comment on any variances in the performance of individual RPs over 2015/16 and the first quarter of 2016/2017.

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 RP performance data that is reported to the Cabinet Member for Housing Management and Performance.

2. ALTERNATIVE OPTIONS

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

3. DETAILS OF REPORT

- 3.1 The Council has been working with key RPs who provide social homes in the borough through the development of a Performance Management Framework (PMF) to assess RP 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 RPs 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

The tables set out in appendix 1 attached outline the cumulative end of 2015/16 performance from 1st April 2015 to 31st March 2016 for the key 14 RPs who operate in the Borough (including THH) who can produce borough specific data (the other 7 main RPs in the borough can only produce regional data, so their performance is not included in these reports).

In terms of the end of year performance for 2015/16, the overall trend is mixed.

In terms of the first quarter performance report the data suggests that overall performance is mixed.

4. COMMENTS OF THE CHIEF FINANCE OFFICER

- 4.1 This report provides an update to the Housing Scrutiny Sub-Committee on the performance of various Registered Providers of Social Housing (RPs) 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 Registered Providers and THH during 2015/16 and the first quarter of 2016/2017.
- 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 registered providers 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 Registered Providers in key customer facing areas. These are monitored cumulatively every six months against 12 key areas that are considered are important to residents. This has a direct bearing on the Council's priority to ensure that Registered Providers 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 Registered Providers in the Borough are delivering effective services to their residents.
- 5.5 The council has no power to act against any Registered Provider 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 registered providers 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 Registered Providers 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.

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 RPs.

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

- HSSC End of Year 2015-16 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