

RP Cumulative End of Year Performance Report For 2015/16

Overview

Registered Providers (RPs) within Tower Hamlets are regulated by the Homes and Community Agency (HCA) who have set up a number of standards that all social landlords should meet. Their performance is also regularly monitored by their Boards.

The Council also assess at regular intervals some of the key customer -facing performance indicators (PIs) so that they can be re-assured that the main RP's who work in the borough are delivering effective services to their residents.

1. What The Council Currently Do To Assess The Performance Of RPs

There are currently over 50 RPs operating in the borough and we assess performance of 21 of these as they own or manage approximately 90% of the housing stock in the borough.

The Performance Management Framework (PMF)

Within the borough we are keen to understand how RPs are performing and we monitor them cumulatively every six months against 7 key performance indicators that we consider are important to residents and 5 other key performance indicators which are monitored on an annual basis. The PMF has been in place since early 2014 and is of benefit for several reasons:

1. To work together with members of THHF (both RPs and the ALMO) to understand housing delivery performance with the aim of supporting continuous improvement.
2. To help drive forward performance improvement by the sharing of good practice – this is a key element of THHF's work and is also disseminated through identified high performance within the PMF data.
3. To support the Council in the development of criteria for the appointment of preferred partners post 2014.

The PMF focuses primarily on housing management standards, but also covers other relevant performance issues. We have also held annual reviews with those RPs who are not engaging well with the Council in terms of attendance at THHF-related meetings and whose performance in the 12 PIs is below average. This has led to performance improvements by several RPs and generally improved engagement with the borough. The PMF is publicized on the Council's website at the following link:

http://www.towerhamlets.gov.uk/ignl/housing/housing_associations/tower_hamlets_housing_forum/performance_and_updates.aspx

2. Quarterly Performance Data For The Key RPs Who Work In The Borough

The following PIs will be collected and reported on cumulatively on a quarterly basis:

1. % all repairs completed in target
2. % respondents satisfied with last completed repair
3. % appointments kept as % of appointments made
4. % properties with a valid gas safety certificate
5. % residents satisfied with outcome of ASB case
6. % complaints responded to in target
7. % Members Enquiries answered in target

Appendix one attached with this report outlines cumulative end of year 2015/16 performance from 1st April 2015 to 31st March 2016 for the 14 key RPs or social landlords who operate in the borough (including Tower Hamlets Homes) who can produce borough-specific data – the other 7 main RPs in the borough can only produce regional data so this is not being reported on. It also includes cumulative end of year 2014/15 performance to compare against and ascertain trends between the two financial years' performance and also quartile data.

The sets of tables below on development, lettings and DFG performance also include other RPs who work in the borough along with the key 14 reported on in the first set of tables.

Where performance is particularly strong in certain areas RPs arrange good practice presentations for RPs in the various relevant sub-groups. The work within the THHF sub-groups has also led to increased and improved partnership working between RPs and the Council.

1. Development performance for Registered Providers and the Council 2015/16 – and compared to 2014/15

	2014/15	2015/16	Comments
Numbers of Social/ Affordable rented units developed	221 Affordable rented and 242 Social rented	485 Affordable rented and 283 Social rented	The development partnership of Tower Hamlets Housing Forum continues to work well and this is evidenced by 1,061 new affordable homes being produced in the borough in 2015/16. Of these 768 were for rent and 293 intermediate.
Numbers of Intermediate units developed	147	293	
Total number of units developed	610	1061	

A more detailed breakdown is as follows (please note that some of these units developed are either the beginning or the final phases of larger phased schemes):

RP	Total
A2	5
Circle	63
East Thames	89
EEH	15
Family Mosaic	14
Gateway	16

Genesis	116
Oak	6
One	172
Peabody	166
Poplar HARCA	115
Spitalfields	2
Springboard	8
Swan	98
THCH	123
THH	53
	1061

2. Numbers of social housing and affordable lets by Registered Providers and the Council for 2015/16 – and compared to 2014/15

	2014/15	2015/16
Numbers of Social Rented Lets	1,546	1,576
Numbers of Affordable Lets	327	631
Total Numbers of Units Let	1,873	2,207

3. Housing Demand and Lettings Performance

Housing demand 1 April 2016 by landlord - tenants of each Registered Provider on the housing register wanting to move for any reason	
CIRCLE 33	111.
EASTENDHOMES	490.
EAST THAMES	233.
FAMILYMOAIC	15.
GALLIONS	40.
GATEWAY HA	460.
GENESIS HA	151.
GUINNESS HA	38.
HOMELESS	1,595.
HOUSINGMOVES	2.
LBTH (Transfers and Waiting list)	12,066.
LONDON AND QUADRANT	18.
METROPOLITAN HT	16.
NETWORK STADIUM	26.
NEWLON	122.
NOTTING HILL HOUSING TRUST	3.
OLDFORD HA	439.
ONE HOUSING GROUP	512.
PEABODY	146.

POPLAR HARCA	1,389.
PROVIDENCE ROW	35.
SOUTHERN HOUSING GROUP	273.
SPITALFIELDS HA	186.
SWAN HA	279.
THCH	479.
Total:	19,124.

Final Lets 2015-16 by Property Landlord

A2DOMINION GROUP	7
AFFINITY SUTTON	6
ARHAG HA	2
ASSET TRUST	1
CIRCLE 33 HOUSING TRUST LTD	34
COUNCIL	533
EAST END HOMES	138
EAST HOMES HA	18
EAST THAMES HOUSING GROUP	39
FAMILY MOSAIC	2
GALLIONS HOUSING ASSOCIATION	7
GATEWAY HOUSING ASSOCIATION	94
GENESIS HOUSING ASSOCIATION	102

GUINNESS SOUTH	5
INDUSTRIAL DWELLINGS SOCIETY	3
LONDON AND QUADRANT HA	1
METROPOLITAN HOUSING TRUST LTD	4
NETWORK STADIUM	2
NEWLON HOUSING TRUST	29
NOTTING HILL HOUSING TRUST	1
OLD FORD HOUSING ASSOCIATION	140
ONE HOUSING	215
PEABODY TRUST	158
PLACES FOR PEOPLE	1
POPLAR HARCA	297
PROVIDENCE ROW HA	2
SHAFTESBURY HOUSING GROUP	1
SOUTHERN HOUSING GROUP	34
SOUTHWARK AND LONDON DIOCESAN HA	1
SPITALFIELDS HOUSING ASSOCIATION	71
SWAN HOUSING ASSOCIATION	135
TOWER HAMLETS COMMUNITY HOUSING	121
Oak Housing	3
Grand Total	2207

4. Disabled Facilities Grant expenditure for 2015/16 – and compared to 2014/15

	2014/15	2015/16	Comments
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<p>DFG Expenditure against budget</p>	<p>£349k (RP contribution)</p> <p>£1,063,400.19 expenditure (by the Council for both privately owned and RP owned properties) against a budget of £994,462.00 (the overspend here was deducted from the 2015/16 budget)</p>	<p>£358k (RP contribution)</p> <p>£982,778.98 expenditure (by the Council for both privately owned and RP owned properties) against a budget of £1,063,000.00</p>	<p>Until 2002, the Housing Corporation directly funded adaptations to Housing Association properties. However, with the ending of this funding stream, housing providers were told by central government that they should either fund adaptation works from their own resources or apply to the local authority for a DFG, which is the route that most Associations have chosen. After extensive negotiation with Housing Associations operating in the borough, a voluntary agreement was introduced from the 1 April 2014, via the Tower Hamlets Housing Forum, whereby all housing providers will now contribute 50% towards the cost of adaptations to their properties, capped at a maximum contribution of £5K per application.</p>
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