


Non-Executive Report of the: Housing & Regeneration Scrutiny Sub Committee 22 July 2019	 TOWER HAMLETS
Report of: Ann Sutcliffe, Interim Corporate Director, Place	Classification: Unrestricted
Social Housing Landlords Performance Report – Q4 2018/19	

Originating Officer(s)	Shalim Uddin RP Coordinator
Wards affected	All wards

Executive Summary

Social Landlords in the borough produce quarterly performance data for key customer facing performance indicators so tenants and local residents can be assured they are delivering effective and customer focused services. The performance report attached at appendix 1 provides cumulative performance data ending Q4 for 2018/19 for 14 of the Social Landlords with homes in the borough (including THH), who can provide performance data specifically for properties they manage in Tower Hamlets.

Recommendations:

The Housing Scrutiny Sub Committee is recommended to:

1. To review and note progress in the performance outturns achieved by individual Social Landlords and the overall performance trend.

1. REASONS FOR THE DECISIONS

- 1.1 The Chair of the Housing Scrutiny Sub Committee has agreed that the Social Landlord Performance information is a quarterly standing item on the committee agenda. This provides opportunity for the committee to review and note for information the performance data that is reported to the Statutory Deputy Mayor also the Cabinet Member for Housing.

2. ALTERNATIVE OPTIONS

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

3. DETAILS OF THE REPORT

- 3.1 Through the Tower Hamlets Housing Forum (THHF), the Council works with key Social Landlords who manage social rented stock in the borough. THHF through its Performance Management Framework has agreed a suite of key performance indicators (PIs); to review and assess performance and drive performance improvements through the THHF benchmarking sub group. Quarterly performance information is presented to the Statutory Deputy Mayor also Cabinet Member for Housing and circulated to the Housing scrutiny Sub Committee for information. Good performance is an indicator of quality housing management and supports the Council in ensuring the borough is one that residents are proud of and love to live in whilst also supporting delivery of partnership priorities.
- 3.2 Cumulative performance information on the agreed list of measures below is attached at appendix 1:
- % repairs completed in target
 - % respondents satisfied with last completed repair
 - % appointments kept as % of appointments made
 - % properties with a valid gas safety certificate
 - % residents satisfied with how the ASB case was handled
 - % complaints responded to in target
 - % Members Enquiries answered in target
 - Average re-let time in days (General Needs only)
 - % General Needs Income collected
 - % of tall buildings (over 18m) owned by RPs that have an up to date FRA in place
- 3.3 Appendix 1 outlines cumulative performance for the 14 key Social Landlords who operate in the borough (including THH) who are able to produce borough specific data. The remaining 7 key Social Landlords can only produce regional data; therefore performance for these is not included.
- 3.4 Overall the majority of the registered providers have improved throughout the year. There have been some slight dips in performance when compared to quarter 3 repairs times. However; this has been due to factors beyond the RP's control. For example exchange of incoming and outgoing external contractors for repairs or departmental restructure/s (L&Q).
- 3.6 Southern Housing were not able to provide data for all kpi's for qtr. 4. This was due to an internal restructure within their data and analytics team. Nevertheless Southern HA is in the process of recruiting new staff and should shortly have a full complement to capture and report quarterly data more robustly.
- 3.7 Gateway HA who have a direct labour force witnessed a slight decrease in kpi 1 compared to previous qtr. 3 figures (repairs times) due to the loss of three multi traders. They have also experienced problems with special order parts

not being immediately available. This inevitably affected their repair completion times.

3.8 Notting Hill Genesis did not provide data for qtr. 4 despite numerous requests. We have now escalated the matter to a senior Manager to establish the reason behind this.

3.9 Overall the RP's have shown a willingness and drive to improve standards and have been able to identify why dips in performance have occurred which has been primarily as a result of factors beyond their control.

4. **EQUALITIES IMPLICATIONS**

4.1 There are no direct equalities or diversity implications arising from this report.

5. **OTHER STATUTORY IMPLICATIONS**

5.1 This section of the report is used to highlight further specific statutory implications that are either not covered in the main body of the report or are required to be highlighted to ensure decision makers give them proper consideration. Examples of other implications may be:

- Best Value Implications, ,
- Environmental (including air quality),
- Risk Management,
- Crime Reduction,
- Safeguarding.

5.2 There are no direct Best Value implications arising from these reports, although if performance is further improved for performance indicators 1, 2 and 3 which relate to repairs, this may lead to improvements in working practices that will in turn improve efficiency and potentially reduce costs for Social Landlords.

5.3 Another indirect Best Value Implication is a landlord's ability to ensure its general needs income target (rent collection) is achieved.

5.4 The percentage of properties with a valid gas safety certificate directly relates to health and safety risks to residents. It is important that statutory compliance of 100% is achieved, and that landlord performance in this area shows continued improvements.

5.5 The percentage of tall buildings (over 18m) owned by Registered Providers that have an up to date Fire Risk Assessments (FRA) in place also has a direct health and safety impact. It is a statutory requirement to ensure an FRA has been completed and is up to date.

5.6 There are no direct environmental implications arising from the report or recommendations.

- 5.7 Resident satisfaction with the handling of anti-social behaviour cases has an indirect relation to crime and disorder reduction matters.

6. COMMENTS OF THE CHIEF FINANCE OFFICER

- 6.1 This report provides an update for 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.
- 6.2 There are no direct financial implications arising from this report, however the analysis of comparative performance and sharing of best practice between members of the Tower Hamlets Housing Forum (THHF) may lead to improvements in working processes that will in turn improve efficiency and provide the opportunity to reduce costs.

7. COMMENTS OF LEGAL SERVICES

- 7.1 This report is recommending that the Housing Scrutiny Sub-Committee review the performance of individual Social Landlords up to quarter 4 of 2018/2019 year calendar.
- 7.2 The Legislative Reform (Regulator Social Housing) (England) Order 2018 transferred the regulation of social housing landlords from the Homes and Communities Agency (HCA) which was abolished in January 2018, to the Regulator of Social Housing on 1 October 2018. The objectives of the regulator are set out in the Housing and Regeneration Act 2008 (as amended). The focus of the regulatory activity is on governance, financial viability and value for money, rent standards together with the setting of consumer standards.
- 7.3 The regulatory framework for social housing in England from the 1st April 2015 has been 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.

- 7.4 In addition to the registered Social Housing ('RSH') regulation, there is a Performance Management Framework ('PMF') agreed with the Council which also reviews 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 to be 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. It also provides the re-assurance that the main social landlords in the Borough are providing good quality housing services to their residents.
- 7.5 The Council has no power to act against any Social Landlord (other than Tower Hamlet Homes ('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.
- 7.6 The review of the Social Landlords performance though not a legal requirement fits in with the above Community Plan objective and the regulatory 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.
- 7.7 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
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Linked Reports, Appendices and Background Documents

Linked Report

- NONE

Appendices

- APPENDIX 1 - Social Housing Landlords Performance Report Q3 2018/19

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: