

Non-Executive Report of the: Housing & Regeneration Sub Scrutiny Committee 2 December 2021	
Report of Ann Sutcliffe, Corporate Director, Place Directorate, Corporate and Capital delivery.	Classification: Unrestricted
Social Housing Landlords Performance Report – (Quarter 2)	

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

Reasons for urgency

This report was not published with the agenda. The sub committee is asked to agree to consider this report as urgent as there will not be an opportunity for the committee to consider quarter 2 performance before the next meeting of the sub committee in March 2022.

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 from quarter one of the Social Landlords with homes in the borough.

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 & Regeneration Sub Scrutiny Committee has requested the Social Landlord Performance be provided for every Scrutiny meeting held to oversee the KPI performance of RP's and is improvement can be made to specific areas of delivery such as repair response times and resident complaint satisfaction levels.

2. ALTERNATIVE OPTIONS

- 2.1 Members 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 registered providers who manage social rented stock in the borough. THHF through its Performance Management Framework has agreed a set of key performance indicators (KPI's); 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 and Cabinet Member for Housing along with 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 support delivery of partnership priorities.
- 3.2** Each Registered Provider (RP) has its own governance arrangements for the scrutiny of performance and service delivery to residents. Targets for each service area are set at RP level by their respective Boards and Committees and the performance in the quarterly reports is scrutinised through their governance structures.
- 3.3** Cumulative performance information on the agreed list of measures below is attached at appendix 1.:
- Number of stage 1 complaints received
 - Percentage of complaints responded to within target time
 - Number of stage 2 complaints received
 - Number of ME/MP enquiries received
 - Total number of re-lets
 - Average re-let time in days (standard re-lets)
 - Average re-let time in days (major works units, including time spent in works)
 - Number of units vacant but unavailable for letting at period end
 - Total number of emergency repairs completed year-to-date
 - Total number of non-emergency repairs completed year-to-date
 - Number of repairs appointments made
 - Number of repairs appointments kept
 - Satisfaction with repairs
 - The number of properties which had their gas safety record renewed by their anniversary date.
 - FRA on percentage of buildings over 18 metres
 - General needs Stock figure.
- 3.4** Appendix 1 outlines cumulative performance for quarter Two, Six of the fourteen key registered providers who operate in the borough can produce borough specific data. These being Gateway, Poplar HARCA, Tower Hamlets Homes, Tower Hamlets Community Housing, Eastend Homes and

Spitalfields. This is currently not possible for the remaining Rps as they hold housing stock on a regional /national scale. In such instances, the landlords are requested to manipulate data captured to provide the most accurate figure possible in relation to the borough.

- 3.5** The Benchmarking subgroup have concluded finalising the KPI questions and created the KPI handbook. The next task on the agenda is for the group to decide as a collective what the minimum levels of acceptable performance / targets per KPI. The subgroup will be creating a focus group consisting of member RPs to set the targets on the new KPI form. Each RP will state their own targets for KPI's which they internally have already. Whilst for other KPI's where there is no target the focus group will decide to set a benchmark that all group members will aim to achieve consistently. In addition, RP's will decide how to RAG rate the performance therefore making it clear for the Sub scrutiny committee to digest the information with ease and clarity.

The table below displays the KPI's and the format the RP has been asked to report back on.

<u>Code</u>	<u>KPI Component</u>	<u>Detail</u>
1.	Number of stage 1 complaints received	Number
2.	Percentage of complaints responded to within target time	%
3.	Number of stage 2 complaints received	Number
4.	Number of ME/MP enquiries received	Number
5.	Total number of re-lets	Number
6.	Average re-let time in days (standard re-lets)	Number
7.	Average re-let time in days (minor and major works units, including time spent in works)	Number
8.	Number of units vacant but unavailable for letting at period end	Number
9.	Total number of emergency repairs completed year-to-date	Number
10.	Total number of non-emergency repairs completed year-to-date	Number
11.	Number of repairs appointments made	Number will be changed to %
12.	Number of repairs appointments kept	Number will be changed to %
13.	Customer Satisfaction with repairs as a % of completed repairs	%

14.	The percentage of properties with LGSR	%
15.	Percentage of FRAs for buildings over 18 metres	%

3.6 The subgroup has commenced collating the KPI's as noted within the table above for two quarters and agree some changes are required in terms of how to capture data either in percentage or number format. However, after Members requested in previous Scrutiny Meetings KPI's 11/12 be changed back to percentages. The subgroup agreed to this request and will be providing percentages as of QTR3. Nevertheless, for the time being figures have been converted for the purpose of scrutiny. THHF are keen to ensure that the data provided to this committee is meaningful and will be reviewing again some of these metrics in the new year so that context is provided to make sense where 'numbers' are provided rather than %'s.

3.7 The RP's continue to strive to improve in aspects of housing delivery and customer services however, many variables affect this from being achievable especially where external parties contribute to the success and delivery of resident services. Rp's continue have lower stage 2 complaints generally and continue to achieve high results in ensuring their blocks over 18 Meters have an up-to-date FRA assessment. In addition, Annual Gas Safety checks are carried out on time or within close proximity to the anniversary date of expiry. The RP's steadily show improvement in their percentage of complaint handling as shown on Appendix one as well as majority of RP's consistently reducing the number of standard relet times which bodes well for the boroughs increasing population and demand for social housing provision.

3.8 With regards to quarter Two some key points to note are:

3.9 Clarion received 111 stage 1 complaints in QTR1 and 147 for QTR2 therefore an increase of 36. Clarion's response time to complaints, declined from 84% in QTR1 to 64% in QTR2 a decline of just over 30%. Clarion received 44 stage Two complaints for QTR1 and reported 54 for QTR2 an increase of 10. **Eastend Homes** had 19 complaints for QTR1 however, for QTR2 their figure was 43 therefore, an increase of 24 complaints for the second quarter. **EEH** had 15 units unavailable for letting in QTR1 whereas this figure has increased to 22 for QTR2.

3.10 Gateway HA Managed to achieve just over 41% in responding to complaints for QTR2 this was a decline from the previous quarter of 63%. For KPI's 12 and 13 (Number or % of apts made and kept) the RP was not able to provide the data at the time due to internal system changes but will be submitting the data retrospectively. **L&Q** don't categorise stage One and Two complaints which is unusual. Majority of social landlords have adopted a two-stage complaint process in light of the Housing Regulator and the need for a clearer and simple approach. The Chair of the Benchmarking subgroup will be discussing this in more detail with their THHF REP and RP in the coming

weeks for clarification purposes. Furthermore, **L&Q's** average relet times increased from 137 to 230 for general needs lettings.

- 3.11 NHG** were not able to provide data for KPI's 12 and 13 (repair apts kept and made) This was due to the staff member being new to her role and unsure how to obtain the data. The RP has however been asked to provide this data retrospectively. **Peabody** saw an increase in the number of ME enquiries from 10 to 23 for QTR2. The RP requested additional time to report back on KPI's 12 and 13 (repair apts kept and made).
- 3.12 SPHA** Provided no data for KPI's 1,2 and 3 (number of stage 1 complaints, percentage of complaints and number of stage 2 complaints.) as they are currently reviewing their complaints system. Furthermore, their Members enquiries increased from 8 in QTR1 to 23 for QTR2. **SHG** average relet times in days and in major works increased in QTR2 to 104 days from 72 in QTR1. **THCH** percentage of complaints response dropped from 81% to 62 % in QTR2 and **THH** Saw a slight increase in stage one complaints from 390-437, the number of ME and MP enquires also went up from 353-381 for QTR2. Their satisfaction with repairs saw a slight drop from 82-80% for the current quarter.
- 3.13 Some positive notes for the report were:**
- 3.14 Eastend Homes** percentage of complaints response improved from 76% to 81% for QTR2. **Gateways** repair satisfaction levels have remained at a steady 82%.
- 3.15 NHG** average relet time reduced down from 47 days to 21. **One Housing's** response to complaints within time improved from 71% to 89% in quarter Two. The RP's satisfaction with repairs improved marginally from 88-89%.
- 3.16 Peabody's** number of vacant units unavailable for letting went down from 12 to 9. **Poplar Harca** displayed a lower figure for number of ME and MP enquiries (81 down to 76). **Harca** improved on their complaint's response times. Significant improvement was seen on major works relet times from 166 days QTR1 to 82 days for QTR2. **Providence Row HA** continue to display a 100% for complaints response times and **Spitalfields HA** reported a 100% for response to complaints within time period and have 100% for repair appointments kept as well as 95% for repair satisfaction levels.
- 3.17 Swan HA** have improved in majority of the KPI's for the quarter with improvements being made in lower number of stage one complaints. 100% in responding to complaints, lower ME and MP enquires and going from 11 units down to 2 that were unavailable for letting. **THCH** improved on their stage one complaints and lowered the number of ME and MP enquiries from 79 to 63 for QTR2. Whilst **THH** improved on their relet times for units in major works going from 90 to 57 days.

Fire safety

- 3.18** The second session of the Fire safety workshops took place on 21st of October. In total there were Five Councillors that attended the session although some didn't stay for the whole duration. As previously noted within these reports, the workshops were a general presentation on collective high-level approaches with breakouts offered for each RP with relevant councillors for further discussion on RP specific approaches.
- 3.19** **THHF** and RP partners will be working in conjunction with Tackling Poverty Team to help distribute supermarket vouchers to vulnerable people and families who are on low / no income. With energy prices on the rise the Tackling Poverty Team will attempt to issue Vouchers to allow essential items to be bought to keep warm this winter. The vouchers should in turn support to free up more disposable income for vulnerable people and families, allowing them to cover costs of increased utility bills with greater ease for the winter months.

4. EQUALITIES IMPLICATIONS

- 4.1** There are no direct equalities implications arising from this report. The measuring tools used to capture feedback such as texts survey's phone calls are carried out to all residents irrespective of their age, gender, status, social, economic, and ethnic background.

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.

6. COMMENTS OF THE CHIEF FINANCE OFFICER

- 6.1** This report provides an update to the Housing Scrutiny Sub-Committee on the performance of various 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.

7. COMMENTS OF LEGAL SERVICES

- 7.1** This report is recommending that the Housing Scrutiny Sub-Committee review the performance of individual Social Landlords during 20-21.
- 7.2** Regeneration agency Homes England and the Regulator for Social Housing (RSH) 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.
- 7.3** The regulatory framework for social housing in England from the 1st April 2005 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
- 7.4** In addition to 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 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, residents in the local authority area. This provides re-assurance for the Council that the main Social Landlords in the Borough are delivering effective services to their residents.

7.5 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.

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.

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.

Linked Reports, Appendices and Background Documents

Linked Report

- None

Appendices

- Social Housing Landlords Performance KPI Sheet quarter one and Two 2021-22 data.
- Supporting commentary and explanations from Social Landlords.
- RP quarter Two Performance Graphs
- Conversion table of KPI's to percentages.

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:

- Shalim Uddin RP Coordinator