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| Non-Executive Report of the: Housing Scrutiny Sub Committee 10th February 2021 |  |
| Report of Ann Sutcliffe, Corporate Director, Place | Classification: Unrestricted |
| Social Housing Landlords Performance Report – QTR2 | |

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| Originating Officer(s) | Shalim Uddin Affordable Housing 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 Quarter two 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 Scrutiny Sub Committee is recommended to:

1. 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 previously agreed that the Social Landlord Performance information will be submitted twice per annum as a 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. However, the new chair has requested the KPI data and report be provided for every scrutiny meeting going forward.

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 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 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 support 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 quarter two for the fourteen key Social Landlords who operate in the borough, (including THH) who can produce borough specific data. The remaining 7 key Social Landlords can only produce regional data; therefore, performance for these is not included.
- 3.4 To note the Benchmarking group are in the process of revising a new set of qualitative and quantitative KPI data. The group will be focussing on setting measurable definitions as currently not all partners are able to do this. This is due to either using different metric systems or capturing data nationally rather than on a regional level.
- 3.5 Currently the Benchmarking subgroup are in the process of discussion and evaluating stages of which KPI's provide the most accurate feedback. Furthermore, the KPI's need to be applicable to every RP in order for them to report directly or manipulate existing KPI's to capture the data. The group will focus on clarity around measurable outcomes and emphasis on trying to provide as much detail and accurate information as possible in relation to Tower Hamlets only. The group have thus far agreed majority of the current KPI's will remain applicable however, the definitions need to be made clearer. For example, repair times reported is this emergency or general

repairs? responding to members enquiries needs to relate to Tower Hamlets only and not the whole organisation and other borough response times.

- 3.6 With regards to quarter Two some key points to note are:
- 3.7 East End Homes managed to achieve a 100% of Fire Risk Assessments being completed for blocks above 18 meters. One Housing achieved 100% with regards to customers and ASB satisfaction levels whilst Peabody Housing Association managed to achieve 100% in ensuring all properties had been Gas checked and certified.
- 3.8 Tower Hamlets Community Housing managed to achieve 100% within the KPI of appointments kept when made and lastly Swan Housing managed to achieve 100% complaints responded to in target. These figures were achieved whilst in tiered (Tier 4) restrictions implemented by central government. Thus, highlighting with closures of suppliers and additional strict measures in place the RP's continued to achieve high levels of satisfaction and quality service to their residents.

4. EQUALITIES IMPLICATIONS

- 4.1 There are no direct equalities implications arising from this report. The registered housing providers capture the data from all residents irrespective of their age, 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.
- 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 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 2019
 - 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 Report QTR2 2020-21

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