

Non-Executive Report of the: Housing & Regen Sub Scrutiny Committee 15 th March 2022	
Report of Ann Sutcliffe, Corporate Director, Place Directorate, Corporate and Capital delivery.	Classification: Unrestricted
Social Housing Landlords Performance Report – (Quarter Three)	

Originating Officer(s)	Shalim Uddin Partnerships Officer (Strategy and Policy)
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 from quarter three of the Social Landlords with homes in the borough.

Recommendations:

The Housing Scrutiny Sub Committee is recommended to:

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 Committee Chair has requested social landlord performance data to every meeting. This is to oversee trends specific to frontline delivery such as repair response times and resident satisfaction.

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.

Quarterly performance information is presented to the Statutory Deputy Mayor and Cabinet Member for Housing along with the Housing scrutiny Sub Committee for information.

- 3.2 The agreed Performance Management Framework is a set of key performance indicators (KPIs). Quarterly performance information is presented to the Statutory Deputy Mayor and Cabinet Member for Housing and the Housing Scrutiny Sub Committee. Good performance supports the Council in ensuring the borough is one where residents are proud to live.
- 3.3. Each social landlord has its own governance arrangements for the scrutiny of performance. Targets are set by individual landlords and scrutinised through their governance structure.
- 3.4 Appendix 1 outlines cumulative performance for quarter three (April 21 - Dec 2021), Six of the fourteen key registered providers who operate in the borough can produce borough specific data (Gateway, Poplar HARCA, Tower Hamlets Homes, Tower Hamlets Community Housing, Eastend Homes and Spitalfields). Borough specific data is currently not automatically possible for the remaining RPs as they hold housing stock on a regional /national scale. Landlords that operate in more than one borough provide the data they reasonably can to show borough-specific performance.
- 3.5 Where applicable, RP's have been requested to provide targets already have in place for their individual organisation/s. In addition, RP's will decide on RAG rating their performance. Once an agreement has been finalised the targets and RAG rating will be presented to the THHF executive group as protocol to sign off. This in turn should make it clear for the Housing Regen Sub Scrutiny committee to digest the information with ease and clarity. These measures will remain in effect until the Tenant Satisfaction Measures (TSM's) are introduced standardising reporting measures for all social Landlords.
- 3.6 This table shows each KPI and format:

These have been previously agreed and shown to the HRSSC during the consultation stage/s.

Indicator	Format
1. Number of stage 1 complaints as % of stock	%
2. Percentage of complaints responded to within target	%
3. Number of stage 2 complaints as % of stock	%
4. Number of ME/MP enquiries as % of stock	%
5. Number of re-lets	number
6. Average re-let time in days (standard)	number
7. Average re-let time in days (major works)	number
8. Number of empty properties unavailable for letting as % of stock	%
9. Number of emergency repairs completed	number
10. Number of non-emergency repairs completed	number
11. Percentage of repairs appointments made	%
12. Percentage of repairs appointments kept	%
13. Satisfaction with repairs as a % of completed repairs	%
14. Percentage of properties with gas safety certificate renewed by anniversary	%
15. Percentage of buildings 18+m with FRA	%

The RPs continue to pursue improvement in all 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. Below are some strengths and observations from quarter 3 submissions.

3.6 Areas of Strength

- 3.7 All RPs have reported that Fire Risks Assessments have been completed on buildings over 18 metres (one update remains outstanding from Peabody)
- 3.8 9 of the 14 RPs have reported that over 86% of repairs conducted were right first time. 6 RPs reported this figure to be over 90%
- 3.9 Five out of 14 RPs managed to achieve 100% in responding to complaints within target time, with a further three RP's achieving between 85-95%.
- 3.11 Peabody managed to achieve a 100% in ensuring properties have their Gas safety certificate renewed by the anniversary date. Furthermore, the FRA compliance for Peabody was 100% at end of Dec.2021.
- 3.12 Clarion had 685 gas safety records which were due, they were unable to complete 11 by the one-year anniversary. Out of the remaining 11 records; 8 have since been completed and 3 are being pursued through legal action / Gas access process. These continue to remain a high priority and will be followed up by the RP.

- 3.13 For percentage of appointments kept and made, eleven landlords made and kept 90%-100% of repair appointments, with the remaining RP's achieving 87% to 89%.

4 Areas of improvement required.

- 4.1 A number of landlords saw complaints increase, a seasonal trend reflecting heating and hot water issues when the weather gets colder. Clarion received an additional 154 stage one complaints for quarter 3. The RP assumed this would be the case as it's a seasonal occurrence and have noticed predominantly the complaints revolve around repairs issues. The LBTH stock, in particular Bow E3 continues to be highest geographical repairs demand area. Re- Let's have also dropped this quarter due to the emergency decant at Clare House coinciding with issues around refusals.
- 4.2 Time taken to relets empty homes continues to be high, with the impact of Covid and a large-scale emergency decant impacting average turnaround times.
- 4.3 Nottinghill Genesis complaints responded to within target time continues to remain low and dropped to 60% for the quarter. The average re-let time spent in major works has also increased from 21 to 74 days an increase of 53 days. NottingHill Genesis reports <100% FRAs for 18m+ blocks due to clarification of responsibility for four blocks.
- 4.4 THH incurred a slight drop in their repair satisfaction levels due to significant workforce absences with their main contractor due to Covid-related illness and self-isolation which resulted in a backlog of non-emergency repairs which in turn impacted on satisfaction. Furthermore, all but two landlords had an increase in ME and MP enquiries.
- 4.5 Whilst some landlords report <100% gas safety certificates renewed by the anniversary date; all are compliant. This is because they are pursuing access which, in some cases, requires legal proceedings.

5 General Updates

5.1 Tower Hamlets Housing Forum

THHF member RPs carried out an exercise identifying residents eligible for a winter warmth voucher scheme offered by the councils Tackling Poverty Team. The RP's were only allowed a short period of time to identify and submit applications which they worked diligently for residents to benefit from the scheme. The scheme was launched to support individuals and families on low

income/s to be awarded a free Supermarket voucher/s to purchase household items to keep warm. Overall, Ten RPs submit applications and were all successful in their bid/s to receive vouchers.

As a result of this immense effort from RP's a considerable number of residents will have more disposable income during a time when utility bills are on the rise. A total of 7,900 vouchers was distributed amounting to £395,000 handed out as support.

5. Subgroups.

5.1 The THHF subgroups have not officially started their sub meetings as of yet, Majority of the subgroups will commence their first meeting/s for the coming year in March.

5.2 THHF Exec has agreed new Terms of Reference, including rationalising its subgroups:

- Common Housing Register
- Communities (was Communities Involvement Network)
- Development and Asset Management (merging Development and Asset Management)
- Neighbourhoods (merging ASB, Housing Management and Public Realm)

Performance will now be a standing agenda item for each Executive Group meeting; and task and finish groups will form to bring together landlord specialists. These task and finish groups will ensure strategic objectives for THHF Exec and council are prioritised and delivered via this unique partnership.

6 Equalities implications

6.1 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.

7. OTHER STATUTORY IMPLICATIONS

7.2 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.

- 7.3 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.
- 7.4 Another indirect Best Value Implication is a landlord's ability to ensure its general needs income target (rent collection) is achieved.
- 7.5 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.
- 7.6 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.
- 7.7 There are no direct environmental implications arising from the report or recommendations.

8. COMMENTS OF THE CHIEF FINANCE OFFICER

- 8.1 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.

9. COMMENTS OF LEGAL SERVICES

- 9.1 This report is recommending that the Housing Scrutiny Sub-Committee review the performance of individual Social Landlords during 20-21.
- 9.2 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.
- 9.3 The regulatory framework for social housing in England from the 1st of 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

9.4 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 e 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.

9.5 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 quality affordable housing with a commitment to ensuring that more and better quality homes are provided for the community.

9.6 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 the 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 quarters Two and Three 2021-22 data.
- Supporting commentary and explanations from Social Landlords.

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 Partnerships Officer (Strategy & Policy)