

Non-Executive Report of the: Housing & Regeneration Scrutiny Sub Committee 27 th April 2023	 TOWER HAMLETS
Report of Ann Sutcliffe Corporate Director of Place.	Classification: Unrestricted
Social Housing Landlords Performance Report – Qtr3 2023	

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 subsequently tenants and residents can be assured they are delivering effective and customer focused services. The performance report attached at **Appendix 1** provides cumulative performance data for quarter three of the Social Landlords with homes in the borough.

Recommendations:

The Housing and Regeneration 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 Registered Provider (RP) social landlord performance twice a year during quarter two and end of year period of quarter four. This is to oversee trends specific to frontline delivery of services such as repair response times and resident satisfaction to name a few. Furthermore, this allows the scrutiny group to discuss other salient matters during the sessions which otherwise would be time constrained.

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 purposes.
- 3.2** The agreed Performance Management Framework is a set of key performance indicators (KPI's). Quarterly performance information is presented to the Statutory Deputy Mayor and Cabinet Member for Housing and the Housing Scrutiny Sub Committee. Good performance from RPs supports the Council in ensuring the borough is one where residents are proud to live.
- 3.3** Each RP has governance arrangements for the scrutiny of performance. Targets are set and scrutinised by RP Boards.
- 3.4** Appendix 1 sets out performance for quarter three. Six of the fourteen RPs produce borough specific data (Gateway, Poplar HARCA, Tower Hamlets Homes, Tower Hamlets Community Housing, Eastend Homes and Spitalfields).

Remaining RPs, which operate across more than one local authority area, are not always able to provide borough-specific data.

- 3.5** Where applicable, RPs provide their targets. These will be in place until the Regulator of Social Housing's Tenant Satisfaction Measures (TSM's) are introduced from April 2023, and first reported to the Regulator in 2024.
- 3.6** The table below shows current KPIs collated and approved by THHF.

Indicator	Format
Number of stage 1 complaints received	Number
% Of complaints responded to within target time	%
Number of stage 2 complaints received	Number
Number of ME/MP enquiries received	Number
Total number of re-lets	Number
Average re-let time in days (standard re-lets)	Number
Average re-let time in days (major works units, including time spent in works)	Number
Number of units vacant but unavailable for letting at period end	Number
Total number of emergency repairs completed year-to-date	Number
Total number of non-emergency repairs completed year-to-date	Number
% Of repairs appointments made	%
% Of repairs appointments kept	%
% Satisfaction with repairs	%
The number of properties which had their gas safety record renewed by their anniversary date	Number

Indicator	Format
FRA on number of buildings over 18 metres	Number
General Needs Stock Number	Number

3.7 RPs pursue improvement in all aspects of service delivery. A host of variables affect performance, not all within the control of the RP. For example, contractor capacity and material shortages will affect repairs.

4. Quarter three items of note and observations

4.1 Complaints

Tower Hamlets Homes – received an increased number of complaints from 472 in Q2 to 511 in Q3. They also had a huge spike in member enquiries from 312 in Q2 to 445 in Q3. THH stipulated this is due to “the mobilisation of the new repair contracts”.

THCH responded to only 64% of complaints within target time despite only receiving seventeen stage 1 complaints and 3 stage 2 complaints. THCH (64%), Clarion (67%) Notting Hill Genesis (69.7%) all achieved under 70% for percentage of complaints responded within target time for quarter three.

Clarion was unable to provide data on re-let time/s and emergency repairs as they are using an interim system set up during the cyber-attack. They will be able to provide full complement going forward. Other than this there is no other drastic changes from last quarter in performance for any of the THHF member Rps for complaints.

4.2 Repairs

Repairs performance from Providence Row has been low for quarter two and three. Percentage of repairs appointments made by them for the qtr 3 was only 33.6%.

Providence Row explained they have been involved in tendering exercise to replace their main contractor over the past several months and a new contractor has been recently appointed. Mobilisation meetings have commenced for the new contract in advance of their start date. The RP expects this to have a positive impact on this performance indicator for the forthcoming quarters. The Rp anticipates seeing an improvement in performance when the new contractor commences.

For the KPI of Percentage of satisfaction with repairs - IT issues have caused Poplar HARCA significant problems in obtaining accurate figures. Therefore, they were unable to include these within their Qtr3 submission. HARCA are presently rectifying this problem and with optimism will endeavour to retrospectively provide Qtr3 alongside their Qtr4 submission.

L&Q (77.3%) and Notting Hill Genesis (72%) achieved the lowest for percentage of repair appointments kept.

In addition, L&Q (70.5%) and Peabody (75%) had the lowest satisfaction percentage for repairs KPI.

4.3 Relets/ Voids

Average re-let time in days- L&Q report for standard re-lets this is 304. This is quite a large concerning number if accurate as this is almost double to the last quarter (Qtr2).

L&Q have recently signed contracts for a 2bn major works programme with ten partners. The councils Partnerships Officer is currently in the process of seeking if any investment will be made towards stock in Tower Hamlets. If so, the type and level of works L&Q will be expecting to implement.

Poplar HARCA witnessed a decline since last quarter going from 162 days to 202 days. East End Homes reported one of the worst figures (123 days) but did not provide data from last quarter for a comparison to be made.

THCH (43 days) had a highest average re-let time in days as did Notting Hill Genesis (46 days). (Not including major works). This is aside from the anomaly of L&Q who reported 304 days.

THCH rose from one vacant but unavailable property to six vacant this quarter whilst L&Q more than doubled from 19 to 40.

5 Areas of progression

5.1 Complaints

Although THCH only responded to 64% of complaints received within target time they have improved from the previous quarter's stats of (38% responses within target time for two and stage 1 complaints). However, the landlord provided no supplementary commentary with their quarter KPI submissions. With regards to the KPI of percentage of complaints responded within target time. One Housing Riverside along with Spitalfields and Tower Hamlets Homes were the superior performers amongst the RP's, and all achieved 100%.

5.2 Repairs

With regards to repair appointments kept the RPs who displayed exemplary performance were THCH (98.79%) and East End Homes (97.96%).

For satisfaction of repairs both Eastend Homes (96%) and Providence Row (94%) came out on top.

5.3 FRA

All of the RPs apart from Southern Housing reported 100% on "FRA on percentage of buildings over 18 metres". Southern provided no stats for this KPI within their submissions.

5.4 Relet / Void turnaround times.

Tower Hamlets Homes (21 days) and Peabody (16 days) had the fastest average times and were the best performing.

Notting Hill Genesis improved their average re-let time for major works by over days (from 178 days to 77 days). Providence Row also went from 108

days to 77 days. Swan improved on their relets and void turnaround times from the previous quarter by going down from 12 to 2 days for Qtr3.

6 General Updates

6.1 TSM's (Tenant Satisfaction Measures)

The definitive set of 22 Tenant Satisfaction Measures (TSMs) was released by the RSH in October 2022. Collection of the first year's data will commence on 1 April 2023 concluding on 31 March 2024 and reported annually thereafter. Ten of the measures are landlord data; 12 tenant perception indicators.

6.2 Please see list below outlining TSM questions being asked of all RPs by the Regulator of Social Housing as of April 2023.

TSM Questions	Measured via
Overall satisfaction	Tenant perception survey
Satisfaction with repairs	Tenant perception survey
Satisfaction with time taken to complete most recent repair	Tenant perception survey
Satisfaction that the home is well-maintained	Tenant perception survey
Homes that do not meet the Decent Homes Standard	Landlords' management information
Repairs completed within target timescale	Landlords' management information
Satisfaction that the home is safe	Tenant perception survey
Gas safety checks	Landlords' management information
Fire safety checks	Landlords' management information
Asbestos safety checks	Landlords' management information
Water safety checks	Landlords' management information
Lift safety checks	Landlords' management information
Satisfaction that the landlord listens to tenant views and acts upon them	Tenant perception survey
Satisfaction that the landlord keeps tenants informed about things that matter to them	Tenant perception survey
Agreement that the landlord treats tenants fairly and with respect	Tenant perception survey
Satisfaction with the landlord's approach to handling of complaints	Tenant perception survey
Complaints relative to the size of the landlord	Landlords' management information
Complaints responded to within Complaint Handling Code timescales	Landlords' management information
Satisfaction that the landlord keeps communal areas clean and well-maintained	Tenant perception survey
Satisfaction that the landlord makes a positive contribution to neighbourhoods	Tenant perception survey
Satisfaction with the landlord's approach to handling anti-social behaviour	Landlords' management information
Anti-social behaviour cases relative to the size of the landlord	Landlords' management information

6.3 RP's actions to implement TSM's

With the launch of TSMs RPs are reviewing data collection with a focus on ensuring they meet strictly defined regulatory requirements.

RP actions preparing for TSMs include:

Making sure they understand the TSM standard/s, Set-up project teams responsible for delivery. Reported to their Committees and Boards, Explored baselines, methodology, sampling and data capture.

Furthermore, RP's reviewed data integrity, attended network groups, benchmarking groups and webinars. They launched real-time website performance dashboards. RP's reviewed guidance and definitions to ensure they were compliant. Various RP's held workshops and 'dry runs' piloting satisfaction questions and re-procured satisfaction survey contracts.

6.4 Condensation, Damp and Mould

The council's CDM working group discussed how landlords, Council and Health colleagues can work together to support those affected. Health colleagues expressed concerns regarding cases from their surgeries. They mentioned being inundated with requests to support re-housing applications for overcrowded families, especially where there were exacerbating factors such as respiratory illness.

The following actions were agreed:

- Council to share RP contact list with health professionals.
- Council leaflet on Condensation Damp and Mould to be considered in video format.
- Consider developing a video for residents on how to make better use of space.
- Potential for role models/champions in the community to help others with better use of space.
- Consider campaign on housing shortage and the impact of the Right to Buy
- Use of moisture monitors; show the findings of the Tower Hamlets Homes pilot when available

The multiagency group will endeavour to continue meeting and explore how to combat CDM.

7 Equalities implications

- 7.1** 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.

8 OTHER STATUTORY IMPLICATIONS

- 8.1** 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.

8.2 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.

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

8.4 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.

8.5 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.

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

9. COMMENTS OF THE CHIEF FINANCE OFFICER

9.1 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.

10 COMMENTS OF LEGAL SERVICES

10.1 This report is recommending that the Housing and Regeneration Scrutiny Sub-Committee review the performance of individual Social Landlords during Q2 & Q3 of 2022-2023.

10.2 Regeneration agency Homes England and the Regulator for Social Housing (RSH) focus their regulatory activity 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.

10.3 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

10.4 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.

10.5 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.

10.6 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.

10.7 The review of housing matters affecting the area or the inhabitants in the borough fall within remit of the Housing and Regeneration Scrutiny Sub-Committee and are accordingly authorised by the Council’s Constitution.

Linked Reports, Appendices and Background Documents

Linked Report

- None

Appendices

- Social Housing Landlords Performance KPI sheet quarter three (2023)
- Supporting commentary and explanations from social landlords as submitted alongside their KPI submissions. (2023)

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 / Place directorate)