

TLS KPI Q1 & Q2 - Housing Performance report

Overview and Scrutiny Panel	23 November 2021
Report Author	Sally O'Sullivan, TLS Manager
Portfolio Holder	Cllr Jill Bayford, Cabinet Member for Housing
Status	For Information
Classification:	Unrestricted
Key Decision	No
Ward:	All

Executive Summary:

This report provides members of the Overview and Scrutiny Panel with a review of the performance of the Tenant and Leaseholder Services (TLS) for quarter 1 and 2 2021/22.

The report includes performance information relating to 2 areas of TLS. These are:

- Operational performance against key indicators for the period from 1 April 2021 to 30 September 2021.
- The management of tenant and leaseholder Health and Safety for the period 1 April 2021 to 30 September 2021.

Recommendation(s):

Members of the Overview and Scrutiny Panel are asked to:

1. Note and scrutinise the contents of these reports for quarter 1:
 - Performance data Summary - Annex 1
 - Performance report - Annex 2
 - Compliance data summary - Annex 3
 - Compliance report - Annex 4
2. Note and scrutinise the contents of these reports for quarter 2:
 - Performance data Summary - Annex 5
 - Performance report - Annex 6
 - Compliance data summary - Annex 7
 - Compliance report - Annex 8

Corporate Implications

Financial and Value for Money

Although the performance of TLS has a direct impact on both finance and value for money, this report does not result in any specific financial implications.

Legal

There are no direct legal implications arising from this report.

Corporate

In addition to establishing a new in-house tenant and leaseholder service, the council's agreed Corporate Statement includes a priority to improve the standards and safety in homes across all tenures.

The council's adopted tenant and leaseholder health and safety policies also include a specific commitment to report health and safety compliance information to members on a quarterly basis.

Equality Act 2010 & Public Sector Equality Duty

Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.

Protected characteristics: age, sex, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.

This report relates to the following aim of the equality duty: -
(Delete as appropriate)

- *To eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act.*

There are not considered to be any adverse impacts for people with protected characteristics directly arising from this report. However TLS provide services to tenants and leaseholders with a range of protected characteristics and vulnerabilities.

In addition authors are required to conduct a Customer Impact Assessment where proposals affect customers or staff. Topics such as:

- *the introduction/change/cessation of a service*
- *introduction/increases in fees and charges*
- *staff restructures*
- *creation/amendment of policy or strategy documents*
- *introduction of new initiatives/schemes*

are examples of where an assessment should be carried out.

Compliance can only be achieved if we can evidence that due regard is given in substance, this means starting your assessment at the beginning of your piece of work and updating it

throughout. Completing the assessment at the end or after a decision is taken will not satisfy the Duty.

Where an assessment is required please summarise the key findings here and append your full analysis to the report with any personal data redacted.

Please see the equality compliance toolkit on TOM or contact the Legal Department for assistance.

CORPORATE PRIORITIES

This report relates to the following corporate priorities: -
(delete as appropriate)

- *Communities*

1.0 Introduction and Background

- 1.0 1 October 2021 marks the first year of the Tenant and Leaseholder Services (TLS) being delivered by the in-house team.
- 1.1 The team provides tenancy management and maintenance services to tenants and leaseholders of Thanet District Council.
- 1.2 TLS provides quarterly reports on their operational performance against a range of key indicators, attached is the data summary and performance report for quarter 1 2021/22 and quarter 2 2021/22.
- 1.3 TLS provides monthly landlord health and safety reports for the Regulator of Social Housing (RSH). Attached is the June 2021 report, the final report for quarter 1 and; September 2021 report, the final report for quarter 2.
- 1.4 Members of the Overview and Scrutiny Panel are invited to scrutinise the performance report provided by TLS.

2.0 Service Improvement

- 2.1 We are very proud of what we have accomplished over the past year. Operational performance shows a steady improvement over most areas. We know where we need to improve and have plans in place to make it happen.
- 2.2 The TLS Landlord Health and Safety performance has also steadily improved. A recent audit of this area saw the team achieve 'reasonable assurance'. With an achievable improvement plan in place, we are confident we will be in a position to request the RSH to remove the regulatory notice (applied in 2019), to be removed before the end of this calendar year.
- 2.3 We have in place an 18 month service improvement plan. Developed through a series of officer workshops and customer surveys. We also took into account relevant legislative and regulatory requirements including, the Housing White Paper, Consumer Regulations, the Regulatory Reform (fire safety) Order 2005 and the incoming Building Safety Bill.

3.0 Resident Involvement

- 3.1 The involvement of our tenants and leaseholders in our service is at the heart of what we do.
- 3.2 We meet monthly with the Thanet Tenant and Leaseholder Group (TTLG), sharing with them the monthly health and safety report and discussing various topics that are important to the group; for example, stigma of social housing tenants, communications, contractor performance and procurement.
- 3.3 Other opportunities for residents to get involved with what we do include: completing transaction surveys for various service areas, proofreading and testing web pages, mystery shopping, feeding back on our service, joining officers in strategic meetings with our partnering contractors, feeding into articles for our newsletters.

4.0 Communication

- 4.1 Our residents told us they wanted better communication from us, including information about planned or major works.
- 4.2 Since transition we have published a quarterly newsletter for all residents and a quarterly newsletter for the residents of our high rise blocks. The newsletters will contain information about planned and major works, seasonally relevant information and key health and safety messages.
- 4.3 We are working on our web pages, to improve the information, navigation and to enable customers to carry out more transactions online. This is a work in progress and we expect to see our web pages build and improve over the next 6 months.

5.0 ICT

- 5.1 The Digital Team has been working with the TLS to upgrade the housing management system (Northgate) and migrate it to the cloud. With this work complete, they are now installing a document management system and migrating the current asset management data into Northgate.
- 5.2 Over quarter 3, we will carry out a series of procedural reviews, paired with Northgate 'health checks' to improve efficiency, data management and reporting.
- 5.3 Our service improvement plan includes an aspiration to enable all field officers to be able to be completely mobile and to allow our customers to self-serve through our web pages.

- 5.4 We procured a data management system for all landlord compliance workstreams. Gas safety is the first workstream to go live. The new system will offer us workflows, early warning systems and improved data integrity.

Contact Officer: Sally O’Sullivan, Tenant and Leaseholder Services Manager
Reporting to: Bob Porter (Director of Housing and Planning)

Annex List

Annex 1: Q1 Performance data summary
Annex 2: Q1 Performance report
Annex 3: Compliance data summary June 2021
Annex 4: Compliance report June 2021
Annex 5: Q2 Performance data summary
Annex 6: Q2 Performance report
Annex 7: Compliance data summary Sept 2021
Annex 8: Compliance report Sept 2021

Background Papers

Corporate Consultation

Finance: *(Insert name and job title)*

Legal: *(Insert name and job title)*