

Tenant and Leaseholder Services - Quarter 3 performance report

Cabinet	17 March 2022
Report Author	Sally O'Sullivan, Tenant and leaseholder Services Manager
Portfolio Holder	Cllr Jill Bayford, Cabinet Member for Housing
Status	For Information
Classification:	Unrestricted
Key Decision	No
Ward:	Thanet Wide

Executive Summary:

This report provides members of the Cabinet with a review of the performance of the Tenant and Leaseholder Services (TLS) for quarter 3 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 October 2022 to 31 December 2022.
- The management of tenant and leaseholder Health and Safety as of 31 December 2022

This report was previously considered by the Overview and Scrutiny Committee at its meeting on 15 March 2022 .

Recommendation(s):

Members are asked to:
Consider and comment on the contents of the report.

Corporate Implications

Financial and Value for Money

There are no direct financial implications arising from this report.

Legal

There are no direct legal implications arising from this report.

Corporate

The decision to bring housing management and maintenance services back in house was to improve services provided to the councils tenants and leaseholders, to ensure that the service is more accountable to members and open to scrutiny from tenants and leaseholders. This specifically supports the council's service ambitions, as set out in its published Corporate Statement.

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: -

- To eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act.
- To advance equality of opportunity between people who share a protected characteristic and people who do not share it
- To foster good relations between people who share a protected characteristic and people who do not share it.

The council's tenants and leaseholders include residents that have protected characteristics as set out in the Public Sector Equality Duty.

CORPORATE PRIORITIES

This report relates to the following corporate priorities: -

- *Communities*

1.0 Introduction and Background

- 1.0 The TLS team provides tenancy management and maintenance services to tenants and leaseholders of Thanet District Council.
- 1.1 TLS provides quarterly reports on their operational performance against a range of key indicators, attached is the data summary (appendix 4) and performance report for quarter 3 2021/22 (appendix 2)
- 1.2 TLS provides monthly landlord health and safety reports for the Regulator of Social Housing (RSH). Attached is the December 2021 report, the final report for quarter 3.

2.0 Landlord Compliance

- 2.1 During December 2022, the TLS Landlord Compliance team developed a robust plan to complete recovery of our compliance position by the end of March 2022.
- 2.2 In January 2022 the team sent a formal letter and report to the Regulator for Social Housing (RHS), requesting that the regulatory notice be removed.

2.3 One of the main improvements to the compliance team is the implementation of a bespoke Landlord Compliance database. This is on target to be fully implemented by the end of March 2022.

2.4 At the end of December 2021, the following workstreams are being managed through the new database giving better assurance that our data is accurate and programmes are run efficiently:

- Gas safety
- LOLER (passenger lift safety)

2.5 More detail can be found in appendix 1 on each Compliance workstream.

3.0 Service Improvement

3.1 During Q1, we put in place our service improvement plan. The plan was developed through a series of officer workshops and customer surveys. We also took into account relevant legislative and regulatory requirements.

3.2 We are making good progress on doing what we said we were going to do. Highlights from this quarter include:

- 4 x new policies to Cabinet in March for approval to adopt.
- Completed a review of our compliance with the RSH Consumer Standards.
- Started a deep dive review of operational processes.
- Trialling of a tablet to enable mobile working.
- Providing improved information on our webpages.
- Produced updated safety/information leaflets in plain English.
- Provided lone worker training and protocols lone working and for use of Peoplesafe devices.

3.3 An integral part of improving our efficiency is by improving our systems. In Q3 we started a series of 'Health Checks' on our Housing Management System. These are used to help use what we have in the best way and to advise us of further upgrades or improvements that will improve our user experience.

3.4 So far the health checks have delivered a wealth of improvements to our frontline teams that include:

- Reducing administrative burden
- Enhanced reporting ability
- Providing a 360 view of all areas of housing management functions to all teams

4.0 Resident Involvement

4.1 The Thanet Tenants and Leaseholders Group (TTLG) have been consulted on the review of 4 policies; Aids and Adaptations; Rechargeable Works; Antisocial Behaviour and Income Recovery Policy. The TTLG found the policies to be fair, cost effective, clear, easy to read and free of jargon.

4.2 The TTLG felt the policies do not discriminate against protected characteristics, provide equal opportunity to accessing services and promote good relations between TLS, contractors and residents. The TTLG comments have been used to inform the policies Equality Impact Assessments (EIAs).

4.3 The TTLG have set up a Performance Monitoring Sub-group who met for the first time in November and will meet quarterly. The group will monitor performance and

make recommendations for service improvement in line with the expectations set out in the Tenant Involvement and Empowerment Standard.

- 4.4 Residents told us they wanted more opportunities to engage and scrutinise services. A resident focus group is engaged to co-produce the Resident Involvement Strategy using insight from wider residents. The Strategy will be completed in March.
- 4.5 Residents told us they wanted to see communication improve. Quarterly newsletters for all residents and a quarterly newsletter for the residents of our high rise blocks are published. Residents and TLS staff provide article suggestions for inclusion.
- 4.5 A Strategy has been developed to collect and improve the quality of resident data we hold which will help us better understand the different needs of our residents. Collecting data will start in the coming months.

5.0 What's happening in 2022

- 5.1 In response to the Social Housing White Paper, the Regulator for Housing (RSH) will have increased powers and will take a more proactive approach to consumer regulation. This includes introducing new 'tenant satisfaction measures' (TSM). The RSH is seeking views on its proposals for the TSM and we have provided a response to this consultation.
- 5.2 There is further financial pressure on the HRA due to the following:
 - Reduction of carbon emissions to net zero by 2050.
 - Increased fire safety and building safety legislation
 - Introduction of TSM will required annual tenant survey to be carried out

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Annex List

Annex 1: Landlord compliance report for the period to 31 December 2021.
Annex 2: Landlord compliance metrics for December 2021
Annex 3: The TLS quarter 3 operational performance report.
Annex 4: The TLS operational performance summary

Background Papers

NA

Corporate Consultation

Finance: [Chris Blundell \(Director of Finance\)](#)
Legal: [Estelle Culligan \(Director of Law and Democracy\)](#)