

TLS KPI Q4 - Housing Performance report

Cabinet:	28 July 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
Reasons for Key:	N/A
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 4 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 January 2022 to 31 March 2022.
- The management of tenant and leaseholder Health and Safety as of 31 March 2022

Recommendation(s):

Cabinet is asked to:

1. Consider and comment on the contents of the report.

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

The Tenant and Leaseholder Services continue to improve. We want 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.

Risk Management

The regulations, by which a social housing provider must be compliant, tell us we must have good governance in place to manage landlord health and safety obligations and performance. As a Council, we look to Members to scrutinise and challenge the performance of the Tenant and Leaseholder Service.

The presentation of Quarterly performance reports to Cabinet and OSP mitigates the risk of becoming non compliant and put under notice by the Regulator for Social Housing

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 advance equality of opportunity between people who share a protected characteristic and people who do not share it.*

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

CORPORATE PRIORITIES

This report relates to the following corporate priorities:

- *Communities*

1.0 Introduction and Background

- 1.1. The Tenant and Leaseholder Services (TLS) 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 4 2021/22.

- 1.3. TLS provides monthly landlord health and safety reports for senior council officers. Attached is the March 2022 report, the final report for quarter 4.
- 1.4. Members of the Cabinet are invited to scrutinise the performance reports provided by the TLS.

2.0 Landlord Compliance

- 2.1 During quarter 4, the TLS Landlord Compliance team executed the proposed recovery plan to recover our compliance position by the end of March 2022.
- 2.2 By the end of March 2022, we achieved the position we expected and continue to work on the more complex areas to achieve full compliance.
- 2.3 On 24 February 2022 the Regulator for Social Housing (RHS) removed the regulatory notice that was placed on TDC in July 2019 as they were assured by the progress that we had made in the management of landlord health and safety.
- 2.4 One of the main improvements to the compliance team is the implementation of a bespoke Landlord Compliance database. This was expected to be fully delivered by the end of March 2022. We have experienced slippage in this timescale due to staff shortages and expected development issues.
- 2.5 At the end of March 2022, 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)
- 2.6 More detail can be found in annex 4 on each Compliance workstream.

3.0 Performance improvements

- 3.1 We feel we have had a successful year and that the plans we put into place to improve performance have had a positive impact.
- 3.2 This includes:
 - Introduction of the contractor service improvement plan has seen the improvement of Mears service performance and customer satisfaction.
 - Introduction of a stand alone voids team. A focus on voids and the introduction of this team has improved void turnaround time.
 - 78.78% of the capital programme budget was spent by the end of Quarter 4, in comparison to 37.42% at the same time the previous year.
- 3.3 We still have a way to go to get our performance to where we want it to be, but we are encouraged by the improvements that can be evidenced through the KPI's this financial year.

4.0 Resident Involvement

- 4.1 The resident involvement strategy and expenses and incentives policy was co developed with residents and adopted by Cabinet in June 2022 Cabinet.
- 4.2 During Q4, the TTLG Performance Monitoring Sub- group scrutinised and made the following comments and recommendations:
- Q3 Performance report, including our compliance report - commended on the work done by the team to improve electrical safety.
 - Mears and Gas Call resident satisfaction levels - pleased to see more in depth satisfaction questions asked to help identify areas of dissatisfaction and suggested other methods of collection.
 - Complaints - agreed format of information to enable scrutiny and compare against satisfaction.
- 4.2 In the TTLG meeting during Q4, the members were informed and consulted on the following:
- Progress on our application for grant funding to replace external wall installation (EWI) from the DLUHC.
 - Update on their recommendations for the Mears Customer Pledge and training of admin and operatives.
 - Consulted and agreed an approach to setting of service standards and development of an estate strategy and policy.
 - Consulted on the draft resident involvement strategy.
 - TTLG members raised local issues affecting their communities which were either responded to during the meeting or actions taken away to resolve.

5.0 Plans for the coming year

- 5.1 We still have some big projects to deliver through our service improvement plan, these include:
- Improving the data we hold on our residents
 - Implementing the improvements we have identified for our housing management system
 - Completing our estates strategy and policy
 - Completing our service standards
 - Improving our digital offer to residents
- 5.2 The items on the national agenda which presents the team with financial and resourcing pressure are:
- Reduction of carbon emissions to net zero by 2050.
 - Introduction of the Building Safety Act 2022

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

Annex List

Annex 1 - Performance data Summary

Annex 2 - Performance report

Annex 3 - Compliance data summary

Annex 4 - Compliance report

Annex 5 - Rate of progress graph

Background Papers

N/A

Corporate Consultation

Finance: Chris Blundell (Director of Finance)

Legal: Estelle Culligan (Director of Law and Democracy)