

# **TLS KPI Q1 2022/23 - Housing Performance report**

<b>Overview and Scrutiny Panel</b>	25 October 2022
<b>Report Author</b>	Sally O'Sullivan, TLS Manager
<b>Portfolio Holder</b>	Cllr Jill Bayford, Cabinet Member for Housing
<b>Status</b>	For Information
<b>Classification:</b>	Unrestricted
<b>Key Decision</b>	No
<b>Ward:</b>	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 2022/23.

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

- Operational performance against key indicators for the period from 1 April 2022 to 30 June 2022.
- The management of tenant and leaseholder Health and Safety as of 30 June 2022

## **Recommendation(s):**

Members of the Overview and Scrutiny Panel are asked to:

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

## **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 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.

## **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: -  
(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 provides services to tenants and leaseholders with a range of protected characteristics and vulnerabilities.

## **CORPORATE PRIORITIES**

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

- *Communities*

## **1. 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 1 2022/23.
- 1.3. TLS provides monthly landlord health and safety reports for senior council officers. Attached is the June 2022 report, the final report for quarter 1.
- 1.4. Members of the Overview and Scrutiny Panel are invited to scrutinise the performance reports provided by the TLS.

## **2. Landlord Compliance**

- 2.1. Following the high achievement of the recovery plan executed during quarter 4, improvements have slowed.
- 2.2. This is most evident in the electrical safety KPI. During the Q4 recovery, we employed 3 extra contractors to address electrical safety.
- 2.3. We increased electrical compliance by during Q4 15%, compared to 1.27% in Q1. (this includes certificates due to go overdue and therefore not indicative of the total certificates carried out)
- 2.4. We had to stand down the extra contractor at the end of Q4, but this has shown that the extra resource is required at this point in our journey.
- 2.5. To address this, Mears have taken on a subcontractor (PCJ) and the TLS is looking to appoint a short term EICR contractor to deliver additional certificates to achieve full compliance
- 2.6. The implementation of the compliance database has moved forward; but not as quickly as we would like. Modules now in the database include:
  - Gas safety
  - Water
  - Lifts
- 2.7. The electrical safety information is in the system and FRA information is being uploaded. Asbestos is still due to be uploaded.
- 2.8. We have experienced some teething issues with the system, therefore we have assigned more resources to the project to ensure full implementation by end of October 2022

### **3. Operational Performance**

- 3.1. Operational performance is stable in all areas.
- 3.2. We continue to see incremental improvements in the performance of our void turnaround time and arrears.
- 3.3. Our contractor's performance has improved over Q1 and this is supported by increased customer satisfaction in this area.
- 3.4. We are continuing to execute our service improvement plan which enables us to improve the service at a steady and sustainable rate.

Contact Officer: Sally O'Sullivan, (Tenant and Leaseholder Services Manager)

Reporting to: Bob Porter (Acting Corporate Director of Place)

#### **Annex List**

- Compliance report - Annex 1
- Compliance data summary - Annex 2
- Rate of progress graph - Annex 3
- Performance data Summary - Annex 4
- Performance report - Annex 5

#### **Background Papers**

#### **Corporate Consultation**

**Finance:**

**Legal:**