

TLS KPI Q3 & Q4 2022/23 - Housing Performance report

Overview and Scrutiny Panel	30 May 2023
Report Author	Sally O'Sullivan, TLS Manager
Portfolio Holder	Cllr Whitehead, Deputy Leader and 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 Service (TLS) for quarter 3 & 4 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 October 2022 - 31 December 2022 and 1 January 2023 - 31 March 2023
- The management of tenant and leaseholder health and safety as of 31 December 2023 and 31 March 2023.

Recommendation(s):

Members of the Overview and Scrutiny Panel are asked to:

1. Note and scrutinise the contents of these reports for quarter 3:
 - Compliance report - Annex 1
 - Compliance data summary - Annex 2
 - Rate of progress graphs - Annex 3
 - Performance data Summary - Annex 4
 - Performance report - Annex 5
2. Note and scrutinise the contents of these reports for quarter 4:
 - Compliance report - Annex 6
 - Compliance data summary - Annex 7
 - Rate of progress graphs - Annex 8
 - Performance data Summary - Annex 9
 - Performance report - Annex 10

Corporate Implications

Financial and Value for Money

Although the performance of the 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:

- *Communities*

1. Background

- 1.1. The Tenant and Leaseholder Service (TLS) 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 3 & 4 2022/23.
- 1.3. TLS reviews their compliance performance on a monthly basis. To compliment the quarterly performance reports, the compliance performance for 31 December 2023 and 31 March 2023 is submitted for review
- 1.4. Members of the Overview and Scrutiny Panel are invited to scrutinise the performance reports provided by the TLS.

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

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

Annex List

Reports for quarter 3:

- Compliance report - [Annex 1](#)
- Rate of progress graphs - [Annex 2](#)
- Compliance data summary - [Annex 3](#)
- Performance data Summary - [Annex 4](#)
- Performance report - [Annex 5](#)

Reports for quarter 4:

- Compliance report - [Annex 6](#)
- Compliance data summary - [Annex 7](#)
- Rate of progress graphs - [annex 8](#)
- Performance report - [annex 9](#)
- Performance data Summary - [annex 10](#)
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Background Papers

None

Corporate Consultation

Finance:

Legal: