

## **TLS KPI Q3 & Q4 - Housing Performance report**

<b>Cabinet:</b>	15 June 2023
<b>Report Author:</b>	Sally O'Sullivan, Tenant and Leaseholder Services Manager
<b>Portfolio Holder:</b>	Cllr Helen Whitehead, Cabinet Member for Housing
<b>Status:</b>	For Information
<b>Classification:</b>	Unrestricted
<b>Key Decision:</b>	No
<b>Reasons for Key:</b>	N/A
<b>Ward:</b>	Thanet wide

### **Executive Summary:**

This report provides members of the Cabinet with a review of the performance of the council's 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):**

Cabinet is asked to:

1. Note the contents of the report.

### **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: -

- 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 council's 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 tenant and leaseholder 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.

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](#)

## **Background Papers**

N/A

## **Corporate Consultation**

**Finance:**

**Legal:**