

TLS KPI Q1 & Q2 - Housing Performance report

Overview and Scrutiny Panel: 6 December 2023

Report Author: Sally O’Sullivan, Tenant and Leaseholder Services Manager

Portfolio Holder: Cllr Helen Whitehead, Cabinet Member for Housing

Status: For Information

Classification: Unrestricted

Key Decision: No

Reasons for Key: N/A

Ward: Thanet wide

Executive Summary:

This report invites members of the Overview and Scrutiny Panel to review the performance of the council’s tenant and leaseholder service (TLS) for quarter 1 & 2 2023/24.

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

- Operational performance against key indicators for the period from 1 April 2023 - 31 June 2023 and 1 July 2023 - 31 September 2023
- The management of tenant and leaseholder health and safety as of 31 June 2023 and 31 September 2023.

Recommendation(s):

Members of the Overview and Scrutiny Panel are asked to:

1. Note and scrutinise the contents of these reports for quarter 2:
 - Operational performance against key indicators for the period from 1 April 2023 - 31 June 2023 and 1 July 2023 - 31 September 2023
 - The management of tenant and leaseholder health and safety as of 31 June 2023 and 31 September 2023.

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

This report is for information and as such 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 1 & 2 2023/24.
- 1.3. TLS reviews tenant and leaseholder compliance performance on a monthly basis. To compliment the quarterly performance reports, the compliance performance for 31 June 2023 and 31 September 2023.
- 1.4. Members of the Overview and Scrutiny Panel are invited to scrutinise the performance reports provided by the TLS.

2.0 New style and additional reporting

- 2.1 For Quarter 1 2023/24, we have introduced a dashboard style of reporting for our performance KPI's, providing a clear and accurate picture of our performance and how well we are meeting our targets.
- 2.2 The compliance KPI retains the old reporting format for now, because the detail required is described in our published policies and this does not fit well with the dashboard style reporting
- 2.3 Additional reporting includes quarterly updates on the Tower block Retrofit and Refurbishment Programme. From Quarter 3 we will start reporting on: compliance for the Building Safety Act 2023 and we will introduce a KPI report on damp and mould as recommended by central government.

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

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

Annex List

Reports for quarter 1:

- Compliance report - [Annex 1](#)
- Rate of progress graphs - See annex 6
- Compliance data summary - [Annex 2](#)
- Performance Dashboards - [Annex 3](#)

Reports for quarter 2:

- Compliance report - [Annex 4](#)
- Compliance data summary - [Annex 5](#)
- Rate of progress graphs - [Annex 6](#)
- Performance Dashboards - [Annex 7](#)

Background Papers

N/A

Corporate Consultation

Finance:

Legal: Ingrid Brown (Head of Legal and Democracy & Monitoring Officer)