

TLS KPI Q1 & Q2 - Housing Performance report

Overview & Scrutiny Panel 10 December 2024

By	Sally O’Sullivan, Head of Tenant and Leaseholder Services
Cabinet Portfolio Member	Cllr Helen Whitehead, Deputy Leader and Cabinet Member for Housing
Key Decision	No
Decision classification	Unrestricted
Call in status	No
Ward:	All

Purpose of the Report

This report provides members of the Overview and Scrutiny Panel with a review of the performance of the council’s tenant and leaseholder service (TLS) for quarter 1 & 2 2024/25.

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

- Operational performance against key indicators for the period from 1 April 2024 - 31 June 2024 and 1 July 2024 - 31 September 2024
- The management of tenant and leaseholder health and safety as of 31 June 2024 and 31 September 2024.

Recommendation(s):

Overview and Scrutiny is asked to:

1. Review and scrutinise the contents of the report.

1. Summary of Reasons

- 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 2024/25.
- 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 2024 and 31 September 2024.

- 1.4. Operational and landlord compliance reports are a regulatory requirement. They provide assurance to senior management and to the Cabinet that the Tenant and Leaseholder Services are performing within the prescribed regulatory and legislative requirements that ensure tenants' homes are comfortable and safe.

2. Background

- 2.1 In quarter 2 2024/25, we produced the landlord compliance KPI's in the same dashboard style format as operational KPI's. We were able to do this because the reviewed policies, that were approved by Cabinet 30/5/24, reduced the amount of detail required.
- 2.2 The Review of the Consumer Standards has introduced a requirement to provide a report on ASB. This has been included for the first time in our suite of KPI's in Q1 2024/25

3. Consultation

- 3.1 There is no statutory or public law duty to consult in relation to the KPI's

4. Corporate Implications

4.1 Finance and Resources

- 4.1.1 Although the performance of the TLS has a direct impact on both finance and value for money, there are no financial implications arising directly from this report.

4.2 Legal and Constitutional

- 4.2.1 This report is for information and as such there are no direct legal implications arising from this report, To note however that the reporting of certain KPI's are a regulatory requirement.

4.3 Council Policies and Priorities

- 4.3.1 This report relates to the following corporate priorities: -

- To deliver the housing we need

4.4 Risk

- 4.4.1 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.
- 4.4.2 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

4.5 Climate Change and Biodiversity

4.5.1 None

5. Equality, Equity and Diversity Implications

5.1 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.

6. Crime and Disorder Implications and Community impact

6.1 None identified

7. Subject History

7.1 This report has been reviewed by the Overview and Scrutiny Panel on 10/12/2024.

Appendices

Annex 1 - Q1 2024/25 KPI reports

Annex 2 -Q1 Compliance report

Annex 3 - Q1 Compliance metrics graphs

Annex 4 - Q2 2024/25 KPI reports - that will include compliance dashboards

Background Papers

None

Report Author(s) Contact: Sally O'Sullivan, Head of Tenant and Leaseholder Services

telephone: 01843 577262

email: sally.osullivan@thanet.gov.uk

Report Sign Off

Legal Ingrid Brown- Head of Legal and Democracy and Monitoring Officer

Finance Matthew Sanham (Head of Finance and Procurement)