

Arun District Council

REPORT TO:	Housing and Wellbeing Committee - 20 June 2023
SUBJECT:	Performance measures for housing services
LEAD OFFICER:	Sasha Hawkins – Interim Business Improvement Manager
LEAD MEMBER:	Councillor Carol Birch
WARDS:	All

CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:

The performance measures will support the Council's vision and will allow the council to have visibility of how housing is performing as a service.

It will support the following aim.

Delivering the right homes in the right places

- Ensuring the existing housing stock in the district (private sector and council owned) is maintained to a high standard
- Continue to bring empty homes back into use for the benefit of the community

DIRECTORATE POLICY CONTEXT:

The Social Housing White Paper sets out that tenants should be able to hold their landlords to account and know how their landlord is performing on repairs, complaints, and safety.

The Regulator of Social Housing expects that members and executive leaders are given performance information pertaining to the quality of homes, service performance and our engagement with tenants.

Our Resident Engagement Strategy has a specific aim 'Be Accountable' and we set out in this our commitment to publishing performance measures.

The performance measures set out within this report will ensure we are continuing to meet the requirements of The Regulator and deliver on the aims of our strategy

FINANCIAL SUMMARY:

There are no direct financial implications to this report, however within the proposed set of performances measures are 4 indicators for us to monitor the financial performance of the HRA, and how we compare against similar sized landlords on these metrics.

This will allow greater oversight of the expenditure within the HRA.

1 PURPOSE OF REPORT

- 1.1 To seek approval for the performance measures set out in Appendix 1
- 1.2 To seek approval for the reporting template set out in Appendix 2

2 RECOMMENDATIONS

It is recommended that the Housing and Wellbeing Committee

- 2.1 Approve the suite of performance measures for housing services set out in appendix 1.
- 2.2 Approve the reporting template set out in Appendix 2

3 EXECUTIVE SUMMARY

- 3.1 As a registered social housing landlord, we are required to meet all relevant government legislation in the delivery of our housing services. Recent changes in the sector including the introduction of the Tenant Satisfaction Measures standard and when enacted the Social Housing Regulation Bill have shown how important it is that our performance can be scrutinised and that residents can hold us to account for this.
- 3.2 The Regulator of Social Housing expects that members and executive leaders are given performance information pertaining to the quality of homes, service performance and our engagement with tenants.
- 3.3 This report sets out a new suite of performance measures that will be presented to members, executive team, and residents on a regular basis. These suites of measures are in addition to the Tenant Satisfaction Measures required by the Regulator.
- 3.4 By having an additional agreed suite of performance measures, we can ensure there is a consistent and agreed approach to reporting on our performance as a service, ensuring that our residents can hold us to account and that members have regular assurance on our performance.

4 DETAIL

- 4.1 The upcoming changes in regulation and the adoption of our Resident Engagement Strategy presented an opportunity for us to review our current performance indicators to ensure we are measuring what is important to our residents and presenting meaningful data to members and the executive team.

- 4.2 New consumer regulation will be implemented in April 2024 and the Regulator of Social Housing expects that members and executive leaders are given performance information pertaining to the quality of homes, service performance and our engagement with tenants.
- 4.3 In our Resident Engagement Strategy adopted in October 2022 we have an aim 'Be accountable' under this aim we committed to working with our residents to understand what performance measures are important to them and being open and transparent in information about our services. We committed to having a set of performance measures that will be published on our website.
- 4.4 Whilst the proposed measures in this report are not mandated by the Regulator of Social Housing, the Regulator has made clear to the sector their expectations on landlords to provide regular performance information to their residents, members, and executive teams so that they can be held to account for their performance.
- 4.5 By introducing this suite of measures, we will ensure that there is regular oversight of our performance and the ability to benchmark our performance against other organisations.
- 4.6 Appendix 1 sets out the proposed performance measures, these measures have been developed by a combination of input from residents, staff, and consideration of current and future changes in legislation and best practice within the sector. They cover the key areas of our service ensuring members have oversight of how we are performing.
- 4.7 It is proposed that a report will come to committee every six months to report on these measures. Annually members will also receive a report on the satisfaction survey carried out with residents, and in line with regulatory requirements they will also receive a report on the Tenant Satisfaction Measures.
- 4.8 Historically we have not been able to accurately benchmark our performance against other providers within the sector. In June 2022 we joined Housemark who are a data insight company for the UK housing sector. This membership allows us to analyse our performance and compare it to that of other providers in the Sector, highlighting areas for improvement, sectors trends, best practice, and insights.
- 4.9 The HRA performance measures set out in Appendix 1 are measures used in Housemark, allowing us to show members and residents how we are comparing against other housing providers on key areas of the service. We will also be able to determine which quartile of performance Arun is in in and

set out what upper quartile performance is. This will ensure we are always striving for upper quartile performance. For homelessness we will compare our performance to that of other West Sussex local authorities using live table data.

4.10 At Appendix 2 a template has been set out to show how we will present the performance information. This template has been developed using examples from Housemark to ensure that the data is presented in a clear, consistent, and meaningful way.

4.11 In Housing we want to ensure that our residents and members have the information they need to hold us to account for our performance, these measures will give oversight of how we are doing as service and give clear targets for us to strive to achieve.

5 CONSULTATION

5.1 In order to develop these performance measures we wanted to find out what services in Housing were most important to our residents.

In August 2022 we carried out a survey and asked residents to rank their top 12 priority areas of housing.

We received 245 responses to this survey and residents ranked the following areas in as their top 12 priorities ranked in order of importance

1. Repairs
2. Anti-Social Behaviour
3. Complaints
4. Minor adaptations
5. Helping single people and families who become homeless
6. Electrical safety
7. Gas Safety
8. Moving residents who are at risk
9. Mutual exchanges
10. Voids
11. Checking, monitoring, and removing asbestos
12. Estate inspections

We used this information to help produce the set of proposed measures to ensure we are reporting on the things that are important to our residents. We also worked with staff to identify our high-volume processes in housing to ensure we are reporting on measures that have a large impact on the running of housing services.

6. OPTIONS / ALTERNATIVES CONSIDERED

- 6.1 Not to approve the performance measures and reporting template. If the measures are not approved, we will not be able to benchmark our performance against other providers as the other key performance indicators are not linked to housemark measures. We will also not be reflecting all the key areas that residents have told us are important to them.

7. COMMENTS BY THE INTERIM GROUP HEAD OF FINANCE/SECTION 151 OFFICER

- 7.1 No comments from a finance perspective

8. RISK ASSESSMENT CONSIDERATIONS

- 8.1 There are no implications identified

9. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

- 9.1 The Social Housing Regulation Bill is expected to become law in 2024. The Bill provides the legal basis for many of the measures set out in the 2020 social housing white paper. The intention is to empower residents, provide greater redress, better regulation and improve the quality of social housing.

- 9.2 The Bill contains measures;

- introducing Awaab's Law which requires social landlords to investigate and fix reported hazards in their homes within a specified time frame or rehouse tenants where a home cannot be made safe.
- providing new powers for the Housing Ombudsman to help social landlords improve performance by instructing them to self-assess against guidance during a complaint investigation.
- enabling the Social Housing Regulator to set a standard relating to information and transparency requiring social landlords to provide residents with information on how they can make a complaint against them.
- To require all social housing managers to have a professional qualification. The aim of this change is to help to protect residents and raise standards, ensuring residents receive a high level of service and are treated with respect at all times.

- 9.3 This report deals with standard setting and monitoring performance which has been imposed by the Regulator from 1 April 2023. In short, the Council must collect and provide information to support effective scrutiny by tenants of their landlord's performance in managing their homes and neighbourhoods.

10. HUMAN RESOURCES IMPACT

10.1 No impact identified.

11. HEALTH & SAFETY IMPACT

11.1 There are no direct health and safety impacts associated with the proposals. However, establishing, monitoring and reporting on performance measures, which include repairs and compliance issues, should help support effective management of health and safety risks associated with our housing.

12. PROPERTY & ESTATES IMPACT

12.1 The recommendations of this report have no impact on the Councils General Fund Portfolio or the delivery of Property, Estates, and Facilities functions.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 Not required for this report

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 No impact identified

15. CRIME AND DISORDER REDUCTION IMPACT

15.1 No impact identified

16. HUMAN RIGHTS IMPACT

16.1 There are no implications identified.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 There are no implications identified

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BACKGROUND DOCUMENTS:

Appendix 1 – Table of performance measures

Appendix 2 - Example reporting template

Appendix 3 – Current KPI measures for housing

