

# CABINET

THURSDAY, 19 DECEMBER 2019

## REPORT OF THE PORTFOLIO HOLDER FOR HOUSING SERVICES AND COMMUNITIES

### LANDLORD REGULATION - COUNCILS STOCK RETAINED SERVICES

#### PURPOSE

The purpose of the report is to:-

- Continue to highlight to Cabinet the Regulatory Social Housing (RSH) requirements in relation to the Council Stock retained service; as detailed in the regulator's annual consumer report shown here <https://www.gov.uk/government/publications/consumer-regulation-review-2018-to-2019>.
- Propose Tenants' annual performance report (2018/19) evidencing compliance and opportunities for continual improvement for the Council's stock retained service.
- Update Cabinet with regard to changing requirements of the RSH around participating with the Local Authority rent data collection pilot on a voluntary basis in 2019/20.

#### RECOMMENDATIONS

It is recommended that Cabinet:-

1. Approve the draft `Neighbourhood Services Annual 2018/19` report **(Appendix A)** for circulation to all the Council's tenants via the Council's website as required by the Regulator Social Housing. Evidencing involvement and effective scrutiny by tenants of their landlord's performance.
2. Delegate authority to the Assistant Director Neighbourhoods in conjunction with the Portfolio Holder for Housing & Communities to make any necessary amendments to the draft Neighbourhood Services Annual Report 2018/19 prior to digital circulation.
3. Approve and support a targeted independent review of landlord services against the Regulator Social Housing (RSH) Consumer Standards to assist with continual improvement, compliance and enable officers to maximise improvement opportunities across the range of corporate teams delivering the Councils stock retained services.
4. Support the Regulator for Social Housing (RSH) requirement for registered providers of social housing including local authorities in England to meet the relevant regulatory standards set by the RSH and the summary findings of the RSH's Consumer Regulation Review for the year 2018/19 **(Appendix E)**.

5. Acknowledge the Regulator Social Housing's (RSH) correspondence sent to all Chief Executives of housing stock-owning local authority's on 17<sup>th</sup> May 2019 setting out member's obligations for ensuring compliance with the RSH's consumer standards and to ensure performance is scrutinised.
6. Approve participation in the Regulator Social Housing's (RSH) rent data collection pilot on a voluntary basis in 2019/20 with a further report back to Cabinet in Spring 2020 when the full impact of the new rent directions has been assessed.

## EXECUTIVE SUMMARY

The management of a high quality council housing service is central to delivery of the Councils vision to ***“put Tamworth, its people and the local economy at the heart of everything we do”***. Our strategic priorities around people, place and organisation all require a 'one council' organisational culture to ensure its council housing remains fit for purpose and continues to be innovative and ambitious in its aims.

The Councils landlord service is subject to statutory regulation by the Regulator for Social Housing (RSH). The regulator was established on the 1/10/18 under legislative reform, which amended the Housing & Regeneration Act 2008. Prior to this, the regulation of social housing was the responsibility of the Regulation Committee of the Homes and Communities agency (which now uses the trading name Homes England). As part of this renewed regulatory commitment RSH wrote to all Chief Executives (17/5/19 letter attached at **Appendix B**) reminding them of their obligations to ensure compliance with the standards is effectively monitored, scrutinised and reported to elected members as part of its wider governance and to demonstrate effective leadership.

Based on that legislative context the detail in the report reminds members of the RSH requirements and obligations, specifically when approving the Tenants' Annual Report (2018/19). This is the Council's 9<sup>th</sup> Tenants Annual Report and the live tenant dashboard showcases key performance figures and outcomes as agreed with the Tenants Consultative Group (TCG). This shows positive outcomes and continued top quartile performance in key areas when benchmarked with other best in class.

From the table, of the 11 KPI's agreed with TCG, 8 are assessed as top quartile or in an improving position. Repairs figures have inevitably dipped as new contractors are being sourced and this continues to be closely monitored & challenged whilst new arrangements are being mobilised.

<b>How is Tamworth Borough Council performing compared with previous years?</b>				
	<b>2016/17</b>	<b>2017/18</b>	<b>2018/2019</b>	<b>Estimated Top Quartile*</b>
Overall satisfaction with Landlord Services	78%	88%	88%*	82%
Average time between letting Council properties	17.60 days	17 days	15	18.53 days
Estate Inspections	10 inspections completed	10 inspections completed	10 inspections completed	Not benchmarked
Satisfaction with communal	87%	87%	87%	Not benchmarked

cleaning				
Number of tenants on the database of involvement	617	557	679	Not benchmarked
% of appointments made and kept	95%	90.48%	91.30% (club median)	97.06%
Gas servicing – CP12	99.99%	97.82%	100%	100.00%
% of repairs completed at first visit	89.40%	89.34%	87.80%	93.59%
Customer satisfaction with repairs	83%	95%	90.80%	91.23%
Arrears as a % of rent due	1.82%	2.15%	2.82%** (1.66%)	1.55%
Number of Evictions	10	18 (0.42%)	13 (0.31%)	0.17%

\*Qualitative data suggests overall satisfaction (when aggregated across all landlord services) remains at around 88%. This figure was recorded in 2017/18 and remains the same at 2018/19 until the new STAR survey is undertaken in 2020/2021

\*\* Members are aware that staff attended Scrutiny on 13<sup>th</sup> March 2019 and it was explained that whilst **arrears overall are increasing the overall increase** was and still is primarily as a direct result of Universal Credit. It was reported that every Universal Credit claimant waiting a minimum of 5 weeks and on average in some cases 10 weeks for payment. It was reported that if this trend continued on a month by month basis we could confidently say that we would expect to see arrears increase by approx. £204k per year. End of year arrears for 2018/19 was 494,412.73. If we deduct 204k this leaves 290,412.73. 290,412.73 as a % of rent due (March debit) 17,526,532.21 is **1.66%**

Total **Rent** arrears (excluding former tenants) at 30 September 2019 were £576k compared to £494k at 31 March 2019 – an increase of £82k (compared to a £299k increase as at 30 September 2018).

Total arrears (including former tenant arrears, recharges, court costs and garages etc.) were £1.95m at 30 September 2019, compared to £1.84m at 31 March 2019, an increase of £113k (compared to a £320k increase between 31 March 2018 and 30 September 2018).

Total arrears (including garages etc.) were £1.84m at 31 March 2019 compared to 31 March 2018 - £1.68m (£155k higher).

Given the RSH renewed emphasis around member/board scrutiny of landlord compliance, reported in their latest Consumer Regulation report, it is being proposed that the service continues to be exposed to external assessment and learning. Housing management services around sheltered; anti-social behaviour and rent have already been independently accredited and this is detailed in full later in the report. As the RSH and sector experts believe this is best practice it is proposed (in 2020/2021 and 2021/2022) to extend this programme to other areas of the service not previously looked at such as:-

Standard	Thematic review to include
Tenant Involvement & Improvement Standard	<ul style="list-style-type: none"> <li>• Customer Access (digital)</li> <li>• Tenant regulation, empowerment and Scrutiny</li> <li>• Customer intelligence and use regarding feedback</li> </ul>
Home Standard	<ul style="list-style-type: none"> <li>• Repairs and Investment Services</li> <li>• Health &amp; Safety compliance across landlord</li> </ul>

	<ul style="list-style-type: none"> <li>stock</li> <li>• Fire Safety</li> </ul>
Tenancy Standard	<ul style="list-style-type: none"> <li>• Tenancy Management Policy</li> <li>• Allocations and Lettings policy</li> </ul>
Neighbourhood & Community Standard	<ul style="list-style-type: none"> <li>• Neighbourhood and caretaking offer – noting this consumer standard has been subject to review as part of the ASB accreditation</li> </ul>

Once these assessments have been undertaken then this will support continuous improvement and show a joined up approach to compliance. Noting that housing management and maintenance services for council housing now enjoys cross fertilisation between a range of the Councils teams, benefiting from greater efficiencies and expertise.

Cabinet will also find further comprehensive detail in this report around proposed changes to the rent standard. Previously this did not apply to Local Authorities but MHCLG have issued new rent directions applicable from 2020. During 2019/2020 the RSH will use a data driven approach (Local Authority Data Return (LADR) to regulate compliance with the Rent Standard. Whilst RSH will only be responsible for regulating local authorities' rents from April 2020, they are piloting a local authority data collection on a voluntary basis in 2019/20. All local authorities are strongly encouraged to participate and submit a data return in 2019 alongside the current Local Authority Housing Statistics submission made to MHCLG directly. Tamworth is currently working on this submission and has also asked the Housing Quality Network (HQN) to review the proposed rent standard so that policy considerations' can be built into the usual budget setting process and reported back to Cabinet if necessary.

The TCG have been instrumental in the production of this latest annual report and are also key to influencing, shaping and scrutinising performance. An area, which will also be, subject to independent assessment by the Tenant Participatory Advisory Service in the New Year.

## **MATTERS FOR CONSIDERATION**

### **1. The Role of the Regulator for Social Housing**

The objectives of the Regulator of Social Housing (RSH) are set out in the Housing and Regeneration Act 2008. In summary the RSH's role is regulating registered providers including local authorities of social housing to protect social housing assets, ensure providers are financially viable and properly governed, maintain confidence of lenders to invest in the sector, encourage and support supply of social housing, ensure tenants are protected and have opportunities to be involved in the management of their homes and ensures value for money in service delivery.

Regulatory standards for social housing in England are at the core of the RSH framework requirements. The standards are classified as either economic (Rent Standard) or consumer (Tenant Involvement & Empowerment, Homes, Tenancy, Neighbourhood & Community Standards). Each standard sets out required outcomes and specific expectations of registered providers including local authorities. Full details of RSH's regulatory standards can be found at:  
<https://www.gov.uk/guidance/regulatory-standards>

RSH's role is to proactively regulate these standards. Providers are expected to identify problems and take effective action to resolve them. If providers take responsibility and the RSH conclude that it is able to respond to the problems, then RSH will work with providers to help it deliver the necessary corrective action. However, in circumstances where a provider is unwilling to respond positively the RSH may use their regulatory enforcement and general powers. Full details of RSH's powers and approach to intervention can be found at:

<https://www.gov.uk/government/publications/guidance-on-the-regulators-approach-to-intervention-enforcement-and-use-of-powers>

The RSH receive referrals and information about potential breaches from a range of sources, including tenants, statutory referrals (MP, Housing Ombudsman, Health & Safety Executive) or directly from Registered Providers themselves. The RSH then determines if the evidence indicates a wider failing within a provider's systems or processes – which may lead it to conclude there's been a breach of its standards. However, it must also believe the breach has caused or has the potential to cause serious harm, which it calls the "serious detriment test". Where it judges there's evidence of the serious detriment test having been met, RSH will publish a regulatory notice. Where RSH judge the test has not been met but shortcomings have been found, RSH are likely to still follow up with providers to address any issues informally.

## **2. Regulator of Social Housing's Standards**

All registered providers of social housing in England are responsible for meeting the relevant regulatory standards set by the RSH, as well as determining how this is done.

The standards are classified as either economic (Rent Standard) or consumer (Tenant Involvement & Empowerment, Homes, Tenancy, Neighbourhood & Community Standards). Full details can be found at:

<https://www.gov.uk/guidance/regulatory-standards>

On 17<sup>th</sup> May 2019 the RSH wrote to all Chief Executives of stock-owning local authorities to remind them of their obligations for their tenants safety under the Regulator of Social Housing's Consumer Standards. In particular the correspondence draws attention to local authorities requirement to meet all applicable statutory requirements that provide for the health and safety of occupants in their homes, as at **Appendix B**.

### 2.1 Consumer Standards

The four consumer standards and the required outcomes that all registered providers including local authorities are required to meet are:

- Tenant Involvement and Empowerment Standard – customer service, choice, complaints, involvement, understanding tenant needs, empowerment and the provision of timely and relevant performance information i.e. Annual Report.
- Home Standard – health & safety, quality accommodation, decant homes, repairs & maintenance.
- Tenancy Standard - fair allocations & compatible tenure.
- Neighbourhood and Community Standard - neighbourhood management.

### 2.2 Economic Standards

The two economic standards (Value for Money Standard and Governance and Financial Viability Standard) apply to all registered providers except for local

authorities because the regulator has no power to set economic standard or local authorities with the exception of the third economic `Rent Standard`.

### 2.3 Rent Standard

The government will be replacing the existing 2015 Rent Standard with a new Rent Standard for all registered providers of social housing including local authorities from 1 April 2020, shown by clicking on the link here -

<https://www.gov.uk/government/publications/direction-on-the-rent-standard-from-1-april-2020> .

### **Regulator of Social Housing's Rent Data Collection Pilot 2019/20**

On 15th March 2019, the RSH wrote to all Chief Executives of stock-owning local authorities regarding the government's recent direction requiring RSH to regulate Local Authority rents from 2020, as at **Appendix C**.

The RSH will use a data driven approach (Local Authority Data Return (LADR) to regulate compliance with the Rent Standard. The RSH will collect data directly from stock holding local authorities. Whilst RSH will only be responsible for regulating local authorities' rents from April 2020, they are piloting a local authority data collection on a voluntary basis in 2019/20. Whilst this pilot is entirely voluntary, all local authorities are strongly encouraged to participate and submit a data return in 2019 alongside the current LAHS submission made to MHCLG directly. A high level of uptake in the pilot year will allow RSH to gather and consider feedback on the proposed data collection, refine the data collection requirement, and reduce the risk of data error in future years. The LADR will collect information on stock and rent for the purposes of rent regulation. The LADR is very similar to the data already collected through Local Authority Housing Statistics (LAHS) which the Council currently submits yearly.

The Housing Quality Network (HQN) have been engaged to fully understand the proposed rent standards and whilst rent charging is routinely built into the budget setting process any specific impact arising will be reported back to Cabinet in Spring 2020 when the new rent directions has been assessed.

### **3. Regulator of Social Housing's Consumer Regulation Review 2018/19**

In September 2019, the RSH published `The Regulator of Social Housing's Consumer Regulation Review 2018-19` which provides a summary of its works for that year, as shown here <https://www.gov.uk/government/publications/consumer-regulation-review-2018-to-2019>. Council Officers have assessed these summary findings for the purposes of learning and continuous improvement.

The RSH report that most registered providers are well run and meet expectations set out in the regulatory standards. However on occasions issues do arise that represents a risk to tenants, and where intervention by the regulator is required.

The key themes arising from the RSH casework include;

- Ensuring tenants homes are safe goes beyond complying with the specific pieces of legislation. Therefore it is vital that registered providers understand their tenants and their tenant's needs, as well as the stock that they are

responsible for, and have clear and informed policies about what it takes to ensure that tenants are not exposed to risk for which the landlord has a responsibility.

- The importance of good quality data cannot be overstated because, in a number of cases, it has been seen that a breach of consumer standards including a failure to comply with statutory requirements and policies on health and safety, has arisen because organisations do not hold good quality data about the homes they live in.
- Registered providers have sometimes found they cannot evidence whether work has been carried out in time and quality, or even at all – which may be due to the existence of different data systems, but often stems from inadequate arrangements for data reconciliation, weak controls and governance, and inconsistent record keeping.
- Where the RSH finds a breach of the consumer standard and serious detriment, it is most often in relation to the Home Standard
- Providers have a responsibility to respond to complaints promptly and effectively – failure to do so impacts on the level of trust and confidence tenants have
- Providers need strong governance. Boards/members need to have assurance of compliance against all relevant standards.

#### **4. Independent Self-Assessment to ensure compliance with the RSH Standards**

In-line with financial regulations the Council proposes to seek the support from an external independent professional housing body to assist with carrying out a compliance self-assessment exercise against all the relevant regulatory standards. The purpose of the self-assessment will be to promote learning and continual improvement across its landlord services, in addition to assessing if the Council can evidence with good quality data/effective systems that are compliant with all the relevant regulatory standards. Where there is a need for improvement then a clearly timetabled improvement action plan will be produced and will be reported separately via a 'Scheme of Delegation to the Portfolio Holder for Communities'.

Previously Cabinet have approved external self-assessment across its landlord service, and as a result the following services have already been independently assessed and accredited;

- ✓ Rents / Income Management – HQN Accreditation, June 2015/16 and reconfirmed as part of a health check in 2018
- ✓ ASB Management – House-Mark Accreditation in July 2016 & July 2019
- ✓ Sheltered Housing – EROSH Peer Review, September 2018

Given the nature of the regulatory requirements it is prudent to ensure compliance and best practice across all service areas. The following service areas have not been subject to an external assessment as illustrated below. Therefore an external and independent assessment across these service areas will inform further service improvements and plan to ensure compliance with the regulatory standards.

<b>Standard</b>	<b>Thematic review to include</b>
Tenant Involvement & Improvement Standard	<ul style="list-style-type: none"> <li>• Customer Access</li> <li>• Tenant regulation and Scrutiny</li> <li>• Customer intelligence and use</li> </ul>
Home Standard	<ul style="list-style-type: none"> <li>• Repairs and Investment Services</li> </ul>

	<ul style="list-style-type: none"> <li>• Health &amp; Safety compliance across landlord stock</li> <li>• Fire Safety</li> </ul>
Tenancy Standard	<ul style="list-style-type: none"> <li>• Tenancy Management Policy</li> <li>• Allocations and Lettings policy</li> </ul>
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The Head of Housing Management & Neighbourhood Resilience and Housing Manager recently attended a Housing Quality Network RSH Conference in London. During the conference these officers shared their proposal of the Council's self-assessment exercise and both the Social Housing Regulator and Housing Quality Network (HQN) deemed this as excellent practice which other registered providers should follow.

### 5. Annual Neighbourhood Services Report 2018/19

The Council is required to publish an Annual Neighbourhood Services Report as set out in the RSH's Regulatory Standards. The Tenant Involvement and Empowerment Standard specifically requires the provision of timely and relevant performance information to support effective scrutiny by tenants of their landlord's performance. The Annual report must be circulated to all tenants, so it is proposed to place a copy of the 2018/18 Annual Report on the Council's website and distribute copies within its sheltered and support schemes.

The proposed annual report has been considered via the Tenants Consultative Group and reflects their feedback. The draft Annual Neighbourhood Services Report 2018/19 is shown at **Appendix A**, with the proposal for any final amendments to be delegated to the Portfolio Holder for Communities for final approval. If approved, the production of the Annual Report 2018/19 will be the 9<sup>th</sup> publication since the regulatory code was introduced.

Key to demonstrating the Council's performance is by communicating performance; and for Tamworth this is via the production of an Annual Tenants' Report. This outcome based assessment is subject to wider benchmarking with organisations such as HouseMark, Rent Income Excellence Network, Chartered Institute of Housing and Emerging Role of Sheltered Housing (EROSH). Comparisons with 'best in class' provide real time learning and is central to localised performance management. Both regionally and nationally benchmarking data is available typically during the summer. Therefore the 2018/19 Annual Neighbourhood Report proposed incorporates learning and best practice in relation to that data.

Benchmarking is a core part of the Councils approach to performance management; ensuring we are able to measure key performance indicators, improvements and operational efficiencies. Tamworth's own stock retained housing service continues to report positive outcomes. Qualitative data suggests overall satisfaction (when aggregated across all landlord services) remains at around 88%. Full details of the KPIS are shown in the Customer Intelligence Report 2018/2019, as at **Appendix D**.

The landlord co-regulatory framework developed by tenants is aimed at ensuring tenants influence, scrutinise and inform policy decisions and their views are routinely referenced in cabinet reports, which is done in conjunction with nominated scrutiny



committee members. As in the past, the Tenant Consultative Group have influenced the production and contributed to target setting and scrutiny in relation to core housing management performance.

Online the Council continues to update its live neighbourhood performance dashboard. These headline key performance indicators have been agreed with the Tenant's Consultative Group and will be reviewed as part of the independent self-assessment exercise proposed earlier in this report, whilst officers continue to routinely discuss performance and actions to continually improve.

As you will already know from previous reports, we take the opportunity to benchmark Neighbourhoods Key Performance Indicators and Tamworth continues to do well

Please refer to the Customer Intelligence Report 2018/2019 which draws your attention to key performance data and demonstrates that Tamworth has continued to celebrate improving performance specifically well in the areas of average time between letting Council properties for both standard re-lets and major works, rent collected from current and former tenants as a % of rent due (excluding arrears brought forward), rent loss due to empty properties as a % of rent due, customer satisfaction with repairs and complaints responded to within target times.

You will also note that some performance indicators sit within either the median or lower quartile range however the detailed Neighbourhood Improvement illustrated below covers all key priorities for individual services for 2019/2020 & 2020/2021 in accordance with the regulatory standards to ensure continued service improvement and routine scrutiny of performance

<b>How is Tamworth Borough Council performing compared with previous years?</b>				
	<b>2016/17</b>	<b>2017/18</b>	<b>2018/2019</b>	<b>Estimated Top Quartile*</b>
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Average time between letting Council properties	17.60 days	17 days	15	18.53 days
Estate Inspections	10 inspections completed	10 inspections completed	10 inspections completed	Not benchmarked
Satisfaction with communal cleaning	87%	87%	87%	Not benchmarked
Number of tenants on the database of involvement	617	557	479	Not benchmarked
% of appointments made and kept	95%	90.48%	91.30% (club median)	97.06%
Gas servicing – CP12	99.99%	97.82%	100%	100.00%
% of repairs completed at first visit	89.40%	89.34%	87.80%	93.59%
Customer satisfaction with repairs	83%	95%	90.80% (top quartile)	91.23%
Arrears as a % of rent due	1.82%	2.15%	2.82%**	1.55%
Number of Evictions	10	18 (0.42%)	13 (0.31%)	0.17%

***\*Qualitative data suggests overall satisfaction (when aggregated across all landlord services) remains at around 88%. This figure was recorded in 2017/18 and remains the same at 2018/19 until the new STAR survey is undertaken in 2020/2021***

***\*\* Members are aware that staff attended Scrutiny on 13<sup>th</sup> March 2019 and it was explained that whilst arrears overall are increasing the overall increase was and still is primarily as a direct result of Universal Credit. It was reported that every Universal Credit claimant waiting a minimum of 5 weeks and on average in some cases 10 weeks for payment. It was reported that If this trend continued on a month by month basis we could confidently say that we would expect to see arrears increase by approx. £204k per year.***

The management and maintenance of the councils housing stock directly contributes to the Councils strategic agenda and achievements in 2018/19 have included:-

#### **Landlord Service Achievements 2018/19**

- HRA Business Planning progress highlighting £298m of investment in the councils housing stock from 2019 – 2048 ensuring compliance with the Governments Decent Homes Standard
- Core Landlord Services across housing management and maintenance have continued to show improvement when benchmarked nationally
- Improving customer satisfaction levels with tenants, when aggregated across all of landlord services remains around 88%
- Successful Sheltered Housing Service Peer Review with a detailed Action Plan listing recommendations highlighted for improving the current service
- All high rise works associated with the renewal of the balcony screens and stairwell windows have been successfully completed. The decoration of all blocks which includes painting of the walls and the provision of a new floor covering has also been completed.
- The final lift in the current phase of the renewal programme has now commenced at Weymouth House
- The sprinkler project is progressing well and remains on target for completion by the end of the year 2019/2020
- The Landlord services ASB and Estate Management Team has merged with the Corporate ASB Team to include CCTV, Community wardens and multi tenure ASB service as one centralised service in order to streamline a more efficient approach to dealing with ASB and environmental crime
- Successful implementation following corporate organisational review
- Work is progressing well to create a new estate of 96 homes on the site of the former Tinkers Green maisonettes, which is due to be completed in August of 2020An annual programme of estate inspections was successfully carried out in which 87% of issues identified was resolved in full within 28 days
- A total of 71 tenant-led communal cleaning audits was carried out across the borough
- Continued enjoyment of high satisfaction levels within our sheltered housing services
- Compliance with health and safety evidenced through a robust review of fire safety and development of a fire safety strategy
- Continued development of the tenant regulatory framework through development of an updated Tenant Involvement & Consultation Strategy Action Plan

## Neighbourhood Improvement Plan 2019/2020 & 2020/2021

### Tenancy Standard

- Review Tenancy Management Policy
- Deliver Sheltered Housing EROSH Peer Review Improvement Action Plan
- IT development in moving to electronic forms and processes
- Deliver annual health & safety inspection programme
- Mobilisation of the new Sheltered Housing Lifeline provider `Eldercare`
- Housing Quality Network Income Re-accreditation
- Contribute to Corporate Project - Welfare Reform
- Contribute to the corporate customer portal implementation
- Achieve House-Mark ASB Accreditation with continual improvement action plan

### Home Standard

- Mobilisation of two new contracts as part of future delivery of the repair and investment services for council housing
- Implementation of repairs 'Call Handling' back in house service
- Continuation of the High Rise refurbishment programme inclusive of the sprinkler and lift refurbishment programme
- Development of an Asset Management Strategy
- Continuation and delivery of the Councils acquisition programme

### Neighbourhood & Community Standard

- Develop Neighbourhood Offer including, one Council approach to ASB management
- Re-launch the Neighbourhood Estate Inspection programme with a more joined up and targeted approach to tackling estate management
- Deliver neighbourhood investment programme of works
- Continue with the estate regeneration projects at Tinkers Green and the Kerria
- Integration of Community Wardens into neighbourhood based services
- Delivery of Corporate Project – mobilisation of Shared CCTV Services with West Midlands Combined Authority (WMCA)

### Tenant Involvement & Empowerment Standard

- Map the requirements for consultation on all major Landlord projects
- The Tenant Consultative Group will continue to be fully involved in the future repairs service options from March 2020
- Deliver annual estate inspection and communal cleaning audit programme to shape housing services and improve accountability to tenants (2019/2020)
- Continue to support and develop the following involvement groups under the Tenant Involvement & Empowerment framework: Tenant Involvement Group, Tenant Consultative Group, Complaints Review Panel, ASB Service Improvement Group
- Update Landlord Service Health Inequalities Plan
- Publish key statutory and other landlord publications to include Annual Report to tenants (2019/20), Tenant Involvement annual Impact Assessment (2019/2020), annual complaints/customer intelligence report on learning and outcomes (2019/20) and Open House' quarterly e-newsletter
- The Tenant Consultative Group will consider environmental works for the following financial year as part of wider neighbourhood improvements

## FINANCIAL IMPLICATIONS

There are no direct financial implications arising from the production of the annual report. Along with the Corporate Communications Team, we continue to review all tenant led publications. Being able to produce Open House and the Annual Report to tenants digitally has facilitated a more regular edition and satisfied requests for more up-to-date and timely information. Moving to e-publications, as agreed in 2014, has contributed to savings in the HRA resulting in savings being invested in gathering improved customer profiling data so services can be tailored.

With regard to the Independent Self- Assessment of Landlord Services against all relevant Regulatory Standards - it is anticipated that the initial desk top review will be in the region of £10,000 and can be met from existing consultancy budget within general HRA operations budgets. This work will be commissioned in accordance with financial regulations.

**RISKS MANAGEMENT**

	<b>Risk</b>	<b>Mitigation</b>
<b>Annual Report</b>  <b>Low Risk</b>	The regulatory framework requires the Council to publish an Annual Report. Failure to do so will be a breach of the framework and may result in regulator intervention and/or enforcement	Finalise and publish Annual Report in December 2019 to all its tenants.
<b>Regulatory Standards set by RSH</b>  <b>High Risk with regards to Health &amp; Safety</b>	Registered providers of social housing in England are responsible for meeting the relevant regulatory standards set by the Regulator of Social Housing, as well as determining how this is done. Failure to do so will be a breach of the framework and may result in regulator intervention and/or enforcement.	Self-assessment carried out by external independent professional housing body to check for compliance early 2020, if necessary following by completion of an identified improvement action plan during 2020/21, which will be reported separately to the Portfolio Holder.  Review LADR data collection requirement and submit a LADR return in 2019 alongside the existing LAHA submission made to MHCLG.

**REPORT AUTHOR**

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 Mrs Leanne Lea, Housing Manager

**APPENDICES**

Appendix A – Draft, Annual Neighbourhood Services Report 2018/19

Appendix B - RSH letter to all Chief Executives of housing stock-owning LA's dated 17<sup>th</sup> May 2019 – reference registered providers obligations for their tenants safety under the consumer standards

Appendix C – RSH letter to all Chief Executives of housing stock-owning LA's dated 15<sup>th</sup> March 2019 – reference Regulation of Local Authority Social Rents from 2020

Appendix D - Customer Intelligence Report 2018/2019