

	<h2>Housing Committee</h2> <h3>23rd October 2017</h3>
<p style="text-align: right;"><b>Title</b></p>	<p><b>Annual Performance Review of Registered Providers (RPs)</b></p>
<p style="text-align: right;"><b>Report of</b></p>	<p>Strategic Lead, Housing</p>
<p style="text-align: right;"><b>Wards</b></p>	<p>All</p>
<p style="text-align: right;"><b>Status</b></p>	<p>Public</p>
<p style="text-align: right;"><b>Urgent</b></p>	<p>No</p>
<p style="text-align: right;"><b>Key Decision</b></p>	<p>No</p>
<p style="text-align: right;"><b>Enclosures</b></p>	<p>Appendix One- Barnet Annual Performance Review 2016/17</p>
<p style="text-align: right;"><b>Officer Contact Details</b></p>	<p>Paul Shipway, <a href="mailto:paul.shipway@barnet.gov.uk">paul.shipway@barnet.gov.uk</a>, 020 8359 4924                  Helen Phillips, <a href="mailto:helen.phillips@barnet.gov.uk">helen.phillips@barnet.gov.uk</a> 020 8359 4861                  Nicola Bird, <a href="mailto:nicola.bird@barnet.gov.uk">nicola.bird@barnet.gov.uk</a> 020 8359 4862</p>

**Summary**

Registered Providers (RP's) are key partners for the Council in delivering on the Housing Strategy objectives to increase the housing supply, including affordable housing. As the providers of accommodation for 7,000 households in the borough, Registered Providers also have a key part to play in assisting tenants affected by welfare reforms, providing training and employment opportunities, improving health and wellbeing and providing effective neighbourhood management. The Council has completed an Annual Performance Review of the major Registered Providers operating in the borough to obtain a view on how RP's are performing.

**Recommendations**

**1. That the Committee note the following report**

## 1. WHY THIS REPORT IS NEEDED

- 1.1 At the meeting of 19<sup>th</sup> October 2015, the Housing Committee resolved that a performance review be completed on an annual basis and reported to the Committee.
- 1.2 There are 53 Registered Providers managing over 7,000 homes in the borough, of which 13 have more than 100 units each, and 15 have less than 10 units each. The main Registered Providers which are currently developing in Barnet are Family Mosaic, Genesis, Metropolitan Housing, Network Homes, One Housing Group, L&Q, Sanctuary, Catalyst and Notting Hill Housing Trust. In addition to this, Barnet Homes as an Arms-Length Management Organisation (ALMO) manages 15,000 tenanted and leasehold homes on behalf of the Council.
- 1.3 It was agreed in Housing Committee on 20<sup>th</sup> October 2016 that Notting Hill Housing Group should no longer be included as a major partner due to their allocation policy. Whilst they are not recommended for new schemes, due to the large number of completions from NHHG over the last 2 years they have been included in the review.
- 1.4 The past year has seen mergers between some of the larger Registered Providers in Barnet. Viridian and Amicus Horizon have merged to become Optivo. Family Mosaic and Peabody have merged and will now be known as collectively as Peabody. Circle Housing and Affinity Sutton have now merged to become Clarion Housing Group, East Thames merged with L&Q to become a wholly owned subsidiary of the L&Q Group.

Notting Hill Housing Group and Genesis are also intending to merge this year creating a new organisation called Notting Hill Genesis.

- 1.5 **Appendix 1** is an Annual Performance Report for 2016.17 over housing management and housing development activities. The review presents an analysis of the performance of nine large developing Registered Providers and one smaller developing Registered Provider. In addition a review has been completed with Peabody Housing regarding the Strawberry Vale in Barnet.

## 2 REASONS FOR RECOMMENDATIONS

- 2.1 The attached review highlights that Registered Providers are providing satisfactory landlord services and that the London Borough of Barnet (LBB) continues to promote their services to encourage partnership working with RP's.

### **3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED**

3.1 None

### **4. POST DECISION IMPLEMENTATION**

4.1 The Council will continue to carry out an Annual Performance Review and take up any issues where poor performance has been identified.

### **5. IMPLICATIONS OF DECISION**

#### **5.1 Corporate Priorities and Performance.**

5.1.1 Barnet's Joint Strategic Needs Assessment 2015 to 2020 highlights the fact that there is a long term shift in housing tenure towards renting and away from owner occupancy (either outright or with a mortgage) reflecting a sustained reduction in housing affordability and an imbalance between housing demand and supply. Registered Providers are providing more affordable homes to help meet the demand.

5.1.2 The Barnet Joint Strategic Needs Assessment 2015 to 2020 identified a shortage of people available to fill vacancies in the caring, leisure and services sectors, associate professionals sectors, and skilled trades sector in Barnet. Registered Providers have established divisions in their organisations to support residents with skills and employment training or signpost to an organisation that can support residents with training.

5.1.3 The Barnet's vision for 2020 will see the Council continue to develop its multi-agency Welfare Reform Task Force and build on this success by working with the Job Centre to successfully roll out Universal Credit across the borough. The Task Force

#### **5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)**

5.2.1 There are no direct resource implications arising out of this report.

5.2.2 The reduction of the Overall Benefit Cap (as part of the Government's reform of welfare) to £23,000 in London from November 2016 and the changes to Universal Credit particularly those with more than 2 children means that some households living in housing association, particularly affordable rented properties, will not be able to afford the rents charged. The Council will continue to work with Job Centre Plus and Barnet Homes in the Welfare Reform Taskforce to assist households affected by the cap, including those living in affordable rented properties, either by entering employment or securing more affordable accommodation elsewhere.

#### **5.3 Social Value**

5.3.1 There are no specific social value considerations arising out of this report.

## **5.4 Legal and Constitutional References**

- 5.4.1 Constitution, Part 15, Responsibility for Functions, Appendix A – sets out the terms of reference of the Housing Committee which includes:
- Housing Strategy (incorporating Homelessness Strategy)
  - Work with Barnet Homes, RSLs and social housing providers to ensure the optimum provision of housing and associated facilities for those who require social housing
  - Commissioning of Environmental Health
  - Promote the better integration of privately rented properties into the Borough's framework;
  - All matters related to Private Sector Housing including Disabled Facility Grants
  - Housing licensing and housing enforcement.
- 5.4.2 Specifically the Housing Committee may submit budget proposals to the Policy and Resources Committee relating to the Committee's budget for the following year in accordance with the budget timetable.
- 5.4.3 Registered Providers are regulated by the Homes and Community Agency (HCA). The performance framework includes "Economic" standards such as governance and financial viability and value for money and "Consumer" standards such as tenant involvement and empowerment.

## **5.5 Risk Management**

- 5.5.1 Registered Providers have a major role to play in accelerating housing development in Barnet and a reduced capacity for them to develop is a key risk that will impact on the Council's ability to provide the new homes to meet the demand from a growing population. The Welfare Reform and Work Act 2016 reduces rents by 1% every year until the end of the 2019/20 financial year. This has had an impact on the business plans of providers and their ability to build more affordable homes.
- 5.5.2 The Mayor of London's Affordable Homes Programme 2016 – 2021 encourages RP's to provide 90,000 homes across London. Increased housing products including London Affordable Rent (benchmarked with target rent) London Living Rent (intermediate product for households wishing to buy in 10 years) and London Shared Ownership. There are grants available for Providers and Developers. A total of 1631 units were placed in the bid for the programme for Barnet. These are due to be announced shortly.
- 5.5.3 The extension of the voluntary Right to Buy for Housing Associations is also a risk as it may have an effect on provider's capacity to deliver new investment, particularly because of lenders' concerns but also because of the potential for any new investment itself to be sold off.
- 5.5.4 RP's to continue to work with the Taskforce to ensure that they are correctly identifying the skillset required in Barnet to ensure they are tailoring training accordingly.

5.5.5 Parliament tailored a review of Homes and Communities Agency (HCA) and it was recommended that

## 5.6 Equalities and Diversity

5.6.1 Pursuant to section 149 of the Equality Act 2010 (“the Act), The Council has a duty to have ‘due regard” to eliminating unlawful discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act, advancing equality of opportunity between persons with a protected characteristic and those without, and foster good relations between persons with protected characteristics and those without.

5.6.2 The protected characteristics are age, race, disability, gender reassignment, pregnancy and maternity, religion or belief, sex and sexual orientation. The duty also covers marriage and civil partnership but to a limited extent.

5.6.3 The HCA requires Registered Providers to meet the tenant involvement and empowerment standard which provides expectations over equalities.

5.6.4 Registered Providers are key partners in the delivery of the Council’s Housing Strategy 2015 to 2025. A full Equalities Impact Assessment has been completed and the Strategy will have an overall positive impact on all sections of Barnet’s community. For example:

- Action by registered providers to prevent homelessness and assist households affected by the overall Benefits Cap will assist households who are generally more diverse and deprived than the population as a whole. They are more likely to be younger, from a diverse range of backgrounds, and single families with children.
- Much of the new housing, including the affordable housing to be delivered by the Registered Providers will be in the west of the borough on the regeneration estates where the most deprived and Black and Minority Ethnic communities are overrepresented in comparison to other areas of the borough.
- Specialist housing will be provided for vulnerable people, for example older people and other adults with long-term conditions to ensure that there is a choice of tenure and support and an ability to plan ahead for the future to avoid expensive care costs where possible.

## 5.7 Consultation and Engagement

5.7.1 The following table shows how the Council and Re currently engage with and manage the performance of Registered Providers.

<b>Current Engagement/ Monitoring</b>	<b>Frequency</b>	<b>What’s Involved</b>	<b>Engagement/ Performance</b>
<b>Annual Performance Review</b>	Annually	Standard review issued to each larger/ registered developing provider. Included in this review is a	Engagement and performance

		meeting with various staff to talk through issues in Barnet.	
<b>Barnet Housing Association Liaison Group meeting</b>	Twice a year and adhoc if required.	All RP's in Barnet are invited, chaired by CEO of local RP. Agenda includes briefing from GLA, Welfare Reform and any other relevant items.	Engagement
<b>Development Meetings</b>	Minimum once per year	Individual meetings between larger developing RP's and Re to discuss current developments and future development plans in Barnet.	Engagement
<b>Barnet Housing Association Nomination Group</b>	Adhoc	Lettings staff from all RP's in Barnet invited, Barnet Homes and Re. Agenda items are varied but include up to date issues/ concerns regarding lettings/nominations.	Engagement
<b>General meetings/ Visits</b>	Adhoc	Adhoc meetings and visits to RP's on partnership working over areas of mutual concern i.e. Welfare Reform and Universal Credit.	Engagement
<b>Housing Forum</b>	Adhoc	LBB, Re and RP's to discuss housing policy issues such as Housing Strategy.	Engagement
<b>Consultation on changes in Policy and Strategies</b>	Adhoc	LBB consult with RP's on various policies and strategies this can be done via liaison groups, forums and email consultation.	Engagement
<b>Monitoring of lettings returns.</b>	Collected quarterly and recorded as an annual PI.	RP's provide details of lettings for each quarter to confirm that RP's have met nomination agreements. Results are verified.	Monitoring.
<b>Development Data</b>	Constantly	Re is in regular contact with each developing RP to discuss start on site dates, completion dates and monitoring the S106 affordable housing elements. Completion statistics are recorded as monthly KPI.	Engagement and performance.

<b>Taskforce</b>	Regular	Regular meetings with Welfare Reform Taskforce and RP's over Welfare Reform Issues.	Engagement.
Community Safety MAPAC	Quarterly	Any Barnet anti-social behaviour cases that require a multi-agency approach.	Engagement

## 5.8 INSIGHT

5.8.1 Insight data has not been used in this report.

## 6. BACKGROUND PAPERS

6.1 Relevant previous papers are listed in the table below.

Housing Committee 20 October 2016	Decision Item 8 – Annual Performance review of Registered Providers	<a href="#">Agenda for Housing Committee on Thursday 20th October, 2016, 7.00 pm</a>
Housing Committee 19 October 2015	Decision Item 7 – Strategic engagement with Registered Providers	<a href="#">Agenda for Housing Committee on Monday 19th October, 2015, 7.00 pm</a>
Housing Committee, 27 October 2014	Decision Item 9- Housing Strategy	<a href="http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=699&amp;MId=7936&amp;Ver=4">http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=699&amp;MId=7936&amp;Ver=4</a>
Housing Committee. 27 April 2015	Decision item 10- Summary of Feedback Following Consultation on Draft Housing Strategy	<a href="http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=699&amp;MId=7938&amp;Ver=4">http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=699&amp;MId=7938&amp;Ver=4</a>
Housing Committee 29 June 2015	Decision item 7- Housing Strategy.	<a href="http://barnet.moderngov.co.uk/documents/s24071/Housing%20Strategt.pdf">http://barnet.moderngov.co.uk/documents/s24071/Housing%20Strategt.pdf</a>