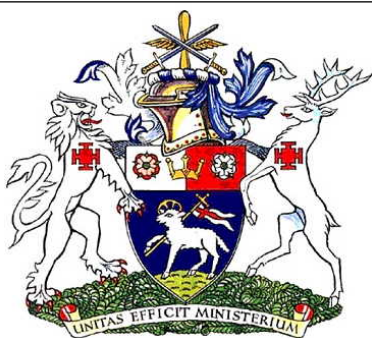


Housing Committee

10 October 2018



Title

Annual Performance Review of Registered Providers (RPs)

Report of

Housing Committee Chairman – Cllr Gabriel Rozenberg

Wards

All

Status

Public

Urgent

No

Key

No

Enclosures

Appendix One- Barnet Annual Performance Review 2017/18

Officer Contact Details

Paul Shipway, paul.shipway@barnet.gov.uk, 020 8359 4924

Helen Phillips, helen.phillips@barnet.gov.uk 020 8359 4861

Nicola Bird, nicola.bird@barnet.gov.uk 020 8359 4862

Summary

Registered Providers (RPs) are key partners for the Council in delivering on the Housing Strategy goal of increasing the housing supply, including affordable housing. As the providers of accommodation for 8500 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 RPs are performing.

Officers Recommendations

1. Recommended that the report be noted

1. WHY THIS REPORT IS NEEDED

- 1.1 At the meeting of 19th 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 8500 homes in the borough, of which 17 have more than 100 units each, and 14 have less than 10 units each. The main Registered Providers which are currently developing in Barnet are Family Mosaic/Peabody, Notting Hill Genesis, Metropolitan Housing, Network Homes, One Housing Group, L&Q, Catalyst and Optivo. 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. Opendoor Homes a subsidiary of Barnet Homes was created in 2017 and aims to deliver 320 new homes by 2020.
- 1.3 The past few years have 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 merged to become Clarion Housing Group. East Thames merged with L&Q to become a wholly owned subsidiary of the L&Q Group.
- 1.4 The latest merger has been Notting Hill Housing Group and Genesis in April 18 creating a new organisation called Notting Hill Genesis.

Appendix 1 is an Annual Performance Report for 2017/18 for housing management and housing development activities. The review presents an analysis of the performance of nine large Registered Providers that are building new affordable homes in Barnet and two smaller Registered Providers for comparison reasons.

2. REASONS FOR RECOMMENDATIONS

- 2.1 The attached review highlights that most Registered Providers are providing satisfactory landlord services and that the Council continue to promote their services to encourage partnership working with RPs. There is a concern that Peabody is not adhering to the nominations agreements as per the relevant S106 and Regeneration Agreement, this is

currently being investigated and the Council would look for nominations to future lettings in the foreseeable future and/or financial compensation for any lettings not offered to the Council in line with nomination agreements.

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 professional's 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.

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 Changes in 2017/8 it was confirmed that residents in temporary accommodation, supported housing or families with two or more children will continue to claim Housing Benefit rather than Universal Credit. In 2017 child tax credits were limited to two children

for all new claimants, with some exceptions. The Council predicts that this will affect a relatively small number of families, about 300 families by 2021. This could mean that some households living in Housing Associations, 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 helping them to enter employment, or by 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, Article 7, Committees, Forums and Partnerships sets out the terms of reference of the Housing Committee which includes:

- Responsibility for housing matters including housing strategy, homelessness, social housing and housing grants, commissioning of environmental health functions for private sector housing.
- To receive reports on relevant performance information and risk on the services under the remit of the Committee.

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 reduces rents by 1% every year until 2019/20. 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 AHP 2016 – 2021 encourages RPs 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 2,047 units were placed in the bid for the programme for Barnet.

- 5.5.3 RPs should continue to work with the Taskforce to ensure that they are correctly identifying the skillset required in Barnet, so that they can tailor training accordingly.
- 5.5.4 The introduction of GDPR in 2018 affects how information can be shared with Registered Providers, information sharing agreements are being prepared for each Registered Provider.

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 Benefit 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, such as 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 Corporate Parenting

- 5.7.1 There are specific Corporate Parenting considerations arising out of this report.

5.8 Consultation and Engagement

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

Current	Frequency	What’s Involved	Engagement/
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Engagement/ Monitoring		Performance	
Annual Performance Review	Annually	Standard review issued to each larger/ developing Registered Provider. Included in this review is a meeting with various staff to talk through issues in Barnet.	Engagement and performance
Barnet Housing Association Liaison Group meeting	Twice a year and adhoc if required.	All RPs in Barnet are invited, chaired by CEO of local RP. Agenda includes briefing from GLA, Welfare Reform and any other relevant items.	Engagement
Development Meetings	Minimum once per year	Individual meetings between larger developing RPs and Re to discuss current developments and future development plans in Barnet.	Engagement
General meetings/ Visits	Adhoc	Adhoc meetings and visits to RPs on partnership working over areas of mutual concern e.g. Welfare Reform and Universal Credit.	Engagement
Consultation on changes in Policy and Strategies	Adhoc	LBB consult with RPs on various policies and strategies. This can be done via liaison groups, forums and email consultation.	Engagement
Monitoring of lettings returns	Collected quarterly and recorded as an annual PI.	RPs provide details of lettings for each quarter to confirm that RPs have met nomination agreements. Results are verified.	Monitoring.
Development Data	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	Engagement and performance.

monthly KPI.			
Taskforce	Regular	Taskforce consult with RPs on updates from the Taskforce or DWP via liaison groups and email consultation.	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 23 October 2017	Decision Item 7 – Annual Performance Review of Registered Providers	Agenda for Housing Committee on Monday 23rd October, 2017, 7.00 pm
Housing Committee 20 October 2016	Decision Item 8 – Annual Performance review of Registered Providers	Agenda for Housing Committee on Thursday 20th October, 2016, 7.00 pm
Housing Committee 19 October 2015	Decision Item 7 – Strategic engagement with Registered Providers	Agenda for Housing Committee on Monday 19th October, 2015, 7.00 pm
Housing Committee, 27 October 2014	Decision Item 9- Housing Strategy	http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=699&MId=7936&Ver=4
Housing Committee. 27 April 2015	Decision item 10- Summary of Feedback Following Consultation on Draft Housing	http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=699&MId=7938&Ver=4

	Strategy	
Housing Committee 29 June 2015	Decision item 7- Housing Strategy.	http://barnet.moderngov.co.uk/docu ments/s24071/Housing%20Strategt .pdf

