

	<p><b>Housing &amp; Growth Committee</b></p> <p><b>26<sup>th</sup> November 2019</b></p>
<p><b>Title</b></p>	<p><b>Annual Performance Review of Registered Providers (RPs)</b></p>
<p><b>Report of</b></p>	<p>Housing &amp; Growth Committee Chairman Cllr Richard Cornelius</p>
<p><b>Wards</b></p>	<p>All</p>
<p><b>Status</b></p>	<p>Public</p>
<p><b>Urgent</b></p>	<p>No</p>
<p><b>Key</b></p>	<p>No</p>
<p><b>Enclosures</b></p>	<p>Appendix One- Barnet Annual Performance Review 2018/19</p>
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<p><b>Summary</b></p>	
<p>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 8700 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 RPs operating in the borough to obtain a view on how RPs are performing.</p>	
<p><b>Officers Recommendations</b></p>	
<p><b>1. Recommended that the report be noted</b></p>	

## **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 56 Registered Providers managing over 8700 homes in the borough, of which 19 have more than 100 units each, and 24 have less than 20 units each. The main Registered Providers currently developing in Barnet are Peabody, Notting Hill Genesis, Metropolitan Thames Valley, Network Homes, One Housing Group, L&Q and Clarion. In addition to this, Barnet Homes as an Arms-Length Management Organisation (ALMO) manages 13,500 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 and have so far delivered 52 units.
- 1.3 The past year has seen further mergers between Registered Providers operating in Barnet. the first being Metropolitan Thames Valley, a merger between Metropolitan Housing Trust and Thames Valley Housing and secondly Anchor Trust merged with Hanover Housing Association to form Anchor Hanover, the largest provider of specialist housing and care for people in later life in England. An additional merger by Catalyst with Aldwyck Housing Group is underway. Aldwyck will be a subsidiary of Catalyst until the organisations merge fully, probably in early 2020.

**Appendix 1** is an Annual Performance Report for 2018/19 for housing management and housing development activities. The review presents an analysis of the performance of seven large RPs that are building new affordable homes in Barnet and one smaller RPs for comparison reasons.

## **2. REASONS FOR RECOMMENDATIONS**

- 2.1 The attached review highlights that Registered Providers are providing satisfactory landlord services and that the Council continue to promote their services to encourage partnership working with RPs. Registered Providers are providing some excellent employment and training opportunities for their residents and the response to Grenfell Towers disaster has been positive with updated procedures. There was a concern with the lack of responses from L&Q largely due to a restructure, a closer working relationship has now been established.

## **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 that housing affordability is a major concern as both rents and house prices in Barnet are higher than the national average, in 2017-18 the rate of statutory homelessness in the borough was significantly higher than the national average. Registered Providers are providing more affordable homes to help meet this demand also assisting to address the themes in the Homelessness and Rough Sleeping strategy established to take into account the changes arising from the Homelessness Reduction Act 2017.

5.1.2 Barnet's Corporate Plan 2019 -24 prioritises ensuring decent quality housing that buyers and renters can afford, prioritising Barnet Residents. Registered Providers developed 211 new properties last year with 16 being shared ownership homes.

5.1.3 Barnet's Corporate Plan 2019 – 2024 highlights helping people into work and better paid employment and will see the Council continue to develop its multi-agency Welfare Reform Task Force, offering employment schemes and apprenticeships on the regeneration sites with the help of our regeneration partners

5.1.4 The Corporate plan aims to create safe and strong communities where people get along well and focusses on tackling anti-social behaviour and environmental crime by delivering targeted multi-agency interventions., Registered Providers are reported to attend the Councils MARAC which spearhead the work of the Safer Community partnership.

##### **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 Universal Credit Live Service had been available since 2015 in Barnet for single, new claimants and this service went live for all new claimants in May 2018. Housing Benefit continues to be paid in certain circumstances e.g. for occupants of supported accommodation or temporary accommodation. 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 through 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 & Growth 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.
- Responsibility for regeneration strategy and oversee major regeneration schemes, asset management, employment strategy, business support and engagement.
- To receive reports on relevant performance information and risk on the services under the remit of the Committee.

5.4.2 Specifically the Housing & Growth 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 Regulator of Social Housing (RSH), The RSH is an executive non-departmental public body sponsored by the ministry of housing, communities and local government (MCLG) 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 1585 units were agreed in the allocation 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 and the Council website.

## 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 Regulator of Social Housing 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 2019 to 2024. A full Equalities Impact Assessment has been completed for the Councils Housing Strategy and concluded that the overall impact of the Strategy on the protected groups from the Equality Act 2010, as well as the Barnet Fairness Agenda, is positive. This report is for information only and therefore unlikely to result in any equalities implications.

## 5.7 Corporate Parenting

5.7.1 There are no 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.

<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/developing Registered Provider. Included in this review is a meeting with various staff to talk through issues in Barnet.	Engagement and performance
<b>Barnet Housing Association Liaison Group meeting</b>	Annually 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
<b>Development Meetings</b>	Minimum once per year	Individual meetings between larger developing RPs and Re to discuss current developments and future development plans in Barnet.	Engagement
<b>General meetings/ Visits</b>	Adhoc	Adhoc meetings and visits to RPs on partnership working over areas of mutual concern e.g. lettings	Engagement
<b>Consultation on changes in Policy and Strategies</b>	Adhoc	LBB consult with RPs 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.	RPs provide details of lettings for each quarter to confirm that RPs have met nomination agreements. Results are verified.	Monitoring.
<b>Development Data</b>	Constantly	Re is in regular contact with each	Engagement and

		developing RP to discuss start on site dates, completion dates and monitoring the S106 affordable housing elements. Completion statistics are recorded as monthly KPI.	performance.
<b>Taskforce</b>	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 1 April 2019	Decision Item 8 - Housing Strategy	<a href="#">Agenda for Housing Committee on Monday 1st April, 2019, 7.00 pm</a>
Housing Committee 10 October 2018	Decision Item 11 - Annual Performance review of Registered Providers	<a href="#">Agenda for Housing Committee on Wednesday 10th October, 2018, 7.00 pm</a>
Housing Committee 23 October 2017	Decision Item 7 - Annual Performance Review of Registered Providers	<a href="#">Agenda for Housing Committee on Monday 23rd October, 2017, 7.00 pm</a>
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/eListDocuments.aspx?CId=699&amp;MId=7936&amp;Ver=4">http://barnet.moderngov.co.uk/eListDocuments.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/eListDocuments.aspx?CId=699&amp;MId=7938&amp;Ver=4">http://barnet.moderngov.co.uk/eListDocuments.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>