

	<h2>Housing &amp; Growth Committee</h2> <p>24<sup>th</sup> November 2020</p>
<p style="text-align: center;"><b>Title</b></p>	<p style="text-align: center;"><b>Annual Performance Review of Registered Providers (RPs)</b></p>
<p style="text-align: center;"><b>Report of</b></p>	<p>Chairman of Housing &amp; Growth Committee</p>
<p style="text-align: center;"><b>Wards</b></p>	<p>All</p>
<p style="text-align: center;"><b>Status</b></p>	<p>Public</p>
<p style="text-align: center;"><b>Urgent</b></p>	<p>No</p>
<p style="text-align: center;"><b>Key</b></p>	<p>No</p>
<p style="text-align: center;"><b>Enclosures</b></p>	<p>Appendix One- Barnet Annual Performance Review 2019/20</p>
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<h2>Summary</h2>
<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 8900 households in the borough, RPs 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 landlord services and neighbourhood management. The council has completed an Annual Performance Review of the top nine developing RPs operating in the borough to obtain a view on how RPs are performing and how they have adapted their working practices as a result of COVID-19.</p>
<h2>Officers Recommendations</h2>
<ol style="list-style-type: none"> <li>1. That Committee note the Barnet Annual Performance Review of Registered Providers 2019/20 as attached in Appendix 1.</li> </ol>

## **1. WHY THIS REPORT IS NEEDED**

- 1.1 At the meeting of 19<sup>th</sup> October 2015, the Housing Committee requested that a performance review be completed on an annual basis and reported to the Committee.
- 1.2 There are 54 RPs, managing over 8900 tenanted homes, in the borough, of which 17 have more than 100 units each, and 19 have less than 20 units each. The main RPs 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. TBG Open Door Ltd, a subsidiary of Barnet Homes, was created in 2017 delivering new homes for Barnet Residents. This review will monitor the nine main RP's currently developing in Barnet. This report does not cover a review of Barnet Homes.
- 1.3 The regulator of social housing requires all RPs to complete a statistical data return, however this has been delayed until 31<sup>st</sup> October due to COVID-19. In light of this and to relieve the additional pressure on RPs we have adjusted the requirements for RPs to respond to the Performance Review this year and have directed the questions towards how RPs have responded to the COVID-19 pandemic.

**Appendix 1** is an Annual Performance Report for 2019/20 for housing management and housing development activities. The review presents an analysis of the performance of nine large RPs that are building new affordable homes in Barnet.

## **2. REASONS FOR RECOMMENDATIONS**

- 2.1 The attached review highlights that RPs are providing satisfactory landlord services and have shown commitment in responding to residents needs during the pandemic. RP's have shown that they are changing their working procedures to adapt to new measures and identifying those residents requiring additional support. The council will continue to promote their services to encourage partnership working with RPs, however this year will see no face to face meetings with RP's and information sharing will largely be online. RPs continue to provide some excellent employment and training opportunities for their residents and the response to Fire Safety has been positive.

## **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 identifies 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. RPs are providing more affordable homes to help meet this demand and 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. RPs 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., RPs are reported to attend the Councils MARAC which spearhead the work of the Safer Community partnership.
- 5.1.5 The new emerging Local Plan for Barnet will continue to prioritise the need for affordable housing, including family housing, helping people into work, health and well-being and creating safer neighbourhoods within the Thriving, Family Friendly and Healthy and Clean, Safe and Well-run themes.
- 5.1.6 A key principle of the council's Growth Strategy is to shape changes to places to secure healthy, resilient and cohesive communities. The strategy identified the need to increase the supply of housing and deliver more housing that people can afford, as well as creating job and skills development opportunities for local people, as key priorities.
- 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 There has been an increase in the number of households affected by the benefit cap, this number continues to rise in 2020. This rise is due to the increase in Local Housing Allowance and the dramatic increase in Universal Credit claims since the start to the lockdown brought in as a result of the Covid-19 pandemic. As at September 2020 Barnet has more than 48,500 residents in furlough, the 4<sup>th</sup> highest in London. The council through the Welfare Reform Taskforce and BOOST (a partnership between Barnet Homes, JobCentre Plus, Barnet & Southgate College to offer employment and benefit advice in Barnet) will continue to assist households affected and RPs are also working with their residents to assist.
- 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 RPs are regulated by the Regulator of Social Housing (RSH), The RSH is an executive non-departmental public body of 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 RPs 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. COVID-19 has meant that many developments were on hold until restrictions were lifted, as a result there has been delays to completions.
- 5.5.2 The Mayor of London's Affordable Housing Programme 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 BOOST and 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 have been signed with some RP's and a template is currently being finalised for each RP and the Councils 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 the need to eliminate unlawful discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act, advance 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 RPs to meet the tenant involvement and empowerment standard which provides expectations over equalities.

5.6.4 RPs 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 Council's 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 RPs.

<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 RP. Included in this review is a meeting with various staff to talk through issues in Barnet. This year the meeting was through Teams and focused on COVID-19	Engagement and performance
<b>Barnet Housing Association Liaison Group meeting</b>	Annually and adhoc if required. (not planned for 2020 due to Covid-19)	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 developing RP to discuss start on site	Engagement and Performance.

		dates, completion dates and monitoring the S106 affordable housing elements. Completion statistics are recorded as monthly KPI.	
<b>Taskforce/BOOST</b>	Regular	Taskforce consult with RPs on updates from the Taskforce or DWP via liaison groups and email consultation.	Engagement.
<b>Community Safety MAPAC</b>	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 & Growth Committee 26 November 2019	Decision Item 7 Annual Performance Review of Registered Providers	<a href="https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=696&amp;MId=9930&amp;Ver=4">https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=696&amp;MId=9930&amp;Ver=4</a>
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/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/d ocuments/s24071/Housing%20 Strategt.pdf</a>
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