

	<h2 style="margin: 0;">Housing & Growth Committee</h2> <h3 style="margin: 0;">16th November 2021</h3>
Title	Annual Performance Review of Registered Providers (RPs)
Report of	Housing & Growth Committee Chairman Cllr Richard Cornelius
Wards	All
Status	Public
Urgent	No
Key	No
Enclosures	Appendix One- Barnet Annual Performance Review 2020.21
Officer Contact Details	Helen Phillips, helen.phillips@barnet.gov.uk 020 8359 4861 Nicola Bird, nicola.bird@barnet.gov.uk 020 8359 4862 Susan Curran, susan.curran@barnet.gov.uk 0208 359 3608
<h2 style="margin: 0;">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 about 9000 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 six developing RPs operating in the borough to obtain a view on how RPs are performing and how they are adapting to the changing regulations and requirements regarding fire safety and sustainability.</p>	
<h2 style="margin: 0;">Officers Recommendations</h2>	
<ol style="list-style-type: none"> 1. That Committee note the Barnet Annual Performance Review of Registered Providers 2020.21 as attached in Appendix 1. 	

1. WHY THIS REPORT IS NEEDED

- 1.1 At the meeting of 19th October 2015, the Housing Committee requested that a Performance Review be completed on an annual basis and reported to the Committee.

There are 48 RPs managing almost 9000 affordable homes (excluding Shared Ownership) in the borough, of these 48 RPs only 17 have stock over 100 units and 5 RPs have stock over 500 units in Barnet. The main RPs currently developing in Barnet are Notting Hill Genesis, Metropolitan Thames Valley, One Housing Group, L&Q, Clarion and Peabody all non-profit RP's. Barnet Homes as an Arm's Length Management Organisation manages 13,500 tenanted and leasehold homes on behalf of the Council. The Barnet Group (TBG) Open Door Ltd, a subsidiary of Barnet Homes, this Registered Provider was created and registered in 2017 delivering new homes for Barnet residents. This review will monitor the 6 RPs listed above. The review does not cover a review of Barnet Homes. **Appendix 1** is an Annual Performance Report for 2020/21 for housing management and housing development activities and includes Fire Safety and Sustainability. The Performance Review presents an analysis of the performance of these 6 large RPs that are building new affordable homes in Barnet.

2. REASONS FOR RECOMMENDATIONS

- 2.1 The attached Performance Review highlights that RPs are providing satisfactory landlord services and have adapted well in responding to residents' needs during the pandemic, they have changed their working practices to adapt to the new measures and identified residents requiring additional support. The Council will be re engaging with RPs welfare teams to encourage partnership working to ensure all residents can access services in Barnet.
- 2.2 The Council are still promoting their services with RPs; however, information sharing continues to take place online via TEAMS and email rather than through face-to-face meetings.
- 2.3 Affordable housing nominations for the period 2020.21 were less than previous years. This was largely due to lettings being suspended in the first quarter of the pandemic. Notting Hill Genesis (NHG) have failed to offer lettings that the Council should have been entitled to, this was due to their new IT system incorrectly recording obligations regarding each property. NHG are currently providing information on how they will make up for this requirement not being met, in previous years they have offered more than what LBB are entitled to so we are confident the requirement will be met.
- 2.4 RPs have shown commitment to developing sustainability programmes on existing stock and new developments, this section will be developed in future Performance Reviews.
- 2.5 RPs have focussed Fire Safety Teams and are forthcoming in providing data to the Council. Fire Risk Assessments (FRA) are up to date and work programmes are in place to complete required FRA works.

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 the number of out of work claimants has more than doubled in the past 15 months and is equal to 6.6% of Barnet's population, this is lower than London's average of 7.4%. The Performance Review highlights the actions that RPs are doing to assist residents in getting back to work.

5.1.2 Barnet's Corporate Plan 2021-25 prioritises implementing a Growth Strategy, delivering more homes that people can afford. RPs developed 243 new properties last year with 61 being shared ownership homes.

5.1.3 Barnet's Corporate Plan 2021-25 highlights helping people into work and will see the council continue to develop BOOST and expand employment services and make sure they are effective and accessible to those that need them, offering employment schemes and apprenticeships on the regeneration sites with the help of our regeneration partners.

5.1.4 Barnet's Corporate Plan 2021-25 aims to work in partnership to achieve the best outcomes for residents 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 Corporate Plan 2021–25 aims to address the social and economic impacts of COVID-19 on local communities offering a wide range for support for residents with employment, training, homelessness & housing, debt, income maximisation and food. RPs are providing similar services to local residents in the borough.

5.1.6 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 wellbeing, and creating safer neighbourhoods.

5.1.7 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.

5.1.8 The Barnet Plan 2021-2025 sets out the Council's vision to make Barnet a great place to live work and visit. It focusses on 4 priorities over the next 4 years to realise this vision:

- Clean, safe, and well run: A place where our streets are clean and anti-social behaviour is dealt with so residents feel safe. Providing good quality, customer friendly services in all that we do

- Family friendly: Creating a Family Friendly Barnet, enabling opportunities for our children and young people to achieve their best
 - Healthy: A place with fantastic facilities for all ages, enabling people to live happy and healthy lives
 - Thriving: A place fit for the future, where all residents, businesses and visitors benefit from improved sustainable infrastructure & opportunity.
- RPs continue to support the plan providing housing and landlord services.

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 throughout the year. This rise is due to the dramatic increase in Universal Credit claims since the start to the lockdown brought in because of the Covid-19 pandemic. As at February 2021 Barnet had 1,157 households affected by the benefit cap. The Council through 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. BOOST are looking to strengthen their working relationship with welfare teams within each RP.

5.3 Legal and Constitutional References

5.3.1 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.

5.3.2 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.

5.3.3 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 (MHCLG). 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.

5.4 Insight

5.4 Insight data has not been used in this report.

5.5 Social Value

5.5.1 RPs continue to provide support to residents in Barnet, they have programmes in place

offering employment, skills, training and economic inclusion programmes to local residents

5.6 Risk Management

- 5.6.1 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 and Brexit has meant that many developments were on hold until restrictions were lifted, or have suffered delays or increased costs with materials, as a result there has been delays to completions.
- 5.6.2 The Mayor of London's Affordable Homes Programme 2021- 26 first bid allocation in Barnet was announced with 217 affordable homes included (105 social rent homes and 112 affordable homes). The housing products include Social Rent, London Living Rent and Shared Ownership. The Shared Ownership is a new model that reduces initial shares from 25% to 10%. This is running alongside the Affordable Homes Programme 2016-2021 which included 1585 homes in Barnet.
- 5.6.3 RPs should continue or revisit their partnership working with BOOST to ensure that they are correctly identifying the skillset required in Barnet, so that they can tailor training accordingly and gain additional financial support for residents.
- 5.6.4 The introduction of GDPR in 2018 affects how information can be shared with RPs. An Information sharing agreement has been signed by most of the RPs in Barnet. All RPs included in this Performance Review have signed the agreement.

5.7 Equalities and Diversity

- 5.7.1 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.
- 5.7.2 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.
- 5.7.3 The Regulator of Social Housing requires RPs to meet the tenant involvement and empowerment standard which provides expectations over equalities.
- 5.7.4 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.

5.8 Corporate Parenting

- 5.8.1 There are no specific Corporate Parenting considerations arising out of this report.

5.9 Consultation and Engagement

5.9.1 The following table shows how the Council and Re currently engage with and manage the performance of RPs.

Current Engagement/ Monitoring	Frequency	What's Involved	Engagement/ Performance
Annual Performance Review	Annually	Standard review issued to each larger/ developing RP.	Engagement and performance
Barnet Housing Association Liaison Group meeting	Annually and adhoc if required. (none undertaken for 2020/21 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. Currently information is shared via TEAMS calls or Email.	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. Currently via TEAMS	Engagement
General meetings/ Visits	Adhoc	Adhoc meetings and visits to RPs on partnership working over areas of mutual concern e.g., lettings	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. The most recent being the Information Sharing Agreement to comply with GDPR.	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 monthly KPI.	Engagement and Performance.
BOOST. Barnet Homes	Regular	BOOST and Barnet Homes consult with RPs on updates via email consultation through Re	Engagement.
Community Safety MAPAC	Quarterly	Any Barnet anti-social behaviour cases that require a multi-agency approach.	Engagement

6. Environmental Impact

6.1 There are no direct environmental implications from noting the recommendations.

6.2 RPs have provided information on their sustainability programmes for current stock and future developments.

7. BACKGROUND PAPERS

7.1 Relevant previous papers are listed in the table below.

Housing & Growth Committee 24 November 2020	Decision Item 15 Annual Performance Review of Registered Providers	Agenda for Housing and Growth Committee on Tuesday 24th November 2020, 7.00 pm (moderngov.co.uk)
Housing & Growth Committee 26 November 2019	Decision Item 7 Annual Performance Review of Registered Providers	https://barnet.moderngov.co.uk/ielistDocuments.aspx?CId=696&MId=9930&Ver=4
Housing Committee 1 April 2019	Decision Item 8 - Housing Strategy	Agenda for Housing Committee on Monday 1st April 2019, 7.00 pm
Housing Committee 10 October 2018	Decision Item 11 - Annual Performance review of Registered Providers	Agenda for Housing Committee on Wednesday 10th October 2018, 7.00 pm
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 Strategy	http://barnet.moderngov.co.uk/ielistDocuments.aspx?CId=699&MId=7938&Ver=4
Housing Committee 29 June 2015	Decision item 7- Housing Strategy.	http://barnet.moderngov.co.uk/documents/s24071/Housing%20Strategt.pdf