



Overview and Scrutiny Committee

Title	Annual Performance Review of Registered Providers (RPs)
Date of meeting	23 January 2024
Report of	Deputy Chief Executive
Wards	All
Status	Public
Urgent	No
Appendices	Appendix 1 – Barnet Annual Performance Review 2022.23
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Summary

There are 58 RPs managing over 9000 affordable homes (excluding Shared Ownership) in the borough, of these 58 RPs only 17 have stock over 100 units and 5 RPs have stock over 500 units in Barnet. The main RPs in Barnet are Notting Hill Genesis, Metropolitan Thames Valley, Riverside Housing Group, L&Q, Clarion, Home Group, Network Homes and Peabody, all non-profit RP's. This review will monitor the eight RPs listed above. The review does not cover a review of Barnet Homes, or the RP subsidiary Open Door Ltd connected with the Barnet Group.

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 over 9000 households in the borough, RPs also have a key part to play in assisting tenants affected current issues such as cost of living crises and increasing fuel costs, 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 eight 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. This is attached as Appendix 1

Recommendations

1. That the Committee note and comment on the Barnet Annual Performance Review of Registered Providers 2022.23 as attached in Appendix 1.

1. Reasons for the Recommendations

- 1.1 The attached Performance Review highlights that Registered Providers (RPs) are providing satisfactory landlord services and are proactive in responding to current issues such as Cost of Living crises, damp and mould, fire safety and other initiatives. The Boost team will continue to engage with RPs welfare teams to encourage partnership working to ensure all residents can access additional services in Barnet.
- 1.2 The Council are promoting their services with RPs; due to the large number of RPs in the borough, this is largely through email and one to one meeting with RPs on an ad hoc basis.
- 1.3 Anti-Social Behaviour (ASB) remains high on RPs agenda, most RPs have not highlighted Barnet as an area with severe ASB, but one RP has concerns with how ASB caused by residents with mental health issues is dealt with and would welcome a more proactive approach to deal with these kinds of issues. RPs have been making improvements to prevent further ASB including improving door entry systems and CCTV.

2. Alternative Options Considered and Not Recommended

- 2.1 None

3. Post Decision Implementation

- 3.1 The council will continue to carry out an Annual Performance Review and take up any issues where poor performance has been identified.
- 3.2 Any recommendations of the Committee will be reported to Cabinet/Partners for consideration.

4. Corporate Priorities, Performance and Other Considerations

Corporate Performance / Outcome Measures

- 4.1 Our Plan for Barnet 2023 – 2026 (Corporate Plan) is centred around being a council that cares for people, our places, and the planet. RPs are key partners contributing to this aspiration and commitment as well as delivering new genuinely affordable homes.
- 4.2 The Council has developed a work programme to enable the delivery of the Councils new priorities to invest in more CCTV, better lighting, and community safety hubs, sustainability to address the climate emergency. RPs have supported the priority of increasing the number of affordable homes and delivered 408 new homes in 2022.23 for Barnet residents. The Local Plan and Housing Strategy has prioritised the need for affordable housing including family sized homes, helping people into work, health, wellbeing and creating safer neighbourhoods.

Sustainability

- 4.3 RPs have shown commitment to developing sustainability programmes on existing stock and new developments. The Council will be working with RPs on the retrofit agenda going forward and reaching out to RPs not included in this Performance Review to identify their future plans

and collaborate to reach the Councils target to achieve Energy Performance Certificate (EPC) band B by 2030. This supports the Councils Sustainability Strategy Framework. This includes an action plan of how the Council will deliver its net zero commitments by 2042. The Council has a housing retrofit working group which includes investigating grants and funding opportunities and plans on how the Council can work with RPs to achieve EPC band B by 2030.

Fire Safety

4.4 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. The Building Safety Act came into force in April 22 and RP's have prepared themselves to meet the changes in legislation. Current legislation is targeted at blocks of at least 18m (7 storeys tall) however liaison will continue throughout the year with the newly appointed Tower Blocks Officer with all RPs to further identify blocks between 11-18m.

Damp and Mould

4.5 Following the coroner's November 2022 report into the death of Awaab Ishak in Rochdale, RPs have completed a questionnaire regarding the extent of damp and mould in tenants' homes and their approach to tackling it. They have reviewed their Damp and Mould policy and procedures to ensure that they are supportive and informative to residents at their first point of contact. This includes improvements across customer engagement, repair diagnosis and remediation, complaints, data and responsiveness. Four of the larger RPs also attend the former Housing and Growth Committee to discuss what they were doing in response to Damp and Mould.

Corporate Parenting

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

Risk Management

4.7 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, Brexit, increase in interest rates, inflation and construction costs has meant that some developments have suffered delays or increased costs with materials, and utilities as a result there has been delays to completions thus resulting in some developments being delayed until 2023.24.

4.8 Increased requirements around sustainability, Damp and Mould and Fire Safety could mean that RPs decide to reduce their development programmes to focus their resources on these issues.

4.9 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.

4.10 Building Safety Act 2022 increases the requirements on RPs regarding existing and new buildings. The Council will continue to monitor RPs and offer signposting to training where applicable.

Insight

4.11 The information in the review on management performance has been collected direct from the RPs. The Regulator Judgements have been collected from the Regulator of Social Housing a non-

departmental public body sponsored by the Department for levelling Up, Housing and Communities.

Social Value

- 4.12 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. Many RPs have further increased their offer to residents including hardship funds, fuel vouchers, debt advice to help to assist with the current cost of living crises.

5. Resource Implications (Finance and Value for Money, Procurement, Staffing, IT and Property)

- 5.1 There are no direct resource implications arising out of this report.
- 5.2 BOOST is part of the Barnet Group, working in partnership with the Council to provide employment help, benefit advice and digital inclusion support. RP's can refer their residents to Boost for this service. By working in collaboration with Council colleagues BOOST were able to help with over 2,800 enquiries about Discretionary Housing Payments and over 1,800 council tax queries. In 2022/23 the team were able to support 1,394 households with payments from the Household Support Fund totalling £350,000.

6. Legal Implications and Constitution References

- 6.1 The Council's Constitution, Part 2B (Terms of Reference and Delegation of Duties to Committees and Sub-Committees) states the following in relation to Overview & Scrutiny Committee and its sub-committees:
- 9.2.3 Service Reviews - by making reports and/or recommendations to the full Council, Executive, Portfolio Holders and any Joint or Area Committees on any of their functions;
 - 9.2.6 Performance Review - to receive selected monitoring reports (including KPI, financial performance and risk information) in relation to internally and externally delivered services.
 - 9.2.7 Scrutiny of Partners – to review or scrutinise the performance of anybody carrying out any function on behalf of or in partnership with the Council.
 - 9.3.2.5 liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working.
 - 9.4.1.5 where partnership working permits, review and scrutinise the performance of other public services in the area, by inviting reports from partners and requesting that they address the Overview and Scrutiny Committee and Scrutiny Sub-Committees about their activities and performance;
 - 10.1.2 To have general oversight of the council's scrutiny function;
 - 10.1.5 To consider the council and partners' strategic approach to service delivery, using, where necessary, the power of overview and scrutiny committees to receive information from partner agencies and to require partner authorities to have regard to reports and recommendations from the Committee, as set out under Part Five of the Local Government and Public Involvement in Health Act 2007;

6.2 The Council’s Constitution, Committee Procedure Rules, Part 3C (Committee Procedure Rules), paragraph 39.2 includes the powers and responsibility to ‘Review or scrutinise the performance of anybody carrying out any function on behalf of or in partnership with the Council.’

7. Consultation

The following table shows how the Council 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
Attendance at Council Meetings	Adhoc	At the request of members RPs invited to a Council Meeting with Councillors to present and discuss various high profiles initiatives e.g. responses to Damp and Mould.	Engagement and Performance
Liaison Group Meeting	Adhoc	RPs to be invited to meetings with relevant to teams to discuss issues such as Welfare Reform, Fire Safety and Sustainability.	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	Barnet Council 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

8. Equalities and Diversity

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.

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.

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

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 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.

9. Background Papers

Cabinet 18 July 23	Decision Item 18 Housing Strategy and related strategie s	Agenda for Cabinet on Tuesday 18th July, 2023, 7.00 pm (moderngov.co.uk)
Housing &Growth Committee 25 Oct 2022	Decision Item 11 Annual Review of RPs	Agenda for Housing and Growth Committee on Tuesday 25th October, 2022, 7.00 pm (moderngov.co.uk)
Housing & Growth Committee 16 Nov 2021	Decision Item 12 Annual Review of RPs	Agenda for Housing and Growth Committee on Tuesday 16th November, 2021, 7.00 pm (moderngov.co.uk)
Housing & Growth Committee 24 Nov 2020	Decision Item 15 Annual Review of RPs	Agenda for Housing and Growth Committee on Tuesday 24th November 2020, 7.00 pm (moderngov.co.uk)

Housing & Growth Committee 26 Nov 2019	Decision Item 7 Annual Review of RPs	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 Review of RPs	Agenda for Housing Committee on Wednesday 10th October 2018, 7.00 pm
Housing Committee 23 October 2017	Decision Item 7 - Annual Review of RPs	Agenda for Housing Committee on Monday 23rd October 2017, 7.00 pm
Housing Committee 20 October 2016	Decision Item 8 - Annual Review of RPs	Agenda for Housing Committee on Thursday 20th October 2016, 7.00 pm
Housing Committee 19 October 2015	Decision Item 7 - Strategic engagement with RPs	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- 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 .	Agenda for Housing Committee on Monday 29th June 2015, 7.00 pm (moderngov.co.uk)