

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 3 MARCH 2015

Title of report	TENANT SCRUTINY PANEL REPORT – PERFORMANCE MONITORING AND ACCESS TO PERFORMANCE INFORMATION
Key Decision	a) Community Yes b) Financial No
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Purpose of report	To seek approval to implement the action plan developed by the Housing Service in response to the recommendations put forward by the Tenant Scrutiny Panel on performance monitoring and access to performance information.
Reason for Decision	The Tenant Scrutiny Panel has concluded their inspection of performance monitoring and access to performance information.
Council Priorities	Value for Money Homes and Communities
Implications:	
Financial/Staff	The recommendations put forward by the Tenant Scrutiny Panel can be met by existing resources within the Housing Revenue Account budget.
Link to relevant CAT	
Risk Management	The recommendations and any associated risks will be monitored by the Housing Service and Tenant Scrutiny Panel.
Equalities Impact Screening	No implications apparent.
Human Rights	No implications apparent

Transformational Government	This report reflects the second outcome from the introduction of the new Social Housing Regulatory regime established by the Localism Act 2011.
Comments of Head of Paid Service	Report is satisfactory.
Comments of Section 151 Officer	Report is satisfactory.
Comments of Monitoring Officer	Report is satisfactory.
Consultees	Tenants & Leaseholders Consultation Forum; Corporate Management Team
Background papers	Tenant Scrutiny Panel (Cabinet, 13 March 2012). http://minutes-1.nwleics.gov.uk/CeListDocuments.aspx?Committeeld=126&MeetingId=320&DF=13%2f03%2f2012&Ver=2
Recommendations	THAT CABINET APPROVES THE ACTION PLAN PREPARED IN RESPONSE TO THE RECOMMENDATIONS FROM THE TENANT SCRUTINY PANEL'S INSPECTION OF HOUSING'S PERFORMANCE MONITORING ARRANGEMENTS.

1.0 CONTEXT

- 1.1 Cabinet approved the establishment of a Tenant Scrutiny Panel (TSP) on 13 March 2012 in response to introduction of the Localism Act 2011. The Act heralded the focus for Housing regulation moving towards a culture of local co-regulation, with greater emphasis on locally determining standards and priorities.
- 1.2 The reforms have also provided social housing tenants with stronger tools to hold their landlords to account through tenant panels, or similar bodies, in order to give tenants the opportunity to carefully examine the services being offered and form judgements about the cost and quality of the services they receive.
- 1.3 The TSP formally recruited members in December 2012 and embarked on their first pilot review of customer satisfaction with the Decent Homes Improvement Programme in May 2013. The TSP issued their findings and recommendations in a report in May 2014 to the Housing Portfolio Holder. Each of the 5 recommendations were accepted and adopted by the Housing Service.
- 1.4 In July 2014 the TSP sought Cabinet approval of a number of amendments to their Terms of Reference to enable better governance and understanding of the TSP's role and aims.
- 1.5 The TSP held its first awareness raising event in October 2014 as a result of obtaining external grant funding from the Department of Communities and Local Government. The event, held at the Hermitage Hotel in Coalville proved successful in raising awareness of

the TSP and their work, and establishing links with other voluntary organisations in the North West Leicestershire area.

- 1.6 The latest report issued by the TSP in respect of performance monitoring and access to performance information is a product of the TSP's work during the latter part of 2014. The report does not address the actual performance being achieved by the Housing Service, but focuses on tenant influence over, and access to, KPI monitoring information.
- 1.7 The TSP are currently inspecting the Housing Management Service in respect of rent arrears and evictions, with a report detailing their findings and proposed recommendations due to be considered by Cabinet in June or July 2015. The TSP's next inspection will be focused on the Responsive Repairs Service. A forward plan of inspections can be found in Appendix 1.

2.0 INSPECTION OF HOUSING PERFORMANCE MONITORING

- 2.1 The TSP decided to undertake an investigation in respect of how Key Performance Indicators (KPI) are communicated and how easily accessible this information is to tenants, including for monitoring purposes.
- 2.2 The TSP's full report can be found in Appendix 2. It is important to note that the report attached has been produced by the TSP themselves, in their own words, and makes a number of recommendations as detailed below.
- 2.3 Summary from TSP report - recommendations

Recommendation 1: The TSP is aware that information on performance is reviewed by the Performance & Finance Working Group on a quarterly basis, and is known as the Tenants' Top Ten. Whilst this information is extremely useful, it is not in a format that is representative of the entire Housing Service and is not shared with tenants publicly. It is therefore proposed that the Performance & Finance Working Group consider the implementation of the format as in Appendix 2, with the performance indicators chosen to be representative of all business areas and relate to services which are a priority for tenants. This information will be shared via a regular feature in In Touch called 'How's Your Landlord Performing'. The initial In Touch feature should be approved by the Tenant Scrutiny Panel.

Recommendation 2: That the Performance and Finance working group continue to monitor, and challenge poor performance by meeting the Management Team to understand and scrutinise remedial actions.

Recommendation 3: NWLDC ensures its website is updated with this information every quarter to reinforce the fact that they are totally transparent in sharing this information with all tenants and other interested parties.

Recommendation 4: To publish this tenant friendly information in whatever medium is available in public areas of Council offices.

Recommendation 5: That the Resident Involvement Team act as lead for facilitating the sharing of all information as described above.

- 2.4 Recommendations (as outlined above) will be implemented through an action plan which includes the Housing Service's response and outlines the agreed actions to address the issues raised. The actions can be implemented within existing resources. The action plan can be found in Appendix 3.
- 2.5 Further to recommendation 1 in 2.3, Housing resources will in future be focused on delivering improvements in services areas which are important to tenants, and will thus help drive tenant satisfaction.
- 2.6 Quarterly monitoring of Housing performance will continue to be carried out by Cabinet as per the existing arrangements. Further to recommendation 2 in 2.3, if the Performance and Finance Working Group is not satisfied by the explanations given by officers on a particular performance issue, the matter can be referred, if appropriate, to the Tenants and Leaseholders Consultation Forum (TLCF). The Portfolio Holder for Housing is invited to meetings of the TLCF, and, if necessary, has the discretion to draw any matters to the attention of a future Cabinet meeting.