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| CITY OF WOLVERHAMPTON COUNCIL | Cabinet (Performance Management) Panel 16 September 2019 |
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| Report title | Housing Managing Agents Performance Monitoring Report – Quarter One April to June 2019 | |
| Decision designation | AMBER | |
| Cabinet member with lead responsibility | Councillor Peter Bilson City Assets and Housing | |
| Corporate Plan priority | Place - Stronger Economy | |
| Key decision | No | |
| In forward plan | Yes | |
| Wards affected | (All Wards); | |
| Accountable Director | Kate Martin, Director of City Assets and Housing | |
| Originating service | Housing | |
| Accountable employee | Melissa Green | Client Relationship Manager – Housing Managing Agents, Section Leader - Housing Strategy and Development |
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| Report to be/has been considered by | Housing Leadership Team | 2 September 2019 |

Recommendation for decision:

The Cabinet (Performance Management) Panel is recommended to:

1. Review and comment on the performance of the housing management agents for quarter one 2019-2020 and any areas for improvement.

1.0 Purpose

1.1 The primary purpose of this report is to provide an evaluation of the performance of Wolverhampton Homes and the Tenant Management Organisations (TMOs) in managing and maintaining council owned dwellings during the 2019-2020 financial year.

2.0 Background

2.1 This report assists in clarifying and highlighting areas of performance; where performance data suggests that intervention or revised working may be required or has been undertaken.

2.2 This report illustrates performance from quarter one 2018-2019 to quarter one 2019-2020 inclusively to allow comparison over the year.

2.3 The performance for each of the managing agents is grouped under three headings:

- a) Rents management
- b) Repairs management
- c) Voids and allocations

2.4 Wolverhampton Homes additionally reports on Business Planning, satisfaction with the handling and outcome of the Anti-Social Behaviour (ASB) process, Customer Care and Estate Services.

2.5 Tables indicate both the direction in which performance needs to move for improvement, and performance trends between the current and the previous quarter.

2.6 Additionally, performance is categorised as;

- a) GREEN – where performance is in target and:
 - (i) Was in target the previous quarter, or
 - (ii) Was marked as Amber in the previous quarter.
- b) AMBER – where performance is:
 - (i) Off target this quarter and was marked as Green in the previous quarter, or
 - (ii) In target this quarter and was marked as Red in the previous quarter.
- c) RED – where performance is off target and,
 - (i) Was marked as Amber in the previous quarter, or
 - (ii) Was marked as Red in the previous quarter, or
 - (iii) Gives clear cause for concern

2.7 Governance

- 2.8 The Housing Strategy Team continues to monitor the governance of the housing management organisations.
- 2.9 The Service Lead - Housing Strategy is invited to attend Wolverhampton Homes' board meetings as an observer. Wolverhampton Homes' board, committee and other minutes and papers are available on request to council employees.
- 2.10 The TMOs provide agendas, minutes and other documents from their regular meetings. Housing Services employees have observed a number of TMO board and committee meetings.
- 2.11 An annual review of the TMOs is conducted and this includes a review of governance, which in started March 2018. An update regarding the audit report progress was provided at the Audit and Risk Committee meeting on 22 July 2019 offsetting out the support that will be provided during 2019 2020.

3.0 Evaluation of alternative options

- 3.1 Undertaking monitoring of the performance of the housing managing agents is an essential part of the Council's role as landlord having delagted the delivery of its housing management service to Wolverhampton Homes and the TMOs and provides the Council with oversight and assurance of the service delivered to its tenants.

4.0 Reasons for decision

- 4.1 To maintain oversight of Wolverhampton Homes and the Management of the Council's housing stock in accordance with the management agreements.

5.0 Financial implications

- 5.1 The performance of the managing agent, and in particular Wolverhampton Homes, impacts on the Council's Housing Revenue Account (HRA) Business Plan. The financial impact is reflected in the quarterly financial monitoring of the HRA which is included as part of the quarterly corporate budget monitoring reports to Cabinet (Resources) Panel. [LT/27082019/Q].

6.0 Legal implications

- 6.1 The services provided by the managing agents relates to the discharge of the Council's duties to its tenants. Failure to undertake relevant repairs to housing stock within a reasonable time following notice to the Council of disrepair can result in a tenant commencing proceedings in the civil courts against the Council for breach of repairing obligations under S11 of the Landlord and Tenant Act 1985.
[DC/28082019/N]

7.0 Equalities implications

7.1 There are no direct equality implications arising from this report, however the delivery of housing management services has an impact on the accessibility of housing for residents in the city.

8.0 Climate change and environmental implications

8.1 There are no direct equality implications arising from this report, however the delivery of housing management services has an impact on the accessibility of housing for residents in the city.

9.0 Human resources implications

9.1 This report has no human resources implications.

10.0 Corporate Landlord implications

10.1 This report relates to the performance of the housing management agents and council housing stock and therefore has no corporate landlord implications.

11.0 Schedule of background papers

11.1 None

12.0 Appendices

12.1 Appendix 1: Housing Managing Agents Performance Monitoring Report, Quarter One April to June 2019.