

<b>CITY OF WOLVERHAMPTON COUNCIL</b>	<b>Cabinet (Performance Management) Panel</b> 23 March 2020
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<b>Report title</b>	Housing Managing Agents Performance Monitoring Report – Quarter Three October to December 2019	
<b>Decision designation</b>	AMBER	
<b>Cabinet member with lead responsibility</b>	Councillor Louise Miles Resources	
<b>Key decision</b>	No	
<b>In forward plan</b>	Yes	
<b>Wards affected</b>	All Wards	
<b>Accountable Director</b>	Ross Cook, Director, Director of City Environment	
<b>Originating service</b>	Housing	
<b>Accountable employee</b>	Lakhwinder Sahota	Client Relationship Manager – Housing Managing Agents, Service Lead Housing Strategy
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<b>Report to be/has been considered by</b>	Not applicable	

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**Recommendation for decision:**

The Cabinet (Performance Management) Panel is recommended to:

1. Review and comment on the performance of Landlord Services, Homelessness Services and Home Improvement Agency for Quarter Three 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 following:
- a. Performance of Wolverhampton Homes and the Tenant Management Organisations (TMOs) in managing and maintaining council owned dwellings during the 2019-2020 financial year;
  - b. Delivery of Homelessness Services by Wolverhampton Homes on behalf of City of Wolverhampton Council during the 2019-2020 financial year;
  - c. Delivery of the Home Improvement Agency by Wolverhampton Homes to support independent living of residents.

## **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 three 2019-2020 inclusively to allow comparison over the year.
- 2.3 This report is split into three areas of client relationship management by Housing Strategy: Landlord Services, Homelessness Services and Home Improvement Agency.

## **3.0 Landlord Services**

- 3.1 The performance for each of the managing agents is grouped under three headings:
- a. Rent Management;
  - b. Repairs Management;
  - c. Voids and Allocations.
- 3.2 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.
- 3.3 Tables indicate both the direction in which performance needs to move for improvement, and performance trends between the current and the previous quarter.
- 3.4 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

#### **4.0 Governance**

- 4.1 The Housing Strategy Team continues to monitor the governance of the housing management organisations.
- 4.2 The Client Relationship Manager for 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.
- 4.3 The TMOs provide agendas, minutes and other documents from their regular meetings. Housing Services employees have observed TMO board and committee meetings where resources have permitted.
- 4.4 An annual review of the TMOs is conducted and this includes a review of governance, which took place during March 2018. An update regarding the audit report progress was provided at the Audit and Risk Committee meeting in July 2019 informing all of the support that will be provided during 2019-2020.

#### **5.0 Homelessness Services**

- 5.1 Homelessness Services are delivered by Wolverhampton Homes on behalf of the Council, with residents provided with support in a number of ways to help ensure they keep their home.
- 5.2 The Housing Strategy team monitor Wolverhampton Homes' performance in the delivery of homelessness services as part of a service level agreement.
- 5.3 Performance is reviewed in average decision time taken, temporary accommodation usage, reasons for homelessness within Wolverhampton and prevention and relief work.

#### **6.0 Home Improvement Agency**

- 6.1 The objective of reporting key performance indicators in housing assistance is to support people to remain in their homes and communities, avoid unnecessary admission to hospital or return home from hospital to a safe place with access to support in the event of an emergency.
- 6.2 Performance for Home Improvement is grouped under three headings:
  - a. Affordable Warmth;

- b. Housing Assistance;
- c. Independent Living.

## **7.0 Evaluation of alternative options**

7.1 As this is a monitoring report, there are no alternative options to evaluate.

## **8.0 Reasons for decision**

- 8.1 To maintain oversight of Wolverhampton Homes and the Management of the Council's housing stock in accordance with the management agreements.
- 8.2 To comply with the Homelessness Reduction Act which came into force in April 2018.

## **9.0 Financial implications**

9.1 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.  
[JM/21022020/W]

## **10.0 Legal implications**

- 10.1 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.
- 10.2 The Homelessness Reduction Act 2017 places new legal duties on local authorities so that anyone who is homeless or at risk of being made homeless will have access to help.  
[DC/21022020/G]

## **11.0 Equalities implications**

11.1 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.

## **12.0 Environmental implications**

12.1 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

**13.0 Human resources implications**

13.1 This report has no human resources implications.

**14.0 Corporate Landlord implications**

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

**15.0 Schedule of background papers**

15.1 None

**16.0 Appendices**

16.1 Appendix 1: Client Relationship Managing Report, Quarter Three October to December 2019.