



# **Engagement and partnerships with Housing Associations**

An overview of provision in other local  
authority



## What, how and cautionary note

- Telephone contact with number of authorities
- Benchmark services in Haringey
- Help frame later discussions with housing associations
- Data is purely descriptive: no evidence of what is effective or its cost
- Localised arrangements: distribution and patterns of engagement with social housing providers are driven by local conditions



## **Council - A**

- **Overarching Housing Group (all CEO's with stock 400+)**
  
- **4 sub groups:**
  - **Performance and service delivery**
  - **Housing need and supply**
  - **Stock investment**
  - **Community investment i.e. employment training, ASB etc**
  
- **All all social housing stock mapped through GIS: helped operational (identify landlords for ASB) and more strategic issues (partnerships)**
  
- **Annual review of HAs which collates information on:**
  - **Performance**
  - **Delivery against local priorities**
  - **Sharing good practice**
  
- **Residents conventions for ALL social housing tenants held twice annually to:**
  - **Capture common concerns**
  - **Bring together work on local offers**
  
- **Stakeholder events for housing associations: themed around local issues**



# Council - B

- Although some HAs have stock of 300, this is not large in an overall portfolio of 50,000 units. So priority for engagement may still be low.
- Issues of contacting smaller HAs for tenant services can be problematic when HQ far away
- Operates a Liaison Group (via voluntary sector) at which all HAs may attend – attendance is patchy. A number of sub groups operate (more focused and better attended):
  - Nominations
  - Housing benefits
  - Development group
- Operates a preferred partner status among local housing associations (n=7) this is lever for more defined / consistent partnership work
- Annual performance review of HAs (preferred providers) is undertaken through survey. Wider survey of all HAs impracticable. Data used to be passed to scrutiny committee for review.
- Plans to hold a borough wide social tenant conference to:
  - identify common issues among local tenants
  - help develop a borough wide local offer
- Multi – landlord estates - local problems have precipitated local work in this area
  - Problem solving meetings with local HAs
  - Local offers in identified estates
- Stock rationalisation felt to be quite complex and little progress
  - Council may have a brokerage role
  - Focus on management agreements between HAs



## **Council - C**

- **Top 3 HAs have 80% of stock in this sector remainder of stock managed by 40 others**
- **Overarching Liaison Forum (open to all HAs) though mainly deals with housing management (i.e. lettings and voids). A number of sub groups operate which do not relate to Forum:**
  - **Homelessness and TA**
  - **ASB run by Community Safety – struggles with HA membership**
  - **New development**
- **Operates a preferred partner status with 12 local HAs – though this is purely development focused**
- **There is no explicit scrutiny of the performance of HAs in the borough, this is predominantly left to TSA. Only data around Decent Homes standard is collected.**
- **There is an ambition to develop a borough wide local offer – or common standard for housing and work is planned for this.**
- **Acknowledgement that this is an under developed area of work and need to develop a more strategic approach**
- **Expected to develop a new Housing Board to take a strategic view of all housing tenures**



## Council- D

- 4 HAs hold 66% of stock in this sector
- Holds management meetings and distributes newsletters (1/4) to help share best practice across the sector
- Variable progress among HAs on local offers in this authority. Two distinct problems with HA developing local offers:
  - Very general criteria > broad interpretation of what constitutes a local offer
  - Local can be street, estate or borough wide
- Conducts an annual review of HAs which looks at performance and community achievements
- In terms of performance management, not all HAs able to provide borough specific data for all aspects of service – even larger organisations
- Stock rationalisation: has a policy of not supporting disposals, but encourage stock transfers to local associations who may not have a development programme in the borough
- Long term project to look at partnerships across the sector to improve coordination of services and remove duplication (between LA and HAs and among HAs)
  - Mapping social housing stock
  - Identify map for shared services