



<b>Briefing for:</b>	Overview & Scrutiny Committee
<b>Title:</b>	Annual Performance Report of Registered Providers
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<b>Director:</b>	Niall Bolger Director of Urban Environment  <i>N Bolger . 09/03/11</i>
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## 1 Purpose

- 1.1 To provide Overview and Scrutiny Committee with an update of performance of registered providers (housing associations) during 2010/11. The report focuses on three areas of performance: -
- i. Provision of affordable housing
  - ii. Nominations
  - iii. General Management of estates, complaints and members enquiries

## 2 Background: partnership with registered providers in Haringey

- 2.1 Haringey Council has a good relationship with its housing partners. During 2008 Strategic & Community Housing Services reviewed the existing arrangements in order to develop an infrastructure for the meaningful engagement with key external partners for the delivery of Haringey's Housing Strategy.
- 2.2 The revised framework was agreed by Integrated Housing Board in October 2008.



2.3 Strategic & Community Housing Services supports liaison and partnership working with registered providers through a number of strategic and housing fora: -

- An Annual Housing Conference involving housing association partners to discuss key strategic issues and influence the direction of Haringey's Housing Strategy;
- The Integrated Housing Board (theme board of the Haringey Strategic Partnership) including the key housing association partners for high level strategic discussions;
- A regular Registered Provider/Developers Forum to consider issues relating to the supply of new affordable housing;
- A regular Registered Providers Lettings Forum to consider issues relating to the allocation and letting of affordable housing including nominations to housing associations.

2.4 This framework has been in place since 2009. All forums are active and generally well attended.

2.5 Haringey's Housing Strategy is a partnership document incorporating stakeholders from across the spectrum of housing-related activity in the borough, including the Council, Homes for Haringey and housing associations. Housing associations are involved in the development and delivery of the Housing Strategy and all its various sub-strategies, for example the Homelessness Strategy 2008-11 through providing both permanent and temporary accommodation.

2.6 A recent Audit Commission Re-inspection judged Haringey Council as having improved; now providing allocations, lettings and homelessness services which have excellent prospects for improvement. The Audit Commission's judgement made the following observations regarding partnership working including housing associations:

*"An effective homelessness strategy is in place and being delivered by partners. There is now a comprehensive approach to preventing homelessness and offering housing options... There has been a significant reduction in the use of temporary accommodation, increased support to the households that remain, and bed and breakfast targets have been met."*

### **3 Haringey Partnership Agreement for Housing Associations:**

3.1 The 2008 review concluded that preferred partner arrangements (where the Council worked exclusively with half a dozen preferred housing association partners) were not working and needed to be reviewed.



## **Haringey** Council

- 3.2 Preferred Partnership Status has been replaced by a Partnership Agreement between Strategic & Community Housing Services and all Registered Housing Providers.
- 3.3 Introduced in 2010 this agreement sets out a framework for partnership working among local housing providers and although it is not legally binding, is a statement of intent by signatories. Key elements of the Partnership Agreement include:
- A commitment to support the council in delivering its key strategies (e.g. Community Strategy, Council Plan, Wellbeing Framework, Greenest Borough);
  - Roles and expectations for key areas of local housing service provision such as nominations and lettings, management and repairs and development & marketing;
  - Cooperative and consistent approaches to other community priorities such as tackling anti social behaviour and domestic violence and ensuring appropriate safeguarding of children and vulnerable adults.
- 3.4 The Partnership Agreement has now been in operation for twelve months and all of the Council's main local Registered Housing Provider partners have signed up, more than doubling the amount of housing associations we now work with. Very few housing associations have chosen to opt out. The Agreement was developed in partnership with the housing associations and approved by the Integrated Housing Board.
- 3.5 Day to day relationships with housing associations and monitoring of the Partnership Agreement are maintained by the Housing Enabling Team. Officers hold regular meetings with colleagues from housing associations to discuss development opportunities and estate management issues and put in place measures to ensure high quality services are maintained. The Enabling Team also provides a lead for Members' enquires that relate to estate management issues on housing association or mixed landlord estates. The Agreement is regularly reviewed and the conclusions of the ongoing scrutiny review about how effective this Agreement has been in developing cooperation and partnership work with Registered Housing Providers are welcome.

## **4 Performance Update**

### **Newbuild**

- 4.1 Registered providers receive grant assistance from the Homes and Communities Agency (HCA) to build new affordable housing. The Housing Enabling Team holds quarterly performance update meetings with the HCA and registered providers to maximise the number of affordable units delivered in the borough. These meetings give all parties



an early indication of any problems and allow corrective action to be taken where necessary. They also allow for the identification of new opportunities.

4.2 Table one shows performance over the past four years.

<b>Year</b>	<b>Affordable Completions</b>
2007/08	250
2008/09	415
2009/10	207
2010/11 (projected)	200 approx

Table one: new affordable housing

4.3 The annual target for affordable homes in Haringey is 340, rising to 410 from 2011/12. The recession and credit crunch has resulted in a fall in the number of units being delivered at both a national level and in London. The high level of completions in 2008/09 was achieved through record levels of investment by the HCA as a response to the onset of the recession. This level of investment has since fallen away and has been significantly cut by the coalition government. Investment over the next four year period (2011/15) will be at approximately 40% of the amount invested between 2008/11. This will require the Council working harder and smarter to deliver more affordable homes at a time when its own funding is being reduced.

**Nominations Performance (2009/10)**

4.4 Haringey's nomination agreement was revised in 2006 to provide a detailed agreement between Haringey's housing associations and the Council in terms of nomination quotas.

4.5 Under Haringey's nomination agreement, 100% of newly built or acquired stock should be referred to the Council for a nomination. In 2009/10 100% of referrals of this type were made available for nomination by the Council. As one property referred to the Council was subsequently taken back by Paddington Churches HA performance against all resulted nominations for 2009/10 stands at 98.9%.

4.6 According to Haringey's nomination agreement 50% of bed-sits and 1 bedroom true-void properties should be referred to the Council for a nomination. In 2009/10 64.7% of allocations of this type were made available for nomination by the Council.

4.7 If the figures are adjusted to include non true-void properties referred to the Council for nomination, performance against the 50% target increases to 84.6%.



- 4.8 According to Haringey's nomination agreement 75% of 2 bedroom or larger true-void properties should be referred to the Council for a nomination. In 2009/10 50% of allocations of this type were made available for nomination by the Council.
- 4.9 If the figures are adjusted to include non true-void properties referred to the Council for nomination, performance against the 75% target increases to 81.7%.

### **General**

- 4.10 Registered providers are independent organisations regulated by the Tenant Services Authority (TSA). They are required to put in place clear service standards and have an easily accessible complaints procedure to deal with customer complaints. The Housing Ombudsman deals with complaints that cannot be resolved by the registered providers' own complaints procedure.
- 4.11 While the Council has no power to act against a registered provider, officers from both organisations work closely to develop a common approach to local housing and estate management.
- 4.12 Regular meetings and estate walkabouts are conducted whenever the need arises and measures put in place to resolve any issues and problems that are identified. The Housing Enabling Team acts to follow through councillor enquiries and make sure they are answered appropriately.

## **5 Conclusion**

- 5.1 The relationship between the Council and registered providers is healthy, with a variety of checks and balances in place to ensure that the service they provide meets with customer expectations and satisfaction is maintained as high as possible. Overall, performance is generally good across the Borough.
- 5.2 We face real challenges ahead in light of Government cuts to public sector funding; no more so than in delivering new affordable homes. This will require a real coming together of the Council and its partners to ensure the delivery of new homes is maximised.
- 5.3 The Council will use the outcome of the current Scrutiny Review of Registered Providers to inform the development of its future relationships and arrangements to continue to provide a first rate housing service in Haringey.

