Haringey Council

Report for:	Overview & Scrutiny Committee	**Item Number:**	

Title:	Review Update – Registered Providers

Report Authorised by:	Lyn Garner, Director of Place & Sustainability Mun Thong Phung, Director of Adults & Housing

Lead Officers:	Michael Kelleher, Head of Housing Investment & Sites Tel: 020 8489 4754 E-mail: michael.kelleher@haringey.gov.uk

Ward(s) affected: All	**Report for Key/Non Key Decisions**

1. Describe the issue under consideration

1.1 To update the Scrutiny Panel of progress on the actions taken following the response provided to Cabinet on 12 June 2012 to recommendations set out in the Scrutiny Panel report following the review of Registered Providers in the borough.

2. Cabinet Member Introduction

2.1 Registered Providers own and manage in excess of 12,000 properties in Haringey and have a key role to play in supporting the delivery of the Council's

Corporate Plan and Housing Strategy. With around 60 registered providers currently operating in the borough, how the Council engages with them is crucially important if their work is to be coordinated and harnessed in an effective way.

2.2 The Overview and Scrutiny Review of registered providers in late 2011 and early 2012 supported the need for the Council to put in place mechanisms that would enable it to have better oversight of the activities of registered providers and to provide a framework that would support elected Members in carrying out their constituency role.

2.3 The pace of change has been slow, but I am pleased to announce that this area of work has been highlighted as a priority for officers who have now put in place a review of the Council's partnership arrangements with registered providers. Members of the Overview and Scrutiny Panel will be consulted on the revised arrangements later this year, which will incorporate many of the recommendations of the original review, before a new Partnership Agreement is submitted to Cabinet for approval in early 2014.

3. Recommendations

3.1 See Appendix 1 for an update of the response to the recommendations set out in the Scrutiny Report following the review of Registered Providers in the borough.

4.0 Other options considered

4.1 N/A

5. Background Information

5.1 Following the February 2012 Overview and Scrutiny report titled 'Scrutiny Review of Registered Housing Providers in Haringey', officers responded to the recommendations set out in the report to Cabinet on 12 June 2012.

5.2 This report provides an update to actions officers agreed to progress (Appendix 1).

5.3 Members should note a number of activities that are currently underway that will directly influence the way in which the Council interacts with registered providers and provide a fuller update to the recommendations of the earlier Overview & Scrutiny Report.

<u>Changes to how the Enabling Service is organised</u>

5.4 Following the re-organisation of the Place and Sustainability Directorate in August 2013, a review is underway of the Housing Enabling Service, which

forms part of the Housing Investment & Sites Team. An immediate change is the introduction of an area based approach to the way the enabling service is organised. This will provide clarity to our partners, other council officers and Members of who is responsible for particular wards in the Borough. A map showing the two areas is attached at Appendix 2.

5.5 Sandra Lawrence is the Enabling Officer for the west of the borough and can be contacted on extension 4721. The wards she is responsible for are: -

Alexandra, Bounds Green, Crouch End, Fortis Green, Harringay, Highgate, Hornsey, Muswell Hill, Noel Park, Stroud Green and Woodside.

5.6 Yvonne Robinson is the Enabling Officer for the east of the borough and can be contacted on extension 4373. The wards she is responsible for are: -

Bruce Grove, Northumberland Park, St Ann's, Seven Sisters, Tottenham Green, Tottenham Hale, West Green and White Hart Lane.

Review of the Registered Provider Partnership Agreement

5.7 The Partnership Agreement between the Council and its registered provider partners is currently being reviewed and revised. The start of the review was timed to coincide with the draft Tenancy Strategy as many of the issues raised in the Strategy will form part of the new Agreement (e.g. Fixed Term Tenancies).

5.8 The new Agreement will provide the strategic framework through which the Council and registered providers will deliver the priorities set out in the Council's Corporate Plan and Housing Strategy.

5.9 As part of this review, all information currently held by the council in respect of its registered providers will be updated, including contact details and the number and location of stock in the borough (which will be mapped).

5.10 The new Agreement will cover issues such as investment in existing stock, new affordable homes, the Council's approach to Tottenham, affordability and the level of Affordable rents in the borough. One of the new areas that will be covered in the Partnership Agreement is the requirement for registered providers to engage with the Council on the issue of stock rationalisation in the borough. This was one of the key issues raised by the Overview and Scrutiny report.

5.11 The revised Partnership Agreement will be subject to discussion and negotiation with registered providers and the subject of a Cabinet Report in early 2014 and it is proposed that a draft copy of the new Agreement, together with a detailed action plan, is brought to the next meeting of the Overview & Scrutiny Committee for comment and input.

Haringey Council

6. Comments of the Chief Finance Officer and financial implications

6.1 There are no new resources available for the implementation of these recommendations. In responding to them the service has taken account of the resource constraints and so the financial implications of the proposed actions are minimal.

7. Head of Legal Services and legal implications

7.1 The Head of Legal Services has been consulted on the content of this report. The report deals with the progress (if any) made on the recommendations set out in the Cabinet Report dated 12 June 2012 and does not raise any legal issues at this stage.

8. Equalities and Community Cohesion Comments

8.1 Policy and Equalities Team comment that the content of this report bears no apparent implications for the Council's public sector equality duty at this stage. However, they advise that any agreement with housing providers operating in Haringey should draw attention to the duty and encourage those providers to ensure they have due regard to it in all their activities in Haringey.

9. Head of Procurement Comments

NA

10. Policy Implication

NA

11. Use of Appendices

Appendix 1 – Update of Actions

Appendix 2 – Map

Haringey Council

Appendix 1 – Update of Actions

Recommendation	Service Response	Update (as at Sept 2013)
To develop and improve engagement between the Council and local Registered Housing Providers it is recommended that: a) the terms of reference of existing liaison forums (development and lettings) are reassessed to: • assess the need and viability of a dedicated management forum • ensure that duplication across forums is minimised • that objectives and agendas are more outcome focused	There are currently three regular liaison meetings between the Council and Registered Providers. The Haringey Housing Forum (which has replaced the Integrated Housing Board) will contribute to the shaping of the overall strategic framework within which the Council and its partners operate, and is in the process of establishing new terms of reference. The RP Lettings Forum brings together the lettings teams from the Council and local RPs to provide regular updates and share good practice. These two fora are administered by Community Housing Services. The RP Developers Forum affords the Council and local Registered Providers the opportunity to discuss matters relating to new build and the provision of new affordable housing in the borough. Since Rethinking Haringey and the separation of the Council's housing enabling function from Community Housing Services, this forum has been administered by Planning, Regeneration & Economy Service. At present, there is no forum dedicated to estate management issues. While there are undoubted benefits of establishing a	The Fora continue to meet regular and provide a good opportunity for partnership working and collaboration on matters of mutual concern. There is no duplication across the Fora. This Forum is now administered by the Housing Investment and Sites Team within the Strategy and Regeneration service of Place and Sustainability. How the Forum operates will be reviewed as part of the consultation on the revised Partnership Agreement. A dedicated forum for estate management will be considered during consultation with registered providers as part of the revised

Haringey Council

	management forum to provide a joined-up approach on multi landlord estates, establishing such a forum will be difficult. As the Haringey Housing Forum, RP Lettings Forum and RP Developers Forum all operate at a strategic level with a single point of contact within the Council and RPs, they have can be administered within existing resources. However localised estate issues involve a lot more teams, especially within the Registered Providers that may have different management teams across their estates and boroughs. A management forum cannot be resourced at present but the Chief Executive's proposals for reorganisation of the Council, which brings together housing services throughout the organisation, offers the opportunity for such forum to be prioritised if our RP partners are willing to take part. In view of the Scrutiny Panel's concerns, this matter will be discussed at the Haringey Housing Forum and the views of RPs and Homes for Haringey sought on the benefits of such a forum and the resources that will be required to administer it. It is agreed that the terms of reference of these fora should be updated to avoid duplication and focus more on outcomes. A calendar of meetings will be published in	Partnership Agreement. See above. As part of the review of the Partnership Agreement, the Council will seek the views of registered providers on the possibility of setting up an estate management forum.
b) that an annual calendar of meetings is developed and published in advance of all liaison forums		Meetings are published in advance and agendas circulated. To date, not all members have been included on the circulation list.

Haringey Council

c) that associated papers/reports for liaison forums are systematically distributed to local RHPs	advance and all relevant papers, including those for the Haringey Housing Forum, will be circulated to RPs.	Reports and papers are circulated to all registered providers.
d) that the agenda for the Integrated Housing Board is distributed to all RHPs in Haringey	See above.	Reports and papers are circulated to all registered providers.
	See above.	This Forum no longer exists and has been replaced by the Haringey Housing Forum (see above)
e) that the Partnership Agreement between the Council and RHPs is extended further among local RHPs and becomes a more proactive tool through which to link the priorities and services of both RHPs and the Council.	The current Partnership Agreement was adopted in 2010 and is due to be revised in 2012/13 following changes to legislation and regulation. Although the Council cannot compel local RPs to become signatories to the Agreement, more effort will be made to promote the Agreement, particularly among those RPs that are seeking to develop new housing in the borough.	The review of the Partnership Agreement was delayed due to changes in the national regulatory role of the Homes and Communities Agency (who has produced a new Framework and guidance) and to allow for the Tenancy Strategy to be developed. The review is now underway and O&S Committee will be consulted on the draft before being presented to Cabinet in early 2014.
To support further liaison and partnership and to assist local officials in local scrutiny and performance management of RHPs:		
a) that contact details of RHPs are updated and periodically distributed to all Councillors (with a named liaison contact)	A full list of RPs and contact details will be issued to all Councillors and the Ward Councillors will be notified of stock owning RPs in their wards.	All contacts will be updated as part of the review of the Partnership Agreement and will be provided to all members. Contact details will then be updated on an annual

		basis.
b) that Councillors are notified of those RHPs that manage or own properties in their respective wards	See above.	Details of all stock owned and managed in the borough will be provided as part of the review of the Partnership Agreement with details of stock in each ward provided to all Members.
c) to facilitate Councillors casework enquires, further consideration be given to the development of a mechanism which allows Councillors to identify specific housing providers (Council as an intermediary)	A mechanism will be developed to help Councillors identify specific Registered Providers.	The Enabling Service has been restructured to operate on a geographic basis with each of the two enabling officers responsible for specific wards. Details are provided in the main report. These officers will be the main point of contact for Members in relation to their casework in connection with registered providers.
d) that RHPs inform Councillors of estate/ street walkabouts that take place in their ward (with 2 weeks notice)	As Registered Providers are independent of the Council, the Council cannot compel them to liaise with local officials or Councillors or, indeed, insist that Councillors are given 2 weeks' notice of estate / street walkabouts. However, many of the RPs have already expressed a willingness to do so and this will be included, as a requirement, within the revised Partnership Agreement.	Registered Providers have been asked to provide advance notice and this will formally be included in the revised Partnership Agreement.
e) that RHPs synchronise walkabouts on multi-landlord estates / streets	Within the revised Partnership Agreement, there will be a requirement that RPs synchronise walkabouts on multi-landlord estates / streets.	Registered Providers have been asked to synchronise estate walkabouts and this will formally be included in the revised Partnership Agreement.

Haringey Council

f) that Councillors consider holding ward surgeries within multi-landlord estates on a periodic basis g) that training be provided for local Councillors on their future role for the regulation of housing regulation as detailed under the Localism Act.	Community Housing Services will consider how the Council can encourage ward surgeries to be held, on a periodic basis, on multi-landlord estates. Members will be briefed (and receive formal training) on the implications of the Localism Act 2011.	This will picked up as part of the review of the Partnership Agreement. Members have received briefings on the impact of the Localism Act.
That options for re-commissioning of the STATUS survey should be explored, possibly in partnership with other neighbouring authorities, or within the North London Regional Sub group	In collaboration with other ALMOs, Homes for Haringey has already introduced a replacement for the STATUS survey.	No further update.
To further support and develop partnership work across the local housing sector it is recommended that: a) the critical learning and successes of the Campsbourne Pilot Project be disseminated across the borough to guide and inform partnership work on multi-landlord estates and across the sector more broadly b) that the role of the Enabling Team in facilitating partnership work among RHPs on multi-landlord estates should be retained and extended within Restructuring Haringey Programme (i.e. its move from the housing service to the Place Directorate)	The issue of multi landlord estates will be discussed at a future meeting of the Haringey Housing Forum in 2012/13 and the findings and best practice emerging from the Campsbourne Project will be disseminated as part of this. As part of Rethinking Haringey, the Housing Enabling Team was transferred to the newly formed Housing, Design and Major Projects Team within the Place and Sustainability Directorate. The work of this team focuses on delivering new affordable	This will be scheduled for a future meeting. No update – for information only.

Haringey Council

	housing and estate renewal and regeneration.	
c) that all social housing stock is mapped through Geographical Information Systems and that an accompanying dissemination strategy be devised which supports the communication of this information to social housing partners with a view to promoting local partnerships (and other local priorities)	Limited mapping information already exists in relation to the social housing stock in the borough. In order to ensure accurate up-to-date records, regular updating is required to take into account the homes that are built, or disposed of, during the year. As this is likely to become resource intensive, the frequency with which the data is updated and disseminated will need to be considered at a future meeting of the Haringey Housing Forum.	A full profile of registered provider stock will be provided as part of the revised Partnership Agreement.
d) that further engagement is developed between RHPs and broader Council services (e.g. environmental health, ASB, domestic violence) to help extend knowledge of local services and collaborative opportunities (possible develop a directory for physical resources, such as meeting places, which may also be available to RHPs)	Effective engagement across all stakeholders is essential to the creation of long term sustainable communities. However, RPs are not the only stakeholders with an interest in the local area and issues relating to any specific area of concern (such as environmental health, anti social behaviour and domestic violence) can be addressed through the Haringey Housing Forum. At present, the Council does not have the resources to co-ordinate the engagement.	This matter will be discussed at a future Haringey Housing Forum.
e) that given their extensive local knowledge and experience, Homes for Haringey be encouraged to continue to	Homes for Haringey works closely with all stakeholders that operate on, or close to, the Council's housing estates. There are good relationships between Homes for Haringey and the Council's Housing	No further action has taken place regarding this but will be kept under review.

play a lead role in developing and supporting local partnership opportunities	Enabling Officers to ensure a joined-up approach. Resources limit the extent to which Homes for Haringey and/or the Council is able to become actively involved on estates where there is no council housing stock.	
f) a mechanism is devised that helps to capture, collate and share information from the work of local housing providers that identifies and supports partnership opportunities, share good practice and identify other collaborative ventures across the borough.	As RPs are independent of the Council, they cannot be compelled to share information with the Council. However, the liaison meetings currently in place (Haringey Housing Forum, RP Lettings Forum and RP Developers Forum) encourage the sharing of information and good practice between organisations and are effective vehicles for improving partnership and collaborative working.	Minutes of all Fora are shared with partners.
That the Council should adopt a lead role in the rationalisation of social housing stock and support those RHPs considering the rationalisation of local housing stock through: a) the development of a local stock rationalisation policy: • which sets how the aims and objectives of that policy will help to support local priorities • details the roles and expectations of local housing providers • which is supported by published local	Stock rationalisation across the borough could bring benefits by providing a more joined up and coherent approach to estate management and is an issue that Community Housing Services and Planning, Regeneration and Economy Services are keen to support. Stock rationalisation of RP stock is a	This matter has been discussed by the Haringey Housing Forum and work is underway to engage with partners to explore opportunities. Stock rationalisation will be included in the

guidance for RHPs	matter for the individual organisations concerned; the Council cannot require RPs to rationalise their stock but it will support, and work to enable, any proposal where it is proven to benefit the community. It will be a requirement, within the Partnership Agreement, that RPs develop a clear strategy for stock rationalisation that is consistent with the core principles set out in Haringey's stock rationalisation policy.	forthcoming revised Partnership Agreement.
	The Haringey Housing Forum is the arena in which such issues as stock rationalisation should be considered, including the Council's role in the process.	The matter is under consideration and will form part of the revised Partnership Agreement..
	The appropriate time to consider a formal stock rationalisation policy is following the Council's stock options appraisal which will be reported to Cabinet later this year. This would allow the policy to be framed within the context of the Council's plans for its own housing stock.	As above.
b) ensuring that all social housing in the borough is mapped through GIS to facilitate contact and dialogue between RHPs	All social housing in the borough is being mapped on GIS. The frequency with which this data is updated and disseminated will need to be considered at a future meeting of the Haringey Housing Forum.	This work is underway and will be concluded alongside the revised Partnership Agreement..
c) the adoption of a brokerage role to facilitate contact and dialogue between	This will be considered during the consultation on the stock rationalisation	A Stock Rationalisation Strategy will be considered once the revised Partnership

Haringey Council

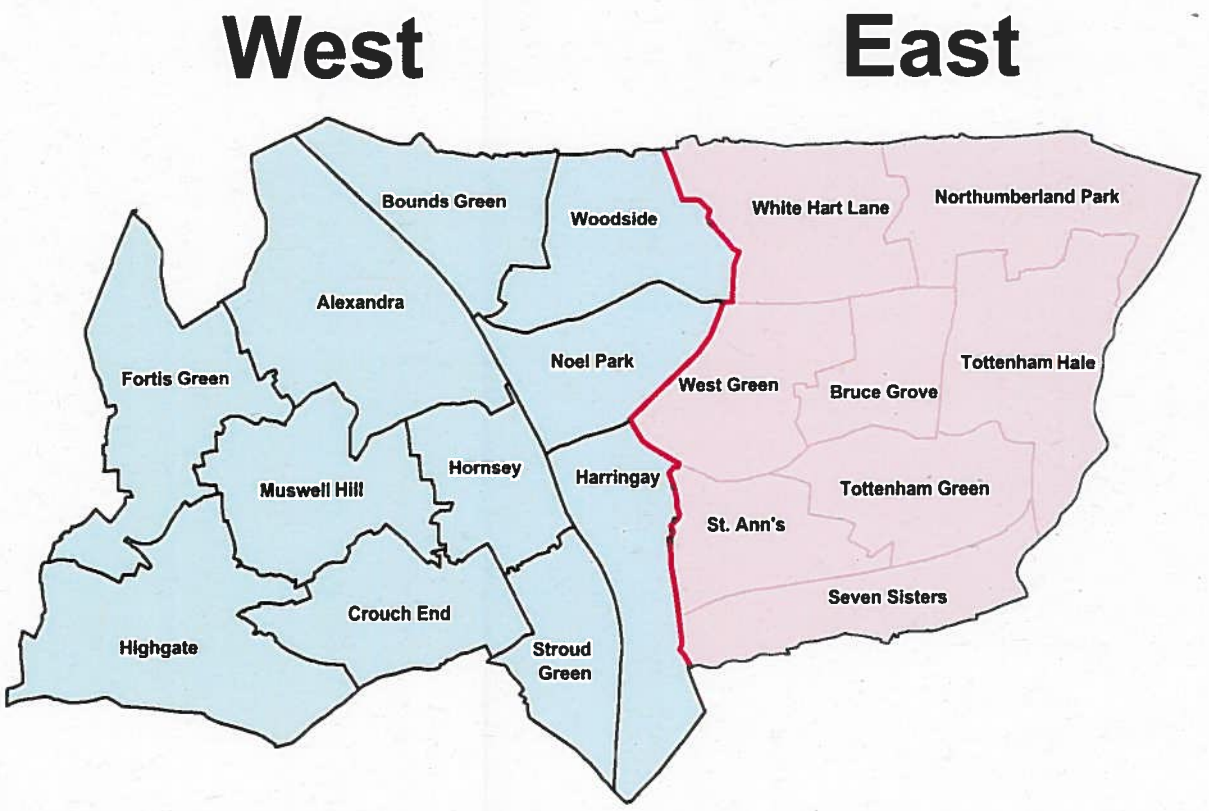
RHPs with a mutual interest in stock rationalisation, and, that such a role be actively pursued in where local conditions would support more coordinated housing provision (i.e. multi-landlord estates)	policy.	Agreement is finalised. This will be considered as part of the Stock rationalisation strategy and discussed with the NLSA support officers.
d) ascertaining if a regional brokerage role could be adopted through the North London Strategic Alliance (other sub regional body) to support stock rationalisation processes among RHPs.	This will be considered during the consultation on the stock rationalisation policy.	As above.
f) provide a stock rationalisation lead and example by conducting an assessment of all its housing stock (in and out of borough) to identify those properties that may be beneficial to rationalise ownership or management	This is already taking place, and discussions with council tenants in Waltham Cross are well advanced in relation to a possible stock transfer to a Registered Provider.	As above.
g) encouraging all RHPs to review the management of local housing stock and subsequent commitment to the borough, and where this falls short, to encourage partnership or stock rationalisation opportunities with other local providers	This will be addressed during the consultation on the stock rationalisation policy.	As above.
h) acknowledging the particular challenges that smaller RHPs may face in with stock rationalisation (and partnership working) and to develop mechanisms to support their local engagement	This will be addressed during the consultation on the stock rationalisation policy.	As above. This issue is under considerationby the Housing Investment & Sites team and portfolioholder for housing.

Haringey Council

i) ensuring housing disposals through stock rationalisation do not lead to a reduction in the overall social housing estate and where possible ensuring to address the east /west imbalance in social housing in the borough	This will be addressed during the consultation on the stock rationalisation policy.	
j) considering whether the planned annual conference for RHPs could be dedicated to consider local partnerships and stock rationalisation opportunities.	Consideration is already being given to establishing an annual conference of Registered Providers and developers as part of the annual action plan for the Housing, Design and Major Projects Team.	

Haringey Council

Appendix 2 – Map



Produced by Strategy and Business Intelligence, Haringey Council
© Crown copyright. All rights reserved 100019199 (2013)