

**Name of meeting:** COUNCIL  
**Date:** 9 November 2016

**Title of report:** KNH - Annual Report to Kirklees Council

Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	No
Is it in the <a href="#">Council's Forward Plan</a> ?	No
Is it eligible for "call in" by <a href="#">Scrutiny</a> ?	Yes
<p>Date signed off by <u>Director</u> and name</p> <p>Is it signed off by the Assistant Director - Financial Management, Risk, IT and Performance?</p> <p>Is it signed off by the Assistant Director - Legal Governance and Monitoring?</p>	<p>Jacqui Gedman - 6.10.16</p> <p>Debbie Hogg - 6.10.16</p> <p>Julie Muscroft - 7.10.16</p>
Cabinet member <a href="#">portfolio</a>	Cllr Naheed Mather - Housing and Enforcement Management

**Electoral [wards](#) affected:** ALL

**Ward councillors consulted:** N/A

**Public or private:** Public

## 1. Purpose of report

- 1.1 To update Council on the performance of Kirklees Neighbourhood Housing (KNH) in delivering services for tenants and residents over the last financial year.

## 2. Key points

- 2.1 KNH is an arm's length management organisation which is wholly owned by the Council. This means that ownership of all the housing stock and land remains with the Council and the tenants are Council tenants.
- 2.2 The Council commissions KNH to implement Council policies and achieve joint outcomes for the benefit of the people of Kirklees.

- 2.3 The attached annual report to Council is part of the governance arrangements which enable the Council to hold KNH to account. This is supported through a variety of mechanisms including:-
- a. Councillor representation/nomination on the Board of KNH. There is a direct line of accountability through the Council political nominees from each party on the KNH board. This strengthens direct accountability to the Council.
  - b. Direct reporting to the lead Portfolio holder/Place by Assistant Director, Place and KNH Chief Executive.
  - c. Monthly reporting to the corporate resource briefing on the management of the Housing Revenue Account.
  - d. The Assistant Director, Place, has a primary role in holding KNH to account. This has been supported by internal mechanisms including monthly liaison and quarterly reviews.
  - e. In addition to the representation of tenants and residents views by Councillors, challenge is provided through tenant scrutiny; Published annual reports with feedback channels available; Independent surveys which check tenants' perceptions. On an annual basis an independent comprehensive survey takes place to gain the views of over 500 randomly selected tenants.
- 2.4 As one of the key actions from the work on the merger of KNH and Building Services, the governance arrangements will be reviewed and updated.
- 2.5 The attached report looks at achievements against and progress towards:-
- KNH's contribution to Council and its partner's strategic priorities.
  - The Council's core housing management and maintenance contractual requirements of KNH. Successes included :-
    - Tenant satisfaction of 84%.
    - Total rent due for the year 2015-16 was £82m, of which 97.3% was collected by KNH within an increasingly challenging climate.
    - Significant increase in the annual volume of repairs compared with the previous year and increasing average repair cost which was successfully delivered within budget.
    - Appointments made and kept rose to a new high of 95.78%.
    - Occupancy rates of retirement living schemes rose from 93% to 97.12%.
- 2.6 The report also highlights opportunities and challenges including, but not limited to, national policy changes and the related budget implications.
- 2.7 Moving forward, it is anticipated that the merger of KNH and Building Services will provide the opportunity to provide:
- Effective and efficient customer focused core housing management and maintenance services which also enable investment in strategic ambitions.

- Improved value for money and efficiencies plus the opportunity to be innovative in generating income through trading ancillary to the core functions.
- A medium to long term asset management strategy that ensures we have fit for purpose, decent homes to meet the needs of the community and maximises the value of council housing.
- Flexibility for the existing or any new organisation to have the opportunity to grow.
- A contribution under self-financing and the 30 year business plan to the delivery of the Council's and wider partnership strategic outcomes.

### **3. Implications for the Council**

- 3.1 The management and maintenance of Council housing is delivered effectively in Kirklees within the allocated resources.
- 3.2 The perception of tenants and residents is positive towards the Council/KNH.

### **4. Consultees and their opinions**

N/A

### **5. Next steps**

KNH take on board feedback from Council and continue to work in partnership/work towards delivering the Council's strategic objectives as outlined in the delivery plan.

The report is shared for information at Council.

### **6. Officer recommendations and reasons**

Council note the achievements of the last financial year and the basis on which KNH are commissioned to deliver services/outcomes.

### **7. Cabinet portfolio holder recommendation**

The portfolio holder, Councillor Naheed Mather, notes the achievements of the last financial year and the basis on which KNH are commissioned to deliver services/outcomes and would ask Council to do the same.

**8. Contact officer and relevant papers**

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KNH performance report - please see Appendix A.

**9. Assistant Director responsible**

Kim Brear - Assistant Director - Place  
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