

Name of meeting: Cabinet
Date: 17 October 2017
Title of report: KNH Performance

Purpose of report

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

Key Decision - 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 If yes give the reason why
Key Decision - Is it in the Council's Forward Plan (key decisions and private reports?)	No
The Decision - Is it eligible for call in by Scrutiny?	Yes
Date signed off by <u>Director</u> & name	Naz Parkar - 4.10.17
Is it also signed off by the Service Director for Finance, IT and Transactional?	Debbie Hogg - 6.10.17
Is it also signed off by the Service Director - Legal, Governance and Commissioning?	Julie Muscroft - 21.09.17
Cabinet member portfolio	Cllr Cathy Scott - Adults and Public Health (Housing Delivery)

Electoral wards affected: All

Ward councillors consulted: N/A

Public or private: Public

1. Summary

1.1 KNH is an arms-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.

1.2 The Council commissions KNH to implement Council policies and achieve joint outcomes for the benefit of the people of Kirklees.

1.3 The attached annual report to Cabinet and 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 Service Director Economy, Regeneration & Culture and KNH Chief Executive.

- c. Monthly reporting to the corporate resource briefing on the management of the Housing Revenue Account.
- d. The Service Director Economy, Regeneration & Culture and the head of Housing have 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, KNH has challenge 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.

1.4 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 :-
 - Creating a new organisation through the merger with Building Services.
 - Merger delivered in partnership with the Council ahead of a challenging schedule.
 - Medium Term Financial Plan developed in collaboration with the Council - this meant reassess/refresh/reset the 30 Year Housing Revenue Account (HRA) Business Plan and affordability model to deliver the required savings and a balanced account.
 - Overall tenant satisfaction of 81%.
 - 97% of tenants who have had repairs are satisfied with the service.
 - Properties - 99.8% occupancy rate.
 - Total rent due for the year 2016-17 was £81m, of which 97.4% was collected by KNH – a top quartile result within an increasingly challenging climate.
 - 72,785 responsive repairs carried out.
 - Appointments made and kept rose to a new high of 96.44%
 - 97.22% of anti-social behaviour cases were successfully resolved by the Safer Kirklees partnership.

1.5 The report also highlights opportunities and challenges including, but not limited to, national policy changes and the related budget implications.

2. Information required to take a decision

2.1 The attached report is for information. No decision is requested.

3. Implications for the Council

The management and maintenance of Council housing is delivered effectively in Kirklees within the allocated resources.

The perception of tenants and residents is positive towards the Council / KNH.

- 3.1 Early Intervention and Prevention (EIP)
No impact
- 3.2 Economic Resilience (ER)
No impact
- 3.3 Improving Outcomes for Children
No impact

3.4 Reducing demand of services
No impact

3.5 Other (e.g. Legal/Financial or Human Resources)
No impact

4. Consultees and their opinions

N/a

5. Next steps

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

5.2 The report is shared for information at Council in November/December 2017.

6. Officer recommendations and reasons

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

7. Cabinet portfolio holder's recommendations

There has been significant joint work between KNH and the Council this year as well as excellent direct services delivered by KNH. Cabinet to note the positive impact for the people of Kirklees.

8. Contact officer

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9. Background Papers and History of Decisions

9.1 KNH performance report - please see Appendix A.

10. Service Director responsible

Paul Kemp, Service Director - Economy, Regeneration & Culture

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