

# FOR PUBLICATION

## HOMES AND COMMUNITIES AGENCY (HCA) ANNUAL REPORT TO TENANTS (H000)

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MEETING: 1. CABINET  
2. EXECUTIVE MEMBER - HOUSING

DATE: 1. 29TH JULY 2014  
2. 18TH JULY 2014

REPORT BY: SERVICE MANAGER - HOUSING CUSTOMER DIVISION

WARD: ALL

COMMUNITY ASSEMBLY: ALL

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KEY DECISION REFERENCE  
(IF APPLICABLE): 418

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FOR PUBLICATION

BACKGROUND PAPERS FOR PUBLIC REPORTS:

TITLE: LOCATION:

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### 1.0 PURPOSE OF REPORT

1.1 The purpose of the report is to present to Members for information, the Annual Report 2013/14 to tenants. This is required by the Homes and Communities Agency, the social housing regulator. A copy of the Annual Report is attached at **Appendix A**.

### 2.0 RECOMMENDATIONS

2.1 That the Annual Report to tenants is approved and submitted to the HCA.

- 2.2 That a full copy of the Annual Report is published on the Council's website and a summary of it is sent out to all tenants as part of the Autumn edition of 'Our Homes'.
- 2.3 That the performance targets for 2014/15 contained within the Annual Report are approved.

### **3.0 BACKGROUND**

- 3.1 Since 2010, housing providers have been required to produce an Annual Report to tenants.
- 3.2 An Annual Report for each year ending 31st March, should be made available to tenants no later than 1st October and should include details of performance against the HCA's standards, comparisons with the previous year(s) performance, what has been achieved during the year and planned service improvements (Local Offers) for the following year.
- 3.3 A report detailing the Local Offers for 2014/15 was approved by Cabinet in March 2014.

### **4.0 CURRENT POSITION**

- 4.1 The format of this year's report is very similar to last year's report. However, as part of the review of Tenant Engagement, we plan to review the format and content of next years report, working closely with tenants and the Council's Public Relations team in deciding the new format.
- 4.2 It is proposed that a summary of the Annual Report will go out to tenants at the end of September; this will be delivered as part of their usual 'Our Homes' publication, which is delivered to every tenant. A full copy of the Report will be sent to the HCA and will be available on request by tenants and through the Council's website.

### **5.0 SUMMARY OF CONTENTS**

- 5.1 We are very pleased to report that the Star Survey carried out in 2013 showed a marked increase in tenant satisfaction with the Housing Service, with a 10% increase to 88% compared to 78% in 2008. In addition to this, the majority of the performance in relation to the Local Offers and the respective service areas, show improved performance with targets either met or exceeded.
- 5.2 There are however still areas for improvement and tenants tell us that they are unhappy with car parking, dog fouling and litter on the estates. These issues will be targeted for action by working with other council services or from targeted expenditure from the Environmental Improvement Budget.

- 5.3 We are also disappointed that the results from 2013/14 in relation to the management of ASB cases, are slightly lower than those of the previous year. However, our targets were ambitious and comparing our performance against other housing providers across England and Wales using HouseMark, we are pleased that our performance ranks in the first or second quartile for most of our performance indicators. Satisfaction with the outcome and willingness to report ASB again are in the third quartile.
- 5.4 The results for 2013/14 provide us with a good indication of where to concentrate our efforts in 2014/15. We will learn from comments on customer satisfaction forms and follow-up interviews, which make it clear that we need to make greater efforts to keep people updated about the progress of their case and to provide more support to them. We believe that this will have a positive effect on how people view the outcome of the case and their willingness to report ASB again.
- 5.5 We are pleased to report that we have improved our performance in the length of time it takes us to deal with complaints, enquires and correspondence, which was identified as an area of improvement last year, and have either met or exceeded targets.

## **6.0 RISK MANAGEMENT**

<b>Description of Risk</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Mitigating Action</b>	<b>Resultant Likelihood</b>	<b>Resultant Impact</b>
Failure to produce the Annual Report	Low	High	Project Plan in place and closely monitored	Low	Low

## **7.0 EQUALITY IMPACT ASSESSMENT**

- 7.1 In the production of its own guidelines and regulations the HCA will have completed an Equality Impact Assessment on the whole regulatory framework. We will produce individual equality impact assessments when reporting any changes in subsequent policy, practice and procedure.

## **8.0 RECOMMENDATIONS**

- 8.1 That the Annual Report to tenants is approved and submitted to the HCA.
- 8.2 That a full copy of the Annual Report is published on the Council's website and a summary of it is sent out to all tenants as part of the Autumn edition of 'Our Homes'.

8.3 That the performance targets for 2014/15 contained within the Annual Report are approved.

**9.0 REASON FOR RECOMMENDATION**

9.1 To ensure compliance with the requirements of the HCA.

**JULIE MCGROGAN  
HOUSING SERVICE MANAGER – CUSTOMER DIVISION**

Further information on this matter can be obtained from Julie McGrogan on extension 5135.

Officer recommendation supported as below or Executive Members' recommendation/comments if no Officer recommendation.

Signed



Executive Member

Date 18 July, 2014

Consultee Lead Member/Support Member comments (if applicable)