

TITLE OF REPORT: **Housing Performance & Compliance Monitoring**

REPORT OF: **Colin Huntington, Strategic Director, Communities & Environment**

Summary

This report and subsequent presentation will provide the HEHC Overview and Scrutiny Committee (OSC) with confirmation of its role in monitoring and scrutinising the performance of housing services in Gateshead; its role in monitoring and scrutinising the arrangements for ensuring the safety of Council homes; its role in ensuring regulatory and statutory compliance in the management and maintenance of the Council's housing stock, as well as the Council's wider housing responsibilities. There will be a specific focus on the Regulator of Social Housing's regulatory standards for all registered providers, including the required role of tenants and leaseholders in scrutinising housing performance.

Background

1. The decision of the Council to directly manage and maintain its own homes, made in November 2020, together with the associated decision to bring all of its housing functions and responsibilities together into one place organisationally within the Council, has required changes to the previous governance arrangements and responsibilities for housing services.
2. New governance arrangements for housing services were subsequently approved by Cabinet in February 2021. In addition to the establishment of a new Strategic Housing Board (SHB) to consider key strategic and policy matters across the whole housing system in Gateshead, it was agreed that a renamed Housing, Environment & Healthy Communities OSC, be given the responsibility to monitor and scrutinise housing services operational performance, as well the measures in place to ensure regulatory compliance, particularly for buildings safety.
3. The presentation will confirm the detail of these new responsibilities including:
 - Scope of the services to be monitored and scrutinised, and why.
 - How performance will be monitored.
 - How compliance will be monitored.
 - Self assessment against the regulatory standards.
 - Frequency of reports.
 - Other reporting requirements.

4. In addition the presentation will confirm the role of tenants and leaseholders in the monitoring and scrutinizing of performance. There are specific regulatory requirements relating to tenant involvement and engagement that will need to be satisfied and evidenced moving forward. This will include the involvement of tenants and leaseholders at future HEHC OSC meetings.

Recommendations

It is recommended that the HEHC OSC:

- (i) Considers its role in the monitoring and scrutiny of housing services;
- (ii) Notes the engagement of tenants and leaseholders in future meetings.

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