

**Bolsover District Council**

**Meeting of the Employment and Personnel Committee**  
**on 24<sup>th</sup> April 2025**

**Housing Performance Manager - Permanent Post**

**Report of Cllr Phil Smith, Portfolio Holder for Housing**

<b>Classification</b>	This report is Public
<b>Contact Officer</b>	Victoria Dawson, Assistant Director Housing Management

**PURPOSE/SUMMARY OF REPORT**

- To seek approval to recruit a Housing Performance Manager. This would be a permanent post on the establishment.
- To recommend to Council funding the post through the Housing Revenue Account.

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**REPORT DETAILS**

**1. Background**

- 1.1 The Regulator for Social Housing has updated the Consumer Standards with effect from 1<sup>st</sup> April 2024. These are designed to protect tenants and to ensure they receive high quality services.
- 1.2 The Social Housing Regulation Act, which also came into effect from 1<sup>st</sup> April 2024 gave the Regulator Social Housing enhanced powers to inspect landlords to ensure they comply with the consumer standards.
- 1.3 The Council was one of the first to be inspected under the new inspection regime, receiving a C2 grading in August 2024. C1 being the highest and C4 the lowest, the C2 grade recognises that the Council has provided some assurance and met the Consumer Standards in many areas but identified some areas where improvement is need.
- 1.4 The overarching theme of the requirements improvements was the need to have accurate data with specific themes for improvement relating to;
  - The need to knowing our stock, by undertaking a full Stock Condition Survey and using this data to meet the requirements of the Decent Homes Standards.

The results will show where we need to make improvements to our housing stock and will drive future capital spend.

- Delivering fair and equitable outcomes to tenants – We need to recognise and understand the individual and whole tenant base. We then need to use this data to shape the services we provide to benefit all our tenants. By understanding our individual and whole tenant base we can make sure the services provided are what our tenants need and ensure services are accessible.
- Performance - It is important that tenants can hold us to account and to do that they need to know how we are performing. We need to therefore ensure we are collecting accurate data, analysing this to drive service improvements and publish information in an accessible way and in several different places.

- 1.5 As part of the inspection process there is ongoing monitoring of our performance and we are required to present and update our progress against our improvement plan to the regulator bi monthly.
- 1.6 In addition to all the above, the Tenancy, Influence and Accountability Standard specifies the Councils we must *“collect and provide information to support effective scrutiny by tenants of their landlord’s performance in delivering landlord services.”*
- 1.7 Specifically, we must annually publish performance information regarding compliance with the Tenant Satisfaction Measures (TSMs). This includes information which the Council hold, Landlord Management Information, and the Tenancy Perception Survey. In order to monitor compliance, we report these figures quarterly to the Housing Liaison Board as well as the operational Housing Stock Management Group.
- 1.8 The Council is also required to publish information on our complaint performances. The Annual Complaint Handling and Service Improvement Report must be published by June each year, and to ensure monitor compliance with timescales and trend data this information is also presented to the Housing Liaison Board and Housing Stock Management Group

## **2. Details of Proposal or Information**

- 2.1 As set out above we need to ensure that we are proactively collecting data from all 5000 properties, tenants and their family members to ensure we are using this to analyse the services we deliver and drive service improvement.
- 2.2 The Safety and Quality Standard requires landlords to provide good quality homes and landlord services to tenants. It is explicit that we must ensure that all legal assessments are carried out, with any arising actions to be completed within appropriate timescales. The "Big 6" compliance areas need closely monitoring and outstanding actions to be completed timely. (Fire safety, Gas safety, Electrical safety, Lift safety, Asbestos management and Legionella).
- 2.3 Currently we do not have the resource to incorporate the level of data collection and analysis that is needed. A specific Housing Performance Manager post would

work across all areas of Housing, including working with Dragonfly Management Repairs and Maintenance and working alongside the Complaints team.

- 2.5 The post has been job evaluated as a grade 8, the top of the scale being £59,192 inclusive off on costs.
- 2.6 The post can be funded in year 1 with existing Housing Revenue Account (HRA) budget by using £26,000 from the training budget which had been allocated to fund the Competency Standard training which has now been postponed. A start date was anticipated in April 2025 but responses to consultation mean there is no new start date however it is anticipated this will be April 2026. The remainder will be funded by external grant funding. From year 2 onwards this post cannot be met from an existing resource and so would be an increased cost to the HRA.

### **3. Reasons for Recommendation**

- 3.1 Due to the significant changes introduced by the Social Housing Regulation Act, and the comprehensive requirements introduced by the Regulator for Social Housing we need an additional resource to meet these requirements.
- 3.2 The Regulator has stated we need to have a greater understanding of the data we hold, as well as expand the breadth of data we collect, analyse and use for service improvements. A dedicated post is needed to fully meet the increase demand for data analysis

### **4 Alternative Options and Reasons for Rejection**

- 4.1 There are alternatives which could be considered:

To do nothing, however, the requirement for data collection and demand on current staffing resources at this time is not achievable. A dedicated post with expertise in this area and service improvement is needed.

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## **RECOMMENDATION(S)**

1. To approve a new full time permanent Housing Performance Manager position on the establishment, to be funded from existing Housing Revenue Account budgets for Year 1, and approve an increased cost to the HRA for Year 2 onwards.

Approved by Councillor Smith Portfolio Holder for Housing

## **IMPLICATIONS:**

<b><u>Finance and Risk</u></b>	<b>Yes</b> <input checked="" type="checkbox"/>	<b>No</b> <input type="checkbox"/>
<b>Details:</b> The proposal would mean an additional expenditure of between £52,799 (bottom of Grade 8) to £59,162 ( top of Grade 8) from 2025-26 to the Housing		

Revenue Account. Salary costs can be met from within existing resources for year 1 as discussed in point 2.6, and will be an increased cost to the HRA from year 2.

On behalf of the Section 151 Officer

**Legal (including Data Protection)** Yes ☐ No ☐

**Details:**

On behalf of the Solicitor to the Council

**Staffing** Yes ☒ No ☐

**Details:** The report seeks to establish a permanent post on the establishment.

On behalf of the Head of Paid Service

**Equality and Diversity, and Consultation** Yes ☒ No ☐

**Details:**

The post will be responsible for collating and analysing data regarding tenants including equality and diversity information. This will tailor future services to ensure we meet the needs of tenants.

**Environment** Yes ☒ No ☐

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.

**Details:**

The post will be responsible for collating and analysing data regarding tenancies, including property type. This can assist the council in its capital programme development and ensuring we are meeting the requirement to be EPC level C and above by 2030.

## **DECISION INFORMATION:**

☒ **Please indicate which threshold applies:**

**Is the decision a Key Decision?**

A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:

**Revenue (a)** Results in the Council making Revenue Savings of £75,000 or more or **(b)** Results in the Council incurring Revenue Expenditure of £75,000 or more.

Yes ☒ No ☐

(a) ☒ (b) ☐

<p><b>Capital (a)</b> Results in the Council making Capital Income of £150,000 or more or <b>(b)</b> Results in the Council incurring Capital Expenditure of £150,000 or more.</p> <p><b>District Wards Significantly Affected:</b>  <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i>  Please state below which wards are affected or tick <b>All</b> if all wards are affected:</p>	<p><b>(a)</b> <input type="checkbox"/>      <b>(b)</b> <input type="checkbox"/></p>    <p><b>All</b> <input type="checkbox"/></p>
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<p><b>Is the decision subject to Call-In?</b>  <i>(Only Key Decisions are subject to Call-In)</i></p> <p>If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i></p> <p><b>Consultation carried out:</b>  <i>(this is any consultation carried out prior to the report being presented for approval)</i></p> <p> <b>Leader</b> <input type="checkbox"/>    <b>Deputy Leader</b> <input type="checkbox"/>    <b>Executive</b> <input type="checkbox"/>    <b>SLT</b> <input type="checkbox"/>  <b>Relevant Service Manager</b> <input type="checkbox"/>    <b>Members</b> <input type="checkbox"/>    <b>Public</b> <input type="checkbox"/>  <b>Other</b> <input type="checkbox"/> </p>	<p><b>Yes</b> <input checked="" type="checkbox"/>      <b>No</b> <input type="checkbox"/></p>  <p><b>Yes</b> <input type="checkbox"/>      <b>No</b> <input type="checkbox"/></p>  <p><b>Yes</b> <input checked="" type="checkbox"/>      <b>No</b> <input type="checkbox"/></p>
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<p><b>Links to Council Ambition: Customers, Economy, Environment, Housing</b></p>
<p>Housing - Preventing and responding to homelessness through early intervention and personalised solutions</p>

**DOCUMENT INFORMATION:**

Appendix No	Title