

## **HOMES & COMMUNITIES COMMITTEE**

**15 MARCH 2021**

### **HOUSING SERVICE COMPLIANCE PERFORMANCE – QUARTERLY REPORT**

#### **1.0 Purpose of Report**

1.1 This report provides the Committee with an overview of compliance performance of the housing service at the end of December 2020.

#### **2.0 Background Information**

2.1 The Committee has the direct responsibility to ensure that homes and services are of a high standard and meet legal and regulatory requirements.

2.2 This report gives a summary of the performance of the housing service compliance functions at the end of December 2020.

2.4 This report provides Members with an opportunity to comment on the performance of the housing services compliance functions.

#### **3.0 Performance report**

3.1 The report contains information on compliance performance to provide Members with oversight and input into these essential services. The report includes, amongst other matters information on the following:

- Landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water. It also summarises details of the Council's housing stock.

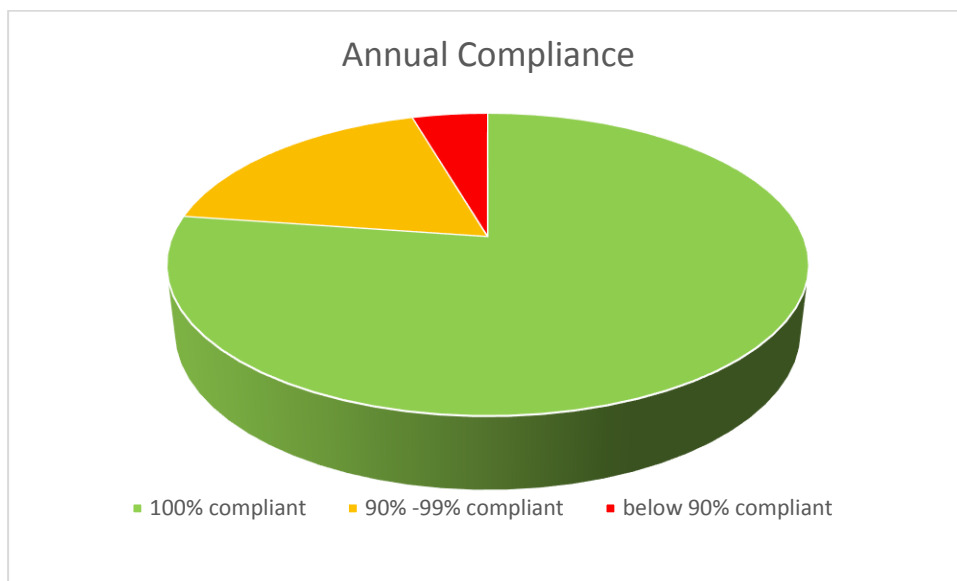
3.2 A separate report will be submitted to this committee relating to the operational performance of other key housing services.

3.3 The metrics included in this report were last considered by this Committee on 17<sup>th</sup> September 2020.

3.4 Current overall annual performance has improved since the last report and is shown in the pie chart below, the 22 areas that are reported upon, are broken down as follows:

<b>Month</b>	<b>Compliant (Green)</b>	<b>90% -99% compliant (Amber)</b>	<b>Below 90% compliant (RED)</b>
July 2020	14 Areas	4 Areas	4 Areas
September 2020	16 Areas	5 Areas	1 Area
December 2020	17 Areas	3 Areas	2 Areas

3.5 Full details of these performance indicators along with associated commentary are included at Appendix 1 to this report. All the areas out of compliance relate, in the main, to issues arising from the COVID-19 lockdown.



3.6 To assist the reader, performance against the 22 indicators are RAG rated, as follows:

- Green: At target.
- Amber: Within 10% of target.
- Red: below 10% of target

3.7 Of note within the amber segment is the position on gas servicing, which is now only 0.06% out of compliance with 3 properties not having their annual service carried out by the anniversary date of the previous one. This has reduced from 49 at the end of July. Prior to lock down this figure was around 5 properties in any given month, rising to a peak of 158 properties in June 2020, at the height of the pandemic.

3.8 Within the red segment, the report highlights access problems due to the pandemic, affecting our performance on undertaking the servicing of Hoists. Efforts are being made to access the outstanding properties. These properties have doctor's notes stating they are vulnerable and are self-isolating. We are also in discussions with OT about access and the equipment use

#### **4.0 Equalities Implications**

4.1 There are no direct equalities implications arising from this report. Where tenants are may have additional needs, an individual risk assessment is carried out to ensure all tenants are supported.

#### **5.0 Digital Implications**

5.1 There are no digital implications arising directly from this report.

#### **6.0 Financial Implications**

6.1 There are no direct financial implications arising from this report. However, it should contribute to Members' understanding of the way in which resources are allocated to meet our statutory and regulatory responsibilities to ensure we keep our tenants and residents safe in their homes.

## **7.0 Community Plan – Alignment to Objectives**

7.1 The performance of the housing service contributes to our services as a landlord, and our responsibility to keep tenants safe in their homes.

## **8.0 Comments of Director or Housing Advisory Group**

8.1 Performance remains strong across our compliance functions and will remain of the highest priority going forward, with a zero tolerance on gas servicing to keep our tenants safe in their homes.

8.2 Feedback is also welcome on areas of service where the Committee would benefit from a more in depth briefing to enhance Members' understanding of the services being provided including our legal and regulatory responsibilities.

8.3 At Housing Advisory Group on 18<sup>th</sup> February 2021, the group acknowledged the strong performance on gas servicing and gave examples of a responsive service for a tenant who had an issue with a boiler under warranty to ensure they were not left for days due to delays with the contractor attending.

8.4 Although the Periodic Electrical testing figures are not where they would like them to be the group understand that unlike the gas inspection, electrical testing in our homes is quite invasive and so the precautions taken by the Contractor are understandable and the measures taken by NSDC to bring back to acceptable figures is welcomed.

## **9.0 RECOMMENDATION(S)**

**That the Committee notes the performance of the housing service compliance functions.**

### **Reason for Recommendation(s)**

This report provides an opportunity for members of the Homes & Communities Committee to have continued oversight into the performance of the housing management service, in relation to statutory and regulatory compliance and best practice.

### **Background Papers**

Nil

For further information please contact Mark Plant, Compliance Manager on Ext 5603.

Suzanne Shead, Director – Housing, Health & Wellbeing

## **Appendix 1- Compliance performance**

## Newark & Sherwood District Council Compliance Reporting

For the month of December 2020 (Housing Services Compliance Performance)

### 1) Asset Base

Total no. of individual dwellings / properties being managed	5534
Total no. of "blocks" being managed Note: "Blocks" relates to multiple dwellings contained within one building i.e. flats, bedsits, maisonettes, apartments, HMO's etc.	334
Total no. of non-residential units (i.e. commercial properties including offices, retail units, storage facilities etc.)	3

### 2) Stock Type

<b>Residential</b>	<b>Number of Units</b>
<b>Social &amp; affordable housing</b>	
General Needs (Social rented)	2933
Shared Ownership	0
Housing for older people	2576
Supported housing	92
<b>Affordable (non-social) housing</b>	
Market Rented	0
Affordable Rented	288
Leasehold (Leaseholder owns 100% of equity)	159
Other – Wellow Green and Seven Hills	39
<b>Non-Housing</b>	
Offices and commercial premises	18
Garages & car parking spaces	430
Community centres	33

## How to Read This Report

This document reports on the compliance activities due to take place each month.

**The Annual Target** column indicates the total number of compliance activities expected in the year.

The number of activities due in the month is shown in the column headed **Target for Month**.

Note: Any work not carried out in the previous month will be carried forward and added to this figure.

**The Total for Month** column records the actual number of compliance activities carried out in the month



The **Outstanding** column records the number of activities due in the month but not completed by the end of the month.

The final 2 **Compliance** columns record the annual and monthly compliance percentage at the time of the report.

**RAG Rating** is included to assist the reader, as follows;

- Green: At or above your target.
- Amber: Within 10% of your target.
- Red: Less than 10% of your target

### 3) Work Activity



Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Fire Risk Assessments	135	0	0	0	100% 	100% 

Comments:

Total number of annual reviews required is 135



The Type 1 fire risk assessments (FRA's) currently in place are a 5-year assessment and all are currently still valid and provide the necessary compliance. An annual review is then carried out to ensure no changes have been made to the property which would have an impact on fire safety.

The new programme of Type 3 FRA's in January 2021 which will continue through until April 2021 or beyond. This type of FRA will potentially highlight additional areas of remedial work not routinely identified through the Type 1 FRA inspection. Budgets have been increased to meet the increased cost of any additional work identified and future reports will include any outstanding follow up actions.

Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Fire Alarm Testing (including emergency lighting)	6760	524	524	0	100% 	100% 



Comments:

There are 130 sites which receive a weekly visit to check and test the systems.

Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Sprinkler Servicing	3	0	0	0	100% 	100% 

Comments:

This item relates to the sprinkler system at Gladstone House and a pair of houses on Beech Avenue, New Ollerton which require a sprinkler system under the building regulations.



Asbestos	Annual Target	Target for Month	Total to Date	Outstanding	Compliance	
					Annual	Month
Asbestos Surveys (Domestic)	333 <i>(464 completed this year)</i>	0	83	0	100% 	100% 

Comments:

Although there is no statutory requirement to carry out domestic asbestos surveys it is considered good practice to do so.



Asbestos surveys are planned to be carried out at all domestic Council properties; this was commenced with a 20% survey in 2008. Subsequently we have targeted circa 333 (27 per month) surveys on domestic dwellings per annum, this is a fluid target as it is subject to removal costs where the material is identified and needs to be replaced. The programme was slow to mobilise this financial year because of the COVID-19 lockdown.

We have completed this year's target but will continue to carry out asbestos surveys for any works that are required between now and the end of March 2021. We will continue to record the amount of surveys carried out and report on this monthly

Asbestos	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Asbestos Surveys (Communal)	112	0	0	0	100% 	100% 

Comments:



This is a statutory responsibility and the survey programme has now been completed. A programme of re-inspecting any high/medium risk asbestos found and not replaced, will commence in January 2021 as required by the Asbestos Management Regulations (this will run alongside the Type 3 Fire Risk Assessments)



Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Valid Gas Annual safety Inspection*	5202	380	377	3	99.94% 	99.21% 



Comments



All outstanding properties are now with the legal team but additional attempts are still being made to gain access.



Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Solid Fuel	25	0	0	0	100%	100%

						
Comments: All on target						

Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Oil Servicing	205	0	0	0	100% 	100% 
Comments: All services are complete.						

Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
LPG Gas Servicing	3	0	0	0	100% 	100% 
Comments: All services are complete.						

Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Commercial Boilers	3	0	0	0	100% 	100% 
Comments: All services are complete.						



Electrical 5 Year	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Domestic Testing	718 <i>(196 left to do from the original programme)</i>	97	66	31	72.7% 	68.04% 
Certificate Audit	387	0	0	0		



**Comments:**



The Contractor suspended work due to lockdown until early May 2020, and is now completing a restricted programme of testing, avoiding tenants who are shielding or over 70 years of age, where requested. However, we do expect to complete target by the end of the year.



We have also carried out an audit of all electrical certification and have found that 387 certificates are not registered on our system. We have now added these to the contractors programme and they are putting additional resources on to ensure that these are recertified by the end of March 2021. There is sufficient funding in this year's budget to cover the additional surveys.



Electrical Testing	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Non-domestic Testing	130	0	0	0	100%	100%

						
Comments: All non-domestic electrical testing is completed and certified in line with a five-year testing programme						



Electrical Testing	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
PAT Testing	37	13	13	0	100% 	100% 
Comments:						

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Legionella	120	11	5	6	95% 	45.45% 
Comments: Access issues on the six outstanding blocks was due to an issue with key safe which has now been rectified and we are now waiting for an update from the contractor and their written report.  The programme is progressing on target and a Legionella Risk Assessment has been completed for each building where this is required, these risk assessments are currently being updates. Additional work is now taking place to produce a 'written Scheme' for each building which describes the ongoing testing and cleansing that takes place to mitigate any safety issues highlighted within the risk assessment.						

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
General Block Inspections	1164	97	97	0	100% 	100% 
Comments: All blocks inspected						



Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Play Park Inspections	884	85	85	0	100% 	100% 



Comments:  
Currently on target with no issues to report



Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Tree Surveys	1	0	0	0	100% 	100% 



Comments:  
Tree surveys are undertaken every 5 years and were completed in March 2019





Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Passenger and Goods Lift Servicing	96	0	0	0	100% 	100% 
Comments All now complete.						

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Stair lift Servicing	95	10	9	1	98.95% 	90.00% 
Comments: The contractor has continued to offer service during the Coronavirus lockdown but access rates have been affected by tenants self-isolating. Efforts are being made to access the outstanding property. This property has doctor's notes stating they are vulnerable and are self-isolating. We are also in discussions with the OT about access and the equipment use.						

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Hoist Servicing	36	12	8	4	88.89% 	66.67% 
Comments: The contractor has continued to offer service during the Coronavirus lockdown but access rates have been affected by tenants self-isolating. Efforts are being made to access the outstanding properties. These properties have doctor's notes stating they are vulnerable and are self-isolating. We are also in discussions with OT about access and the equipment use to manage any risks.						

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Commercial Ductwork	1	0	0	0	100% 	100% 
Comments: This relates to Gladstone House commercial boiler. Inspection carried out by H&S officer as part of Fire Risk Assessments						

Gladstone House	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Bacteria Testing Potable Water	1	0	0	0	100% 	100% 
Comments: A dip test of the tank has been completed and no issues were found with the quality of the water.						

Gladstone House	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
<b>Air Conditioning</b>	1	0	0	0		
Comments: A contractor has been appointed and a date of 29/1/2021 has been arranged with the management at Gladstone						