

## **HOMES & COMMUNITIES COMMITTEE**

**7 JUNE 2021**

### **HOUSING SERVICE COMPLIANCE END OF YEAR OUT TURN PERFORMANCE**

#### **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 March 2021.

#### **2.0 Background Information**

2.1 This report gives a summary of the performance of the housing compliance function at the end of March 2021 which provides assurance that homes are safe and services are of a high standard and meet legal and regulatory requirements as a landlord.

2.2 This report provides Members with an opportunity to comment on the performance set out in this report.

#### **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:

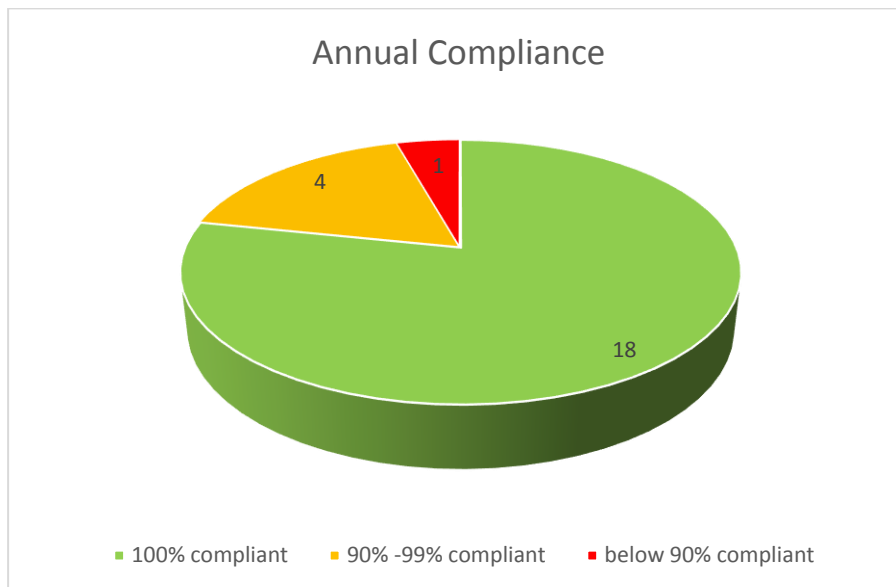
- A summary of the Council's housing stock;
- Landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water

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

3.3 Current overall annual performance has improved since the last report and is shown in the pie chart in 3.4, the 22 areas that are reported upon plus one new area (Gladstone House Air Conditioning\*) , 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
March 2021	18 Areas*	4 Areas	1 Area

3.4 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.



3.5 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

3.6 Of note within the amber segment is the position on gas servicing, which is now only 0.13% out of compliance with 7 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 2020. 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. This increase was due to following HSE guidance and supporting our most clinically vulnerable tenants and those over 70, by postponing their service where requested, for a 12-week isolation period, as prescribed by the government at the time. These properties have now been reintroduced into the servicing programme following the government's decision to end the shielding process from 31<sup>st</sup> March 2021.

3.7 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 residents have medical certification confirming the requirement for self-isolating. We are also in discussions with Occupational Therapy about access and the equipment use to manage risk. These properties have now been reintroduced into the servicing programme following the government's decision to end the shielding process from 31<sup>st</sup> March 2021.

#### 4.0 **Equalities Implications**

4.1 There are no direct equalities implications arising from this report though as part of how we manage these services, we consider the tenants individual circumstances and work with them through our housing services to achieve compliance based on the tenants circumstances.

#### 5.0 **Financial Implications FIN21-22/158**

5.1 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.

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

6.1 The performance of the housing service contributes to creating more and better quality homes through our roles as landlord, developer and planning authority.

## **7.0 Comments of Director**

7.1 It's essential that the Committee receives quality, timely information to enable it to oversee the Council's management of tenants' homes and services and the health and safety of our residents.

7.2 As this report reflects our end of year position, it is worth noting the excellent performance throughout a year with significant challenges for service delivery.

7.3 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.

7.4 For 2021/22, Members will see a revised layout and content.

## **8.0 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

Suzanne Shead  
Director – Housing, Health & Wellbeing

### **Appendix 1- Compliance performance**

## Newark & Sherwood District Council Compliance Reporting

For the month of March 2021 (Housing Services Compliance Performance)

Prepared by Mark Plant

### 1) Asset Base

Total no. of individual dwellings / properties being managed	5532
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.	336
Total no. of non-residential units (i.e. commercial properties including offices, retail units, storage facilities etc.)	3

### 2) Stock Type

Residential	Number of Units
<b>Social &amp; affordable housing</b>	
General Needs (Social rented)	2931
Shared Ownership	0
Housing for older people	2576
Supported housing	92
<b>Affordable (non-social) housing</b>	
Market Rented	0
Affordable Rented	334
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. Our new programme of more stringent Type 3 FRA's commenced in March 2021 which will continue through until the end of 2021. 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 progress will be reported via this quarterly report to Committee.



Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Fire Alarm Testing (including emergency lighting)	6780	540	540	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% 
<p>Comments:</p> <p>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.</p>						

Asbestos	Annual Target	Target for Month	Total to Date	Outstanding	Compliance	
					Annual	Month
Asbestos Surveys (Domestic)	333 <i>(626 completed this year)</i>	0	113	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 in 2020-21 because of the COVID-19 lockdown. We completed this year's target early but continued to carry out asbestos surveys for the remainder of the financial year making the total asbestos surveys carried out in the year 626.

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

Comments:

All the asbestos in the communal blocks was checked in August and September 2020 and the programme was completed early. Going forward from April 2021 the re-inspection programme for high/medium risk asbestos found and not replaced, is taking place as part of the Type 3 Fire Risk Assessments and will be more widely spread throughout the year.



Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding *	Compliance	
					Annual	Month
Valid Gas Annual safety Inspection*	5196	270	263	7	99.87% 	97.41% 



Comments



All outstanding properties have now gone through the no access process and are with the legal team but additional attempts are still being made to gain access in the meantime.



It is expected that the Out Of Compliance should drop over the next few months as we come out of the lockdown and as the courts begin to catch up with their backlog of cases. We had 6 cases awaiting a hearing at the end of March this has now gone up to 7 cases in mid-May the courts are starting to get through their backlog but it will take some time. Again, in the meantime we continue to attempt access and chase the court for hearing dates.



Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Solid Fuel	24	2	2	0	91.67%	0%



						
<b>Comments:</b> There are two out of compliance properties where we have been working with colleagues in our tenancy and estates team to gain access.						

Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Oil Servicing	205	0	0	0	100% 	100% 
<b>Comments:</b> All services are complete for 20/21.						



Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
LPG Gas Servicing	3	0	0	0	100% 	100% 
<b>Comments:</b> All services are complete for 20/21.						



Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Commercial Boilers	3	0	0	0	100% 	100% 
<b>Comments:</b> All services are complete for 20/21.						

Electrical 5 Year	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Domestic Testing	718	0	0	0	100% 	100% 
Certificate Audit	387	326	119	207		
<b>Comments:</b> An audit of all electrical certification found 387 certificates missing from our system. These were added to the contractors programme and additional resources supplied to aid in getting these completed as soon as possible. At the end of April there were 136 still outstanding The remaining properties from the certificate audit have been added to this year's programme and are being treated as urgent by the contractor.						



Electrical Testing	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Non-domestic Testing	130	0	0	0	100% 	100% 
<b>Comments:</b> 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	2	1	0	97.30%	50%



						
Comments: The outstanding PAT test is booked in and to be carried out in April 2021						

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Legionella	120	11	11	0	100% 	100% 



Comments:  
All testing up to date for 20/21

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 for 20/21

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 complete for 20/21.

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 resident is self-isolating. We are also in discussions with the Occupational Therapist about access and the equipment use. Now that the lockdown has been eased and the shielding removed every efforts are being made to access the outstanding property.

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 residents are self-isolating. We are also in discussions with Occupational Therapists about access and the equipment use. Now that the lockdown has been eased and the shielding removed every efforts are being made to access the outstanding properties. We are working with Tenancy Team and the Occupational Therapist to gain access to the out of compliance properties but there are a number of tenants that will still not let us have access until they have had their second vaccination.

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 Assessment

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
Air Conditioning	1	0	0	0	100% 	100% 

Comments:

All compliant