



Report to: Cabinet (Performance) 21 March 2023

Portfolio Holder: Councillor Tim Wendels – Housing and Health

Director Lead: Suzanne Shead, Director of Housing Health and Well-Being

Lead Officer: Caroline Wagstaff, Business Manager Housing Maintenance and Asset Management x5637

| Report Summary | |
|---------------------------------------|--|
| Type of Report | Open Report non-key decision |
| Report Title | Housing Services Health and Safety Compliance Performance Qtr3 2022-23 |
| Purpose of Report | To provide assurance on the performance of compliance services within housing services and highlight areas falling below the target set and reasons with plan for recovery. |
| Recommendations | <ul style="list-style-type: none"> a. To note the compliance performance of housing services and the areas falling outside of target. b. To approve the future reporting arrangements as set out in 1.5. c. Identify any areas for further scrutiny to provide assurance on compliance performance in Housing Services. |
| Alternative Options Considered | Not Applicable |
| Reason for Recommendations | To ensure housing services compliance with health and safety has sufficient oversight and scrutiny at executive level |

1.0 Background

- 1.1 The Council has legal and regulatory landlord responsibilities to complete regular checks on tenants homes around six key areas of safety collectively called Compliance Safety – Gas Safety, Electrical Safety, Asbestos, Fire Protection, Lifts and Legionella.
- 1.2 Performance is recorded monthly within the Housing Health and Well Being Directorate and presented quarterly for scrutiny by the Senior Leadership Team, the Policy and Performance Improvement Committee and the Tenant Engagement Board.
- 1.3 This report presents an overview of where housing services are not achieving targets around 27 building safety measures. Some of the measures and the definitions behind them will be amended following the introduction of Tenant Satisfaction Measures from

April 2023 which will require all registered providers to submit data around 22 measures to enable tenants to hold their landlords to account for performance and enable landlord performance to be compared against each other.

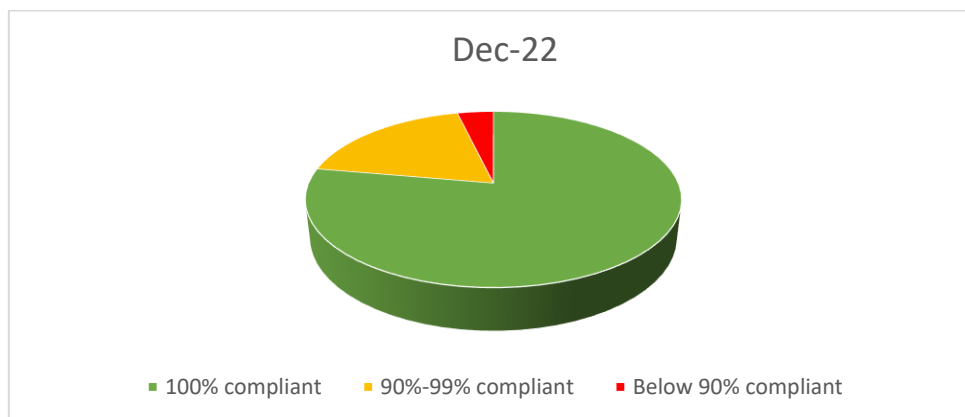
- 1.4 Feedback from the Tenant Engagement Board of 9 February 2023 included thanks for the hard work recovering the gas servicing position, which since this report was generated has now reduced to four properties. The Board liked the layout of the full report and the ease of understanding if our performance was on target through use of colours and icons.
- 1.5 Commencing from April 2023, compliance across the Council will be brought quarterly in one report to Cabinet. This will comprise of a covering report and two appendices to show housing services compliance and corporate asset compliance. Together with operational risks, this new approach aims to show all compliance in one report. The Housing Services report will contain the six main areas of compliance, highlighting any exceptional performance areas and emerging issues/changes that the Council need to be aware of.

2.0 Exceptions Reporting

2.1 Below is the performance of housing compliance services at the end of December 2022, these 27 indicators are “RAG” rated, as follows:

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

| Month | Compliant | 90% -99% compliant | Below 90% compliant | Total |
|-----------|-----------|--------------------|---------------------|-------|
| June 2021 | 20 (74%) | 4 (15%) | 3 (11%) | 27 |
| Sept 2021 | 19 (70%) | 5 (19%) | 3 (11%) | 27 |
| Dec 2021 | 20 (74%) | 5 (19%) | 2 (7%) | 27 |
| Mar 2022 | 23 (85%) | 4 (15%) | 0 | 27 |
| June 2022 | 20 (74%) | 6 (22%) | 1 (4%) | 27 |
| Sept 2022 | 18 (67%) | 6 (22%) | 3 (11%) | 27 |
| Dec 2022 | 21(77%) | 5(19%) | 1(4%) | 27 |



2.2 Areas falling below expected performance levels:

- Gas Servicing – AMBER – 26 homes without a current gas certificate and not in a legal process – 99.5% compliant.
- Oil Servicing – RED – 32 homes with their service outstanding, six of these are in a legal process to gain access via a lifetime injunction.
- EICR (Electrical Certification) less than five years old – AMBER – 109 homes without certification, 46 of these are in a legal process to gain access via a lifetime injunction.
- Stairlift Servicing – AMBER – 3 stairlifts have not been serviced due to non-access by the tenant.
- Hoist Servicing – AMBER – 1 hoist outstanding due to hospitalisation, arrangements being made to complete ahead of hoist user returning home.

3.0 Implications

- 3.1 The previous performance of the Gas Servicing programme resulted in a self-referral to the Regulator of Social Housing (RSH). Monthly engagement meetings are held with the Regulator and the Deputy Chief Executive to discuss progress against an Action Plan which sets out the Council's plans for recovery and service improvement including obtaining external assurance. It is anticipated this will be in place until July 2023.

Background Papers and Published Documents

Refer to Policy and Performance Improvement Committee meeting of 6th March 2023 for full compliance performance data- [Policy & Performance Improvement Committee – 6 March 2023](#)