



Report to: Cabinet (Performance) Meeting: 19 December 2023

Portfolio Holder: Councillor Lee Brazier - Housing

Director Lead: Suzanne Shead, Director of Housing, Health & Wellbeing

Lead Officer: Caroline Wagstaff Business Manager - Housing Maintenance & Asset Management (M) 07929 864367

Report Summary	
Type of Report	Open Report / Non-key decision
Report Title	Quarter 2 2023.24 Housing, Health & Wellbeing -Compliance Assurance Report
Purpose of Report	To provide an update on the position at the end of Quarter 2 2023/24 (30 June 2023 to 30 September 2023) with regard to compliance assurance overview and actions arising.
Recommendations	That Cabinet: a) note the compliance performance for the end of the financial year, the items for action and changes for next financial years reporting; and b) Identify any areas of concern or for further investigation or detail.

1.0 **Background**

1.1 This report presents the combined performance of housing compliance services at the end September 2023 focusing on exceptions performance which is outside the Councils target parameters. This performance relates to the Council’s legal and regulatory landlord responsibilities for 27 building safety measures including fire protection, gas, asbestos, electrical and water.

1.2 Full details of these performance indicators along with associated commentary are included at **Appendix 1** (at end September 2023) to this report. Compared to the same quarter last year, overall annual performance has improved across the 27 areas. Performance against the 27 indicators is “RAG” rated, as follows:

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

1.3 Table showing overall compliance performance for 27 elements

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 (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
Mar 2023	23 (85%)	4 (15%)	0 (0%)	27
June 2023	23 (85%)	4 (15%)	0 (0%)	27
Sept 2023	23 (85%)	4 (15%)	0 (0%)	27

2.0 Performance Exceptions

2.1 Gas Servicing - AMBER

Of note within the amber segment is the position on gas servicing, which is now 99.54% compliant. There are 24 properties without a current gas safety certificate, but all these properties are now in an enforcement process. Please see [Home Standard - GOV.UK \(www.gov.uk\)](https://www.gov.uk).for further information on the Council’s responsibilities.

2.2 The Council are working with the gas contractor on reprofiling the gas servicing programme to avoid the large peak of services that caused an issue in July 2022.

2.3 As part of the annual service, carbon monoxide alarms fitted next to all heating appliances in every home (with the exception of cookers) are checked and carbon monoxide alarms are also being fitted on all rewire projects.

2.4 In addition, a number of properties have been identified where the tenants have hearing difficulties and alternative carbon monoxide alarms are being fitted that have flashing lights and vibrating pillows to warn the occupier of any issues. These will also be linked into the smoke alarm system to increase overall protection.

2.5 Oil Servicing - AMBER

There are currently 8 homes where the oil service has not been completed, are all in an enforcement process. Our gas contractor is now carrying out the oil servicing as part of their servicing contract and are increasing the number of trained oil engineers on the contract.

2.6 EICR (Electrical) Certification Less Than Five Years Old - AMBER

We currently have 39 properties without a EICR electrical certification of less than five years old, of these 37 are in a legal process. The two remaining properties have confirmed appointments for the first week of October 2023.

3.0 Position with Regulator of Social Housing (RSH)

3.1 Current performance has significantly improved, and an external audit of our gas servicing programme has now been completed and the final report has just been received. This audit is a requirement from RSH before making a decision on removal of the Regulatory Notice.

4.0 Implications

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection, Digital and Cyber Security, Equality and Diversity, Financial, Human Resources, Human Rights, Legal, Safeguarding, Sustainability, and Crime and Disorder and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

4.1 **Tenants** - 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. We are fitting alternative alarms for tenants with hearing impairment to ensure effective evacuation in the event of a fire.

4.2 **Financial Implications** - There are no direct financial implications arising from this report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None

Newark & Sherwood District Council Compliance Reporting

For the month of September 2023 (Housing Services Compliance Performance)

Prepared by Mark Plant

1) Asset Base

Total no. of individual dwellings / properties being managed	5541
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.	341
Total no. of non-residential units (i.e. commercial properties including offices, retail units, storage facilities etc.) Communal Boilers	4

2) Stock Type

Residential	Number of Units
Social & affordable housing	
Rented	5541
Leasehold/Shared Ownership	183
Non-Housing	
Community centres	32
TOTAL	5,749

3) 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

4) Work Activity

Fire Safety

Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Type 3 Fire Risk Assessments	139 (83 running total)	25 (internal reviews)	25	0	100% 	100% 
Fire Alarm Testing (including emergency lighting)	6780	540	540	0	100% 	100% 
Sprinkler system	6	0	0	0	100% 	100% 
<p>Comments:</p> <p>Monthly update meeting being held with Compliance Fire Surveyor and Senior Management to ensure progress is being made and to monitor FRA works.</p> <p>All compliant, Fire Alarm, Emergency lighting, Fire extinguisher servicing complete FRA all reviews for September have been completed.</p>						

Type 3 Fire Risk Assessment (FRA) Rectification

Below are the remedial actions highlighted during the Type 3 Fire Risk Assessment divided by in Table A work status:

- Further action – this is work that may need further investigation or larger scale works that require programming in such as replacement of fire doors
- Work In progress
- Completed















Table A

Complete	Further Action	Work In Progress	Grand Total
1236	0	59	1295

Action	Count	Progress
Bin Stores	3 schemes with 127 flats	All Bin Store Consultations have taken place and plans finalised, contractors on site.
Fire Door Renewals	16 (flats)	To be included in new contract as coming to end of their life cycle.

Sprinklers (Recommendation to be considered not a requirement under the legislation)	1	Quote obtained and costs to be collated for one block feasibility report including other areas for consideration but not a legal requirement.
Fire Stopping	35 (individual flats)	Completed 90% of the programme. Only minor fire stopping left. To be included in new contract and work commenced following inspection regime.
Person Centred Fire Risk Assessments	4	Last few remaining blocks to complete (Actions from newer FRA's)

Heating Appliance Servicing

Heating Systems	Annual Target	Target for Month	Total for Month	Out of Compliance	Compliance	
					Annual	Month
Valid Gas Annual Safety Inspection	5199	603	579	24 (all in enforcement process)	99.54% 	96.02%  (Low % due to outstanding enforcement cases)
Solid Fuel	20	3	3	0	100% 	100% 
Oil Servicing	203	22	14	8 (all in an enforcement process)	96.06% 	63.64%  (Low % due to outstanding enforcement cases)
LPG Gas Servicing	3	0	0	0	100% 	100% 
Commercial Boilers	4	0	0	0	100% 	100% 
Heat Pumps	89	9	9	0	100% 	100% 
Electric	18	0	0	0	100% 	100% 
<p>Comment</p> <p>Weekly meeting legal meetings are being carried out to ensure the movement of legal cases is maintained. It is anticipated that other steps taken to improve access such as installation/activating service interval timers and lifetime injunctions will reduce the number of cases required to enter a legal process in the future.</p>						





1st time access for servicing 71.11% as at end of September with a target of 75% for 2023

First time fix on Gas repairs 97% as at the end of September with a stretch target of 85% for 2023.








Turn on and test following voids 2.93 days target is 2 days

This is higher than the 2 days SLA but this is due to tenant requesting appointment out of the two date time scale (due to tenants availability etc, this was on 3 jobs out of 15)





Asbestos Works

Asbestos	Annual Target	Target for Month	Total to Month	Outstanding	Compliance	
					Annual	Month
Asbestos Surveys (Domestic)	333 (46 running total)	10	10	0	100% 	100% 
Asbestos Surveys (Communal)	125 (per 1999 blocks)	21	21	0	100% 	100% 
<p>Comment</p> <p>Target met for the year on domestic asbestos surveys</p> <p>Communal blocks asbestos inspections are carried out inline and at the same time as the FRA inspection programme.</p>						







Electrical Safety

Electrical 5 Year	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Domestic Testing	905	118	39	39 (with 32 in the enforcement process)	95.25% 	66.95% 
Housemark Data - Domestic EICR certified up to five years old	5545	N/A	N/A	39	99.30% 	N/A
Non-domestic Testing	133	0	0	0	100% 	100% 
PAT Testing	37	10	10	0	100% 	100% 
<p>Comments</p> <p>The two cases that are not in legal have appointments with the tenants booked for the first week in October. Weekly Compliance meeting taking place with senior management team and EICR are being report at each meeting. Also, weekly meetings are being carried out to ensure the movement of legal cases is maintained.</p>						





Water Safety

Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Legionella testing	194	33	33	0	100% 	100% 
Gladstone house Bacteria Testing Potable Water	1	0	0	0	100% 	100% 
<p>Comments:</p> <p>Monthly visits completed and minor repairs identified by our contractor have been ordered.</p> <p>All works are weekly testing are recorded on web-based Compliance software.</p> <p>The main tank at Gladstone will require a clean and this is being planned to be done overnight on the 7/10/23, to cut down the disruption to the tenants.</p>						









Lifting Equipment

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Passenger and Goods Lift Servicing	108	9	9	0	100% 	100% 
Stair lift Servicing	92	12	12	0	100% 	100% 
Hoist Servicing	30	10	10	0	100% 	100% 
<p>Comments:</p> <p>All compliant</p>						

Environmental

Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Play Park Inspections	884	85	85	0	100% 	100% 
Tree Surveys	1	0	0	0	100% 	100% 
<p>Comments:</p> <p>All Compliant.</p> <p>Tree surveys are undertaken every 5 years and were completed in November 2022</p>						

Blocks

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
General Block Inspections	1212	101	101	0	100% 	100% 
Gladstone House Air Conditioning	1	0	0	0	100% 	100% 
Gladstone House Commercial Ductwork	1	Jordan 0	0	0	100% 	100% 
Community Rooms	396 (30 community rooms inspected monthly)	30	30	0	100% 	100% 
Comments All compliant						