



Report to: Policy & Performance Improvement Committee – 4 March 2024

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| Report Summary | |
|--------------------------|--|
| Report Title | Quarter 3 2023-24 - Housing, Health & Wellbeing Housing Compliance Assurance Report |
| Purpose of Report | To provide the performance position as of 31 December 2023 (Quarter 3) with regard to compliance including actions to rectify identified issues and to advise the format will change for 2024 performance. |
| Recommendations | That the Policy & Performance Improvement Committee note: <ul style="list-style-type: none"> a) the exceptions to performance of the housing service compliance functions; b) the request to the Regulator to remove the regulatory notice; and c) that the presentation of performance will change from Quarter 1 2024.25 reporting cycle onwards. |

1.0 Purpose of Report

- 1.1 This report provides Members with the performance of housing compliance services at the end of December 2023, focusing on exceptions performance, which is outside the Council’s target parameters.
- 1.2 The full performance summary is shared with the Portfolio Holder for Housing and discussed as a standard agenda item for the Tenant Engagement Board meetings ensuring that Health & Safety are at the heart of our conversations and actions. Performance is also discussed quarterly at Cabinet (Performance and Shareholders) to ensure there is oversight at Board level.
- 1.3 Members should note that the format of this report will change for Quarter 1 – 2024-25 to reflect the best practice recommendations of the external audit and the Regulator of Social Housing.

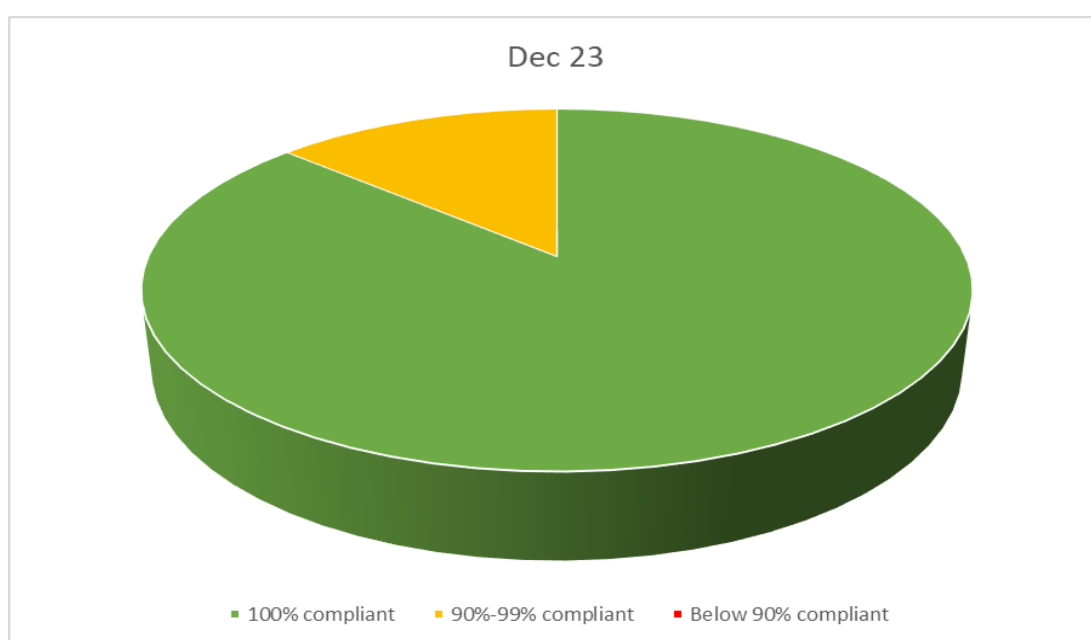
2.0 Background Information

2.1 This report sets out the Council’s performance against the Council’s legal and regulatory landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water as well as summarising details of the Council’s housing stock.

2.2 Full details of these performance indicators along with associated commentary are included at **Appendix 1** to this report. Compared to the same quarter last year, overall annual performance has improved across the 30 areas (note that we have included an additional 3 performance areas since the last quarterly report. these are on the Fire Door Inspection programme). Performance against the 30 indicators is “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 (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 |
| Dec 2023 | 26 (88%) | 4 (12%) | 0 (0%) | 30 |



3.0 Performance Exceptions

3.1 Gas Servicing - AMBER

Gas servicing is 99.65% compliant. There are 18 properties without a current gas safety certificate, but all are 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.

3.2 The gas contractor is on year two of reprofiling the gas servicing programme to avoid the large peak of services that caused an issue in 2022.

3.3 Carbon monoxide alarms for all heating appliances in every home (with the exception of cookers) is a standard part of the annual service. There are 27 properties where the tenants have been identified through adaptations data as having hearing difficulties and alternative CO alarm 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 overall protection.

3.4 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. The number oil-based heating properties is reducing as the Council replace with air source heating systems as part of the WAVE 2.1 decarbonation project.

3.5 EICR certifications less than five years old – AMBER and HouseMark EICRs

We currently have 41 properties without a EICR electrical certification of less than five years old, of these 34 are in a legal process. The remaining properties are booked in with the tenants for January 2024. The directive to make 5-year EICR certification mandatory has not yet been confirmed by legislation.

4.0 Position with Housing Regulator

4.1 Current performance has significantly improved, and the Council have now completed the second Pennington's audit of our gas compliance and the final report has just been received with a rating of 'Reasonable Assurance' (which was a requirement from RSH).

4.2 The Council wrote to the Regulator for Social Housing on 5th February to request the removal of the regulatory notice with supporting evidence. This service will remain under close scrutiny and a report is scheduled for Audit and Governance in April 2024.

5.0 Implications

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

5.1 **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.

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

5.3 **Equalities and Diversity Implications**

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 team to achieve compliance.

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.

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.

Newark & Sherwood District Council Compliance Reporting

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

Prepared by Mark Plant

1) Asset Base

| | |
|--|------|
| Total no. of individual dwellings / properties being managed | 5535 |
| 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 for Gladstone / Vale View / De Lacy/Broadleaf | 4 |

2) Stock Type

| Residential | Number of Units |
|--|------------------------|
| Social & affordable housing | |
| Rented | 5535 |
| Leasehold/Shared Ownership | 183 |
| Non-Housing | |
| Community centres | 32 |
| TOTAL | 5,750 |
| | |

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 | | | | Outstanding | Compliance |
|-------------|--|--|--|--------------------|-------------------|

| | Annual Target | Target for Month | Total for Month | | Annual | Month |
|---|-----------------------------|------------------|-----------------|---|---|---|
| Type 3 Fire Risk Assessments | 139 | 0 | 0 | 0 | 100%  | 100%  |
| Fire Alarm Testing (including emergency lighting) | 6780 | 540 | 540 | 0 | 100%  | 100%  |
| Sprinkler system | 6 | 5 | 5 | 0 | 100%  | 100%  |
| Fire Door Inspections (4 Monthly) | 156 (Running Total 78) | 39 | 39 | 0 | 100%  | 100%  |
| Fire Door Inspections (6 Monthly) | 1034 (running total 517) | 0 | 0 | 0 | 100%  | 100%  |
| Fire Door Inspections (12 Monthly) | 581 | 32 | 32 | 0 | 100%  | 100%  |
| Comments: Newly added into this report are the Fire Door Inspections. All of which are as per the programme. The first 2 4 monthly checks have been completed as have the 6 monthly checks. The 12 monthly checks have also started. | | | | | | |

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 |
|--------------------|--------------------------|--|-------------|
| 1255 | 0 | 40 | 1295 |
| | | | |
| Action | Count | Progress | |
| Bin Stores | 3 schemes with 127 flats | All Bin Store Consultations have taken place and plans finalised. Contractors are completing the remainder of the bin stores by end February 2024. | |
| Fire Door Renewals | 16 (flats) | To be included in new contract as coming to end of their life cycle. | |
| Fire Stopping | 19 (individual flats) | Completed 90% of the programme. Only minor fire stopping left. To be included in new contract and work commenced following inspection regime. | |

| | | |
|-------|---|---|
| PCFRA | 2 | Last few remaining blocks to complete (Actions from newer FRA's) (Yorke Drive, Strawberry Hall Lane) |
|-------|---|---|

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 | 557 | 539 | 18 (With 18 in enforcement process) | 99.65%  | 96.77%  (Low % due to outstanding enforcement cases) |
| Solid Fuel | 20 | 3 | 3 | 0 | 100%  | 100%  |
| Oil Servicing | 163 | 28 | 20 | 8 (all in an enforcement process) | 95.09%  | 71.43%  (Low % due to outstanding enforcement cases) |
| LPG Gas Servicing | 2 | 0 | 0 | 0 | 100%  | 100%  |
| Commercial Boilers | 4 | 0 | 0 | 0 | 100%  | 100%  |
| Heat Pumps | 130 | 8 | 8 | 0 | 100%  | 100%  |
| Electric | 18 | 0 | 0 | 0 | 100%  | 100%  |

Comments:

Weekly 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.

There is a change in the numbers of oil heating as these are now being changed to Heat Source heating systems under the decarb programme





1st time access for servicing 82.66% as at end of December with a target of 75% for 2023

First time fix on Gas repairs 87% as at the end of December with a stretch target of 85% for 2023.








Turn on and test following voids 2.65 days target is 2 days.

This is higher than the 2 days SLA due to tenant requesting appointment outside the two-day time scale





Asbestos Works

| Asbestos | Annual Target | Target for Month | Total to Month | Outstanding | Compliance | |
|---|-----------------------|------------------|----------------|-------------|---|---|
| | | | | | Annual | Month |
| Asbestos Surveys (Domestic) | 333 | 37 | 37 | 0 | 100%  | 100%  |
| Asbestos Surveys (Communal) | 125 (per 1999 blocks) | 0 | 0 | 0 | 100%  | 100%  |
| Comment Communal blocks asbestos inspections are carried out inline and at the same time as the FRA inspection programme). | | | | | | |

Electrical Safety







| Electrical 5 Year | Annual Target | Target for Month | Total for Month | Outstanding | Compliance | |
|---|---------------|------------------|-----------------|---------------------------------------|---|---|
| | | | | | Annual | Month |
| Domestic Testing | 905 | 102 | 61 | 41(with 34in the enforcement process) | 95.47%  | 59.80%  |
| Housemark - Domestic EICR certified up to 5 years old | 5535 | N/A | N/A | 39 | 99.26%  | N/A |
| Non-domestic Testing | 133 | 0 | 0 | 0 | 100%  | 100%  |
| PAT Testing | 37 | 8 | 8 | 0 | 100%  | 100%  |
| Comments: The low performance is due to the number of cases that are in an enforcement process due to non-access. The team continue to seek access directly and in conjunction with Housing Services | | | | | | |

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%  |
| Comments: Monthly visits completed and minor repairs identified by our contractor have been ordered. All works are weekly testing are recorded on Zetasafe web-based Compliance software. | | | | | | |

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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 | 6 | 6 | 0 | 100%  | 100%  |
| Hoist Servicing | 30 | 4 | 4 | 0 | 100%  | 100%  |
| Comments: All compliant | | | | | | |

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%  |
| Comments: All Compliant. Tree surveys are undertaken every 5 years and were completed in November 2022 | | | | | | |

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 | | | | | | |