



Report to: Cabinet Meeting: 23 July 2024

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 4 Housing Services Compliance Assurance Report
Purpose of Report	To provide an update on the position at the end of Quarter 4 2023/24 (1 st January 2024 to 31 st March 2024) with regard to compliance assurance overview and actions arising.
Recommendations	That Cabinet: <ul style="list-style-type: none"> a) Note the exceptions to performance of the housing service compliance functions. b) The removal of the Regulatory Notice by Regulator of Social Housing. c) That the presentation of performance will change from Quarter 1 2024/2025 reporting cycle onwards.

1 **Purpose of Report**

- 1.1 This report provides Members with the performance of housing compliance services at the end of March 2024, 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 Policy & Performance Improvement Committee before reporting and recommendations to Cabinet.
- 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.

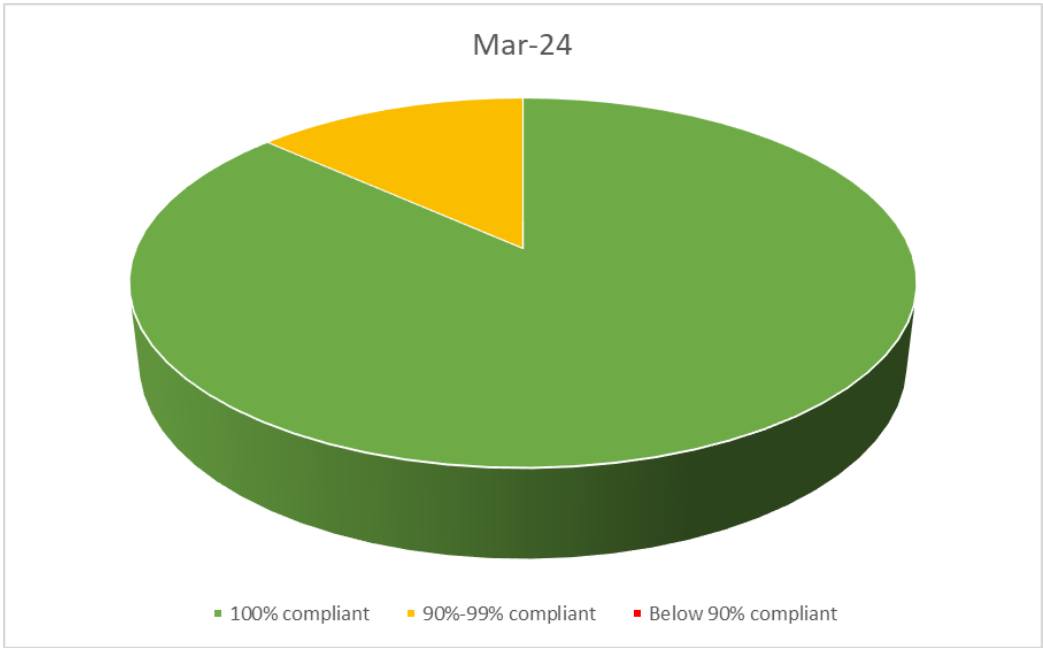
2.0 Background Information

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
Mar 2024	26 (88%)	4 (12%)	0 (0%)	30



3.0 Performance exceptions

3.1 Gas Servicing - AMBER

Gas servicing is 99.71% compliant. There are 15 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 have now been fitted. These 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, all are 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 heat 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 39 properties without a EICR electrical certification of less than five years old, of these 38 are in a legal process. The one remaining property is booked in with the tenant for April 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 The Council has had the regulatory notice removed by the Regulator for Social Housing. This service will remain under close scrutiny and a report is scheduled for Audit and Governance in July 2024.

5.0 Equalities and Diversity Implications

5.1 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 team to achieve compliance.

6.0 Financial Implications

6.1 There are no direct financial implications arising from this report.

7.0 Community Plan – Alignment to Objectives

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

8.0 RECOMMENDATION(S)

That Cabinet notes:

- a. The exceptions to performance of the housing service compliance functions.
- b. The confirmation that the Regulator has remove the regulatory notice.
- c. That the presentation of performance will change from Quarter 1 reporting cycle onwards.

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.

Appendix 1

Newark & Sherwood District Council Compliance Reporting

For the month of March 2024 (Housing Services Compliance Performance)

Prepared by Mark Plant

1) Asset Base

Total no. of individual dwellings / properties being managed	5571
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.	346
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	5387
Leasehold/Shared Ownership	184
Non-Housing	
Community centres	32
TOTAL	5,607

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	0	0	0	100% 	100% 
Fire Alarm Testing (including emergency lighting)	6780	540	540	0	100% 	100% 
Sprinkler system	6	0	0	0	100% 	100% 
Fire Door Inspections (4 Monthly)	117	0	0	0	100% 	100% 
Fire Door Inspections (6 Monthly)	517	0	0	0	100% 	100% 
Fire Door Inspections (12 Monthly)	581	123	132	0	100% 	100% 
<p>Comments: Newly added into this report are the Fire Door Inspections. All of which are as per the programme. The first 3 quarterly monthly checks have been completed as have the 6 monthly checks. The 12 monthly checks have also started to the larger blocks Gladstone, Vale View and Broadleaves (any remedial works are being done following the initial inspection but before they move onto another site).</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
1293	0	2	1295
Action	Count	Progress	
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	571	556	15 (With 15 in enforcement process)	99.71% 	97.37%  (Low % due to outstanding enforcement cases)
Solid Fuel	20	4	4	0	100% 	100% 
Oil Servicing	163	34	8	8 (all in an enforcement process)	95.09% 	76.47%  (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.





1st time access for servicing 83.62% as at end of March with a target of 75% for 2023/34

First time fix on Gas repairs 82% as at the end of March with a stretch target of 85% for 2023/24.

Turn on and test following voids 2.25 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	40	40	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	107	39	39(with 38in the enforcement process)	95.69% 	63.55% 
Housemark - Domestic EICR certified up to 5 years old	5553	N/A	N/A	39	99.30% 	N/A
Non-domestic Testing	133	0	0	0	100% 	100% 
PAT Testing	37	4	4	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 team.



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.

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	2	2	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						