



Report to: Policy & Performance Improvement Committee – 2 September 2024
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Report Summary	
Report Title	Housing Compliance Assurance Report 2024/2025 – Q1
Purpose of Report	To provide the performance position as of 30 June 2024 (Quarter 1) in the new format with regard to compliance including actions to rectify identified issues.
Recommendations	That the Policy & Performance Improvement Committee note: a) the exceptions to performance of the housing service compliance functions; and b) the new format for performance for Quarter 1 2024.25 onwards.

1.0 Purpose of Report

- 1.1 This report provides Members with the performance of housing compliance services at the end of June 2024, focusing on exceptions performance, which is outside the Council’s target parameters.
- 1.2 The full performance summary is shared with SLT; 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 the new format of this report 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.
- 2.3 Please note that the Home Standard has now been replaced by the Safety & Quality Standard as of 1 April 2024. Please see <https://www.gov.uk/government/publications/safety-and-quality-standard> for further information on the Council's responsibilities.
- 2.4 It should be noted that we have shortened the range of the RAG ratings as recommended by external auditors and the Regulator of Social Housing. The changes are listed in the table below:

RAG Rating	Old Rating 2023/24	New Rating 2024/25	Colour in Appendix Report
Green	At Target	100%	
Amber	Within 10%	98 – 99.9%	
Red	Below 10%	0 – 97.99%	

- 2.5 The report also included information on the number of damp and mould cases and our performance in this area including:

- number of inspections conducted.
- number of works order raised and completed.
- average time taken to complete works.
- percentage completed on time.
- average cost of repairs not capitalised (P1 & P2only)

across three categories (P1-P3) based on the amount and difficulty of the work and in total. The description for each category is listed below and can be found on page 3 of Appendix 1 Key Performance Reporting Scorecard for Housing Compliance.

- P1 - Emergency e.g. excessive mould or major leak.
- P2 - Minor repair works and mould wash.
- P3 - Major Works undertaken by Asset Team e.g. new Damp Proof Course

3.0 Performance Exceptions

3.1 Gas Servicing - AMBER

Gas servicing is now 98.5% compliant. There are 77 properties without a current gas safety certificate which is a rise from 15 in the last quarter.

The rise in the number of properties without a current gas safety certificate has occurred because of a dip in performance from our gas servicing contractor. We meet weekly with the contractor at operational level and fortnightly at strategic level with senior staff to bring performance back in line.

- 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, this will be completed by March 2025.

3.3 Oil Servicing - AMBER

There were two homes where the oil service has not been completed, this has reduced from 8 last quarter. These two homes have agreed appointments, and it is expected this will recover by next quarter. We have bought in a local contractor to conduct our oil servicing. We will see the number of properties that have oil-based heating dropping as we fit new heat source heating systems as part of the decarbonation project.

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

There were 27 properties without a EICR electrical certification of less than five years old, which is an improvement on last quarter performance of 39. Considerable progress has also been made on July's cases with only 18 left to complete.

3.5 Lift Equipment - AMBER

We have been unable to gain access to service one stair lift and one hoist, though appointments have been made for July. Given the small number this has meant both indicators have dropped into the new Amber rating.

4.0 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.

4.1 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.

4.2 Financial Implications

There are no direct financial implications arising from this report.

4.3 Community Plan – Alignment to Objectives

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

Appendix 1. Key Performance Reporting Scorecard for Housing Compliance_ June 2024

Domestic No.5541 Blocks No. 341 Communal No. 4	Asset Summary		Performance					Trend Analysis	2023/24 Qtr. 4 Performance	Outstanding/ follow-on works
		Total Properties	Compliance	Non-Compliance	Due within 30 days	Dwellings at risk	Performance %			
Gas Safety	Commercial Boilers for Communal Areas only	4	4	0	0	0	100%	→	100%	
	Community Centres	26	26	0	0	0	100%	→	100%	
	Domestic Dwellings No.	5,133	5,056	77	6	77	98.5%	↓	99.71%	
	No. Capped long term	13	13	-	-	-	0.0025%	↑	-	
Fire Safety Checks	Blocks Requiring FRA and follow on works	106	106	0	0	0	100%	→	100%	
	Dwellings within the blocks	929	929	0	0	0	100%	→	100%	
	Fire Alarm Test & Emergency Lighting Weekly	Blocks 54	54	0	54	0	100%	→	100%	
	Fire Door Inspections 4 mthly	117	117	0	0	0	100%	→	100%	
	Fire Door Inspections 6 mthly	526	517	0	0	0	100%	→	100%	
	Fire Door Inspections Annually	591	390	201	0	201	66%	↓	580	201 No access YTD
	Sprinkler Systems	6	6	0	0	0	100%	→	100%	
Asbestos Safety Checks	Properties Domestic	28 YTD	28	0	32	0	100%	→	100%	
	Properties Communal	125 (Blocks)	125	0	12	0	100%	→	100%	
Water Safety Checks	Properties require LRA	166	166	0	40	0	100%	→	100%	
	Properties require bacteria test	1	1	0	0	0	100%	→	100%	
Lift Equipment Safety Checks	Passenger & goods lifts	108 (9 lifts)	9	0	9	0	100%	→	100%	
	Stair Lifts	64	63	1	0	1	98.4%	↓	100%	
	Hoists	56	55	1	0	1	98.2%	↓	100%	

Domestic No.5541 Blocks No. 341 Communal No. 4	Asset Summary		Performance					Trend Analysis	2023/24 Qtr. 4 Performance	Outstanding/ follow-on works
		Total Properties	Compliance	Non-Compliance	Due within 30 days	Dwellings at risk	Performance %			
Electrical Safety Checks	Domestic Dwellings up to 5 years old	5,545	5,518	27	18	27	99.5%	↑	95.69%	
	Non- domestic properties	133	133	0	0		100%	→	100%	
	PAT Testing	37	37	0	0	0	100%	→	100%	
Other Heating Sources	Solid Fuel	9	9	0	0	0	100%	→	100%	
	Oil	107	105	2	0	2	98.1%	↑	95.09%	Appointments booked for 2 due
	LPG	1	1	0	0	0	100%	→	100%	
	Heat Pumps	157	157	0	0	0	100%	→	100%	
	Electric	21	21	0	0	0	100%	→	100%	
Block Inspections	General	1,212	1,211	1	97	14	99.9%	→	100%	
	Gladstone Commercial Air Conditioning	2	2	0	0	0	100%	→	100%	1 unit broken down awaiting part. Switched off
	Community Rooms	384 inspections for 32 properties	96	0	32	0	100%	→	100%	
			P1	P2	P3	Total	Average Cost of Repair			
Damp & Mould Cases	Number of Dwellings YTD		2	33	10	45	£81.26			
	Number of Inspections Completed					36				
	Number of Repairs Raised YTD		2	80	10	92				
	Number of Repairs Outstanding		0	31	0	31				
	Number of repairs completed		2	49	10	61				
	Average time all works (Days)		0.5	46.21	78	50.63				
	Completed on Time %		100%	67.7%	94.44%	72.18%				
No. recurring cases during period		0	0	0	0					

Month to Month Stock Variations						
	Monthly Summary			Breakdown of Movements		
	Mar-24	Jun-24	Variation	Acquisitions	Disposal/RTBs	Change property type
Total number of domestic dwellings	5,571	5,580	9	9 (New Build)	0	0
Total number of blocks	346	346	0	0	0	0
Total number of Leaseholders	184	184	0	0	0	0
Total number non-domestic	32	32	0	0	0	0