



Report to: Cabinet Meeting: 3 December 2024

Portfolio Holder: Councillor Lee Brazier - Housing

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

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Report Summary	
<b>Type of Report</b>	Open Report / Non-key decision
<b>Report Title</b>	Quarter 2 2024-25 - Housing, Health & Wellbeing Housing Compliance Assurance Report
<b>Purpose of Report</b>	To provide the performance position as of 30 September 2024 (Quarter 2) in the new format with regard to compliance including actions to rectify identified issues.
<b>Recommendations</b>	That Cabinet note: <ul style="list-style-type: none"> <li>a) the exceptions to performance of the housing service compliance functions;</li> <li>b) the new format for performance for Quarter 2 2024.25 onwards.</li> </ul>

**1.0 Purpose of Report**

1.1 This report provides members with the performance of housing compliance services at the end of September 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.

## 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2.3 Please note that the Home Standard has now been replaced by the Safety and Quality Standard as of 1st April 2024.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 2%	98 – 99.9%	
Red	Below 2%	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 (Priority 1 & Priority 2 only)

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 Domestic - AMBER**

Gas servicing is now 98.6% compliant. There are 73 properties without a current gas safety certificate which is a rise from 15 at the end of March 2024.

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.

We have also recently bought in a Gas Consultant to work with the Compliance team to improve processes and revise our gas policy. They are also tasked to work with the Compliance Team and contractor to improve performance of our gas contract.

### **3.2 Gas Servicing Community Centres – RED**

There are 2 x Community Centres with gas appliances that require servicing, and their current certificate has expired. Servicing has been booked in and these services have now been completed bring us back to 100% compliance.

### **3.3 Fire Safety Checks - AMBER**

We have 2 x schemes where the Fire Risk Assessment has been booked in but not completed by end September 2024. These assessments have been arranged and carried out in October 2024. We are awaiting the results and actions required from these assessments.

### **3.4 Fire Door Inspections – RED**

We are working with our contactor Fieldway to book in the necessary quarterly/six monthly and annual checks that are due this financial year. It is not expected that this will be fully complete before end March 2025.

### **3.5 Stair Lifts – RED & Hoists – AMBER**

We have 3 x stair lift cases where we have failed to gain access before the current servicing certificate expired. In 2 of these cases the tenants are in hospital, and we are liaising with family to gain access.

We have 1 hoist case where the tenant has been away but has now agreed an appointment date.

### **3.6 EICR certifications less than five years old – AMBER**

There were 23 properties without a EICR electrical certification of less than five years old, which is an improvement on last quarter performance of 27. Progress continues to be made to work towards 100% completion.

### **3.7 Solid Fuel Servicing - Red**

There is 1 x homes where the solid fuel service has not been completed, this home has agreed an appointment, and it is expected this will recover by next quarter.

### **3.5 Air Source Heat Pumps - AMBER**

We have 3 properties that have come out of warrantee and the service was not transferred over to our contractor. These services have now been booked in and a list of all new installs and dates given to the servicing contractor.

### **4.0 Equalities and Diversity Implications**

4.1 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.

### **5.0 Financial Implications**

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

### **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.

### **7.0 RECOMMENDATION(S)**

That Cabinet note:

**a. The exceptions to performance of the housing service compliance functions.**

### **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.

None

