



Report to: Policy & Performance Improvement Committee -10 March 2025

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Report Summary	
Report Title	Quarter 3 2024-25 - Housing, Health & Wellbeing Housing Compliance Assurance Report
Purpose of Report	To provide the performance position as of 31 December 2024 (Quarter 3) in the new format with regard to compliance including actions to rectify identified issues.
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; and b) the new format for performance for Quarter 3 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 December 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) 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- 2.3 Please note that the Home Standard has now been replaced by the Safety & Quality Standard as of 1 April 2024.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 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 98.62% compliant. There are 72 properties without a current gas safety certificate which is down by 1 from the end of September 2024.

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.

Our contractor has provided a manager to oversee the Action Plan agreed to improve performance and a member of operational team attends Castle House once per week sitting with our compliance team. Additional engineers have been bought in to continue to reduce the number out of compliance in the last quarter.

Whilst performance has been slow to pick up, as of 25 February 2025 the number of properties without a valid gas safety certificate has dropped further to 58.

3.2 Fire Safety Checks – RED

We have changed our programming from a 3- & 5-year schedule to a 1 & 2-year schedule this year to meet changes in fire safety standards. This is a significant change which we are catching up on prioritising our highest risk blocks first. We have completed 41 assessments, which has produced 199 actions of which 72 are complete and 127 outstanding. It has taken time to plan in the works due to the high number recently received. The indicator is red as the actions have not been completed within timescales and there are still some fire risk assessments to be completed. However, the contractor is in place, working on these repairs which are expected to be completed by end March 2025. None of the actions are a high priority, with x70 medium priority; x25 low priority; and x32 recommended to be included in next planned works.

Please see table below with action plan for completion of the outstanding Fire Risk Assessments and due dates in 2025/26.

Type	Completed	Due to be completed Mar'25	Not Due	TOTAL
Blocks P1	20	33	8 x Oct'25	63
Blocks P2	8	0	8 x Aug & Sept'25	8
Blocks P3&4	0	0	57 Sept'25 – Mar'26	57
Community Centres	13	0	17 x Apr-Sept'25	30
TOTAL	41	33	90	158

3.3 Fire Door Inspections – RED

We are working with our contractor to schedule the necessary three monthly and annual checks that are due this financial year. It is not expected that this will be fully complete before end March 2025. There are 336 fire door inspections to be completed in February and March 2025. Any necessary repair works to doors will be completed on inspection.

3.4 Asbestos Domestic & Communal – RED

Our new Asbestos Surveyor has been working hard to review a large amount of data on our Compliance system and ensure it is in the best format for use and reference. The compliance team are currently loading c1,000 asbestos inspections carried out in the last 6 months asap and once, updated, we expect our compliance to be significantly improved. Admin Services will also provide assistance from 3 March 2025 to speed up the uploading of data.

3.5 Water Safety – RED

We have 40 new properties that require testing, which have been booked in for Qtr4. Performance should significantly improve by end March 2025.

3.6 Stair Lifts – RED & Hoists – RED

We have x35 new stair lift and x20 new hoists where warranties have expired and are being programmed in by our contractor. We expect to be compliant again by end March 2025, subject to access being successful. Significant progress has now been made as at 25 February 2025 stair lifts are 94% and hoists 82% compliant.

3.7 EICR certifications less than five years old – AMBER

There were 17 properties without a EICR electrical certification of less than five years old, which is an improvement on last quarter performance of 23. Progress continues to be made to work towards 100% completion and being six months in advance on renewal of certification.

3.8 Solid Fuel & Oil Servicing - Red

There are 5 x solid fuel heated homes and 9 x oil heated homes where access has not been obtained to service the heating. The team are making calls to these tenants to gain access and it is expected this performance will recover by next quarter.

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.

Equalities & 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.

Financial Implications

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

5.0 Community Plan – Alignment to Objectives

- 5.1 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.