

HOMES & COMMUNITIES COMMITTEE

14 September 2020

HOUSING SERVICE COMPLIANCE PERFORMANCE

1.0 Purpose of Report

1.1 This report provides the Committee with an overview of compliance performance of the housing service at the end of July 2020.

2.0 Background Information

2.1 Following the transfer of the housing service back to the Council on 1 February 2020, the Committee now has the direct responsibility to ensure that homes and services are of a high standard and meet legal and regulatory requirements.

2.2 This report gives a summary of the performance of the housing service compliance functions at the end of July 2020.

2.3 This is the first opportunity for Members to consider performance as a service provider, rather than to assess the performance of its contractor, Newark & Sherwood Homes.

2.4 Work is underway to review the information which is provided to Members to oversee Council performance, so the content of this report is likely to change over time. This version of the report provides Members with an opportunity to comment on the information required by the Committee to oversee the performance of housing services compliance functions, its frequency and format.

3.0 Performance report

3.1 The report contains information on compliance performance to provide Members with oversight and input into these essential services. The report includes, amongst other matters information on the following:

- Landlord responsibilities for a range of building safety measures including fire protection, gas, asbestos, electrical and water. It also summarises details of the Council's housing stock.

3.2 A separate report will be submitted to this committee relating to the operational performance of other key housing services.

3.3 The metrics included in this report, and its supporting commentary, are drawn from those which were previously reported to the NSH Board and to the Committee. The NSH Board most recently considered service performance at its meeting on 30 January (data was reported to 31 December 2019). The Committee last considered NSH's performance on 25 November (data was reported to 30 September 2019).

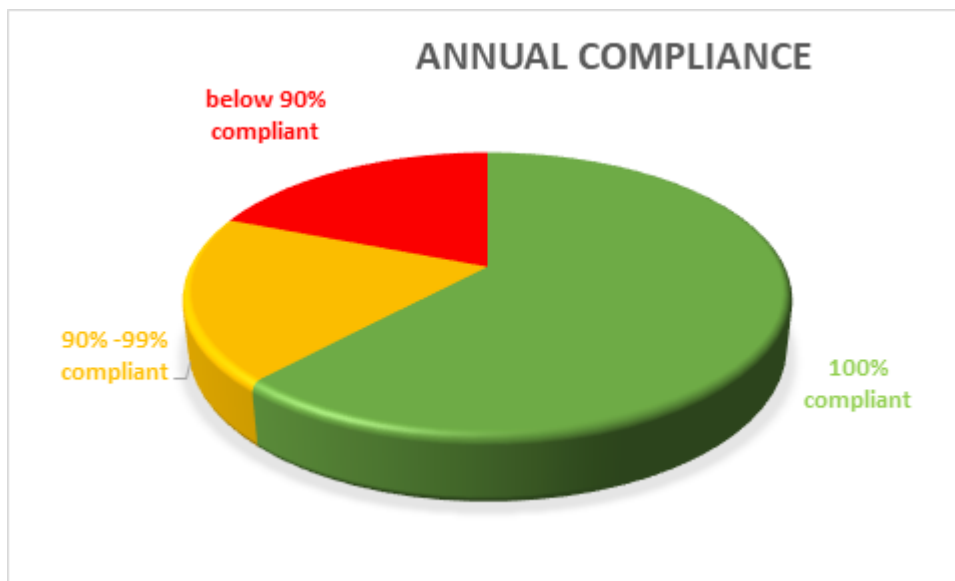
3.4 Current overall performance is shown in the pie chart below. To assist the reader, performance against the 22 indicators are RAG rated, as follows:

Red: below 10% of target
Amber: Within 10% of target.
Green: At target.

3.5 The 22 areas that are reported upon, are broken down as follows:

- 100% compliant - 14 areas
- 90%-99% compliant - 4 areas
- below 90% compliant - 4 areas

3.6 Full details of these performance indicators along with associated commentary are included at Appendix 1 to this report. In the main, all the areas out of compliance relate to issues arising from the COVID-19 lockdown.



3.7 Of note within the amber segment is the position on gas servicing, which is 1% out of compliance with 49 properties not having their annual service carried out by the anniversary date of the previous service. Prior to lock down this figure was around 5 properties in any given month, rising to a peak of 158 properties in June, at the height of the pandemic. This increase is due to the Council following HSE guidance and supported our most clinically vulnerable tenants and those over 70, by postponing their service, where requested, for a 12-week isolation period, as prescribed by the government at the time.

3.8 These properties are now being reintroduced into the servicing programme following the government's decision to end the shielding process from 1st August 2020. To put this into context, during the period of the pandemic between 15th April and 31st July, our gas servicing contractor has completed gas servicing and safety checks to 2655 properties, with only 49 outstanding and out of compliance. We anticipate the servicing programme and the numbers out of compliance will return to single figures by end of October 2020, subject to there being no second wave of the pandemic.

3.9 Within the red segment, the report highlights contractor delays and access problems, due to the pandemic, affecting our performance on the servicing of oil-fired heating and undertaking periodic electrical testing. Both programmes are now back underway with our contractors following approved safe systems of work. The other servicing delayed by the

pandemic relates to certain lifts (not passenger) and hoists both of which we anticipate will be caught up by end of August, subject to access.

- 3.10 Our domestic asbestos surveys have been delayed throughout the period of the pandemic due to the very intrusive nature of this type of work. These surveys will recommence shortly with a new contractor engaged who will follow our safe systems of work when working in tenants homes.

4.0 Equalities Implications

- 4.1 There are no direct equalities implications arising from this report. This is because it is not currently possible to report the impact of housing services on different customer groups and by equality strands.

5.0 Financial Implications

- 5.1 There are no direct financial implications arising from this report. However, it should contribute to Members' understanding of the way in which resources are allocated to meet our statutory and regulatory responsibilities to ensure we keep our tenants and residents safe in their homes.

6.0 Community Plan – Alignment to Objectives

- 6.1 The performance of the housing service contributes to the delivery of several of the objectives of the Community Plan 2019-23 (as amended).

7.0 Comments of Director

- 7.1 This report provides the Committee with its first opportunity to consider the performance of the housing service since it was transferred back into the Council from NSH. A previous report due to be considered in March 2020, was deferred due to the COVID-19 lockdown.

- 7.2 It's essential that the Committee receives high quality, timely information to enable it to oversee the Council's management of tenants' homes and services, so feedback is welcome around content and how it is presented.

- 7.3 In addition, feedback is also welcome on areas of service where the Committee would benefit from a more in depth briefing to enhance Members' understanding of the services being provided including our legal and regulatory responsibilities.

8.0 RECOMMENDATION(S)

That the Committee notes the performance of the housing service compliance functions.

That Members feedback their observations about the content and presentation of performance information.

Reason for Recommendation(s)

This is the first opportunity for members of the Homes & Communities Committee to consider the performance of the housing management service following its transfer from NSH back into the Council on 1 February.

Background Papers

Compliance Performance

For further information please contact Steve Haywood, Strategic Lead, Asset & Development on 07882719655

Suzanne Shead
Director – Housing, Health & Wellbeing

Appendix 1- Compliance performance

Sherwood District Council Compliance Reporting

For the month of July 2020 (Housing Services Compliance Performance)

Prepared by Mark Plant/ Adrian Tutty

1) Asset Base

Total no. of individual dwellings / properties being managed	5523
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.	334
Total no. of non-residential units (i.e. commercial properties including offices, retail units, storage facilities etc.)	3

2) Stock Type

Residential	Number of Units
Social & affordable housing	
General Needs (Social rented)	2947
Shared Ownership	0
Housing for older people	2576
Supported housing	92
Affordable (non-social) housing	
Market Rented	0
Affordable Rented	278
Leasehold (Leaseholder owns 100% of equity)	159
Other – Wellow Green and Seven Hills	39
Non-Housing	
Offices and commercial premises	18
Garages & car parking spaces	461
Community centres	33

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 **Currently Out of Compliance** column records the number of activities due in the month but not completed by the end of the month. This is also the total currently Out of Compliance for the year to date.

The final two **Compliance** columns record the annual and monthly compliance percentage at the time of the report.

A **rating** is included to assist the reader, as follows:



- Green: At target.
- Amber: Within 10% of target.
- Red: below 10% of target

3) Work Activity

Fire	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
Fire Risk Assessments (Type 1)	135	0	0	0	100% 	100% 



Comments:

Total number of annual reviews required is 135. The new programme of Type 3 FRA's commences in October 2020 which will continue through until March 2021. Budgets have been increased to meet the increased cost of any additional work identified through this more in-depth inspection.

Fire	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
Fire Alarm Testing (inc. emergency lighting)	6760	563	563	0	100% 	100% 



Comments:

There are 130 sites which receive a weekly visit, this frequency is currently under review.

Fire	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
Sprinkler Servicing	3	0	0	0	100% 	100% 

Comments:



This item relates to the sprinkler system at the extra care scheme, Gladstone House and a pair of houses on Beech Avenue, New Ollerton which require a sprinkler system under the building regulations.

Asbestos	Annual Target	Target for Month	Total to Date	Currently Out of Compliance	Compliance	
					Annual	Month
Asbestos Surveys (Domestic)	333	84	5	79	76.28% 	5.95% 

Comments:



The programme has not mobilised this financial year because of the COVID-19 lockdown.

There is no statutory requirement to carry out domestic asbestos surveys and it is considered good practice to do so, we have 1047 NSDC properties have no asbestos data at present. Asbestos surveys were commenced with a 20% survey in 2008 and circa 333 surveys on domestic dwellings per annum, this is a fluid target as it is subject to removal costs where the material is identified and needs to be replaced. The surveys completed to date relate to surveys prior to kitchen & bathrooms installations.

Asbestos	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
Asbestos Surveys (Communal)	112	0	0	0	100% 	100% 



Comments:

A programme of re-inspecting any high/medium risk asbestos found and not replaced, will commence in December 2020/21 as required by the Asbestos Management Regulations.

Heating Systems	Annual Target	Target for Month	Total for Month	Currently Out of Compliance*				Compliance	
				Apr	May	Jun	Jul	Annual	Month
Valid Gas Annual Safety Inspection*	5191	854	805	4	3	7	35	99.06% 	94.26% 



*Note: Although the total out of compliance is 49 this is down from a peak of 158 during lockdown.



The lockdown affected the completion of gas services with some tenants shielding/self-isolating and either postponing or refusing access. Shielding ended at the start of August and properties where tenants were previously shielding are going through the "No Access" procedure.



Heating Systems	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
Solid Fuel	28	3	3	0	100% 	100% 



Comments:



Heating Systems	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
Oil Servicing	207	116	41	75	63.77%	35.34%

						
<p>Comments:</p> <p>Servicing restarted on 16 June 2020 once COVID-19 safe systems of work were agreed with the contractor. The monthly target of 116 are those due in the month plus uncompleted services from previous months delayed due to the lockdown.</p> <p>Service dates are being grouped to geographic areas, so compliance dates are more closely aligned going forward.</p>						



Heating Systems	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
LPG Servicing	3	0	0	0	100% 	100% 
Comments:						

Heating Systems	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
Commercial Boilers	3	0	0	0	100% 	100% 
Comments: Gladstone House, De Lacy Court and Vale View.						



Electrical 5 Year	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
Domestic Testing	472	368	104	264	44.07% 	28.26% 
<p>Comments:</p> <p>Properties have been electrically tested within either 10 years or 5 years depending upon their place within the programme. We are also on target to progress to the full 5-year testing cycle for all properties, which is now recognised as best practice.</p> <p>The Contractor suspended work due to lockdown until early May 2020, and is now completing a restricted programme of testing, avoiding tenants who are shielding or over 70 years of age, where requested. It is anticipated the contractor will catch up the programme before year end. The annual target is those properties still necessary to achieve full five-year compliance by the year end and the target for month figure includes properties carried forward from the period the service was suspended.</p>						

Electrical Testing	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
Non-domestic Testing	130	0	0	0	100% 	100% 



Comments:
All non-domestic electrical testing is completed and certified in line with a five-year testing programme

Electrical Testing	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
PAT Testing	38	0	0	0	100% 	100% 



Comments:
PAT testing is completed and not programmed to restart until September 2020.

Other Safety Works	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
Legionella	120	10	10	0	100% 	100% 

Comments:
The programme is progressing on target and a Legionella Risk Assessment has been completed as require for each building. Additional work is now taking place to produce a 'written Scheme' for each building to mitigate any issues highlighted within the risk assessment and describes the ongoing testing and cleansing regime. All current Risk assessments are now being reviewed.



Other Safety Works	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
General Block Inspections	1164	97	93	4	99.66% 	95.88% 



Comments:
Four inspections have not been completed and are in hand.



Other Safety Works	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
Play Park Inspections	884	85	85	0	100% 	100% 

Comments:
17 Parks, each inspected weekly.
Currently on target with no issues to report



Other Safety Works	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month

Tree Surveys	1	0	0	0	100% 	100% 
Comments: Tree surveys are undertaken every 5 years and were completed in March 2019						



Other Safety Works	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
Passenger and Goods Lift Servicing	96	8	7	1	98.96% 	87.50% 
Comments: Programme progressing on schedule. Outstanding service has been booked for completion this month.						

Other Safety Works	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
Stair lift Servicing	95	19 (10 due in month and 9 catch up)	16	3	96.84% 	84.21% 



Comments:
The contractor has continued to offer service during the Coronavirus lockdown but access rates have been affected by tenants self-isolating. Efforts are being made to access the outstanding properties. The outstanding services will be rebooked and should be carried out by end of August 20.

Other Safety Works	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
Hoist Servicing	36	9	4	5	86.11% 	44.44% 

Comments:
The contractor has continued to offer service during the Coronavirus lockdown but access rates have been affected by tenants self-isolating. The outstanding services will be rebooked and should be carried out by end of August 20.

Other Safety Works	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
Commercial Ductwork	1	0	0	0	100% 	100% 

Comments:
This relates to Gladstone House commercial boiler. Inspection carried out by H&S officer as part of Fire Risk Assessment.

Gladstone House	Annual Target	Target for Month	Total for Month	Currently Out of Compliance	Compliance	
					Annual	Month
Bacteria Testing Potable	1	1	1	0	100% 	100% 

Water						
Comments:						