

HOMES & COMMUNITIES COMMITTEE

23 NOVEMBER 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 September 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 September 2020.

2.4 This report provides Members with an opportunity to comment on the performance of the housing services compliance functions.

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 our landlord responsibilities for a range of building safety measures including:

- fire protection
- gas safety
- asbestos management
- electrical safety
- water safety (legionella)

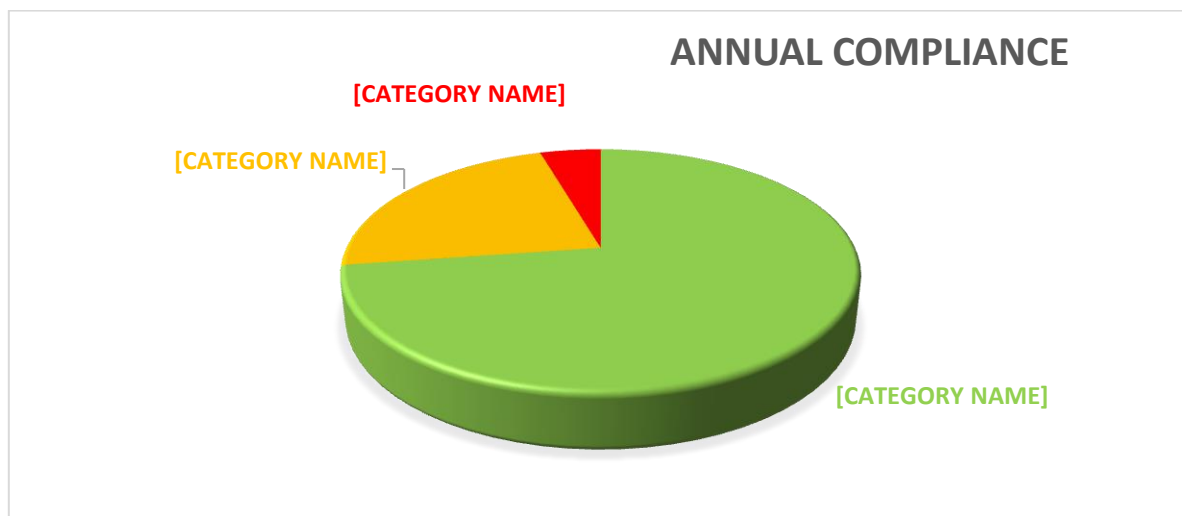
It also summarises details of the Council's housing stock.

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

3.3 Current overall annual performance has improved since the last report and is shown in the pie chart below, the 22 areas that are reported upon, are broken down as follows:

Month	Compliant (Green)	90% -99% compliant (Amber)	Below 90% compliant (RED)
July 2020	14 Areas	4 Areas	4 Areas
September 2020	16 Areas	5 Areas	1 Area

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



3.5 To assist the reader, performance against the 22 indicators are RAG rated, as follows:

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

3.6 Of note within the amber segment is the position on gas servicing, which is now only 0.31% out of compliance with just 16 properties not having their annual service carried out by the anniversary date of the previous one. This has reduced from 49 at the end of July. Prior to lock down this figure was around 5 properties in any given month, rising to a peak of 158 properties in June 2020, at the height of the pandemic. This increase was due to the Council following HSE guidance and supporting 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. These properties have now been reintroduced into the servicing programme following the government's decision to end the shielding process from 1st August 2020. We anticipate the servicing programme and the numbers out of compliance will return to single figures by end of October 2020, subject to timely court hearing dates and there being no second wave of the pandemic. It is also pleasing to see the improvement in performance on oil, stairlift and hoist servicing along with domestic asbestos surveys which have all improved from red to amber alert.

3.7 Within the red segment, the report highlights contractor delays and access problems due to the pandemic, affecting our performance on undertaking periodic electrical testing. We are currently working closely with our contractor to improve access rates, where possible.

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 Digital Implications

5.1 There are no digital implications arising from this report.

6.0 Financial Implications

6.1 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.

7.0 Community Plan – Alignment to Objectives

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

8.0 Comments of Director

8.1 This report provides the Committee with its second opportunity to consider the performance of the housing service since it was transferred back into the Council from NSH. A previous report was considered in September 2020.

8.2 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 presentation.

8.3 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.

9.0 RECOMMENDATION(S)

That the Committee notes the performance of the housing service compliance functions for September 2020.

9.1 Reason for Recommendation(s)

9.2 This report provides an opportunity for members of the Homes & Communities Committee to have continued oversight into the performance of the housing management service, in relation to statutory and regulatory compliance and best practice.

9.3 Background Papers

9.4 Compliance Performance

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

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Director – Housing, Health & Wellbeing

Appendix 1- Compliance performance

Newark & Sherwood District Council Compliance Reporting

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

Prepared by Mark Plant/ Adrian Tutty

1) Asset Base

Total no. of individual dwellings / properties being managed	5524
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)	2923
Shared Ownership	0
Housing for older people	2576
Supported housing	92
NSH (Previously Owned)	25
Affordable (non-social) housing	
Market Rented	0
Affordable Rented	286
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	450
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 **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



3) Work Activity

Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Fire Risk Assessments	135	15	15	0	100% 	100% 

Comments:



Total number of annual reviews required is 135

The Type 1 fire risk assessments (FRA's) currently in place are a 5-year assessment and all are currently still valid and provide the necessary compliance. An annual review is then carried out to ensure no changes have been made to the property which would have an impact on fire safety. We will begin a new programme of more stringent Type 3 FRA's in November 2020 which will continue through until March 2021 or beyond. This type of FRA will potentially highlight additional areas of remedial work not routinely identified through the Type 1 FRA inspection. Budgets have been increased to meet the increased cost of any additional work identified.

Fire	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Fire Alarm Testing (inc. emergency lighting)	6760	524	524	0	100% 	100% 



Comments:

There are 130 sites which receive a weekly visit to check and test the systems.



Fire	Annual Target	Target for Month	Total for Month	Outstanding	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	Outstanding	Compliance	
					Annual	Month
Asbestos Surveys (Domestic)	333	99	85	14	95.80% 	85.86% 



Comments:
Although there is no statutory requirement to carry out domestic asbestos surveys it is considered good practice to do so, 1047 NSDC properties have no asbestos data at present. Asbestos surveys are planned to be carried out at all domestic Council properties; this was commenced with a 20% survey in 2008. Subsequently we have targeted circa 333 (27 per month) 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 programme was slow to mobilise this financial year because of the COVID-19 lockdown. By the end of November we should be back within targets.

Asbestos	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Asbestos Surveys (Communal)	112	0	0	0	100% 	100% 



Comments:
This is a statutory responsibility and the survey programme has now been completed. 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	Outstanding*	Compliance	
					Annual	Month
Valid Gas Annual safety Inspection*	5191	401	385	16	99.69% 	96.01% 



Comments
At the start of August the shielding properties came out of the Covid-19 shielding process and are now being treated as normal properties and are going through the "No Access" procedure for an injunction to gain access where necessary. All outstanding properties are now with the legal team but additional attempts are still being made to gain access.

Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Solid Fuel	27	3	3	0	100% 	100% 



Comments:
All on target

Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Oil Servicing	207	97	81	16	92.27% 	83.51% 



Comments:
Service dates are being grouped to geographic areas, so compliance dates are more closely aligned going forward. Also, a new contract started at the beginning of September 2020. The new contractor will focus on catching up the outstanding properties as soon as possible.

Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
LPG Gas Servicing	3	0	0	0	100% 	100% 

Comments:
All services are complete.

Heating Systems	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Commercial Boilers	3	0	0	0	100% 	100% 



Comments:
All services are complete.

Electrical 5 Year	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Domestic Testing	505	191	66	125	74.85% 	34.55% 



Comments:
Within the red segment, the report highlights contractor delays and access problems, due to the pandemic, affecting our performance on undertaking periodic electrical testing. The monthly performance of the electrical contractor appears poor this month due to the carry forward of the backlog in periodic inspections arising from the first national COVID-19 lockdown. They have actually met their normal monthly target but have failed to make in-roads into the backlog. Discussions are taking place with the contractor to increase their technician resource to deliver the programme, in its entirety, by the end of the financial year.

Note.



We are currently carrying out a certificate audit to ensure we can locate all the previous year's electrical inspection certificates. Any missing certificates will require the electrical inspection to be repeated, consequently the annual target may increase when the audit is complete.

Electrical Testing	Annual Target	Target for Month	Total for Month	Outstanding	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	Outstanding	Compliance	
					Annual	Month
PAT Testing	37	9	9	0	100% 	100% 

Comments:
Programme restarted in September 2020.

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	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 for each building where this is required. Additional work is now taking place to produce a 'written Scheme' for each building which describes the ongoing testing and cleansing that takes place to mitigate any safety issues highlighted within the risk assessment.

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
General Block Inspections	1164	97	97	0	100% 	100% 



Comments:

All blocks inspected

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



Comments:

Currently on target with no issues to report



Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	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	Outstanding	Compliance	
					Annual	Month
Passenger and Goods Lift Servicing	96	0	0	0	100% 	100% 



Comments - All now complete.

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Stair lift Servicing	95	5	4	1	98.95% 	80% 



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 property.



This property has doctors notes stating they are vulnerable and are self-isolating. We are also in discussions with the Occupational Therapist about access and the equipment use.

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	Compliance	
					Annual	Month
Hoist Servicing	36	8	5	3	91.67% 	62.50% 

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. These properties have doctors notes stating they are vulnerable and are self-isolating. We are also in discussions with OT about access and the equipment use.

Other Safety Works	Annual Target	Target for Month	Total for Month	Outstanding	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	Outstanding	Compliance	
					Annual	Month
Bacteria Testing Potable Water	1	0	0	0	100% 	100% 

Comments:
A dip test of the tank has been completed and no issues were found with the quality of the water.