



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Housing Overview and Scrutiny Committee

Thursday, 6 June 2024

Report of Cabinet Member for Housing

Housing Compliance Figures Report

Report Author

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Purpose of Report

This report seeks to update the Committee on the status and progress of the compliance figures in relation to the Council's social housing landlord function.

Recommendations

That the Committee:

1. Notes the latest compliance position of April 2024
2. Receives further updates at its next scheduled meeting

Decision Information	
Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing Effective council
Which wards are impacted?	(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 The financial considerations arising from the compliance requirements have been incorporated in the HRA budgets.

Completed by: Richard Wyles Deputy Chief Executive and s151 Officer

Legal and Governance

- 1.2 This compliance update provides Members with an opportunity to monitor progress against key risk areas, which is to be welcomed from a governance perspective. The legal implications for non-compliance are incorporated within the risk ratings.

Completed by: Graham Watts, Monitoring Officer

Risk and Mitigation

- 1.3 Risks will be identified via the work plans with any actions agreed with the Regulator. Dealing with significant compliance matters requires a comprehensive approach to risk management, particularly in respect of assessing priorities and critical actions.

Completed by: Tracey Elliott Governance and Risk Officer

Health and Safety

- 1.4 The key focus in meeting the regulatory standard is to ensure tenants, leaseholders, their households and visitors live in homes that are, as far as is reasonably practicable, safe with hazards minimised. This is reflected in the key compliance areas that are monitored and reported to Committee.

Completed by: Philip Swinton Health, Safety and Compliance Manager

Diversity and Inclusion

- 1.5 All equality issues are identified with the necessary compliance and improvement activities taking place on a case-by-case basis. Each equality impact is carefully considered when actioning a compliance or regulatory change. This is especially so when managing such matters for vulnerable households and particularly those occupying specialist accommodation such as designated sheltered accommodation.

Completed by: Philip Swinton Health, Safety and Compliance Manager

Climate Change

- 1.6 Any capital improvement plans especially in the context of dealing with essential gas, electrical and other works will aim to maximise energy efficiency measures, and reductions in carbon emissions. More efficient energy systems will also result in lower utility bills for tenants.

Completed by: Serena Brown: Sustainability and Climate Change Manager.

2. Background to the Report

- 2.1 Following the lifting of the Social Housing Regulatory notice in October 2023, it was agreed that Members will continue to receive update reports on progress to ensure that Members have oversite of broad progress around the key areas of activity and scrutinise work where required.

3. Key Considerations

- 3.1 Due to the timeline for completing and publishing the report the figures contained are up to the end of April 2024. A verbal update will be provided at the meeting as to the position

of compliance figures in May 2024, with particular focus on Gas and Electrical installation certification compliance.

- 3.2 Legionella – 100% Compliance with Legionella risk assessments
- 3.3 Gas – 98.90 % The month of April saw the handover from Liberty Gas to a new provider (Aaron Services) In the run up to the handover there was a significant reduction in the number of inspections, approximately 50% drop, carried out by Liberty Gas with many being rescheduled but never completed. There are currently 51 properties which are non-compliant, and this has seen the figures dip below the 99% target the Council works to. Of the 51 there are 26 newly non-compliant properties. A court date has been obtained for June 2024. 19 properties were identified for capping in April with 8 of these allowing access on the day that capping was to take place. Although the position for Gas is disappointing, A return to a higher position of compliance is anticipated to take until to July to achieve due to the cancelled appointments which have a direct impact on the process of access requests. Given the lack contractor interaction and tenant cooperation it could have been far worse than that achieved in this period.
- 3.4 Asbestos – 100% position of compliance for Asbestos re-inspections
- 3.5 Fire risk assessments -100% for Fire risk assessment completion and reviews
- 3.6 Lift Inspections (LOLER) 100% completion
- 3.7 Smoke and CO Alarms – As noted previously the report appendix will not include the number of alarms which are inspected and or replaced each month in order to provide an overall and annual compliance total. In April the number completed was 392.
- 3.8 Damp and Mould – 99.90% There are now 6 outstanding CAT 2 matters being reported. Of these 5 require an additional review as tenants have refused works. This will need to be investigated further before they can be closed.
- 3.9 **Leadership Compliance Meetings:** Chaired by the Chief Executive and attended by the Leader of the Council, the Cabinet Member for Housing and Planning and the Interim Head of Technical Services, these meetings have been a continued feature of the more detailed compliance review process being undertaken. This group ensures specific responses to the changing compliance review process and manage tenant and communication responses to actions associated with key service and regulatory responses.
- 3.10 **Regular Reports to Committees and Cabinet:** the necessary reporting to appropriate committees will continue and will change as per the committee needs. Members are invited to comment on this report content and confirm their views and observations relating to the detail contained within this report.

4. Other Options Considered

4.1 The figures are provided by the Compliance Team and have been verified through external audit and by the lifting of the Regulator Notice. There are currently no other options which require consideration in relation to the provision of figures.

5. Reasons for the Recommendations

5.1 To secure and maintain a return to a strong position of compliance in respect of housing services, including the identification of appropriate resources, funds and service improvements in a timely manner.

6. Consultation

6.1 The necessary consultation with the tenants and Members of the Council has been undertaken through timely reporting, dispatch of letters to advise tenants of progress, the latest Skyline publication, dedicated customer telephone enquiry line, and an updated web site detailing compliance issues and signposting services. This process will continue and the engagement with tenants particularly will be amended to reflect changing needs and requirements.

7. Appendices

7.1 Appendix A Compliance figures February to April 2024