



Thursday, 14th November 2024

Report of Councillor Virginia Moran
Cabinet Member for Housing

Housing Compliance Figures

Report Author

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Purpose of Report

This report seeks to update the Housing Overview and Scrutiny Committee on the status and progress of the compliance figures in relation to the Council's landlord function and proposed actions in relation to Gas compliance.

Recommendations

The Committee is recommended to:

1. Note the latest compliance position for October 2024.
2. Receive 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Does the report contain any exempt or confidential information not for publication?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 compliance requirements have been incorporated in the HRA budgets. Failure to maintain high standards of compliance could lead to an increased risk of safety and financial implications.

Completed by: Paul Sutton Interim Head of Finance (Deputy 151)

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. Dealing with compliance matters requires a comprehensive approach to risk management, particularly in respect of assessing priorities and critical actions.

Completed by: Tracey Elliott, Risk Governance and Risk Officer

Health and Safety

- 1.4 The key focus in meeting the regulatory standard is to ensure that 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

Equalities, 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 reflected in the key compliance areas that are monitored and reported to Committee.

Completed by: Philip Swinton, Health, Safety and Compliance Manager

Climate Change

- 1.6 Any capital improvement plans, especially in the context of dealing with the essential gas, electrical and other works will aim to maximise the energy efficiency measures and reductions in carbon emissions.

Completed by: Serena Brown: Sustainability and Climate change Officer.

2. Background to the Report

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

3. Key Considerations

- 3.1. The Housing Overview and Scrutiny Committee is asked to note the current compliance figures to the end of October 2024 (3.5 -3.12).
- 3.2. The process of capping external meters, which was supported by this Committee in September, has enabled the Council to continue to increase safety standards in the housing stock.
- 3.3. The implementation of capping external meters is not a decision that was taken lightly, and this remains under review as we move into the winter period. Updates will continue to be provided as part of these reports.
- 3.4. The Council has now received legal advice on obtaining access to undertake an Electrical Installation Condition Report (EICR) and officers are exploring the options available to implement the most efficient and effective resolutions.
- 3.5. Legionella – 100% compliant with required inspections
- 3.6. Asbestos – 100% compliant with required inspections

- 3.7. Fire Risk Assessments – 100% compliant with required inspections.
- 3.8. Lift inspections (LOLER) - 100% compliant with required inspections
- 3.9. Gas safety inspections – Steady at 99.24% compliant. The process of capping external meters has continued to encourage tenants to provide access for us to undertake these safety critical inspections.
- 3.10. The electrical inspections compliance rate has increased by 1.1% to 93.51%. This is due to an additional 64 properties being confirmed compliant in October. The compliance team are working with colleagues in housing to increase tenant engagement. There is still an unacceptable rate of lost appointments when tenants fail to provide access. As with Gas entry, the legal route will be a last resort but in situations where tenants fail to allow access the council must and will take all reasonable steps to inspect these properties and ensure that safety standards are maintained.
- 3.11. Smoke and CO – 100%. An additional 685 inspections were completed during October bringing the total number of inspections completed by Aaron Service since 1 April 2024 to 4,187.
- 3.12. Damp and Mould – 848 damp and mould inspections have been undertaken with works completed at 488 of the properties. The following table provides details regarding the number of damp and mould reports the Council has received since December 2022. All of the remaining works/reinspections have been programmed in and updates regarding the progress of the completion of works will continue to be provided to this committee.

Damp/mould	December 2022 – December 2023	Outstanding	January – August 2024	Outstanding	September – October 2024	Outstanding
Number of report	424	86 (112*)	334	193 (253*)	90	81

*comparison data from the report presented to committee on 19 September 2024

- 3.13. **Leadership Compliance Meetings:** Chaired by the Chief Executive / Director for Housing and Projects and attended by the Leader of the Council and the Cabinet Member for Housing these meetings have been a continued feature of the more detailed compliance review process being undertaken. This group ensure specific responses to the changing compliance review process and manage tenant and

communication responses to actions associated with key service and regulatory responses.

3.14. **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 the process used has been verified through external audit and the Housing Regulator. 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 strong position of compliance in respects 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 tenants and Members of the Council continues to be undertaken as required through timely reporting, dispatch of letters, skyline publications, dedicated customer telephone enquiry line and an updated website. This process will continue and the engagement with tenants particularly will be amended as needed to reflect the needs and requirements.

7. Background Papers

7.1. List any background papers and where they can be accessed.

8. Appendices

8.1. Appendix A – Compliance Figures August – October 2024
8.2. Appendix B Gas and EICR Sept – October