

Enquiries to:
Committee Services

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Date: 19th September 2024

Our Ref: KB

Dear Sir/Madam,

Housing Overview and Scrutiny Panel
26th September 2024

I refer to Item 9 (Housing Key Performance Indicators) on the Agenda for the Housing Overview and Scrutiny Panel scheduled for Thursday 26th September, 2024 and attach the report which was marked 'To Follow'.

Yours faithfully,

Tom Shardlow

Chief Executive

To: All Members of the Housing and
Communities Overview and Scrutiny
Panel

Councillors B Hughes (Chair), M, Etienne (Vice-
Chair), E. Amaechi, M. Bird, T. Cooper, S. Dhillon,
W. Markham, B. Pandher and T. Venson.

AGENDA ITEM NO.9

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing & Communities Overview & Scrutiny Panel

Date: 26th September 2024

From: Nicola Botterill, Assistant Director – Social Housing & Community Safety

Subject: Housing Performance – Quarter one (2024/25)

Portfolio: Housing & Communities

Building a Better Borough Aim: Aim one

Building a Better Borough Priority: Priority one

OBJECTIVES OF SCRUTINY

1. To scrutinise Housing performance information provided for Quarter one (2024/2025)

WHAT IS THE PANEL BEING ASKED TO CONSIDER?

The Members of the Panel are asked to:

- a) Members note the performance report and respond accordingly.

WHO CAN THE PANEL INFLUENCE?

The Panel may wish to publicise its findings so that they are accessible to the public, other stakeholder and outside bodies. The Overview & Scrutiny Support Officer and Communications Team will support the Chair of the Panel to do this as required.

WHAT INFORMATION WILL BE PRESENTED?

The Panel is asked to consider the summary report and information in relation to the Housing (Landlord Services) performance information for the first quarter of this year.

The item relates specifically to the work of the Housing Overview & Scrutiny Panel and includes details of emerging trends.

The Assistant Director – Social Housing & Community Safety will attend the Panel to assist with technical and operational queries relating to the item.

The Overview & Scrutiny Support Officer will provide any additional information as appropriate or as requested by the Panel Members.

Appendices

The following evidence has been submitted and is appended to this paper: -

Appendix A – Performance Report Summary

Appendix B – Housing (Landlord Services) Q1 Data

Appendix A

Housing Q1 2024/25 Overview

1 Housing Performance: Background

- 1.1 This report is brought to the Scrutiny Panel to provide an overview of quarterly performance measures associated with the Housing (Landlord Services) teams.
- 1.2 Under the Transparency, Influence and Accountability Standard, set out in the Social Housing (Regulation) Act 2024 Consumer Standards, clearly states that landlords must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services. This is currently managed through delivering the annual Tenant Satisfaction Measures but there is also a required for the Council to ensure that performance information is presented to scrutiny panels and management teams so that there is an awareness of how teams are performing, what is being done to improve performance where required and to provide overall assurance.

Housing (Landlord Services) Performance Indicators

- 2.0 For the purposes of this report, performance is highlighted in Appendix B.

3.0 Performance Quarter 1, 2024/25

The information highlights the position of Housing (Landlord Services) performance:

- **SH3 Aids & Adaptations**

Performance for installation on stairlifts has improved for Q1. The average number of days for stairlift installations which have been completed within each reporting quarter are as follows:

Q3 2023/2024	105.7 days
Q4 2023/2024	97 days
Q1 2024/2025	62 days

- **SH6 No. of new builds completed within period.**

No new builds have completed in the period.

- **SH7 – CP12 Gas Safety compliance**

There are 4487 properties that required a gas safety certificate. 4455 of those properties have a valid gas safety certificate which means 99.29% of properties are now compliant, resulting in improved performance. All outstanding cases are subject to early intervention or are in the Court process.

There are 856 communal appliances that need servicing and all have a valid gas certificate – therefore we are 100% compliant.

- **SH8 – Fire Risk Assessment compliance**

100% compliance on conducting FRA's across all of our blocks of flats.

There are the following actions outstanding, High-risk actions (P1s) are defined as significant risks requiring urgent action. Medium risk actions (P2s) are defined as areas of concern requiring essential action to be taken to reduce the risk and should be taken within 3 months or as directed. Low risk actions (P3s) are defined as no major additional fire precautions required, maintain existing controls or actions as recommended within a reasonable timeframe. Remedial actions are monitored by the dedicated Housing Health and Safety Team through a Fire Risk Assessment Action tracker.

	No. of high-risk actions	No. of medium risk actions	No. of low-risk actions
Overdue FRA remedial actions (<3 months)	8	485	70
Overdue FRA remedial actions (3-6 months)	0	318	66
Overdue FRA remedial actions (6-12 months)	5	536	85
Overdue FRA remedial actions (12+ months)	12	630	20

- **SH9 & SH10 Anti-Social Behaviour Cases reported.**

Trend so far is that more ASB cases are being resolved – this is due to the specialist ASB team in place and having skills and knowledge in order to deal with low level and complex ASB – performance will be monitored closely and compared each quarter.

- **SH15- SH17 – Time taken to let properties.**

The overall time to let a property in Q1 was 32 days. This is an improvement compared to previous quarter performance.

- **SH20 – SH21 Responsive Repairs**

Work is ongoing to improve performance across the responsive repairs team and improvements will be seen in Q2 and Q3. The team have attempted to contact all tenants that have reported Emergency Repairs and Urgent repairs to confirm job status and severity.

Where teams have been unable contact those tenants, a programme of home visits has been scheduled and will be completed by the end of September. At which point, we will have contacted all tenants reporting emergency and urgent repairs and will then be in a position to confirm whether the jobs can be completed or if more works are required.

A process has been undertaken to ensure there are no duplication of works within the routine repairs. Following this a further process is underway in order to ensure the routine repairs are risk assessed and

appointments are carried out in order of priority. We envisage that the risk assessment works will be completed by the end of October.

Matthews and Tannert, an external contractor, has also been commissioned to help increase capacity and reduce the back log of jobs.

- **SH22 – SH23 Damp and Mould Cases**

The Damp and Mould Tenant Liaison Officer has been in contact with all tenants where there is an open damp and mould case.

All cases are being put into a high, medium and low priority order. In the meantime, the Damp and Mould Tenant Liaison Officer is continuing to offer advice and support to tenants and damp and mould cleans/mould removal/treatment are being carried out as and when required.

If a severe damp and mould case is brought to our attention, then we will ensure that remedial works that are required are booked in order to be dealt with immediately.

A new Damp and Mould Action Plan is also being devised which will be implemented and monitored in coming months.

- **SH26 – SH27 Rent Collected and Arrears**

Rent arrears collection was transferred over to the Housing directorate in September 2023. It was highlighted that previous arrears performance information had not been validated and was unfortunately incorrect. All information has now been externally validated and the information now presented is accurate. Arrears have slowly started to reduce. Average rent collected is 60.65% throughout Q1.

- **SH34 % of homes that meet the decent homes standard.**

We completed our most recent stock condition survey on 5668 assets during 2023 which includes communal areas and domestic dwellings. These assets were inspected through a physical inspection by an asset surveyor.

The surveys include internal and external inspections and HHSRS. Once the total stock has been inspected, we will then complete a rolling annual inspection of 20% of our stock using the same format.

5582 properties have met the decent homes standard thus far and a programme is underway to get the remaining homes up to a decent standard.

- **SH36 - Number of Pest Control Orders raised: bedbugs, cockroaches, rats/mice -**

1 case for bedbugs in April 2024 and 1 case relating to rats in June 2024.

- **SH37 - Number of EICRS completed.**

There are 5668 properties that require an EICR. 3654 have a valid certificate leaving a further 2014 to complete.

In communal areas 178 certificates are required and 156 have been completed leaving 22 still requiring a safety certificate.

The EICR programme has been accelerated and will be completed by November 2024.

Performance information that is not included within Appendix B is as follows:

- **Smoke Alarm Compliance**

We have 5668 properties that require smoke alarms - 4428 properties have a smoke alarm installed. We still need to install 1240 smoke alarms across the stock meaning we are currently 78.12% compliant.

Properties with gas heating systems are managed through the LGSR programme for testing smoke alarms and carbon monoxide alarms. We have 7 solid fuel properties which are managed through the annual maintenance programme for smoke alarms and carbon monoxide alarms. All solid fuel properties are compliant. We have 1240 properties which are non-compliant which are made up of electric heating, non-compliant gas and district heating dwellings. We are collaborating with our contractor to instigate inspections and maintenance programme for the non-compliant dwellings with a planned contract start date of no later than the 1st of Nov 2024.

- **Water Safety**

99.88% compliant at present. There are 809 water safety checks that must be conducted – 808 have been actioned. The one property outstanding relates to a Temporary Accommodation building that the HRA has not long had responsibility for, and we are in the process of competing this safety check.

- **Asbestos Safety**

100% compliant. 2480 buildings that require Asbestos surveys have had a survey conducted.

- **Lift Safety**

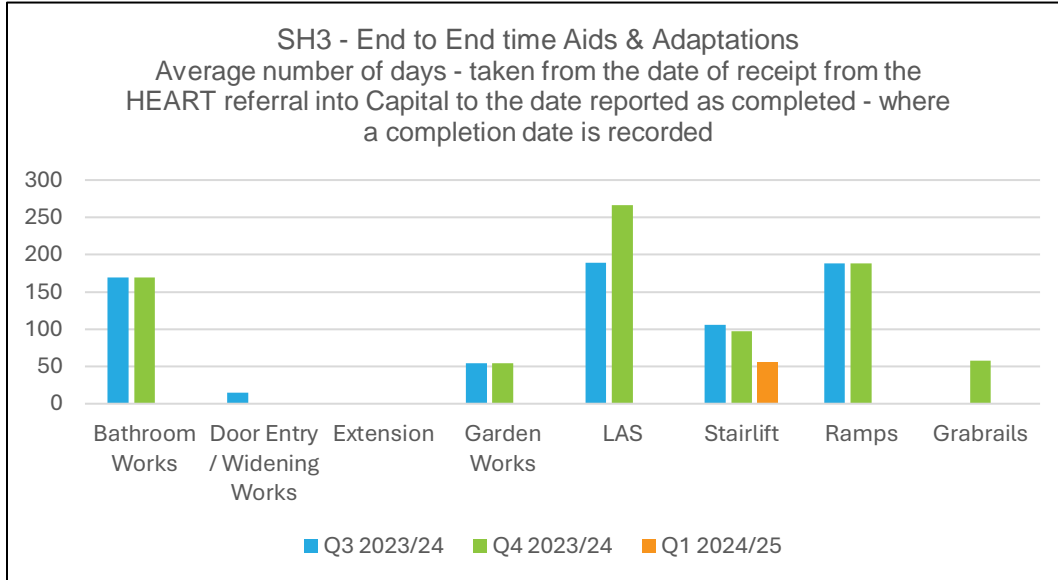
100% compliant. 459 lifts require safety checks, and they have all been conducted.

Appendix B

Nuneaton & Bedworth Borough Council

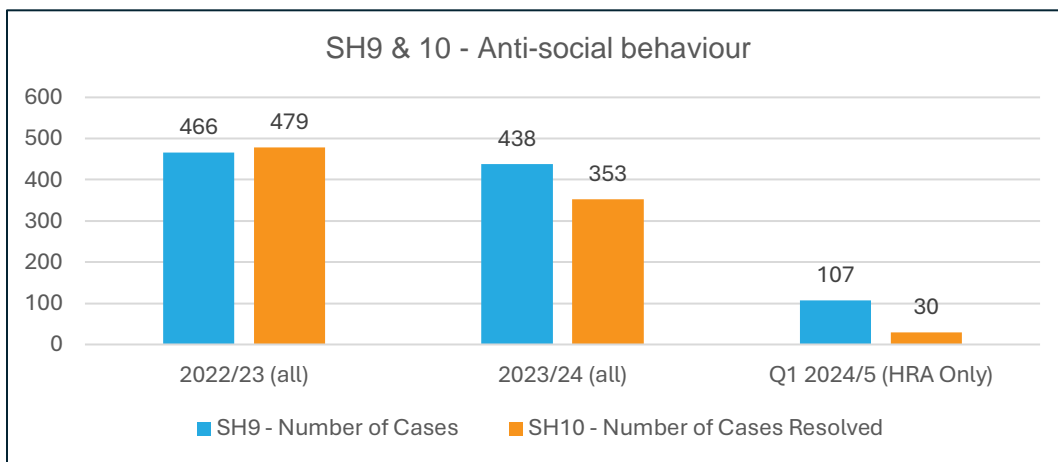
Social Housing Key Performance Indicators as at 30th June 2024

The following Key Performance Indicators¹ are presented on a quarterly basis as requested by the Chair of the Housing and Communities Overview & Scrutiny Panel and include data up the end of Quarter 1 2024/5.



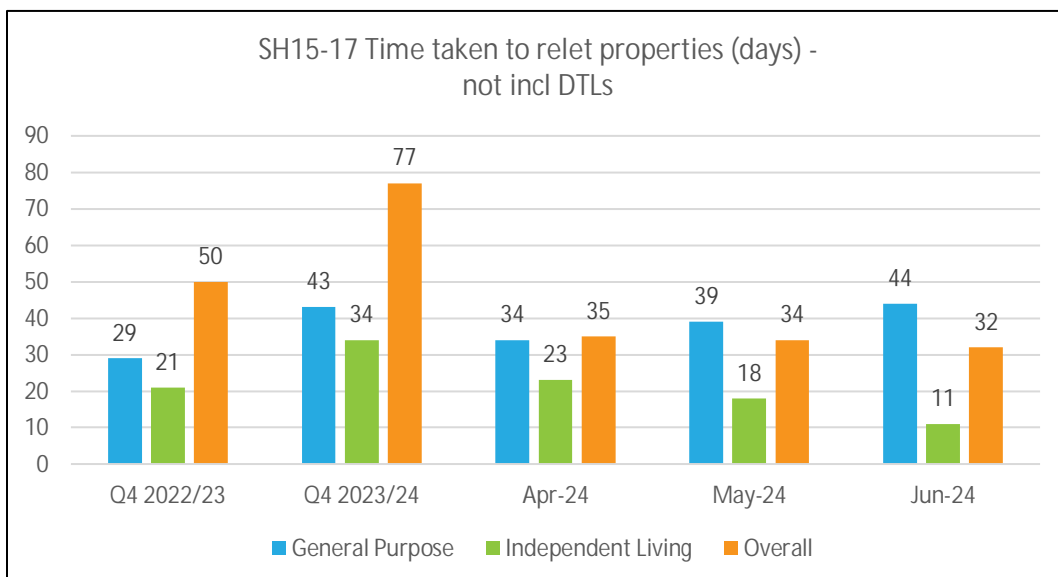
SH6 - New builds completed

None



SH7 - CP12 Compliance as at 30/06/2024

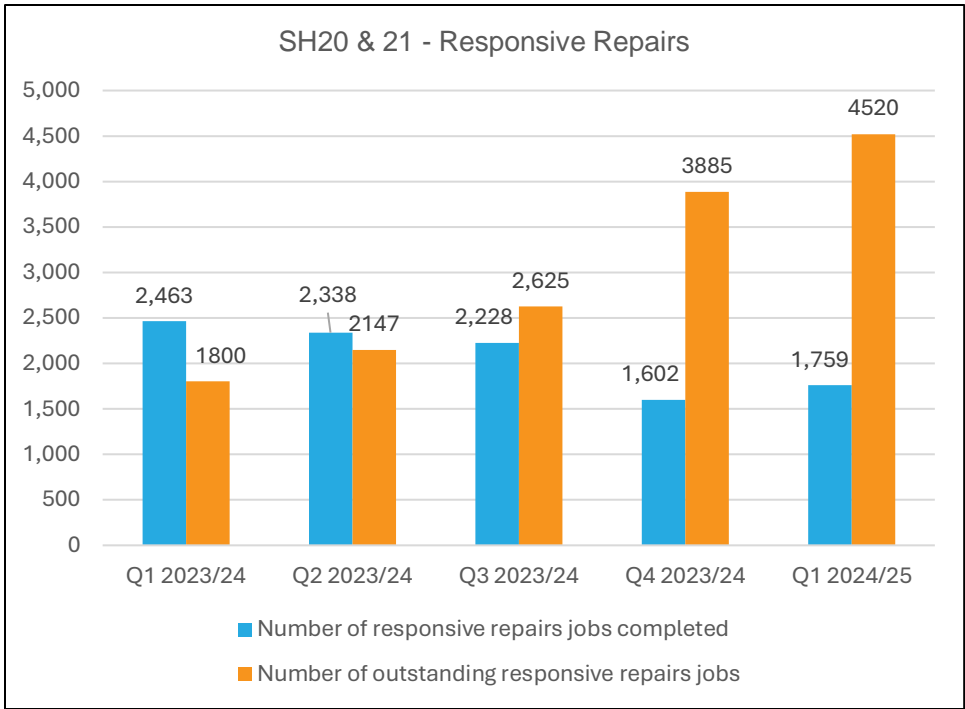
99.16%



SH8 - FRA Compliance as at 30/06/2024

100%

¹ Data is recorded by the Directorate for 35 Key Social Housing Performance Indicators. Addendum - Housing OSP - 26th September 2024



SH34 - 98.32% of properties meet the Decent Homes Standard

