

# Regulator of Social Housing

6<sup>th</sup> September 2023













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# Landlord H&S Compliance

Compliance area	% Completed July 2023		% Completed for August 21 <sup>st</sup> 2023	Number Overdue	Remedial Actions July 2023	Remedial Actions August 2023
Gas (domestic)	99.66%		99.62%	191	54	43
Gas (communal)	94.74%		100%	0	4	3
EICR domestic (5 year)	81.02%		81.20%	11032	1261	3307
EICR communal (5 year)	86.20%		83.97%	415	0	6
Asbestos	30.91%		34.37%	15010	0	0
Legionella (block)	100%		100%	0	1	2
Legionella (domestic)	73.47%		74.04%	2201	0	0
Fire Risk Assessments (low-rise)	45.43%		51.18%	1177	24	31
Fire Risk Assessments (high rise buildings)	100%		100%	0	12	23
Carbon Monoxide (installation)	75.00%		84.10%	10201	0	0
Lifts	95.60%		95.73%	15	0	0
Smoke Detectors %	90.51%		97.45%	2102	0	0

## Key Messages:

- New IT system (true compliance) working through internal sign off processes- providing more assurance around data and less opportunity for manual intervention. Anticipating January 2024 implementation
- Savills have just finished their assurance work on gas safety
- Direct award made in relation to low-rise fire risk assessments, mobilisation is due to take place across September 2023 with the view to begin work in earnest across October 2023
- FRA programme for low-rise has been set up as a 6 month programme- we should see completion sooner than the June 2024 deadline
- Asbestos is continuing to accelerate- further resources are being sought by BCL and direct award is being explored to provide additional capacity on low-rise
- IT solution has been identified and is now being implemented to improve recording of FRA remedials, capturing all relevant information
- Run rate for EICRs is currently behind programme; contractors securing resource to accelerate imminently and remedial analysis due to commence.
- All other programmes are currently on track, and are expected to hit the June 2024 deadline as anticipated

# Repairs KPIs YTD (as requested)

CITY Year to Date (Cumulative)							
City (YTD) 2023/24	KPI Type	Source	Target	Standard	Apr	May	Jun
KPI001 - Customer Satisfaction	PRP	Northgate	95.1%	92.9%	99.9%	99.9%	99.9%
KPI002 - Work completed within timescale	PRP	Northgate	92.6%	87.9%	93.8%	93.4%	90.9%
KPI004 - Service Improvement Notices	PRP	Northgate	N/A	N/A	0	0	0
KPI005 - Safety SINs	PRP	Northgate	N/A	N/A	0	0	0
KPI006 – Properties with a valid Landlord Gas Safety Record	PRP	Northgate	100.0%	99.9%	100.0%	100.0%	100.0%
KPI007 - Appointments made within 10 minutes	PRP	Northgate	98.1%	94.9%	99.8%	99.8%	99.9%
KPI008 - Appointments kept	PRP	Northgate	98.1%	94.9%	98.5%	98.8%	98.6%
KPI009 – Compliance with No Access Process	Non-PRP	Northgate	98.1%	94.9%	99.6%	99.5%	99.5%
KPI014 – New work orders not resulting in a contractor Customer Resolution Enquiry	Non-PRP	Northgate	90.0%	85.0%	97.0%	97.0%	96.6%
KPI015 - Timely provision of information to allow leaseholder recharge	Non-PRP	Contractor	98.1%	94.9%	-	-	-
KPI016 - Works orders not resulting in Customer Complaints	Non-PRP	Northgate	95.1%	92.9%	99.2%	99.2%	99.3%
KPI017 - Customer Satisfaction Request Rate	Non-PRP	Northgate	75.1%	69.9%	90.0%	88.8%	88.7%
High level KPI 3 - We will respond to council housing emergency repairs within 2 hours	Part of KPI008	Northgate	98.1%	94.9%	99.4%	99.4%	99.3%
High level KPI 4 - We will resolve council housing routine repairs within 30 days	Part of KPI002	Northgate	92.6%	-	96.5%	95.6%	94.2%
High level KPI 1 - Percentage of gas servicing completed against period profile. This is a YTD profile		Northgate	98.0%		99.5%	99.4%	99.5%
High level KPI 2 - Right to Repair jobs completed on time for Council tenants	Part of KPI002	Northgate	92.6%	87.9%	96.6%	96.3%	92.5%

CITY YTD

## Key Messages:

- 90.9% of works completed within target timescale
- 98.6% appointments kept
- 94.2% of routine repairs completed within 30 days
- 99.3% of emergency repairs responded to within 2 hours



## Repairs WIP (as requested)

Percentage of Work In Progress (WIP) outstanding more than 30 Calendar days from the target completion date as a proportion of average repairs issued in the period

	Source	Target	Standard	Apr	May	Jun
Equans North (Period)	Northgate			1.3%	1.0%	0.3%
Fortem South (Period)	Northgate			37.5%	38.7%	16.2%
Equans East (Period)	Northgate			5.6%	4.5%	3.6%
Equans West (Period)	Northgate			3.0%	1.8%	1.6%

### Key Messages

WIP is running at a reasonable rate across the city, at a YTD period. Some continued performance issues with Fortem across the South of the city but these are continuing to improve, as shown in June 2023 figures.

### Decent Homes standard- physical assessments undertaken

- Actual stock condition survey (SCS) data:
  - Held on 16827 homes (28.5%)
  - 5837 (9.9%) completed in the last 5 years – considered ‘in date’
  - ~2400 of these recent surveys completed in the last 8 months
- Sense checking the decency % we have according to the ‘in date’ surveys to give initial estimates
- Of the 5837 actual ‘in date’ surveys completed in the last 5 years, 3628 are decent, providing a decency rate of 62.15%
- We understand this isn’t reflective which is why we have listened to advice from the Regulator to bolster the number of surveys, aiming to at least achieve 20%

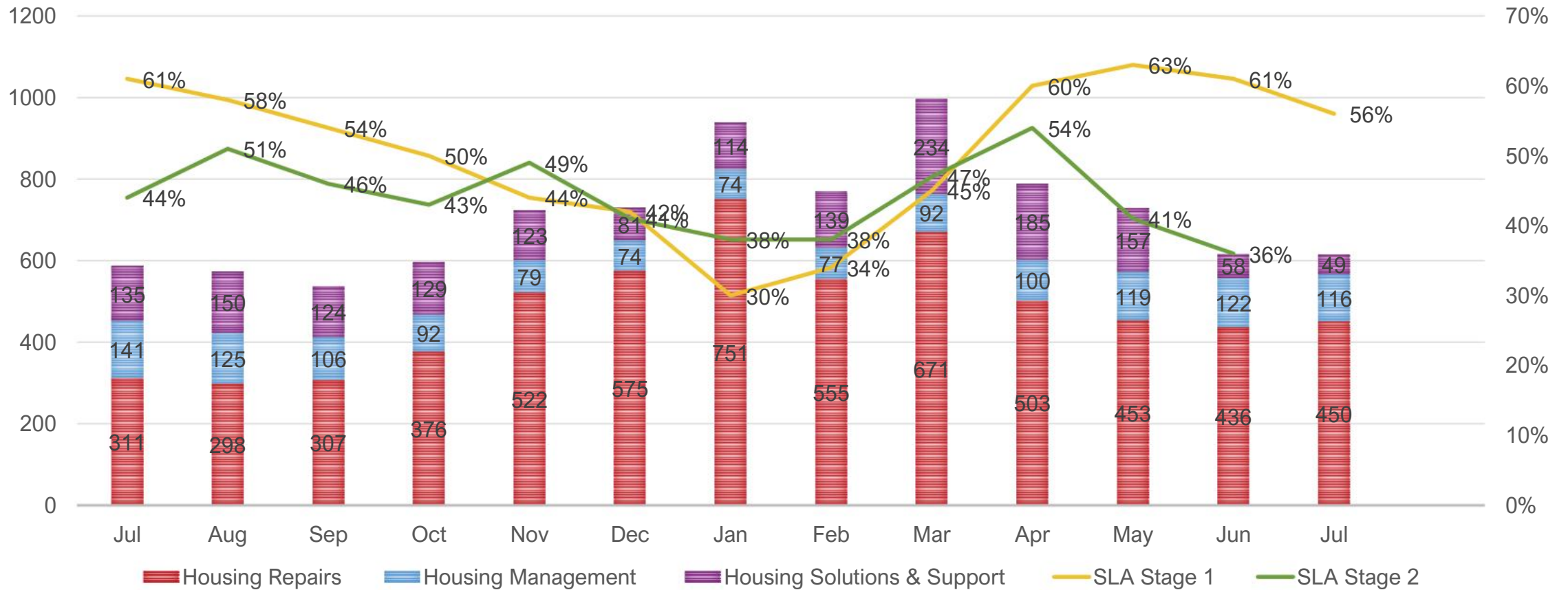
### Next Steps:

To address limited accurate & up to date stock data we are:

- Confirming voids process ensuring all properties surveyed in void period – providing up to 3000 more surveys p.a.
- RAG rated entire stock to identify properties of greatest concern (rationale below)
- Additional AMBER & GREEN properties to be inspected as a comparison, enabling strategic cloning and a more rounded decency %
- Homes that have not had any planned improvements since 2016.
- Homes where there is a high level of repairs reported 20+ in last 2 years.
- Homes where there have been no repairs reported in last 5 years.
- Homes where void works have been undertaken in the last 5 years.
- Homes where we have live disrepair cases.
- Homes where damp & mould cases have been raised in the last 3 years.
- Identified where no SCS data held (no survey completed).
- Identified proposed clearance sites.
- Recruitment of in-house team to begin next month (10 surveyors)
- Additional budgets requested to support 6000 new surveys

# Complaints- Volume of Complaints Received YTD

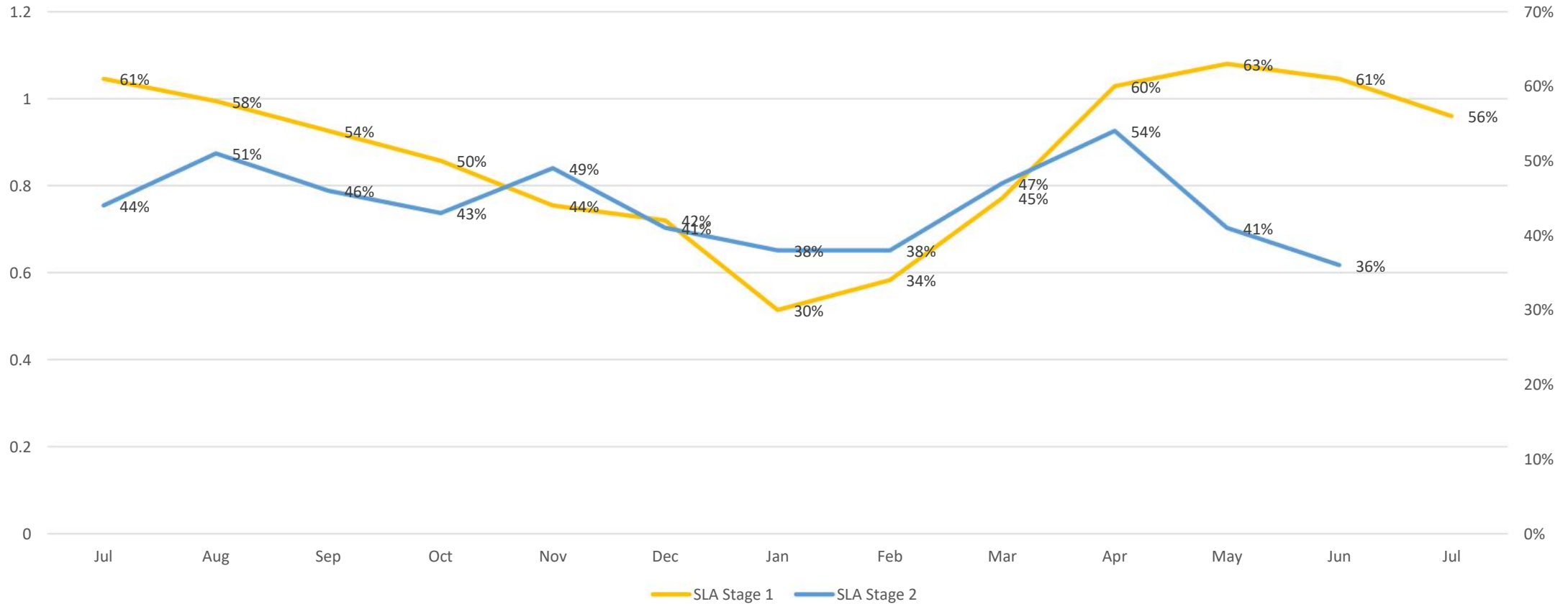
Complaints received July 2022 - July 2023





# Complaints- Performance against SLA

Performance against SLA at Stage 1 and Stage 2 July 2022 - July 2023



# Complaints- Backlog & Summary

	Received this month				Backlog			
	Number Received	Completed within SLA	SLA %	Into Backlog	Total Backlog	Difference	Backlog Closed	Total Case Closed
Feb-23	768	258	34%	510	1598	-	317	575
Mar-23	996	448	46%	548	1641	43	330	778
Apr-23	788	474	60%	314	1864	223	430	904
May-23	727	457	63%	270	1684	-180	357	814
Jun-23	616	374	61%	242	1520	-164	356	730
Jul-23	614	346	56%	268	1321	-199	354	700
<b>Total</b>	<b>4509</b>	<b>2357</b>	<b>53%</b>	<b>2152</b>			<b>2349</b>	<b>4501</b>

## Complaints- key update

- All remaining complaint team vacancies are at interview stage (x6 Business Support Coordinators) and (x2 Business Support Officers)
- Temporary Backlog team (x12) recruited, start date week commencing 21<sup>st</sup> August 2023
- Member enquiry team (x8) and Manager (x1) recruited, start date week commencing 18<sup>th</sup> September 2023
- Recruitment now progressing at pace- anticipating that we begin to see results throughout September/October 2023
- Backlog locked as of 30<sup>th</sup> June 2023, efforts are being made to reduce historic cases first whilst recruitment moves forward
- Root cause analysis being undertaken and disseminated to the service teams
- Altered the way we record complaints to respond to comments from the Regulator around data assurance and transparency (recording is only available from February 2023)
- For record keeping purposes, exempt accommodation has been removed from the records.

# Tenant Engagement- Journey so far

## TPAS Review

- Initial review undertaken in November 2021
- TPAS re-procured to support us to develop our 're-engineering engagement' approach
- 1 year Tenant Engagement strategy developed to capture key actions from the TPAS review

## 'Re-engineering Engagement'

- Ongoing procurement of TPAS finalised
- Developed IT solution for communicating with all tenants (Northgate comms module)
- Invited tenants to engage in 're-engineering engagement' events
- TPAS facilitated 7 workshops with tenants and staff on future engagement

## Seeking feedback

- Pilot TSM survey delivered in July 2022
- Housemark procured to deliver independent TSM telephone surveys (600 per quarter) starting March 2023
- Root cause analysis sessions with service leads on a regular basis to learn from complaints
- Meet the Ombudsman event on the 7<sup>th</sup> August 2023

# Tenant Engagement- Achievements

Throughout the 're-engineering engagement' workshops, tenants and staff identified several recommendations across each of the key themes. Examples of what we have achieved so far are set out below:

## Listening & Acting

- Meet the Ombudsman event- 7<sup>th</sup> August 2023, embedding as part our future engagement structure
- Agreement to develop paid 'experts by experience' roles to support delivery
- Comms resource has been recruited- to ensure regular updates go out to tenants
- Programme manager recruited to drive forward progress and reduce delays

## Accountability

- Embedding engagement across CPD- management essentials training as an example
- Reviewed constitution and TOR for current engagement structures
- Reporting progress in to Compliance Board, CHLB, local HLBs and O&S
- TSM delivery plans developed across teams- managed within HM Programme Board
- All frontline JDs include tenant engagement as part of their role



## Culture & Respect

- TOM designed focused on locality working, a more visible culture with better access to services
- Increased number of quarterly visits to tenants; re-starting relationships and building trust
- Improving SLA times and quality of complaint responses- from 26% in Feb 2023 to 56% in July 2023
- EBEB- recognising diverse characteristics across our tenant base

## Everyone

- Engagement with tenants in different forums- Poverty Truth Commission, Fair Housing Birmingham, Citizens UK etc
- Public Participation Team embedded as part of our corporate function- tenants invited to be part of this process
- Budgets in local teams to promote engagement at a local level with a clear decision making remit
- Focus groups to support the development of the Asset Management Strategy
- Temporary Accommodation- TSM surveys, the experience of all tenants across all teams

# Tenant Engagement- TPAS 5 recommendations/next steps

## **Develop a Resident Influence & Assurance Board, as part of an improved governance arrangement to truly promote co-regulation across the Directorate**

- Mobilise and embed new governance arrangement by March 2024

## **Develop a Community Influence & Engagement Strategy, setting out how resident views will be sought and how this influences service delivery across all areas**

- Develop co-designed strategy and delivery plan by June 2024

## **Make services more accessible to residents, making sure there are regular and inclusive opportunities to feedback to residents about what is important to them**

- Launch new TOM by June 2024
- Develop resident focused comms plan by December 2023
- Publish TSMs, complaints info and performance information promoting transparency and accountability by April 2024

## **Develop an ownership and accountability framework to ensure trust and respect continues to be built between the Directorate and residents and is deliberately maintained**

- Develop a set of resident led service standards, setting out the level of service residents should receive by March 2024

## **Develop and embed Community Influence Boards to enable residents to genuinely drive initiatives and improvements in their local community**

- Review the Tenant Participation Role (TPO) to ensure there is a focus on promoting and embedding Community Influencing Boards, and driving local community initiatives by March 2024

## Tenant Engagement- Summary

- We are being supported by TPAS as leaders in the field, to get our engagement structures right
- The TPAS review has framed the objectives we are setting out to deliver over the 12 months and in to the future
- Our priority has been taking the time to make sure our residents have really framed what our engagement with them looks like going forward
- We have pockets of good practice across the Directorate that we want to build on moving forward
- Our aim now is to embed our engagement approach across the whole Council to make sure the values residents want to see are driven forward
- We will continue to report back on progress in these monthly meetings to provide assurance that things are moving in the right direction

# Any Questions?



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