

Regulator Meeting

9th January 2024

Paul Langford, Strategic Director of City Housing








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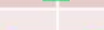






s.114/commissioners update

Verbal update provided by Paul Langford, Strategic Director of City Housing and Jackie Belton, Commissioner for Housing













Progress Definitions:

-  Operating at BAU compliance level (no action required outside of normal process)
-  Programme is accelerating and is expected to reach BAU compliance by the June 2024 deadline
-  Programme is in a neutral position- still expected to reach BAU compliance by the June 2024 deadline
-  Programme has decreased but is considered 'within tolerance' and is not anticipated to impact the June 2024 deadline
-  Overdue and not expected to meet the June 2024 deadline
- All compliance data will be fully explained, alongside key messages and risks as part of any monthly reporting process
- Several compliance areas may not always demonstrate 100% and this will be because of 'no access,' or further landlord intervention required to undertake the work
- Key messages (next slide) set out relevant points to note

Landlord H&S Compliance- April 2023-December 2023 progress

Compliance area	% Completed April 2023		% Completed for Dec 2023	Number Overdue	Remedial Actions April 2023	Remedial Actions Dec 2023
Gas (domestic)	99.80%		99.94%	40	59	40
Gas (communal)	78.57%		100%	0	1	1
EICR domestic (5 year)	73.69%%		85.38%	8563	870	4234
EICR communal (5 year)	82.01%		84.30%	372	0	11
Asbestos	28.20%		44.61%	11680	0	708
Legionella (block)	100%		100%	0	2	4
Legionella (domestic)	71.12%		78.21%	1847	50	276
Fire Risk Assessments (low-rise)	34.43%		66.21%	734	19	548
Fire Risk Assessments (high rise buildings)	94.74%		100%	0	12	262
Carbon Monoxide (installation)	50.38%		85.60%	8675	0	0
Lifts	95.60%		96.83%	11	0	0
Smoke Detectors %	52.46%		98.43%	1023	0	0

Landlord H&S Compliance- month on month progress

Compliance area	% Completed November 2023		% Completed for Dec 2023	Number Overdue	Remedial Actions November 2023	Remedial Actions Dec 2023
Gas (domestic)	99.65%		99.94%	89	35	40
Gas (communal)	100%		100%	0	1	1
EICR domestic (5 year)	81.37%		85.38%	8563	3399	4234
EICR communal (5 year)	82.01%		84.30%	372	6	11
Asbestos	34.38%		44.61%	12799	708	708
Legionella (block)	100%		100%	0	4	4
Legionella (domestic)	74.84%		78.21%	1847	143	276
Fire Risk Assessments (low-rise)	53.51%		66.21%	734	176	548
Fire Risk Assessments (high rise buildings)	100%		100%	0	41	262
Carbon Monoxide (installation)	85.26%		85.60%	8675	0	0
Lifts	95.60%		96.83%	8	0	0
Smoke Detectors %	98.23%		98.43%	1023	0	0

Remedial Actions- Breakdown

Compliance area	Remedial Actions December 2023	High	Medium	Low	0-30 days overdue	30-180 days overdue	180-365+ days overdue
Gas (domestic)	40		36	4	31	8	1
Gas (communal)	1			1		1	
EICR domestic (5 year)	4234		4234		129	1984	2121
EICR communal (5 year)	11		11			11	
Asbestos	708	25	206	477		708	
Legionella (block)	4			4		4	
Legionella (domestic)	276		212	64	133	143	
Fire Risk Assessments (low-rise)	548	125	91	332	424	124	
Fire Risk Assessments (high rise buildings)	262	120	114	28	98	164	
Carbon Monoxide (installation)	0	No remedial actions- issues addressed at time of installation					
Lifts	0	Area of reduced visibility- inputting remedial actions directly into true compliance, within the implantation plan					
Smoke Detectors %	0	No remedial actions- issued addressed at the point of test					

Remedial actions update:

- FRA remedial actions are now being accurately recorded and categorised due to the implementation of IT process change
- Lifts: process agreed to receive remedial actions from Acivico- being directly embedded into true compliance to prevent duplication of effort.
- EICR (domestic) remedial actions look to be remaining static- 428 closed this month, 245 new actions raised. Contractors are keeping on track with the newly accelerated programme, discussions ongoing re the historic activities moving forward- particularly those between 180-365 days overdue.
- Asbestos remedial actions currently provided in spreadsheet format and manually uploaded- processes are being automated in line with the true compliance implementation

Key Messages:

- True Compliance- implementation plan agreed (attached to supporting documents), fire safety will be the initial workstream, followed by lifts etc. Implementation plan remains on schedule.
- Lifts will be the second workstream implemented in true compliance because of the lack of visibility re remedial actions etc.
- FRA processes are now in place to ensure appropriate records of remedial actions are kept.
- Can now categorise remedial actions for several workstreams and understand the length of time overdue.
- Savills Assurance timescales have been identified, in line with True Compliance implementation- agreeing procurement approach to ensure efficiency
- Carbon monoxide installation- programme has been completed, no access 'mop up' is due to commence in Jan 2024.
- EICR- programme is now accelerating due to sub-contractor procurement, discussions re additional capacity for historic remedial actions.
- Formal agreement at s.151 to procure additional provider to support the acceleration of low-rise asbestos surveys

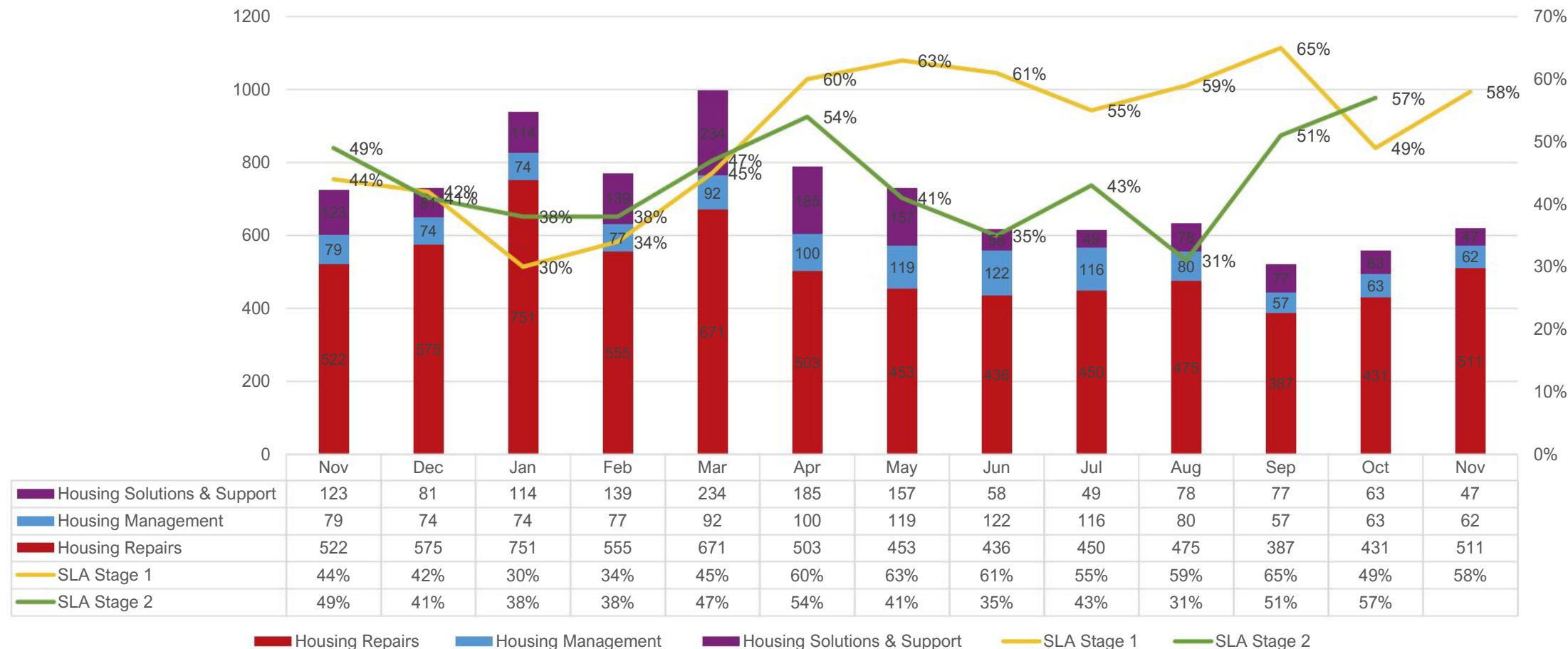
Decent Homes standard- physical assessments undertaken

- Actual stock condition survey (SCS) data:
 - Held on 16827 homes (28.5%)
 - 5837 (9.9%) completed in the last 5 years – considered ‘in date’
 - Sense checking the decency % we have according to the ‘in date’ surveys to give initial estimates
- The 5837 surveys can be added to the newly completed ones below- 3,877 which gives a total of 9,714, aiming to achieve circa 12000 within 12 months (from April 2023)
- RAG rated stock portfolio now on Power BI and automated, including projected investment over 2023/2024
- Procurement of additional stock condition surveys to be delivered via Savills- agreed at s.151

Survey Month	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Grand Total
Number of Surveys	48	123	199	503	556	593	753	838	264	3,877

Complaints- Volume of complaints received YTD

Complaints received November 2022 – November 2023



Complaints- Backlog and Summary

	Received this month				Backlog			
	Complaints received	Completed within SLA	SLA %	Number into backlog	Total backlog	Difference	backlog cases closed	All cases 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	-109	430	904
May-23	727	457	63%	270	1684	-180	357	814
Jun-23	616	374	61%	242	1520	304	356	730
Jul-23	614	346	55%	268	1321	-199	354	700
Aug-23	657	374	57%	283	966	-355	324	698
Sep-23	531	343	65%	188	908	-58	260	603
Oct-23	594	273	45%	321	857	-51	382	655
Nov-23	641	369	58%	272	849	-8	339	708
Total	6932	3716	54%	3216			3449	7165

Complaints- Key Messages

- SLA performance was significantly lower in October 2023 than September 2023.
- Contributing factors were due to the overtime being stopped pending 151 approval, impacting our ability to use experienced team members to close cases on overtime.
- 2 experienced members of the team left and other experienced staff members supporting the 5 new complaints champions during training so were drawn away from cases management.
- New staff are now starting to own and close cases which has started to impact our SLA performance (See November 2023 increase by 9%) We are now recruiting for the final 2 posts.

Housing Ombudsman Paragraph 49- Key Messages

- Compensation Policy has been formally agreed by Commissioners and is cleared for Cabinet on the 16th January 2024
- Ombudsman are returning for an initial conversation, week commencing the 15th January 2024 to ensure all appropriate actions are embedded.
- Feedback from both the Ombudsman and complaints generally over the last 12 months have been included in the HRM Interim Contract Award for Repairs & Maintenance to ensure KPIs reflect the Ombudsman's recommendations in the long-term.
- 'Tenant talks' took place over December 2023 in all 4 quadrants of the city, off the back of the 'Meet the Ombudsman' event in August 2023, providing residents with the opportunity to share concerns and for the service to learn from their experiences.

Voluntary Undertaking (update):

- Campbell Tickell have been formally commissioned to support us to develop the chronology that will provide assurance that the organisation understands what went wrong, avoiding this from being repeated in the future.
- Phasing schedule is being developed to provide some clarity around timescales for completion in different areas and this will include external assurance.
- HRA Business Plan has been signed off for Cabinet on the 16th Jan 2024, which will formalise our approach to investment and meeting Decent Homes Standards.
- Draft VU will be updated with these changes in mind and shared at the next meeting for comment- confirmation that all parties need to be comfortable before we move forward.

Any Questions?



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