

Regulator of Social Housing Meeting

12th March 2024






Paul Langford, Strategic Director of City Housing








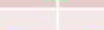






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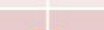






Progress Definitions:

-  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- Feb 2024 progress

Compliance area	% Completed April 2023		% Completed for Feb 2024	Number Overdue	Remedial Actions April 2023	Remedial Actions Feb 2024
Gas (domestic)	99.80%		99.95%	34	59	28
Gas (communal)	78.57%		100%	0	1	3
EICR domestic (5 year)	73.69%%		90.12%	5779	870	3319
EICR communal (5 year)	82.01%		87.41%	285	0	0
Asbestos	28.20%		47.44%	10845	0	683
Legionella (block)	100%		100%	0	2	5
Legionella (domestic)	71.12%		75.79%	2052	50	223
Fire Risk Assessments (low-rise)	34.43%		76.86%	475	19	1659
Fire Risk Assessments (high rise buildings)	94.74%		100%	0	12	219
Carbon Monoxide (installation)	50.38%		90.62%	5027	0	0
Lifts	95.60%		99.42%	2	0	0
Smoke Detectors %	52.46%		99.15%	1023	0	0

Landlord H&S Compliance- month on month progress

Compliance area	% Completed Jan 2024		% Completed for Feb 2024	Number Overdue	Remedial Actions Jan 2024	Remedial Actions Feb 2024
Gas (domestic)	99.93%		99.95%	34	42	28
Gas (communal)	100%		100%	0	6	3
EICR domestic (5 year)	86.79%		90.12%	5779	3708	3319
EICR communal (5 year)	84.69%		87.41%	285	0	0
Asbestos	44.76%		47.44%	10845	680	683
Legionella (block)	100%		100%	0	4	5
Legionella (domestic)	77.01%		75.79%	2052	276	223
Fire Risk Assessments (low-rise)	70.83%		76.86%	475	610	1659
Fire Risk Assessments (high rise buildings)	100%		100%	0	243	219
Carbon Monoxide (installation)	85.65%		90.62%	5027	0	0
Lifts	99.42%		99.42%	2	0	0
Smoke Detectors %	98.43%		99.15%	1023	0	0

Remedial Actions- Breakdown

Compliance area	Remedial Actions February 2024	High	Medium	Low	In target	0-30 days overdue			30-180 days overdue			180-365 days overdue			365 days plus overdue		
Gas (domestic)	28		28		28												
Gas (communal)	3			3		H	M	L									
								3									
EICR domestic (5 year)	3319		3319		426				H	M	L	H	M	L	H	M	L
EICR communal (5 year)	0																
Asbestos	683		206	477					H	M	L						
Legionella (block)	5			5	1				H	M	L						
Legionella (domestic)	223		212	11		H	M	L	H	M	L						
							127	6									
FRAs (low-rise buildings)	1659	278	963	384	1107	H	M	L	H	M	L						
						210			144	164							
FRAs (high rise buildings)	219	138	79	36	10	108	M	L	H	M	L						
									142	3							
Lifts	0	Area of reduced visibility- inputting remedial actions directly into true compliance, within the implantation plan															

Key Messages:

- Initial procurement for external reviews was unsuccessful; bidder quality was the key reason. Delays expected re the April 2023 deadline, this will be amended in the VU once procurement has been finalised.
- Historic remedial actions across the EICR domestic programme have started to reduce through the mobilisation of sub-contractors and the programme is accelerating.
- The asbestos program is now at risk; BCL withdrew their interest in the direct award process which means the contract won't mobilise until the end of March 2024 and will affect the June 2024 deadline
- Data cleanse work on the carbon monoxide program shows several properties with no gas included in the program, work is still underway but has led to a positive decrease of circa 3,000 with more expected.
- Data cleanse work for the legionella domestic program shows several properties that should not be on program due to new water tanks, these are being physically checked before they are removed off the program which will positively impact figures
- 1346 of the 1878 remedial actions across both the high-rise and low-rise FRA program are remedials identified by Housing Management (HM). Due to the acceleration of the low-rise program, HM do not have the capacity to rectify these within timescales. Additional recruitment to be agreed, supporting the remedial program.

Damp & Mould Reports (raised & completed)

Birmingham City Council Damp and Mould Raised

Year	Damp Inspection	Damp Survey	Mould Treatment	Rectify Damp	Total
2023	7696	16	754	564	8719
March	638	3	82	64	753
April	677	2	77	70	795
May	727		84	74	849
June	586	1	86	65	706
July	613	1	82	71	725
August	646	4	75	44	742
September	673	3	62	46	751
October	971		86	58	1077
November	1219	1	77	41	1314
December	946	1	43	31	1007
2024	2649	2	99	88	2797
January	1382	2	50	43	1454
February	1267		49	45	1343
Total	10345	18	853	652	11516

Birmingham City Council Damp and Mould Completed

Year	Damp Inspection	Damp Survey	Mould Treatment	Rectify Damp	Total
2023	6120	6	481	378	6799
February	34		3		37
March	761	1	65	47	846
April	601	1	46	47	676
May	755	1	53	46	834
June	708		42	40	777
July	542	1	56	59	633
August	491		46	31	552
September	429	1	58	33	500
October	502	1	39	31	552
November	704		44	24	757
December	593		29	20	635
2024	1481	1	79	65	1593
January	801	1	37	33	856
February	680		42	32	737
Total	7601	7	560	443	8392

Damp & Mould/Disrepair & Litigation cases

Damp & Mould

- Since March 2020, the service has received an average of 500 damp and mould reports each month, following seasonal trends (circa 700-1000 during winter and circa 400 over the summer).
- 89.77% of damp and mould repairs are completed first time and this is monitored monthly with contractors.
- A total of 11516 damp and mould reports have been raised across 2023/2024
- Of these, 74% have reported damp and mould on more than 5 occasions
- 18.5% of claims relate to low-rise flats, 17.9% relate to pre-war terraced houses and 11.6% relate to high-rise flats. All other archetypes make up less than 10% of claims.

Disrepair & Litigation

- Across 2023/2024, 1464 section 11 claims have been raised, with 857 claims resolved.
- Across 2023/2024, 444 section 82 claims have been raised, with 421 claims resolved
- 638 damp and mould reports have an open disrepair claim (either section 11 or section 82)

Damp & Mould- contractor requirements post Para 49

- Implemented a service improvement group where contractors are given the opportunity to understanding from complaints/HO cases
- Specific parameters regarding record keeping embedded in contracts
- Embedded a separate damp and mould function within the contractor teams, beginning preparations for Awaab's Law
- Improve reporting and use of systems- amendments made to Northgate, changes to the contact centre script etc.
- New Ombudsman function (June 2023) to support appropriate payment of compensation- including charging back to contractors where it has been their error.
- Top '100 cases' report- focused on missed appointments, repeat repairs, no access etc. to prompt services to challenge specific cases with the contractor.
- Recruitment of a BIO to monitor record keeping, train teams and contractors to support embedding new processes.
- Assurance framework- contacting cross section of tenants to confirm what has been achieved/what has not, to inform service improvement group.

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- **5,297** which gives a total of **11,134** aiming to achieve circa 12000 within 12 months (from April 2023)
- RAG rated stock portfolio now on Power BI and automated
- All properties that were RAG rated ‘red’ have now been surveyed and are being prioritised for planned investment moving forward

Month	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Total
Acivico	48	123	199	503	556	593	753	838	264	664	293	5,297
Savills											463	

Investment example

Before and after- capital investment

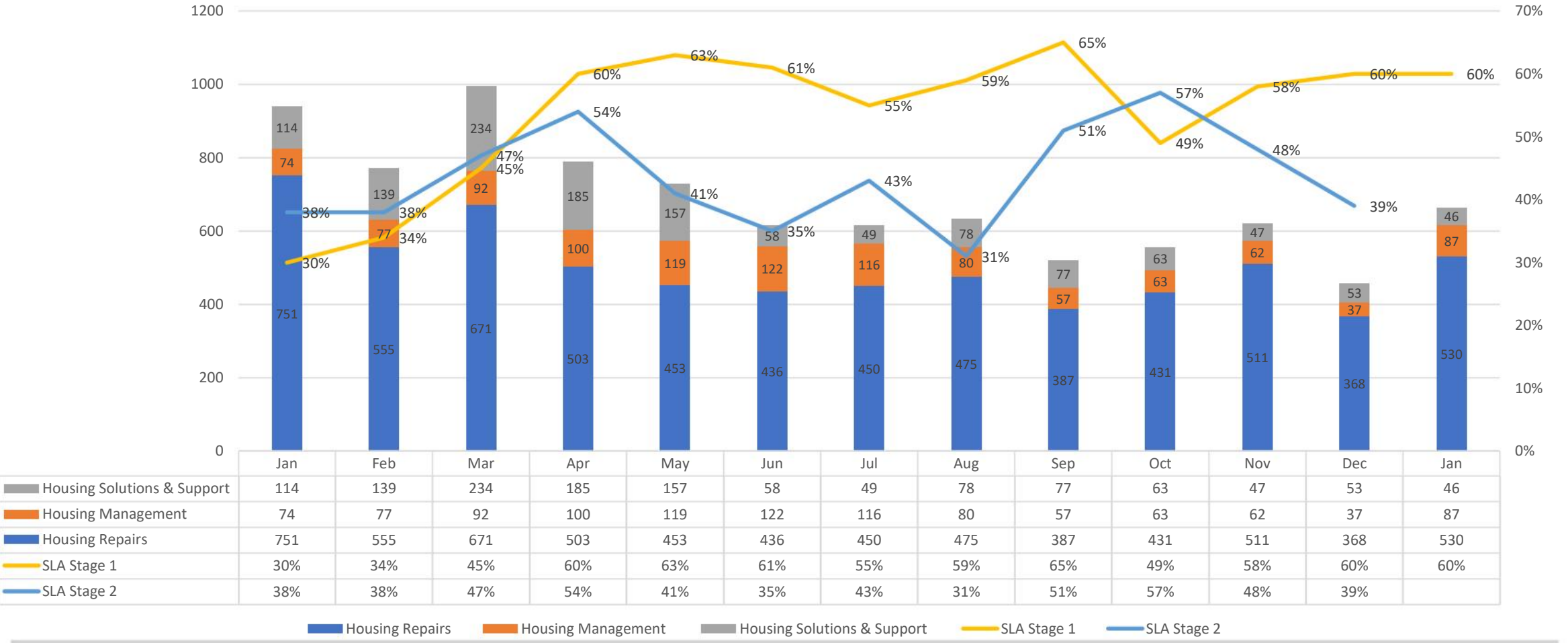


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Complaints- Volume of complaints received YTD

Complaints received January 2023 – January 2024



Complaints- Backlog and Summary

	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	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	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
Dec-23	468	279	60%	189	882	33	278	557
Jan-24	674	403	60%	271	913	31	135	538
Total	8074	4398	55%	3676			3862	8260

Quarterly summary

TSM code	TSM Questions	QTR 1	QTR 2	QTR 3	YTD
TP01	Overall satisfaction	55.0%	47.2%	53.3%	51.8%
TP02	Satisfaction with repairs	60.3%	55.8%	54.3%	56.9%
TP03	Satisfaction with time taken to complete most recent repair	57.3%	55.8%	54.7%	56.0%
TP04	Satisfaction that the home is well maintained	54.5%	51.5%	52.3%	52.7%
TP05	Satisfaction that the home is safe	67.3%	63.2%	64.8%	65.1%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	48.6%	43.4%	49.2%	47.1%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	53.5%	52.9%	45.8%	50.7%
TP08	Agreement that the landlord treats tenants fairly and with respect	77.6%	69.5%	72.0%	73.0%
TP09	Satisfaction with the landlord's approach to handling complaints	17.5%	24.6%	16.2%	19.3%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	44.6%	48.3%	47.6%	46.8%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	54.6%	53.1%	44.5%	50.9%
TP12	Satisfaction with the landlord's approach to handling antisocial behaviour	45.4%	50.5%	43.4%	46.9%

Complaints/TSM- Key Messages

Key Messages:

- Service resources began work on backlog complaints week commencing 19/02/2024, expecting to see reduction in backlog numbers in February 2024 figures
- Backlog figures are currently going through a data cleansing exercise- 143 duplicate cases identified at first count, the service are not yet finished with this process, therefore more are expected.
- SLA continues to remain stable even though volumes have begun to increase
- TSM results are driving refreshed Neighbourhood Plans, to follow up on some of the specific areas of dissatisfaction- understanding why people feel the way they do at a local level. This is followed up with quarterly tenant talk sessions where residents have an area to address individual issues
- Housing Ombudsman have formally written to the Council to confirm that increased levels of monitoring have now formally ended.
- Press release from the Housing Ombudsman formally recognises the improvements made post Para 49- <https://www.housing-ombudsman.org.uk/2024/02/22/6-birmingham-city-council-failings/>
- Thus far, the service have received no severe maladministration determinations post January 2023 (when the Paragraph 49 report was published).

Any Questions?



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