



**URN:** 22-039

**Subject:** Council Housing Compliance – six-monthly update as at end of Quarter 2

**Report to:** Housing and Neighbourhoods Committee 10<sup>th</sup> November 2022

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#### **SUBJECT MATTER/RECOMMENDATIONS**

This paper provides the next six-monthly compliance update in relation to the Council's housing service and its compliance with the Regulatory standard as set by the Regulator for Social Housing.

#### **RECOMMENDATIONS**

That Housing and Neighbourhoods Committee

1. Note the report.

## **1.0 Introduction**

- 1.1 On 15 July 2021, Housing and Neighbourhoods Committee received a report which set out the Council's regulatory compliance performance for its housing stock for the 2020/21 financial year. This information provided a benchmark for the ongoing monitoring and scrutiny by committee of compliance against the Regulator for Social Housing's standards through six monthly reports. This report provides the current position as of 30<sup>th</sup> September 2022.

## **2.0 Regulatory Compliance**

- 2.1 The table below provides updated information on the Council's compliance against each of the Consumer Standards and the Rent Standard. Compliance is RAG rated to identify where the Council is fully compliant (green), compliant but there is a need for

further improvement (amber) and where the Council is non-compliant (red). The current position is shown below, along with the position reported in June 2022 for the period up to 31 March 2021:

Standard	Sub area	Current Rating October 22	Previous Rating June 22
<b>Neighbourhood and Community</b>			
	Neighbourhood management	Fully Met	Fully Met
	Local area co-operation	Fully Met	Fully Met
	Anti-social behaviour	Fully Met	Fully Met
	Overall rating	Fully Met	Fully Met
<b>Tenancy</b>			
	Allocations and mutual exchanges	Fully Met	Fully Met
	Tenure	Fully Met	Fully Met
	Overall rating	Fully Met	Fully Met
<b>Home</b>			
	Quality of Accommodation	Non-compliant	Non-compliant
	Repairs and maintenance	Non-compliant	Non-compliant
	Overall rating	Non-compliant	Non-compliant
<b>Tenant involvement and Empowerment</b>			
	Customer service, choice and complaints	Fully Met	Fully Met
	Involvement and empowerment	Fully Met	Fully Met
	Understanding diverse needs	Met - improvement required	Met - improvement required
	Overall rating	Fully Met	Fully Met
<b>Rent Standard</b>			
	Setting rents	Fully Met	Fully Met

2.2 The Council's compliance against the requirements of the five regulatory standards has not changed over the last six months with the key concern being the non-compliance against the home standard highlighted in red. Further detailed information on compliance is provided below:

### 3.0 Home Standard

3.1 This standard relates to the quality of homes provided and the delivery of a cost-effective repairs and maintenance service and a service that meets all applicable statutory requirements that provide for the health and safety of occupants in their homes.

3.2 There has been no change in the overall rating of non-compliant as originally reported. The detail update is outlined below:

#### 4.0 Quality of Accommodation

4.1 The last report detailed a decrease in the number of homes meeting the Decent Homes Standard from 93% to 85%. As of the 30 September 2022, the level of decency has increased to 86%. It is acknowledged that this is slow progress, and it is anticipated that the second half of the financial year will see an uplift in the capital works being delivered to address DH Compliance.

4.2 Alongside this work, the Housing Assets Team is commissioning a programme of stock condition surveys which will provide up to date and accurate stock condition information on the housing stock. Based on this information, the Council will produce a Housing Investment Plan which will set out the Capital Investment Plans which will deliver on the Council priorities for Council Housing including a targeted approach to reduce down any non-compliance with the decent homes standard and therefore impacting positively on this aspect of the Homes Standard.

#### 5.0 Repairs and Maintenance

5.1 A recent audit and fire safety management review has been undertaken and they have resulted in concerns with regard to the Council meeting its statutory requirements to provide for the Health and Safety of the occupants of the homes that we let. Some of the key concerns are as follows:-

- Ensuring that Fire Risk Assessments are fit for purpose
- the timely completion of fire safety remedial works
- the timely completion of water hygiene remedial actions
- the management of asbestos data
- the frequency of EICR inspections
- the overall management of compliance data

#### 6.0 Self-referral to the regulator

6.1 As a consequence of the above and in accordance with the guidance from the Regulator for Social Housing (RSH), the Council made a self-referral to the RSH for a potential breach of the Home Standard in early August 2022

6.2 On October 26<sup>th</sup>, the RSH published a Regulatory Notice that GYBC has indeed, failed to adhere to the requirements of the Homes Standard. The RSH recognised that the Council has developed a Compliance Improvement Plan to address the issues and as such, will not be taking any statutory action against the Council preferring to monitor the delivery of the plan only.

6.3 The Council will work to deliver the Compliance Improvement Plan over the coming months with some of the key highlights as follows:-

- the creation of a newly created team to manage compliance more effectively
- the recruitment of interim resources to support the prompt and successful delivery of the Compliance Improvement Plan
- the introduction of new IT to manage all data and processes associated with resident safety
- the completion of all outstanding and overdue safety checks and remedial actions

6.4 Based on the successful delivery of the Compliance Improvement Plan, it is anticipated that the Council will return to full compliance with the Homes Standard by the May 2023.

## 7.0 Financial Implications

7.1 There are no financial implications in relation to this report

## 8.0 Risk Implications

8.1 The Council remains focused on ensuring it becomes compliant with the Home Standard reflecting the need to ensure the Council's Homes are safe, well maintained and meet the Decent Homes Standard. There is a clear reputational risk to failing the Home standard. This will be managed through the successful delivery of the Compliance Improvement Plan and through clear communication to tenants and all partners.

## 9.0 Conclusions

9.1 The report provides the latest position statement for the Council's compliance with the RSH consumer standards. The report identifies that in relation to the Home Standard, the Council has made a self-referral and received a Regulatory Notice confirming a breach of the Homes Standard with an agreed action plan to correct the failings. The committee will continue to receive updates on the progress with the action plan to ensure future compliance with the standards is met.

## 10.0 Background Papers

10.1 Council Housing Compliance and Performance report – 15 July 2021, Housing and Neighbourhoods Committee

*Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?*

<b>Area for consideration</b>	<b>Comment</b>
Monitoring Officer Consultation:	Via ELT
Section 151 Officer Consultation:	Via ELT
Existing Council Policies:	Tenancy Policy, Housing Allocations Scheme, Void Policy, Social Housing Tenancy Fraud Policy, Rechargeable Repairs Policy
Financial Implications (including VAT and tax):	None associated with the report.
Legal Implications (including human rights):	No legal implications associated with the report.
Risk Implications:	Set out in the report.
Equality Issues/EQIA assessment:	None
Crime & Disorder:	None
Every Child Matters:	None