

Agenda for Housing Review Board Thursday, 15th June, 2023, 11.00 am

Members of Housing Review Board

S Dawson, S Clake, R Robinson, S Beer, C Collier,
S Chamberlain, P Faithfull, D Ledger (Chair), T McCollum and
H Parr

Venue: Council Chamber, Blackdown House, Honiton

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(or group number 01395 517546)

Tuesday, 6 June 2023



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- 1 Public speaking
Information on [public speaking](#) is available online
- 2 Appointment of Vice-Chair
To appoint a vice-chair for the ensuing year.
- 3 Minutes of the previous meeting (Pages 3 - 11)
- 4 Apologies
- 5 Declarations of interest
Guidance is available online to Councillors and co-opted members on making [declarations of interest](#)
- 6 Matters of urgency
Information on [matters of urgency](#) is available online
- 7 Confidential/exempt item(s)
To agree any items to be dealt with after the public (including the press) have been excluded. There is one item which officers recommend should be dealt with in this way.
- 8 Housing Review Board induction (Pages 12 - 37)
- 9 Housing Review Board forward plan (Pages 38 - 39)
- 10 Social Housing White Paper action plan (Pages 40 - 75)
- 11 Results of tenant satisfaction survey (Pages 76 - 120)

- 12 HouseMark performance report (Pages 121 - 130)
- 13 Consumer Standards - self assessment (Pages 131 - 185)
- 14 Performance dashboard (Pages 186 - 215)
- 15 Finance report (Pages 216 - 220)
- 16 Chartered Institute of Housing Qualifications (Pages 221 - 226)
- 17 Subscription for Advantage South West (Pages 227 - 243)
- 18 Integrated asset management contract context and performance (Pages 244 - 269)
- 19 Tenant Scrutiny Committee - Review of MSOs (Pages 270 - 283)
- 20 Exclusion of press and public
That under Section 100(A) (4) of the Local Government Act 1972 and in accordance with the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the public (including the press) be excluded from the meeting as exempt and private information (as set out against each Part B agenda item), is likely to be disclosed and on balance the public interest is in discussing the items in private session (Part B).
- 21 Interim Housing Operations Manager (Pages 284 - 288)

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If you are recording the meeting, you are asked to act in a reasonable manner and not disrupt the conduct of meetings for example by using intrusive lighting, flash photography or asking people to repeat statements for the benefit of the recording. You may not make an oral commentary during the meeting. The Chairman has the power to control public recording and/or reporting so it does not disrupt the meeting.

Members of the public exercising their right to speak during Public Question Time will be recorded.

[Decision making and equalities](#)

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EAST DEVON DISTRICT COUNCIL**Minutes of the meeting of Housing Review Board held at Council Chamber, Blackdown House, Honiton on 16 March 2023****Attendance list at end of document**

The meeting started at 10.00 am and ended at 12.38 pm

47 Public speaking

There were no members of the public registered to speak.

48 Minutes of the previous meeting

The minutes of the previous meeting held on 18 January 2023 were agreed.

49 Declarations of interest

There were none.

50 Matters of urgency

There were none.

51 Confidential/exempt item(s)

There were none.

52 Housing Review Board forward plan

The Assistant Director of Housing presented the forward plan and advised members that the forward plan acted as a reminder of agenda items to come forward to future meetings. Members were reminded that they could add further reports and topics for discussion to the next forward plan by informing either herself or the Democratic Services Officer.

The Assistant Director of Housing added to the forward plan a review of the Housing Revenue Account Business Plan, which would be needed as a result of the stock condition survey, which was still on track to complete in September 2023. The results of the tenant satisfaction survey were being collated and would be reported to the June meeting of the Housing Review Board. In response to tenants' concerns the Assistant Director reassured the Board that the survey, which had been approved by the Board in 2022, did not break any GDPR regulations and that the Council's data protection officer had been involved in the whole process. It was also agreed that the Assistant Director of Housing would provide further reassurance to the Board via a short bulletin via email.

A HouseMark performance report was also added to the forward plan.

53 Changes to the housing leadership team

The Housing Review Board considered the proposal for increasing capacity and resilience in the housing leadership team and providing more resource for the housing

service. The proposal was in response to increasing demands on the service, rising expectations from external bodies and its own customers, and to ensure that there were sufficient resources, capacity and capability to meet the purpose and priority of a decent home for all, whilst operating a high performing housing service. Housing service managers were operating in an environment where they needed to be agile and flexible, with many factors leading to additional burdens on staff.

The creation of a new post of Head of Housing Operations would ensure that there was a structure that was 'fit for purpose' to meet the demands placed on a social housing provider with housing responsibilities, including homelessness, housing register, community development, community alarm service, housing repairs and housing development. It would also ensure that the housing service could meet the requirements of the Social Housing Bill.

The Head of Housing Operations would line manage the senior Housing Options and Allocations, Property and Asset, Housing Services and Housing Systems team managers. The new post holder would oversee and manage day to day housing management ensuring that the specialist areas of the service were co-ordinated and worked effectively towards the housing vision and aims. The post holder would also deputise for the Assistant Director, providing greater resilience and accountability in the service, strengthening the leadership team and increasing capacity.

The Board commented on the size and diverse, frontline nature of the housing service within the Council and recognised the need for the additional senior post.

RECOMMENDED: that Cabinet recommend to Council the creation of a new post of Head of Housing Operations to be funded through the Housing Revenue Account.

54 **Finance report**

The accountant's report provided the Housing Review Board with current draft financial outturn figures for the housing revenue account and housing capital program for the 2022/23 financial year. The report also considered the implications of any forthcoming regulatory changes.

Producing a Housing Revenue Account had been a statutory requirement for Councils who managed and owned their housing stock for some time, and therefore a key document for the Board to influence.

It was noted that the Housing Revenue Account (HRA) was in a healthy position. The surplus forecast for the year was on budget and it was predicted that the HRA balance would remain at the £3.1m adopted level for 2022/23. There was a variation in the outturn for forecasted rents due to the impact of rent losses on void properties.

There had been 29 Right to Buy sales to date which had resulted in a gross capital receipt of £3.7m. Although this meant a lack of housing stock it also created a large amount to fund capital expenditure.

RECOMMENDED: that Cabinet note and approve the Housing Revenue Account and Housing Capital finance 2022/23 forecast outturn report.

55 **Remit Zero Cylo - Innovate UK application**

The Director – Housing, Health and Environment explained that officers had been working with local business Remit Zero on a proposal to install their Cylo product in ten council homes as a way of decarbonising council homes and providing tenants with affordable warmth. Cylo was an alternative technology to provide heating and hot water. Remit Zero described their technology as using the principals of natural science to develop a portfolio of zero emission high performance products. The Cylo product could change the way many families and businesses heat their homes and premises. It was a simple, innovative, affordable and rapidly deployable heating solution which would help reduce CO2 emissions rapidly, while maintaining the user's comfort and convenience. Relying solely on water and electricity, the Cylo vessel could replace a fossil fuel boiler, without compromise, providing the same familiar functional performance, convenience and low cost operation, but with absolutely zero emissions. The proposed project would have a duration of 24 months and could commence during the summer 2023.

The total project costs were circa. £687,392. If the funding bid was successful Innovate UK would cover up to 70% of the costs and would therefore fund £481,174. The remaining 30%, £206,218 was the match funding required. Remit Zero could contribute to some of the match funding with reduced labour costs. This would require approximately £125,000 match contribution from EDDC to cover the costs of solar installation on the roofs and the associated works. It was proposed that the programme be funded from the existing HRA budgets for heating upgrades.

The deadline to submit the expression of interest was Wednesday 18 January and a further bid application needed to be submitted by 26 April 2023. If successful the Council would be asked to sign a funding agreement (after the initial application was successful and then subsequently passing Innovate UK's due diligence procedure). This provided time to clarify the minutiae such as the selection process of the properties that would take part in the trial. EDDC had been requested to be a collaboration partner as part of the application process.

The Director – Housing, Health, Environment explained that if the funding application was unsuccessful he would like to continue discussions with Remit Zero to find a way of installing their product in a sample of the Council's properties because it appeared to offer a serious alternative to gas boilers and ground/air source heat pumps, and did not necessitate extensive building fabric upgrades.

The Director's report explained in detail how the Cylo vessel worked and it was noted that officers had seen Cylo installed in a facility at the Exeter Science Park. Remit Zero had installations in MOD properties where testing had been completed. The aim of the project was to demonstrate Cylo's benefits, including its ability to reduce costs for those within fuel poverty, in a way that enabled low-income households to play a meaningful role in tackling climate change.

The intention was that the trials would couple the installation of Cylo with solar on the roofs of selected properties. The project would aggregate and compare data on the charging and discharging of the Cylo vessel, this coupled with user interaction surveys would provide feedback on user behaviour and acceptance criteria. The following would be monitored with data sent and stored securely:

- Electricity used to charge Cylo, both quantity and timing.
- Thermal output to the house from Cylo.
- All room temperatures for 24 hours per day.
- Outside air temperature for 24 hours per day.
- Application of a Remit Zero designed external heat flux sensor, this would identify effective heat loss from the building as it was affected by both temperature and wind speed variation. This would be monitored for 24 hours per day. This

measurement would also inform regarding the condition and performance of any cavity or wall insulation.

It was suggested that a Remit Zero representative be invited to a future meeting to explain to the Board how the Cylo worked and update them on the trial.

RECOMMENDED:

1. that Cabinet support the Innovate UK funding bid and EDDC's role as a collaboration partner.
2. that Cabinet approve the funding of the Council's contribution to the bid of £125,000.
3. that should the funding bid not be successful, that Cabinet authorise the Director of Housing, Health and Environment in liaison with the Portfolio Holder for Homes and Communities to identify an alternative project that could be implemented to install Cylo as an initial pilot of ten council homes.

56 **Integrated asset management contract - minor works**

The Property and Asset Manager's report provided the Housing Review Board with an update on a minor change to improve the service delivery of repairs carried out under the integrated asset management contract (IAMC) as part of a response to ongoing concerns raised regarding the delivery of some key functions of the contract. The introduction of a minor works programme was not intended to replace the planned works contracts, but work alongside it to provide an avenue for larger works which were not planned works and were causing blockages within the day to day delivery of repairs.

RECOMMENDED: that Cabinet approve, in accordance with the conditions of the integrated asset management contract the change by the core group and approve that it is implemented/recorded under a formal contract amendment.

57 **Void performance**

The Housing Solutions Manager's report provided the Board with an update on the performance of the key to key voids process and details of the plans for improved performance, recognising that current performance remained a concern. The 'key to key' time covered the period from when a property became void until a new tenant moved in. The report to the Board had been produced alongside an independent review into the voids process conducted by the consultants Echelon, which addressed findings through recommendations for improvements in the overall process. The report also recommended changes to the void lettable standard to ensure it was modernised, fit for purpose and aligned to EDDC's poverty agenda.

A number of contributing factors towards performance levels had been identified in the delivery of the overall void process:

- Lack of resources, in particular staff shortages.
- Effect of the Covid-19 pandemic – an increase in void turnover.
- Brexit – impact around sourcing and delivery times for certain materials and components, compounded by the impact of the current economic climate which had led to significant increase in material and labour costs in the construction industry.
- Issues in clearing debt meters.
- Poor condition of voids on return.
- More significant upgrades of properties being required due to the poor condition of some of the housing stock.
- Additional factors creating additional time at the end of the process, such as notice periods and affordability issues.

The Echelon review identified areas where additional staff resources were required for two specific parts of the process:

1. Pre-termination visits to be re-introduced and to be more rigid.
2. Joint handovers of properties between the contractors, Property and Assets team and the Housing Allocations team.

It was noted that there was limited scope within the Housing Allocations team and it was recommended that an additional Housing Allocations Officer post was required. The Echelon report also recommended that EDDC consider where overall responsibility of the keys to keys process sits and how we ensure the complete void process is managed. Further work is required to analyse the potential need for an additional post or whether this could be incorporated within the current resources available.

The current lettable standard was also reviewed and changes were made to ensure that it was modernised and remained fit for purpose. Key changes were around issues of damp and mould and ensuring that work was undertaken alongside the poverty agenda. Officers proposed that through a dedicated hardship fund, vouchers be provided towards decorations and carpets for those incoming residents in real hardship to enable them to bring their property up to a decent habitable standard.

During discussions the Board raised concerns over the current voids performance and agreed the need for an additional post, which would increase resources and the capacity of the team. The Assistant Director outlined the current performance in this area as unacceptable and that this area remains an urgent priority for the service in order to see improved performance.

RECOMMENDED:

1. that Cabinet note the contents of the report including contributing factors towards performance levels and details of the plan for improving performance.
2. that Cabinet recommend the additional staff resource required to implement the suggested improvements, namely an additional Housing Allocations Officer.
3. that Cabinet approve the changes to the voids lettable standard.

58 Learning from complaints

The Assistant Director – Housing gave the Board a follow up report on complaints, following her previous one in January 2023. The report set out a more in-depth analysis of the complaints with an overview of the failures that led to the Ombudsman determining maladministration in all four cases. Areas for improvement were also identified as a direct result of the four cases, which were outlined in the report.

As part of reviewing the cases, poor recording keeping and poor communication were identified as two major areas for improvement. This was centred around:

- Poor communication with a failure to ensure that tenants were kept up to date with progress on matters that related to them.
- Failure to reassure tenants around matters that were impacting on them.
- Lack of thorough case notes that evidenced progress and actions taken.
- Lack of thorough case notes that detailed how tenants had been communicated with.
- Progressing matters too slowly or not responding to complaints quickly enough.

The Assistant Director – Housing's report outlined a number of actions being implemented to address the areas of improvement, which included:

- A review of all procedures that related to the Anti-Social Behaviour policy.
- A review of all procedures that related to how property and asset/responsive repairs cases were handled.

- Refresher training for all officers in record keeping.
- A review of how contract information was held.
- Recruitment of the Housing Repairs Customer Service Manager role.
- Spot checks on managers.
- Spot checks on repairs calls.
- Customer service training for all housing officers.
- Learning from case studies approach.

The Assistant Director – Housing suggested that she attend a future Tenant Involvement meeting to explain the issues raised in the report and improvements being taken. A briefing would also be undertaken for the Tenant Complaints Panel.

The Board endorsed the appointment of an additional Complaints Officer in the Corporate Complaints team for a 12 month period in order to help the Housing Service improve its response times and resolve complaints.

RECOMMENDED:

1. that Cabinet note the learning points from the report and the areas of improvement identified.
2. that Cabinet recommends to Council the appointment of an additional Complaints Officer (Housing) for a fixed 12 month period who will work within the Corporate Complaints team.
3. that Cabinet recommends to Council that additional funding in the sum of £25,409 plus on costs is approved to fund an additional Complaints Officer (Housing) for a fixed 12 month period.

59 **Tenancy visits**

The Interim Housing Services Manager's report provided the HRB with a proposal on the planned implementation of a rolling programme of tenancy visits across all Council tenancies in East Devon. The report sought approval to implement a tenancy visit programme and policy based on proposed staffing levels within the estate management team.

The Council needed to ensure that its tenants were supported in a variety of ways, that its systems were up to date with correct household information, and that its properties were being looked after and used for intended purposes. Tenancy visits would also identify residents at risk of tenancy failure at an early stage and enable the Council to respond positively.

It was expected that this proactive approach of visiting tenants in their homes would identify previously unreported repairs and issues within households. As well as identifying and resolving any maintenance issues, early intervention could also be instigated when a tenancy was showing signs of failing and a tenant needing support.

The Interim Housing Service Manager's report outlined options for frequency of tenancy visits based on permanent staffing arrangements:

1. Annual tenancy visits – this would require an additional two Housing Officers.
2. Tenancy visits every two years – this was more realistic based on current staffing levels, but would still place additional burden on workloads and stretch resources.
3. Tenancy visits every three years – this was more achievable based on current workloads and resources, but would take longer to accomplish tenancy visits across the housing stock.
4. All tenancy visits to be completed in year one, then reverting to a two year cycle – this would require an additional two housing officers in year one.

The report recommended option 1 – annual tenancy visits – in order to provide the maximum support to residents in maintaining their tenancy and ensure the Council's properties were looked after. Annual tenancy visits would ensure that tenants were supported, their personal needs and preferences identified, properties were maintained, reducing void costs, the ability to evidence disrepair claims and improve the empty property turnaround times. It was acknowledged that an additional budget of £62,040 per annum was required for two additional housing officers. The Board noted that sheltered accommodation visits would be managed by the Mobile Support Officers, who already had contact with those residents.

The Board discussed the issue of non-entry and it was suggested that this be included as a key performance indicator. It was noted that there was a process for non-entry in the policy. Tenants stressed the need to clearly communicate the compulsory tenancy visits with residents.

RECOMMENDED:

1. that Cabinet note and agree the tenant visits policy and procedure.
2. that Cabinet agree that all properties be visited annually.
3. that Cabinet recommend to Council two additional housing officer posts and the additional budget requirement.

60 **Performance dashboard**

The Interim Housing Services Manager's report and presentation outlined the key performance indicators (KPIs) for quarter three and the actions being taken to ensure targets were achieved. The Interim Housing Services Manager presented on behalf of the Senior Management team. The presentation focused on 12 high level key performance indicators that had been taken from the tabular summary included in the report. It provided detail on areas of concern and actions that were being put into place to address the issues. The presentation also detailed work underway ready for the start of the new financial year and how the performance indicators would be reported moving forward.

The purpose of the housing services performance indicator framework was to recognise achievements and good performance, as well as identify areas requiring improvement. There was a collective responsibility, which included the Board, to ensure good performance. Plans for 2023/24 KPIs included:

- Continuing to cleanse and improve the data.
- Introducing new indicators (tenancy visits, tenant satisfaction measures, community development).
- Improving reporting on complaints, to include complaints upheld, partially and not upheld, and the learning from the complaints.
- Setting targets for 2023/24 – consulting with staff and residents to ensure that appropriate targets were set, and ensuring continual enhancement of services for residents.
- Developing and monitoring team targets which measured and tracked performance of teams.
- Finalise the compliance dashboard and commence reporting to the HRB.

RESOLVED: that the Housing Review Board note the quarter three performance and actions.

61 **HouseMark 2023/24 membership renewal**

The Housing Review Board were asked to agree to the membership renewal of HouseMark. HouseMark was a data analysis service which gathered performance and cost information from 350 social housing providers across the UK providing them with the data and insights needed to make evidence based decisions to drive efficient and performance business improvement. EDDC had been members of HouseMark for a number of years and the Board were asked to consider whether to continue to use HouseMark as a tool to monitor and evaluate the housing service.

RECOMMENDED:

1. that Cabinet approve that the HouseMark membership is renewed for 2023/24 at an annual cost of £8225 plus VAT.
2. that Cabinet approve that the subscription is carried forward on an annual basis unless the Housing Review Board are otherwise informed.

62 **Self-assessment of Consumer Standards**

As part of preparations for the introduction of the Social Housing Act, the Social Housing Regulator had encouraged stock holding local authority landlords to self-assess themselves in detail against the current consumer standards as a way of highlighting areas that were not currently compliant. The results of the self-assessment were included with the report for the Board's information. The Assistant Director's report provided an overview of:

- The role of the Regulator of Social Housing and how the sector was currently regulated.
- Changes to regulations being proposed as part of the Social Housing Act.
- An overview of the consumer standards.
- A summary of the Housing Service's self-assessment.
- Areas identified that needed to be focussed on to strengthen compliance.

The Vice- Chair requested that this item be deferred until the next Board meeting as some tenants felt they had not had sufficient time to input into this. The Interim Housing Services Manager advised that he had reported the consumer standards to the Resident Involvement Management Group, which had agreed to feed comments back prior to the Housing Review Board meeting. He explained that failure to deliver services to tenants in line with consumer standards (which were set by the regulator), best practice and regulation could bring scrutiny from the regulator and action taken against EDDC, as well as expose tenants to the risk of failures in service delivery.

RESOLVED: that the Housing Review Board note and agree the self-assessment against the Regulator of Social Housing consumer standards and the actions identified, with tenants being given the opportunity to provide further feedback to officers within the next 6 weeks, and these comments being built into the self-assessment.

63 **Annual Housing Review Board report**

The Assistant Director – Housing presented the annual report of the Housing Review Board which summarised and highlighted the diverse range of issues covered by the Board over the year. The report gave an overview of the achievements of the Board and celebrated the progress that had been made. The Democratic Services Officer was thanked for producing the report which the Board endorsed and noted.

Attendance List

Board members present:

Sue Dawson, Tenants
Sara Clarke, Independent Community Representative
Sue Saunders, Tenants (Vice-Chair)
Councillor Helen Parr
Councillor Brenda Taylor
Councillor Sarah Chamberlain (Chair)

Councillors also present (for some or all the meeting)

T McCollum
D Ledger

Officers in attendance:

Alethea Thompson, Democratic Services Officer
Graham Baker, Property and Asset Manager
Amy Gilbert-Jeans, Assistant Director Housing
John Golding, Director of Housing, Health and Environment
Yusef Masih, Interim Housing Services Manager
Andrew Mitchell, Housing Solutions Manager
Rob Ward, Accountant
Giles Salter, Solicitor

Councillor apologies:

Stephen Beer, Tenants
Councillor Ian Hall
Cindy Collier, Tenant

Chair

Date:

Report to: Housing Review Board

Date of Meeting 15th June 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A



Housing Review Board (HRB) – Induction briefing

Report summary:

This report provides an introduction to the work of the Housing Review Board and is intended for new members of the Board, and a reminder for existing members. The report is a reminder of Housing Service priorities and the remit of the Housing Review Board. It is intended to help the Board focus on key activities and the areas of service that matter to tenants and service users.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

To use the contents of the report as part of the induction process for new Board members.

Reason for recommendation:

To assist new Board members play an active and effective part in the business of the Housing Review Board.

Officer: John Golding Director – Housing, Health & Environment, jgolding@eastdevon.gov.uk

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change Low Impact

Risk: Medium Risk; [Click here](#) to enter text on risk considerations relating to your report.

Links to background information .

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
 - A greener East Devon
 - A resilient economy
-

1. Background and purpose of the Housing Review Board

1.1 The **purpose** of the Housing Review Board is to **oversee and steer the Council's housing landlord activities.**

- We are a local housing authority and a Registered Provider so have a series of legal responsibilities for housing, including those relating to homelessness; housing advice; housing register; housing strategy; and landlord services. We also run a number of discretionary services such as community development and Home Safeguard.
- Tenant and other HRB members play a key role in ensuring that we meet our responsibilities and perform our duties.
- Constitutionally it operates like an Overview and Scrutiny committee.
- Many Councils have transferred their housing stock and their landlord responsibilities to a housing association. For example, in Devon it is just us Exeter and Mid Devon that have retained their housing.
- We have housing as a corporate priority (Better Home and Communities for all) and have an aspiration of promoting excellent customer service.
- Establishing the HRB was innovative at the time and required an amendment to the Councils Constitution and establishing a co-option scheme to get tenants on the Board.
- The Board is involved in setting strategy, policy and procedure – direction of travel for landlord services.
- The HRB provides a mechanism to involve tenants in decisions affecting the management of their homes.
- HRB has a key role in driving continuous improvement.
- HRB oversees and monitors performance.
- HRB is involved in assessing and agreeing new housing and community development initiatives.
- Tenant members need to represent tenants and not personal interests.

1.2 The Housing Review Board was established in 2006 following our involvement in a national housing stock appraisal exercise. It was intended to replicate a housing association board translated into a local authority context. We were amongst the first in the country to establish this arrangement.

1.3 The **purpose** of the Housing Review Board is in summary to:

- Consider matters relating to the council's landlord and housing management functions;

- Advise the Cabinet on housing policy and operational practice, where this affects the council's tenants and leaseholders;
- Keep under review the housing stock options appraisal and monitor the conditions which will influence the future arrangements for the ownership and management of the council's housing stock;
- Promote good practice and monitor service delivery;
- Examine subjects and issues as directed by the Cabinet.

Full details of the Housing Review Board are set out in the constitution.

2. Terms of reference

2.1 Housing Review Board (Housing Overview and Scrutiny Committee)

Membership: The Housing Review Board will consist of **5 Council Member representatives; 5 tenant and leaseholder representatives; and 2 independent community representatives**. The non-councillor members will be co-opted members and shall have the right to vote.

Meetings: 5 times per year (or more frequently as required).

Quorum: 4 committee members.

2.2 Appointments:

Council shall appoint the Chairman. The Board will elect its own vice chairman.

Council Members and co-opted members on the Board will be appointed at the annual Council meeting.

Tenant and leaseholder representatives on the Board will initially be selected by interview (unless there is no need because the number of candidates equals the number of places) and serve a four year term. Should a vacancy occur during the four year term, the unsuccessful candidate who received the highest score in the last interview, within the previous six months, will normally be offered the appointment. All tenant and leaseholder appointments are subject to Council approval.

Normally non-councillor Board members will serve for a maximum of eight years, subject to annual reappointment by the Council, with the objective that every four years one quarter of the non-councillor members will stand down.

2.3 Role and purpose:

As previously stated the Housing Review Board is one of the Overview and Scrutiny Committees and will consider matters relating to the Council's landlord and housing management functions. The Board will advise the Council's Cabinet on housing policy and operational practice, where this affects the Council's tenants and leaseholders.

The Board will keep under review the housing stock options appraisal and monitor the conditions which will influence the future arrangements for the ownership and management of the Council's housing stock.

Council officers and others, where appropriate, will support the work of the Board.

3. Aim and purpose for Housing Services:

3.1 In Housing we aim to secure - ***A decent home for all.***

We have also adopted the following purposes where we have undertaken Systems Thinking reviews:

- *To match the right people with the right home (voids & allocations).*
- *Do the right repair at the right time, get it right first time, and stay fixed (responsive repairs).*
- *Do the right service/repair at the right time, and leave safe (gas servicing).*

- *To collect the right amount of rent at the right time (rent management).*
- *Deal with customer emergencies promptly (Home Safeguard).*

3.2 We have defined our Service Culture by reference to a series of service values, purpose(s), and operating principles.

Our values are:

- Customer focus – recognising we are here to provide a service for our customers.
- We aim to be:
 - Accountable;
 - Open ;
 - Listening ;
 - Caring;
 - Looking forwards
- Diversity – we welcome diversity and work to a series of diversity commitments.
- Strive for excellence in service delivery.
- Have pride and passion for our housing work.

4. **Future challenges and opportunities for housing:**

- Delivering new affordable housing through the Housing Task Force
- Tackling homelessness and securing suitable permanent and temporary accommodation
- Maintaining tenants homes and ensuring tenant safety
- Managing the Integrated Asset Management contract
- Rejuvenating programmed works based on stock condition information
- Decarbonising the housing stock
- Achieving high levels of tenant satisfaction and managing complaints
- Meeting tenant aspirations and effective tenant engagement
- Managing self-financing and our share of the national housing debt and running a ‘fit for purpose’ housing business
- Maintaining rent collection rates and supporting tenants through the cost of living crisis
- Implementing the HRA Business Plan – maintaining decent homes and high levels of stock investment
- Achieving our Service Plan targets
- Meeting the demand for affordable/social housing
- Using Systems Thinking to drive further improvements
- Exceeding the Regulator for Social Housing’s requirements and ensuring full compliance with the Social Housing (Regulation) Bill and the Housing Ombudsman Code of Practice.
- Achieving continuous improvement in service delivery
- See **Housing Service Plan** and the **Housing Strategy** for a more comprehensive analysis.

5. **How we are organised as a Service:**

- Staff numbers are circa 120 with the majority dedicated to the Housing services team.

- We as a Service are organised into 4 teams covering **Housing Options and Allocations; Housing Services; Property and Asset management**. We have established a separate **Housing Task Force** (with separate Assistant Director) We also have a separate Housing Systems team who manage all the systems housing use to transact electronically.
- The annual income and expenditure is strictly controlled in a ring-fenced Housing Revenue Account. The annual **turnover is £18 million**. We spend about £8 million a year on maintenance and improvements and £2.6 million on staffing and central costs. £1 million is spent on MSOs, community centres, fences, ground maintenance etc. £3 million of our income is used to pay off loans taken out following the reform of the HRA. We are required to maintain a surplus of just over £3.1 million.
- Our Annual Report to tenants sets out a considerable amount of information on the Service – achievements, standards, facts and figures.

6. Housing Strategy summary

6.1 Our over-riding vision is to provide a decent home for all residents of East Devon (**annex 1**).

6.2 Our responsibilities are to:

- provide a housing options service for all who are homeless or threatened with homelessness
- to provide, maintain and manage our own council housing stock
- to work with housing developers and housing associations to deliver more affordable housing
- to regulate and improve other social rented, private rented and owner occupier housing

6.3 Our priorities fall into three broad categories:

Providing homes:

- prevent homelessness and make sure that suitable accommodation is found for those who do become homeless
- provide a range of affordable housing to meet housing needs
- widen the choice of housing, especially for those in priority need

Improving homes:

- bring sub-standard housing (of all tenure) up to current standards
- improve the use and safety of housing
- improve the sustainability and energy efficiency of housing and eliminate fuel poverty
- enable elderly people, disabled people and people with special needs to live as independently as possible, and where possible and practicable remain in their own homes if they so wish
- maintain and manage the council owned housing stock to a high standard, actively involving tenants in all aspects of the service.

Improving communities

- support the improvement and regeneration of local communities by encouraging social inclusion, involving children and young people with housing issues, and enabling residents to actively participate in their communities

Across all our priorities we aim to have consistently satisfied customers.

Our Housing Service Plan can be found on the Council's website

[housing-service-plan-2023-24.pdf \(eastdevon.gov.uk\)](https://www.eastdevon.gov.uk/housing-service-plan-2023-24.pdf)

Financial implications:

There are no financial implications

Legal implications:

There are no legal implications on which to comment.

EDDC Housing Strategy 2020 – 2024

**A better home for all residents of East
Devon**

Context

The Housing Situation

East Devon District Council has a role within the local housing market as

- a landlord of over 4200 properties
- a regulator of standards within the private rented and owner occupier sectors
- the planning authority with a duty to bring forward more homes including more affordable homes
- the provider of a housing options service to help those who are homeless or threatened with homelessness

Key conditions within the housing market influence standards and provision.

- A high average house price in the district is £277,000 - the second highest in Devon. The Devon average is £250,000.
- A low average gross annual wage for those living in the district of £27,597, one of the lowest in England.
- A high affordability ratio of 10.04. This is one of the highest in Devon, above both the national average of 8.00 and the south west average of 8.76.
- A high proportion of owner occupied properties at 74.9% with only 9.3% of properties available for social rent. This compares to national proportions of 63.6% and 17.6% respectively
- High private rent levels compared to the rest of Devon (average monthly private sector rents almost £700)

Housing Need

Figures from Devon Home Choice¹ show:

- 2556 households classed as being in housing need²

¹ Data as at 21st Jan 2021

² 4568 households in total on Devon Home Choice

-
- Highest demand is for 1 bed properties (1482) with 516 seeking 2 bedroom accommodation
 - The number of households in housing need has increased by 27% in two years

In the last financial year 2020-21, 352 homes were let through Devon Home Choice, with 171 of these being EDDC Council homes.

We also have 387 empty homes across the district (2018 figures).

Since the implementation of the Homelessness Reduction Act in 2018 the number of approaches to our homelessness service has increased substantially:

2017-18 – 261 Approaches

2018-19 – 871 approaches

2019-20 – 1126 approaches

All of these figures, when seen in tandem with the overall housing stats for East Devon

Challenges:

The challenges faced by the Housing Service have historically been similar and ongoing; a lack of suitable housing, tackling rough sleeping and homelessness, how to help and support the poorest and most vulnerable in our society. We have risen to these challenges in previous years, although they remain stubbornly present. However, two massive global issues cast an additional shadow over us at this time. These are the coronavirus pandemic, which has placed enormous pressure on the service in 2020, and Climate Change, where too little action on a local, national and global scale now means that significant investment and work is required to address this emergency situation.

Coronavirus management and recovery

The upheaval caused by the 2020 coronavirus pandemic has required the whole Council to make significant changes to their operations. The main headquarters at Honiton and Exmouth Town Hall remain closed to the public, and can now only offer “covid-secure” office space to a small number of staff. However, the Housing Service have been able to continue essential services albeit with social distancing and additional PPE and through increased home working and relying on email and telephone for contact with customers and tenants in most cases.

Over the year, further spikes in the disease have led to more periods of stringent restrictions. The Housing Service has had an effective plan in place to pull back from and reintroduce services in line with the ebb and flow of the virus.

The recovery from Covid-19 also provides opportunities to learn lessons. The community efforts to maintain contact with and support our more vulnerable residents were inspirational. We will seek to keep that sense of community through the recovery.

Homes at the Heart campaign

The pandemic forced all of us to spend more time in our homes. In July 2020, The National Housing Federation (NHF), in partnership with the Chartered Institute of Housing (CIH), Crisis and others, called for the home to be at the centre of our national recovery from the Coronavirus. The campaign highlighted the poor quality and lack of space in many homes across the country. For those people living in substandard or crowded homes, the negative mental and physical health impact caused by multiple lockdowns and restrictions are even starker as a result of the poor conditions they have been forced to live under. The NHF led partnership has called for greater investment in social housing as part of the recovery from the pandemic providing both economic and social recovery.

In addition to this the NHF has identified 5 key areas in housing that should be prioritised as part of the recovery:

1. No return to rough sleeping
2. A new generation of affordable homes
3. Helping people to thrive at home
4. A new drive to decarbonise social housing
5. Change for communities across the country

These are national priorities, but it is clear that they align closely with ambitions that EDDC hold. We will work with our social housing partners across the district towards these common aims, strengthening existing relationships and forging new ones to improve the future for all East Devon residents.

The Council have already committed to a green recovery plan, and the Housing Service will focus on opportunities to adopt a greener approach to our work as we move forwards.

Climate Change

In 2019, EDDC became a full signatory of the Devon Climate Declaration. We are seeking to reduce our carbon footprint across the council in order to meet the ambitious target of being a carbon neutral authority by 2040. Housing is a big part of the Council's energy consumption, and the Housing Service will need to assess the impact of our stock on the environment and seek to reduce that impact. A corporate Climate Change Strategy has been produced, and a number of actions have been developed for the Housing Service from that.

We intend to carry out a Stock Condition Survey over the next year to 18 months. This will provide the information to enable us to develop and carry out a far reaching and comprehensive programme of improvement works focused on improving the energy efficiency of our stock. The Housing service will also need to adjust its ways of working, reflecting on the impact of its activities on the environment (including travel, meetings and stationary usage) and adjusting its practices accordingly. We will also seek to train staff and educate tenants

Lack of suitable housing

EDDC have been undertaking a longitudinal study of tenants and housing register applicants. This study, "Your Home: Your wellbeing", has been produced in partnership with LiveWest and Birmingham University and is already confirming the wider benefits that living in affordable, secure accommodation brings in relation to money matters, mental health and general wellbeing.

In East Devon, we have a combination of high house prices, high private rents and a low proportion of social and affordable rent properties across the district. There is currently a waiting list of over 4500 on Devon Home Choice. This environment is the backdrop for a number of challenges that EDDC face, but it also underlines the value of the service we can offer.

Increase in homelessness

The introduction of new legislation and duties on local authorities in 2018 has opened up homelessness prevention services to more people. Whilst this impacted on the level of work required by our Housing Options team to assist those who are homeless or at risk of becoming homeless it also means that we are helping more people in need.

Due to a reduction in the amount of supported accommodation in the district there has been an increase in approaches from people with more complex needs (including mental and physical health issues).

Further pressure on the system was added with the arrival of the Coronavirus pandemic early in 2020. The need for people to self-isolate, the “everybody in” strategy to house all rough sleepers and the additional influx of people who had been sofa-surfing led to a big increase in the number of people in temporary accommodation. Although this has now subsided, It is anticipated that there will be another rise in homelessness applications when restrictions ease and the moratorium on evictions ends.

Financial Stability

The reduction in central government funding for local services and the unexpected financial implications of Coronavirus is likely to cause significant budgetary pressures over the coming years.

Although a lot of the funding for our housing services are covered through the Housing Revenue Account, it is incumbent on all council departments to seek out opportunities and activities that can generate income. This will enable the Council to continue to deliver outstanding services to all residents of East Devon.

Welfare Reform and the Poverty Agenda

Tackling poverty in East Devon is a high priority for EDDC. A report to the council’s Overview committee in November 2019 provided a stark picture of the struggles that many families across our district face. Close to 11,000 households are living below the poverty line, with 22% of children in the district classed as being in poverty. Changes in the welfare system have exacerbated the situation. Looking at our tenants alone, the impact of Universal credit on rent arrears is marked. As at January 2021, we had 865 tenants in receipt of UC (21% of our tenant population). 41% of these were in arrears at this time. Taking the rent

arrears total across our stock, the 21% of tenants on UC were responsible for 34% of total rent arrears.

Social Housing White Paper

Published in November 2020, the Government's social housing white paper introduces a new charter for social housing residents which sets out what every social housing resident should be able to expect:

1. To be safe in your home
2. To know how your landlord is performing
3. To have your complaints dealt with promptly and fairly
4. To be treated with respect
5. To have your voice heard by your landlord
6. To have a good quality home and neighbourhood to live in
7. To be supported to take your first step to ownership

It is our desire to be the gold standard as a social landlord and many of the priorities identified within the white paper reflect our own ambitions.

Strategic Context

This housing strategy is informed and influenced by a number of key local strategies.

EDDC Council Plan

The Council Plan provides the overarching corporate objectives that inform the focus of all council departments. As a consequence our Housing Strategy will strongly reflect those ambitions. This is highlighted within the Priorities section of the strategy.

A new Council Plan is currently in development, but a Statement of Intent published in late 2020 provides us with the overall vision and themes of the final Plan.

The vision is: to achieve a positive difference to residents' lives and our environment in East Devon. The four key themes underpinning this ambition are:

- 1 A Greener East Devon
- 2 Better Homes and Communities for all
- 3 A Resilient economy
- 4 Services that matter to all of us

Housing Service Plan

Each council department produces their own Service Plan each year, setting out how their work will meet the aspirations of the broader EDDC Council Plan as well as highlighting future challenges for the services over the next 3 years.

The actions identified in the Housing Service Plan will reflect the objectives of our Housing Strategy. The service plan will also provide us with an opportunity to reaffirm our strategic approach to emerging issues on an annual basis, review our progress against our stated aims, and add further actions as we strive to achieve our longer term goals.

Links to other strategies

Greater Exeter Strategic Plan (GESP)

This sub-regional strategic plan is currently in development, and aims to co-ordinate planning and spatial strategies across Exeter and the surrounding districts of Mid Devon, Teignbridge and East Devon.

In 2020, East Devon District Council made the decision to pull out of this strategic plan. It is anticipated however, that we will continue to work with our local authority neighbours to maintain links as part of a refreshed EDDC Local Plan.

Devon Joint Health and Wellbeing Strategy 2020-2025

The vision of this strategy is that the Health outcomes and health equality in Devon will be amongst the best in the world and will be achieved by Devon's communities, businesses and organisation working in partnership.

It has 4 priorities:

- Create opportunities for all (inclusive economic growth, education and social mobility)
- Healthy, Safe, strong and sustainable communities (creating conditions for good health and wellbeing where we live, work and learn)
- Focus on mental health (building good emotional health and wellbeing, happiness and resilience)
- Maintain good health for all (supporting people to stay as healthy as possible for as long as possible)

EDDC Local Plan 2013 to 2031

Adopted in 2016, the local plan sets out planning policy for the whole of East Devon. It seeks to deliver a plan for the development of new jobs and homes whilst recognising and protecting our outstanding natural environment. Following the decision to step away from the GES in 2020, the document is now due to be refreshed.

Our Housing Strategy will focus on the provision of more affordable and social homes; we will therefore seek to influence planning strategy to ensure that sufficient housing of all tenures for people on lower incomes is built. We will also seek to ensure that sufficient supported housing is available.

East Devon Public Health Strategic Plan 2019 - 2023

Improving the health and wellbeing of our residents is a high priority for EDDC. The 2019-2023 plan seeks to help more people to be healthy and stay healthy, to enhance self-care and support community resilience, and to integrate and improve support for people in their homes.

Across the council we aim to achieve these aims by:

- tackling environmental and social conditions to promote good health
- encouraging healthier behaviour so fewer people become ill
- addressing loss of independence
- promote wellbeing and self-care

Our Housing strategy will support this work through improving the quality of homes across the district, including our own stock. We will also seek to expand our Home Safeguard service, providing equipment and support to vulnerable people across East Devon to enable them to live independently in their own homes for longer. Our Community Development team will continue to work with our tenants to promote good health and healthy lifestyles. They will also be working to improve and encourage community led support activities to improve community cohesion and reduce social isolation. We will seek to fulfil the actions identified within the Housing Mental Health Strategy to improve the mental wellbeing of residents (see more detail below).

EDDC Homelessness and Rough Sleeper Strategy 2019-2023

Our refreshed Homelessness Strategy focuses on 4 main areas:

1. Maximise prevention activities and outcomes
2. Increasing accommodation options
3. Minimising rough sleeping
4. Improving health and wellbeing

An action plan, refreshed annually is in place to ensure that teams continue to work to the priorities outlined above. Resolving homelessness is a statutory requirement for EDDC. Our Homelessness Strategy effectively acts as part of our Housing Strategy, but sits as a document in its own right to reflect the importance of this work.

Other Housing policies

There is a suite of housing policies that provide greater detail on specific aspects of service delivery. These policies are regularly reviewed and can be found on our website. Hard copies are also available on request.

Your home: Your Wellbeing

EDDC have been working with LiveWest and Birmingham University to carry out a longitudinal study to establish and better understand the relationship between tenant wellbeing and their home. We have engaged with the same social housing and private sector tenants over the last three years, an approach which enabled us to measure the impact of policy changes and to map our tenants' journey. This in turn provided us with that deeper understanding of the positive impact that safe and secure housing can have on a person's mental and physical wellbeing.

The data coming out of this research strongly suggests that social housing has a positive impact on individual wellbeing relative to other tenure options, in particular around anxiety and life-satisfaction.

The research also showed the important role that a landlord can play in tenant wellbeing. The evidence suggests that respondents who were satisfied with their landlords are 25% less likely to say there is a problem with their home that negatively affects their wellbeing. Satisfaction with maintenance and repairs are both also associated with more happiness and less anxiety.

The findings of this important research have been used to support and inform the direction and priorities set out in this Strategy.

High level Priorities

1. Providing homes

- Tackling homelessness and rough sleeping
- Providing council housing for those who need it, reflecting their needs
- Work with the private sector and Housing Associations to increase availability of homes for low income households, prioritising social rented accommodation
- Take an overview of the total housing market in East Devon and maximise effort to match housing demand and provision

2. Improving homes

- Bring sub-standard housing (of all tenure) up to the required standards
- Improve the use and safety of housing
- Improve the sustainability and energy efficiency of housing and eliminate fuel poverty including our own housing stock
- Enable vulnerable people to live as independently as possible and where possible and practicable remain in their own homes if they so wish
- Maintain and manage the council owned housing stock to a high standard, actively involving tenants in all aspects of the service

3. Improving communities

- Support the improvement and regeneration of local communities by encouraging social inclusion, involving children and young people with housing issues, and enabling residents to actively participate in their communities
- Invest in improvement of communal areas and grounds, encouraging more nature and green sites across the district
- Improve the health and wellbeing of our tenants by ensuring regular communication and encouraging mutual support within our communities.

4. Improving Services

- Develop and expand internal systems to optimise service delivery
- Seek and respond to feedback from tenants to guide service improvements

Meeting our Priorities

Although the bulk of this strategy and the priorities that are set out within it are focused on the Housing Service, successful implementation of this strategy will require the support and commitment of wider council teams and external partners.

In relation to housing standards and energy efficiency, as a social landlord we can drive up the standard of our own housing stock. However it will require Housing Associations and Private sector landlords to also take their own steps to improve their properties. Some already are, and it will be through working in partnership with these groups, sharing good practice from other social landlords, and providing support and guidance to private sector landlords that we will have the greatest success. Proactive action, engaging with existing forums, inviting discussions and creating new groups will all contribute to this goal.

Our Private Sector Housing team is located within Environmental Health rather than the Housing Service which can present challenges. However, if there is a positive to be taken from the pandemic restrictions, it has been to prove that physical separation between teams does not have to be a barrier to joint working.

Over and above local conditions, there are national restrictions that can negatively affect us at district level. The policy of Right to Buy has for a long time impacted on our ability to maintain our housing stock levels, and without change this will only get worse, particularly as we seek to “level up” our housing stock to become carbon neutral by 2040.

The table below summarises our proposed actions to meet the priorities of our housing strategy. It also indicates how our actions align with the Council plan objectives for the next 4 years.

1) PROVIDING HOMES		
Key Service Objectives	Department	Council Plan Objective
Refresh the Housing Revenue Account Business Plan, incorporating a review of our approach to delivering affordable housing with the aspiration of building more Council housing, as well as delivering climate change actions and new building safety requirements.	Cross-department	2) Better Homes for all
Meet the increased demand from homeless households and secure suitable temporary and permanent accommodation, supporting households who present with physical and mental health needs, poverty and other issues, to ensure they are able to sustain their tenancies.	Housing Solutions	2) Better Homes for all
Continue to review and monitor outcomes from the Homelessness Strategy in order to reduce homelessness. Review service delivery and demand at Honiton and Exmouth offices to ensure our triage arrangements and resourcing is 'fit for purpose'.	Housing Solutions	2) Better Homes for all
Engage with owners of Empty homes to bring back houses into use	Private Sector Housing	3) A balanced economy
2) IMPROVING HOMES		
Key Service Objectives	Department	Council Plan Objective

Carry out an updated Stock Condition Survey on our Council owned housing stock in order to collate up to date information, including energy performance, and use it to inform a new stock investment programme to decarbonise the Housing assets.	Property and Assets	1) A greener East Devon
Once the Stock Condition Survey has been completed we will use the data to update and inform the 30 year HRA Business Plan that includes detailed Asset Management considerations.	Property and Assets	1) A greener East Devon
Implement the actions contained in the Climate Change Action Plan relating to housing, specifically a phased replacement of heating systems reliant of burning fossil fuels and improved energy efficient homes for tenants.	Property and Assets	1) A greener East Devon
Addressing Fuel poverty and energy efficiency in owner occupied and rented homes.	Private Sector Housing	1) A greener East Devon
Refresh and clearly define our offer of sheltered accommodation ensuring clarity and a commitment to the levels of support that can be offered.	Housing Services	2) Better Homes for all
Improve void turnaround times and review the Void Standard for properties being relet as part of our Price Per Void contract, and ensure that a suitable lettable standard is achieved for new tenants achieving 'right first time'.	Property and Assets	2) Better Homes for all
Develop and consult tenants on an EDDC Home Standard that exceeds the Decent Homes Standard and that can be applied to all homes.	Cross-department	2) Better Homes for all
Publish a five year planned maintenance and cyclical decoration programme to provide tenants with visibility of planned works.	Property and Assets	2) Better Homes for all
Develop and expand on Year 2 of the Integrated Asset Management Contract to further increase customer satisfaction. Look to implement the first series of social value objectives, review the Handyperson offer and consider the inclusion of the planned works programme under the contract.	Property and Assets	2) Better Homes for all

Introduce a Programme of Property MOTs.	Property and Assets	2) Better Homes for all
Implement a robust process for dealing with Disrepair Claims, ensuring that this is embedded into all team processes. Prepare to meet the requirements of the Homes Fitness for Human Habitation Act.	Property and Assets	2) Better Homes for all
Identify areas of Housing land that are being used by residents without permission and ensure the appropriate signage is posted at all entrances and exits to prevent future claims of easements over our land.	Housing Services	2) Better Homes for all
PWS To review; risk assess; sample and enforce on private water supplies so that homes are fit for occupation and have a wholesome and safe water supply.	Private Sector Housing	2) Better Homes for all
To engage and work with residents in filthy and verminous properties.	Private Sector Housing	2) Better Homes for all
Increase the use of enforcement powers in the private rented sector to improve housing conditions and tenant safety.	Private Sector Housing	2) Better Homes for all
To deliver an increased in home improvements and adaptations using the Better Care Fund	Private Sector Housing	2) Better Homes for all
To license and inspect all houses in multiple occupation and residential caravan sites	Private Sector Housing	2) Better Homes for all
Work with landlords and managing agents to encourage standards to be raised and advise on regulatory issues	Private Sector Housing	2) Better Homes for all
Work towards a ratio of 70/30 spend on Planned to Responsive repair works.	Property and Assets	3) A balanced economy
Develop and introduce mobile/floating support service to assist vulnerable tenants, particularly those with mental health issues, sustain their tenancies.	Housing Services	4) Outstanding council and council services
Improve our approach to safeguarding by implementing the protocol developed for Registered Providers.	Cross-department	4) Outstanding council and council services

Embrace the changes anticipated in the Building Safety Act, including the appointment of building safety managers.	Property and Assets	4) Outstanding council and council services
Continue to develop and enhance the Open Housing System in order to continually improve efficiency and the customer's experience of contact with our service. Work alongside colleagues Corporately with the roll out of Firmstep in order to develop and release the tenant portal.	Housing Systems	4) Outstanding council and council services
3) Improving Communities		
Key Service Objectives	Department	Council Plan Objective
Implement Phase 2 of the #inhoniton project by working with tenants in Honiton to identify areas we can manage differently and re-wild.	Housing Services	1) A greener East Devon
Identify Housing land for Nature Recovery Networks, re-wilding and wildlife improvement corridors and liaise with tenants to deliver blue heart areas.	Housing Services	1) A greener East Devon
SWITCH groups to make bug hotels with Countryside to encourage learning and appreciation of the natural world. The educational element links to our carbon reduction commitments.	Housing Services	1) A greener East Devon
Invest in the improvement of the communal areas on housing estates, including tree planting and encouraging a greater diversity of wildlife.	Housing Services	1) A greener East Devon
Encourage the Creative Cabin from the Thelma Hulbert Gallery visiting Housing estates.	Housing Services	1) A greener East Devon
Invest in the improvement of the communal areas on housing estates, including tree planting and encouraging a greater diversity of wildlife through re-wilding and nature recovery corridors.	Housing Services	1) A greener East Devon

Develop the re-use and recycling furniture programme to assist residents with setting up their home, recognising the increasing amount of people arriving in our homes with few possessions.	Housing Solutions	2) Better Homes for all
Develop our existing tenancy support and sustainability service who are tasked with pro-actively supporting tenants to maintain tenancies, to include Budgeting workshops, New tenant induction workshops, new tenancy "sign-up" briefings, Floating support for vulnerable tenants in sheltered and general needs housing, annual visits to all tenants who reside in council housing	Housing Services	2) Better Homes for all
Complete and publicise the final phase of the Your Home - Your Wellbeing Project.	Housing solutions	2) Better Homes for all
Develop the Axminster Fairshare project working with Tesco in Axminster and Nourish to collect food from the supermarket, cook and freeze it, and distribute to people with an identified need. Aim to do more for rural areas and link with other work e.g. new applicants for Universal Credit who have limited income for the first six weeks.	Housing Services	2) Better Homes for all
Deliver the priorities from the emerging poverty strategy and action plan.	Cross-department	3) A balanced economy
Provide and enable budgeting advice for tenants through our own staff and partner organisations (HomeMaker and CAB) to reduce the incidence of poverty.	Housing Services	3) A balanced economy
3) Improving Services		
Key Service Objectives	Department	Council Plan Objective
Ensure that the Key Performance Indicators (KPIs) for the Integrated Asset Management Contract are closely monitored and standards set are met or exceeded.	Property and Assets	2) Better Homes for all

Ensure that all of our major building components are loaded onto our asset database, and the database maintained as items get replaced and upgraded.	Property and Assets	2) Better Homes for all
Maintain up to date Fire Risk Assessments and publish documents and renewal dates.	Property and Assets	2) Better Homes for all
Create a comprehensive KPI dashboard of performance information to provide greater visibility of Service health and compliance assurance.	Housing Systems	3) A balanced economy
Review multi-agency and key stakeholder relationships to ensure understanding of processes and information sharing is effective and GDPR compliant.	Cross-department	4) Outstanding council and council services
Review the Service against the Social Housing Regulators Standards and ensure that we are fully compliant.	Cross-department	4) Outstanding council and council services
Review compliance procedures by an external body to drive continuous improvement.	Property and Assets	4) Outstanding council and council services
As part of pro-active succession planning, explore the creation of a housing apprentice post that can work across housing teams to support the housing sector as a career path.	Cross-department	4) Outstanding council and council services
Deliver Covid-19 Response & Recovery Plans to maintain housing services for tenants.	Cross-department	4) Outstanding council and council services

HOUSING REVIEW BOARD – FORWARD PLAN

This forward plan identifies reports and other agenda items for future meetings of the Housing Review Board. It is also intended to assist agenda management and act as a reminder of items to come forward to future meetings.

Report title	Meeting date	Author
Induction Briefing	June 2023	Assistant Director-Housing
Social Housing Bill Action Plan	June 2023	Assistant Director- Housing
Results of Tenant Satisfaction Survey	June 2023	Information and Analysis Officer/Assistant Director of Housing
HouseMark Performance Report	June 2023	Information and Analysis Officer/Leadership Team
Consumer Standards- Self Assessment	June 2023	Housing Services Manager
Performance Dashboard	June 2023	Housing Leadership Team
Finance Report	June 2023	Housing Accountant
Chartered Institute of Housing Qualifications	June 2023	HR Business Partner
Subscription for Advantage South West	June 2023	Property and Asset Manager
Integrated Asset Management Contract context and performance	June 2023	Property and Asset Manager
Tenant Scrutiny Committee- Review of MSOs	June 2023	Housing Services Manager
Review of Housing Revenue Account Business Plan	Future meeting	Director- Housing, Health and Environment
Housing Decarbonisation Fund Bid	Future meeting	Property and Asset Manager
The Furniture Project	Future meeting	Housing Solutions Manager
Disrepair	Future meeting	Property and Asset Manager
Millwey Rise Garages	Future meeting	Property and Asset Manager
Quarterly performance reports and regular reports		
Integrated Asset Management Contract	Quarterly report	Property & Asset Manager
Letting of Council homes/voids	Quarterly report	Housing Solutions Manager
Devon Home Choice	Quarterly report	Housing Solutions Manager
Rent management	Quarterly report	Housing Services Manager
Systems Thinking leading & lagging measures	Quarterly report	Assistant Director - Housing
New Tenants Survey		

Forward Plan	Every meeting	Assistant Director - Housing
Benchmarking survey	Annual report	Assistant Director - Housing
Evaluating the achievements of the Board	Annual report	Democratic Services Officer

Board Members can propose agenda items during meetings/debates that can be included on the Forward Plan for future meetings, or outside the meetings with the agreement of the Chairman and Vice chairman.

Report to: Housing Review Board

Date of Meeting 15th June 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A



Social Housing (Regulation) Bill 2022-23

Action Plan

Report summary:

This report, presentation and action plan seek to provide the Board with an update on the preparation we are making to ensure compliance with the up and coming Social Housing (Regulation) Bill. The Bill provides the legal basis for many of the measures set out in the 2020 Social Housing White Paper. The intention is to deliver transformational change for social housing residents and fulfil the Governments 2019 manifesto pledge to empower residents, provide greater redress, better regulation and improve the quality of social housing.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

- **Members note and agree the report, action plan and content of the presentation.**

Reason for recommendation:

To ensure that EDDC is complying with the proposed legislative requirements as set out in the White Paper and that actions are in place to further embed these requirements into the Housing Service.

Officer: Amy Gilbert – Jeans Assistant Director of Housing

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact.

Climate change Low Impact

Risk: High Risk; Failure to deliver services to tenants in line with the consumer standards, best practice and regulation could bring scrutiny from the regulator and action taken against EDDC as well as expose tenants to risk due to failures in service delivery.

Links to background information Presentation; Self Assessment; [Charter for Social Housing Residents](#);

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
 - A greener East Devon
 - A resilient economy
-

1. Introduction

- 1.1 This report aims to summarise the Charter and consider how we (EDDC) fare against its demands as we currently stand and sets out recommendations on what steps need to be taken in order to prepare for its full implementation. The Consumer Standard will be given greater focus and status, elevating it to be in line with the Governance and Finance measures. The proposed new regulation also sets out wide-ranging proposals to transform and strengthen the regulatory regime based around new consumer standards and a code of Practice with increasing powers of intervention to ensure it holds all landlords to account for the services they deliver and drives good services for tenants.

2. Background

- 2.1 The Charter for Social Housing Residents (Social Housing White Paper) published in late 2020 set out a new charter for social housing residents. It seeks to deliver transformational change and address everyone's expectations that:

A home should provide safety, security and dignity. An opportunity to put down roots and contribute to our community so we can enjoy social and civic lives. Regardless of who you rent from, your landlord should treat you fairly and with respect. And if things go wrong there should be a swift and effective means to redress.

- 2.2 It also seeks to respond to the lessons learnt from:

- the tragedy at Grenfell Tower
- the views of residents on the Social Housing Green paper 2018,
- views on how social housing is regulated including complaints
- the impact of Covid – 19 pandemic and the importance of peoples homes, communities, neighbourhoods and green spaces. social isolation, support for the vulnerable, wellbeing, mental health, crime and ASB.
- addressing energy efficiency and safety of building

3. The New Charter

- 3.1 The charter sets out what every social housing resident should be able to expect:

1. **To be safe in your home.** We will work with industry and landlords to ensure every home is safe and secure.
2. **To know how your landlord is performing.** Including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
3. **To have your complaints dealt with promptly and fairly,** with access to a strong Ombudsman who will give you swift and fair redress when needed.
4. **To be treated with respect,** backed by a strong consumer regulator and improved consumer standards for tenants.
5. **To have your voice heard by your landlord,** for example through regular meetings, scrutiny panels or being on its Board. The government will provide help, if you want it, to give you the tools to ensure your landlord listens.
6. **To have a good quality home and neighbourhood to live in,** with your landlord keeping your home in good repair.
7. **To be supported to take your first step to home ownership,** so it is a ladder to other opportunities, should your circumstances allow.

3.2 Summary of key changes

The new regulation sets out how landlords will be expected to meet the new Charter and the creation of a proactive consumer regulatory regime, strengthening the formal standards against which landlords are regulated.

The key changes under each chapter are:

3.2.1 Chapter 1 - *To be safe in your home.*

This chapter seeks to put residents back at the heart of building safety, delivering changes that will ensure every resident is safe in their home:

- Legislate to strengthen the Regulator of Social Housing's consumer regulation objectives to explicitly include safety.
- Legislate to require social landlords to identify a nominated person responsible for complying with their health and safety requirements.
- Expect the Regulator of Social Housing to prepare a Memorandum of Understanding with the Health and Safety Executive to ensure effective sharing of information with the Building Safety Regulator.
- Launch a consultation on requiring smoke alarms in social housing and introducing new expectations for carbon monoxide alarms.
- Consult on measures to ensure that social housing residents are protected from harm caused by poor electrical safety.
- Continue to work with the Social Sector (Building Safety) Engagement Best Practice Group and the Building Safety Regulator to ensure resident voices are heard.
- Published a Building safety bill (July 20) and Fire safety bill which includes more stringent regime for design, construction, day to day management and maintenance of higher risk building with residents having a strong voice in the system. This will drive culture change to put safety first
- A resident engagement strategy for each building which includes regular communication and two way engagement with residents on Fire safety and building management.

3.2.3 Chapter 2 - *To know how your landlord is performing.*

This chapter seeks to address the criticisms as a result of growth in the sector and looks to redress the balance and recreate strong connections between the landlord and tenants to ensure accountability:

- Create a set of tenant satisfaction measures for landlords on things that matter to tenants.
- Introduce a new access to information scheme for social housing tenants of housing associations and other private registered providers of social housing, so that information relating to landlords is easily available.
- Ensure landlords provide a clear breakdown of how their income is being spent.
- Require landlords to identify a senior person in their organisation who is responsible for ensuring they comply with the consumer standards set by the Regulator of Social Housing and is clearly visible to residents.
- Report to tenants at least once a year.

3.2.4 *Chapter 3 – To have your complaints dealt with promptly and fairly.*

This chapter seeks to ensure that residents can get a swift and effective resolution when they raise concerns:

- Speeding up the access to the Housing Ombudsman by removing the need for residents to either go to a designated person (democratic filter) or wait eight weeks.
- Expand Housing Ombudsman, increasing powers, quicker decisions and stronger action against landlords.
- Requirement landlords to self assess against Ombudsman code.
- Publicising the cases determined

3.2.5 *Chapter 4 – To be treated fairly and with respect, backed by a strong consumer regulator for tenants.*

This chapter seeks to strengthen consumer regulation as set in the charter with the establishment of a new consumer regulation function which will proactively hold landlords to account for the services they deliver. A more balanced approach, parity and a similar oversight with consumer and with economic regulation

- Transform the consumer regulation role of the Regulator of Social Housing (“the regulator”) so it proactively monitors and drives landlords’ compliance with improved consumer standard and code of practice.
- Remove the ‘serious detriment test’ and introduce routine inspections for the largest landlords (those with over 1,000 homes) every four years.
- Change the regulator’s objectives to explicitly cover safety and transparency, and work with it to review its consumer standards to ensure they are up to date and deliver its revised objectives.
- Give the regulator the power to publish a Code of Practice on the consumer standards to be clear what landlords are required to deliver.
- Strengthen the regulator’s enforcement powers to tackle failing landlords and remove the cap on the level of fines it can issue introducing Performance Improvement Plans for failing to comply, reduced notice periods for surveys and a new power to arrange emergency repairs were systemic failures are uncovered.
- Hold local authorities to account as landlords, including how they manage Arms Length Management Organisations and Tenant Management Organisations, to make sure they deliver a good service to tenants. The statutory Right to Manage will be reviewed.
- Require the regulator to set up an Advisory Committee to provide independent and unbiased advice on discharging its functions.

3.2.5 *Chapter 5 – To have your voice heard by your landlord.*

The paper seeks to ensure landlords engage with their residents effectively listening and respecting their views. It identifies that engagement needs to be more than just resident involvement and is also about loneliness, support, social relationships and physical and mental health.

- Expect the regulator to require landlords to seek out best practice and consider how they can continually improve the way they engage with social housing tenants.
- Deliver a new opportunities and empowerment programme for social housing residents, to support more effective engagement between landlords and residents, and to give residents tools to influence their landlords and hold them to account.
- Review professional training and development to ensure residents receive a high standard of customer service ensuring staff have the right skills and approach

3.2.6 *Chapter 6 – To have a good quality home and neighbourhood to live in*

This chapter seeks to ensure that homes and neighbourhoods are of good quality including access to green space and support for wellbeing:

- Review the Decent Homes Standard to ensure it is delivering what is needed for safety and decency, including access to and the quality of green spaces.
- Tackle anti-social behaviour by enabling tenants to know who is responsible for action and who can support and assist them if they are faced with anti-social behaviour.
- Consider the results of the allocations evidence collection exercise findings to ensure that housing is allocated in the fairest way possible and achieves the best outcomes for local places and communities.
- Encouraging social landlords to adopt pet's policies which can support wellbeing and bring comfort to people's lives.
- Ensure staff are equipped to work with people with mental health needs and domestic violence.

3.2.7 *Chapter 7 – To be supported to take your first step to ownership.*

This chapter seeks to ensure that as many social tenants as possible have the opportunity to buy a home of their own:

- Investing £11.5 billion to build up to 180,000 affordable homes – the highest single funding commitment to affordable housing in a decade. Around half of these new homes will be for affordable home ownership.
- Implementing a new, fairer and more accessible model for Shared Ownership which reduces the initial ownership stake from 25% to 10% and allows the purchase of further shares in smaller instalments as little as 1%. This also includes a 10 year repair free period.
- Implementing a new Right to Shared Ownership for tenants of housing associations and other private registered providers who live in new grant funded homes for rent.
- Emphasising through our new National Design Guide the importance of building beautiful and well-designed social homes.
- Introducing a new Affordable Homes Guarantee Scheme.

- Encouraging local authorities to take advantage of our removal of the borrowing cap to build more council homes.
- The restriction of ground rents on future leases to zero, banning of new leasehold houses, strengthening redress, making it quicker and easier, cheaper to extend lease or buy a freehold. Ensuring service charges are transparent and communicated effectively.

4.0 Moving forward

4.1 The attached presentation and Action Plan (Appendix 1) outline our current position in relation to the requirements of the Social Housing Regulation Bill.

It is important that the Board and EDDC are fully aware of the expectations of the regulator, our current position and the further work required in readiness for any future inspection.

Financial implications:

There are no specific financial implications at present.

Legal implications:

There are no specific legal implications on which to comment but the bill intends to strengthen the regulatory regime to change the behaviour of social housing landlords to focus on the tenants' needs. It also aims to ensure landlords are held to account for their performance.

Appendix 1: Social Housing Bill Paper Action Plan

Charter	How we currently meet the Charter	Further action	Resource implications	Who	Date
Comply with the Building safety bill	We have received assistance from DFRS to prepare us for implementation of the act and our Compliance manager presented our position to HRB in Sept 2021.	Awaiting secondary legislation next 12 -18 months Review current practice against new standards	TBA Within existing resources	Property & Asset Manager Property & Asset Manager	When available April 2023 (depending on legislation)
Comply with the Fire safety bill	We have an Annual fire door monitoring contract in place – FRA inspection routine is in place A new Fire door inspection contract has been awarded Currently all fire doors checked on void We carry out monthly inspection of communal areas and carry out weekly fire alarm tests	Mitigate risk including fire door and external walls Estate management property inspections to be recorded on the system We are developing of single access point for all compliance monitoring – being built by Housing systems	Within existing resources	Property & Asset Manager Property & Asset Manager Property & Asset Manager	Jan 2023 Jan 2023 Apr 2023

Appendix 1: Social Housing Bill Paper Action Plan

Charter	How we currently meet the Charter	Further action	Resource implications	Who	Date
Comply with Regulator Social Housing’s revised consumer regulation objectives which will include safety	SA undertaken March 23	Consultation on new regulations due summer 2023 - Participate in consultation	Within existing resources	Assistant Director	Apr 2024
		Implement SA action plan	Within current resources	Assistant Director	Ongoing
		Complete SA against new standards when available	Within current resources	Assistant Director	When available
Identify a nominated person responsible for complying with Health & Safety requirements who is visible and accessible to residents	Nominated person – Asset Manager	Consider recruiting building safety manager	Building Safety Manager (New Post)	Property & Asset Manager	TBC
Identify responsible person or duty holder for multi occupied residential buildings (High risk)	Nominated person – Asset Manager	Consider recruiting building safety manager	Building Safety Manager (New Post)	Property & Asset Manager	TBC
The ‘accountable person’ for each higher risk building to produce and	Some of the required elements that will be included in the strategy are in place.	Strategy to be produced for each high risk building	Building Safety Manager (New Post)	Property & Asset Manager	June 2023

Appendix 1: Social Housing Bill Paper Action Plan

Charter	How we currently meet the Charter	Further action	Resource implications	Who	Date
implement a resident engagement strategy for each building	We have a system for investigating and responding to resident complaints in place.	Ensure that current details of residents of high risk buildings are known	Within existing resources		Apr 2023
	The majority of the required Building Safety Information for residents is available but is not yet in place	Provide Summary of current information in place	Building Safety Manager (New Post)	Property & Asset Manager	June 2023
Comply with the RSH Memorandum Of understanding with the Health and safety Exec to ensure sharing of information with the Building Safety regulator		Undertake assessment to ensure compliance when available	TBC	Property & Asset Manager	Subject to Act timetable
Comply with Statutory guidance and good practice on engaging residents in all	We carry out a number of engagement activities in this area including Fire Door Safety Week, Gas safety week, and regular articles in Housing Matters	Audit how we currently engage with tenants and leaseholders on safety issues	Within existing resources	Property & Asset Manager	Jun 23

Appendix 1: Social Housing Bill Paper Action Plan

Charter	How we currently meet the Charter	Further action	Resource implications	Who	Date
tenures on safety issues		Undertake assessment to ensure compliance when available	Within existing resources	Property & Asset Manager	Subject to Act timetable
Provide effective, tailored, regular communication around fire and structural safety issues and a range of ways to engage.	Fire Door Safety Week, Gas safety week, articles in Housing Matters	Audit how we currently engage with tenants and leaseholders on safety issues Resident engagement strategies	Within existing resources Building Safety Manager (New Post)	Property & Asset Manager Property & Asset Manager	Jun 23 TBA
Smoke alarms in all properties	All properties have smoke detection/alarm in place. Our Stock condition survey will confirm function but we have an annual service contract in place through ADT and Liberty Gas In Sheltered properties, alarms are covered by the in house Home Safeguard service	We will review once new requirements are confirmed and contribute to the consultation process where required	Within existing resources	Property & Asset Manager	Subject to Act timetable
Comply with outcome of consultation on carbon monoxide alarms in properties	All properties with gas and solid fuel have CO detection/alarm We are undertaking an audit with Ian Williams to ensure that we have compliant CO detection in solid fuel	We will review again once new requirements are confirmed to ensure ongoing compliance	Within existing resources	Property & Asset Manager	Subject to act timetable

Appendix 1: Social Housing Bill Paper Action Plan

Charter	How we currently meet the Charter	Further action	Resource implications	Who	Date
	properties in all rooms with Solid Fuel element				
Introduce Regulators set of tenant satisfaction measures	Production of tenant satisfaction survey has commenced with a survey being sent out on 27/02/23	Begin collecting and reporting TSMs and embed new statistics requirements in the system	Within existing resources	HR Partner	April 2023
Provide clear breakdown of how income is being spent, including levels of executive remuneration, administrative costs, to be published alongside their tenant satisfaction measures	Information on how HRA money is spent is already included as part of the existing Annual Report process.	Work with HR and finance to deliver these figures in line with requirements	Within existing resources	Assistant Director	Summer 2024 (under current timescales)
		Tenant Satisfaction measures and additional cost requirements will be added for future reports Include this information in Annual report for 2022/23	Within existing resources	TLO	Oct 23
Senior person in organisation who is responsible for ensuring compliance with consumer standards clearly identified to residents, the regulator and the Housing Ombudsmen	Assistant Director of Housing		Within existing resources	Director of Housing	

Appendix 1: Social Housing Bill Paper Action Plan

Charter	How we currently meet the Charter	Further action	Resource implications	Who	Date
Tenants to have access to a set of clear comparable tenant satisfaction measures on things they care about	Final Standards have been confirmed and checked against existing data collection.	Consult with tenants on additional measures	Within existing resources	System Manager	April 2023 – Summer 2024
	An initial Tenant satisfaction survey has been produced in line with the new requirements in preparation for full implementation in 2024	Embed new measures in systems		Systems Manager	Apr 2023
Annual statement to be provided to every tenant	We provide most information in our current annual report. A revised annual report to reflect new requirements will be developed in 2023	Amend annual report structure to reflect new requirements where possible	Within existing resources	TLO	Oct 23
Comply with new access to information scheme for social housing tenants of housing association	We currently use FOI.	Await to see if this applies to Local Authorities		Information & Complaints Officer	When available
Removing the need for residents to go to a designated person or wait eight weeks before approaching them	Our Formal complaints procedure has been updated to reflect changes and is published on website <u>Complaints procedure - Housing Ombudsman - East Devon</u>		Within existing resources	Information & Complaints Officer	Oct 2022 (under current timetable)

Appendix 1: Social Housing Bill Paper Action Plan

Charter	How we currently meet the Charter	Further action	Resource implications	Who	Date
removing the democratic filter					
Comply and self-assess with new Housing Ombudsman complaint handling code and publish	We have carried out a Self-assessment of our procedure and reported to HRB in September 2022	Carry out Annual review process self assessment	Within existing resources	Information & Complaints Officer	Dec 23
		Improve Housing Web pages to make complaints process more visible	TBA	TBA	Apr 2023
Publish complaints procedure on website	Complaints policy and procedure published on website.				
Comply with regulators Code of practice on the Consumer standards	Self assessment and action plan completed against the current consumer standards. The results of this assessment was presented to HRB in March 2023	Implement self- assessment actions	Within existing resources	Assistant Director	Apr 23
		Assess against revised Consumer Standards when published	Within existing resources	Assistant Director	When available
Comply with the reviewed Statutory Right to manage guidance	In place	Review new guidance when issued		Assistant Director	Subject to Act Timetable
Comply with the guidance set out for all landlords to self refer breaches	In place				

Appendix 1: Social Housing Bill Paper Action Plan

Charter	How we currently meet the Charter	Further action	Resource implications	Who	Date
with the regulatory standards					
Assurance in place that board have sufficient oversight of compliance with standards	<p>Performance standards including statutory compliance figures are presented to Housing Review Board on a quarterly basis. We will also review our compliance against the consumer standards annually We are working with Democratic Services to embed this in Terms of Reference and Forward Plan</p> <p>We have a PI Framework in development</p>	<p>Review of governance arrangements including HRB link to Cabinet and Council</p>	Within existing resources	Assistant Director	Apr 2023
		<p>TLO to engage with democratic services to ensure new reporting is added to the Terms of Reference and Forward plan for HRB</p>		Assistant Director	Apr 2023
		<p>PI Framework</p> <p>Compliance Framework</p> <p>Reporting Framework</p>	Within existing resources	Systems Manager	Apr 2023
		<p>Work with leadership team to ensure data is accurately represented for PI framework and dashboard</p>		Property & Asset Manager	
				Assistant Director	
				Systems Manager	

Appendix 1: Social Housing Bill Paper Action Plan

Charter	How we currently meet the Charter	Further action	Resource implications	Who	Date
Review contracts to ensure they do not hinder the Regulator to exercise its powers	Our contracts comply with this requirement, ensured by the use of specialist procurement support from DCC.	Check against current standards and review when new guidance is issued Arrange staff training in this area as we have no procurement specialist officers at EDDC	DCC procurement TBA	Assistant Director HR business partner	Complete (pending new guidance) TBA
Seek out best practice and continually improve the way we engage with residents	We have a Resident Involvement Strategy that sets out how we plan to engage with residents. This is currently being reviewed We have a number of existing tenant consultation groups. Other tenant engagement includes an annual tenant conference Property and Assets Gas Safety week, Fire door safety week, tenant feedback questionnaires Housing Matters, and the Community initiative fund Communities Team	Resident involvement strategy review	Within existing resources	Housing Services Manager	Oct 23
Deliver new opportunities and empowerment programme for	Resident engagement strategy Communities Team	Resident involvement strategy review Review of available training for tenants	Within existing resources	Housing Services Manager	Mar 2024

Appendix 1: Social Housing Bill Paper Action Plan

Charter	How we currently meet the Charter	Further action	Resource implications	Who	Date
residents and tools to influence their landlords and hold them to account		Set up mentoring scheme for involved tenants			
Comply with regulator review of professional training and development, qualifications and standards for staff to ensure residents receive a high standard of customer service	<p>Staff training programmes P&A programme of planned specialist training is in place</p> <p>Mandatory training is monitored by HR and managers now have access to this on their manager dashboards in iTrent. All staff members are encouraged and given time to take on voluntary training including CIH, NVQ and in-house vocational training and this will be an area of focus for 2023 PERS and 121a</p>	<p>Establish skills and gaps within teams</p> <p>Comply with review when available</p>	<p>Within existing resources</p> <p>TBA</p>	<p>HR business partner</p> <p>HR business partner</p>	<p>Subject to Act Timetable</p> <p>When available</p>
Tackling loneliness and Supporting Vulnerable residents	<p>Mental Health officer</p> <p>Resident engagement strategy</p> <p>Communities Team</p> <p>Our Home safeguard and MSO teams support our vulnerable residents and work to reduce isolation and loneliness for our supported housing residents.</p>	<p>Review resident involvement and community development strategies</p> <p>Develop community development plans</p> <p>Tenant profiling exercise</p> <p>Explore 1-1 support for general needs tenants</p>	<p>Within existing resources</p>	<p>Housing Services Manager</p>	<p>Mar 2023</p> <p>TBC</p> <p>TBC</p> <p>TBC</p>
Green Homes Grant are eligible to bid for which funds two thirds of the cost of	<p>We have successfully bid for funding from the Green Homes Grant to</p>			<p>Property & Asset Manager</p>	

Appendix 1: Social Housing Bill Paper Action Plan

Charter	How we currently meet the Charter	Further action	Resource implications	Who	Date
hiring tradespeople to upgrade the energy performance of homes.	upgrade the energy performance of over 100 homes				
£50 million to support the decarbonisation of housing over 20/21	We successfully bid for wave 1 of this funding and have completed fabric first improvements to over 50 properties. Our SHDC wave 2.1 bid currently being prepared	Consider bids for future phases of social housing decarbonisation fund.	Within existing resources	Property & Asset Manager	Ongoing
Comply with regulators review of Decent Homes Standard	We are unable to confirm if our stock meets the decent homes standard. We have commissioned a Stock condition survey which will assess this. This will take into account of all expected changes to the DHS	Stock condition survey and investment plan	Consultancy	Property & Asset Manager	Dec 23
Comply with regulators review of allocations evidence	Allocations are conducted in line with the Devon Home Choice Policy and an interlinked EDDC Housing Allocation Policy. Policies are thorough and cover all aspects of the allocations process, with the emphasis set on allocating properties based on need.	Review current system Review process following regulator review	Within existing resources	Housing Solutions Manager	Oct 2022 Subject to act timetable

Appendix 1: Social Housing Bill Paper Action Plan

Charter	How we currently meet the Charter	Further action	Resource implications	Who	Date
Promote social and environmental wellbeing	Resident engagement strategy	Community Development Plans	Within existing resources	Housing Services Manager	Mar 2024
	Communities Team	Community Hubs	TBA	Housing Services Manager	April 23
Consider pets policies depending on location	Pets policies in place	Review policy to ensure that it complies with fire safety requirements (No cat flaps are to be allowed in communal areas/ flat entrance doors and external doors.)	Within existing resources	Housing Services Manager	TBC
Provide mental health training for staff	<p>Our Housing Mental Health Strategy sets out the importance of providing training to our staff. We have a specialist Mental Health officer in place to assist our housing officers in this area</p> <p>A number of initiatives have been successfully delivered in 2022/23 and this will be part of an ongoing investment in wellbeing support for the housing teams</p>	Source and deliver training	Within existing resources	HR business partner	Mar 2023
Policy on tackling domestic violence and working with other agencies	<p>Current policy only covers issues relating to homelessness</p> <p>Section 3.11 of the Devon Home Choice Policy is dedicated to victims of domestic abuse, and domestic abuse is covered within section 3.8.1 of the EDDC Housing Allocation Policy</p>	Policy currently being reviewed	Within existing resources	Housing Solutions Manager	Mar 23

Appendix 1: Social Housing Bill Paper Action Plan

Charter	How we currently meet the Charter	Further action	Resource implications	Who	Date
	<p>(reasonable preference to homeless applicants) If necessary we are able to send cases to the A band panel to accommodate the complex or extreme cases We can refer to SPLITZ and work well alongside this organisation to facilitate move on.</p>				
Ensure access to social housing for armed services personnel	<p>Section 3.10 of the Devon Home Choice Policy is dedicated to members of the armed and reserved forces, who are also covered within section 3.9 of the EDDC Housing Allocation Policy (additional preference) We can refer to and work well alongside armed forces charities and support groups such as SSAFA</p>				
Comply with regulators guidance on review of ASB	<p>We have an ASB policy and procedure in place and an ASB lead officer supports council teams</p>	<p>Review policy and procedure against new standard when published</p>	<p>Within existing resources</p>	<p>ASB Officer</p>	<p>Subject to Act Timetable</p>
Support tenants facing anti-social behaviour and crime	<p>We have an ASB policy in place which sets out how we support tenants in this area. We have also appointed an ASB lead officer to support council teams and deal with high level cases</p> <p>Our Estate Management team serve as our front line team to respond in cases of ASB, and we have the support of our EDDC Legal team to prosecute where required</p>	<p>ASB policy is being reviewed</p>	<p>Within existing resources</p>	<p>ASB officer</p>	<p>TBA</p>

Social Housing (Regulation) Bill

Presented by:

Amy Gilbert-Jeans - Assistant Director - Housing

Date: 15th June 2023

eastdevon.gov.uk @eastdevon



Social Housing White Paper

It seeks to deliver transformational change and address everyone's expectations that:

A home should provide safety, security and dignity. An opportunity to put down roots and contribute to our community so we can enjoy social and civic lives. Regardless of who you rent from, your landlord should treat you fairly and with respect. And if things go wrong there should be a swift and effective means to redress.

Seeks to learn lessons from:

- The tragedy at Grenfell Tower
- The views of residents on the Social Housing Green Paper 2018
- Views on how social housing is regulated including complaints
- The impact of Covid-19 pandemic and the importance of people's homes, communities, neighbourhoods and green spaces.
- The importance of social isolation, support for the vulnerable, wellbeing, mental health, crime and anti-social behaviour
- Addressing energy efficiency and safety of buildings

A new approach to regulation

Social Housing Regulation Bill will bring about one of the most fundamental changes to Social housing regulation for over a decade

- The legislation will set new expectations on the services that landlords need to provide for their tenants.
- New Consumer regulation and standards
- Reactive inspections every 4 years considering feedback from tenants, board reports on service performance, evidence from the Housing Ombudsman
- Tenant satisfaction measures
- Look at assurances councillors are getting about the quality of homes, service performance and their engagement with residents.
- Stronger powers if things go wrong (improvement plans / sanctions)
- Publish conclusions from individual consumer inspections

A New Charter for Social Housing Residents

Sets out what every social housing resident should be able to expect from their landlord

1. To be safe in your home
2. To know how your landlord is performing
3. To have your complaints dealt with promptly and fairly
4. To be treated with respect
5. To have your voice heard by your landlord
6. To have a good quality home and neighbourhood to live in
7. To be supported to take your first step to ownership

To be safe in your home

- Strengthen the Regulator of Social Housing's consumer regulation objectives to explicitly include safety.
- Nominated person responsible for complying with their health and safety requirements.
- Health and Safety Executive to ensure effective sharing of information with the Building Safety Regulator.
- Consultation on smoke alarms and introducing new expectations for carbon monoxide alarms.
- Consult on measures to ensure that residents are protected from harm caused by poor electrical safety.
- Work with the Social Sector (Building Safety) Engagement Best Practice Group and the Building Safety Regulator to ensure resident voices are heard.
- Building safety bill and Fire safety bill which includes more stringent regime for design, construction, day to day management and maintenance of higher risk building with residents having a strong voice in the system. This will drive culture change to put safety first
- Resident engagement strategy for each building which includes regular communication and two way engagement with residents on Fire safety and building management.

To know how your landlord is performing

- Tenant satisfaction measures for landlords on things that matter to tenants.
- Introduce a new access to information scheme for social housing tenants of housing associations and other private registered providers of social housing, so that information relating to landlords is easily available.
- Ensure landlords provide a clear breakdown of how their income is being spent.
- Require landlords to identify a senior person in their organisation who is responsible for ensuring they comply with the consumer standards set by the Regulator of Social Housing and is clearly visible to residents.
- Report to tenants at least once a year.

To have your complaints dealt with promptly and fairly

- Speeding up the access to the Housing Ombudsman by removing the need for residents to either go to a designated person (democratic filter) or wait eight weeks.
- Expand Housing Ombudsman, increasing powers, quicker decisions and stronger action against landlords.
- Requirement landlords to self assess against Ombudsman code.
- Publicising the cases determined

To be treated with respect

- Regulator to proactively monitor and drives landlords' compliance with improved consumer standard and code of practice.
- Remove 'serious detriment test' and introduce routine inspections for the landlords every four years.
- Regulator's objectives to explicitly cover safety and transparency, and review its consumer standards
- Code of Practice on the consumer standards to be clear what landlords are required to deliver.
- Strengthen the regulator's enforcement powers to tackle failing landlords and remove the cap on the level of fines it can issue introducing Performance Improvement Plans for failing to comply, reduced notice periods for surveys and a new power to arrange emergency repairs were systemic failures are uncovered.
- Hold local authorities to account as landlords, including how they manage Arms Length Management Organisations and Tenant Management Organisations, to make sure they deliver a good service to tenants. The statutory Right to Manage will be reviewed.
- Regulator to set up an Advisory Committee to provide independent and unbiased advice on discharging its functions

To have your voice heard by your landlord

- Expect the regulator to require landlords to seek out best practice and consider how they can continually improve the way they engage with social housing tenants.
- Deliver a new opportunities and empowerment programme for social housing residents, to support more effective engagement between landlords and residents, and to give residents tools to influence their landlords and hold them to account.
- Review professional training and development to ensure residents receive a high standard of customer service ensuring staff have the right skills and approach

To have a good quality home and neighbourhood to live in

- Review the Decent Homes Standard to ensure it is delivering what is needed for safety and decency, including access to and the quality of green spaces.
- Tackle anti-social behaviour by enabling tenants to know who is responsible for action and who can support and assist them if they are faced with anti-social behaviour.
- Consider the results of the allocations evidence collection exercise findings to ensure that housing is allocated in the fairest way possible and achieves the best outcomes for local places and communities.
- Encouraging social landlords to adopt pet's policies which can support wellbeing and bring comfort to peoples lives.
- Ensure staff are equipped to work with people with mental health needs and domestic violence.

To be supported in your first step to ownership

- Investing £11.5 billion to build up to 180,000 affordable homes
- Implementing a new, fairer and more accessible model for Shared Ownership which reduces the initial ownership stake from 25% to 10% and allows the purchase of further shares in smaller instalments as little as 1%. This also includes a 10 year repair free period. .
- Implementing a new Right to Shared Ownership for tenants of housing associations and other private registered providers who live in new grant funded homes for rent.
- Emphasising through our new National Design Guide the importance of building beautiful and well-designed social homes.
- Introducing a new Affordable Homes Guarantee Scheme.
- Encouraging local authorities to take advantage of our removal of the borrowing cap to build more council homes.
- The restriction of ground rents on future leases to zero, banning of new leasehold houses, strengthening redress, making it quicker and easier, cheaper to extend lease or buy a freehold. Ensuring service charges are transparent and communicated effectively.

Our action plan (Appendix 1)

Our action plan provides details of:

- Where we meet with the proposed charter requirements and any further actions we need to take.
- Where we do not currently meet with the charter requirements and actions we are taking to address these areas
- Where Charter requirements are yet to be determined / developed by the Regulator and we are awaiting notification

How we compare

- We have made plans to strengthen, review and restructure our Asset team increasing capacity and specialist knowledge to meet the emerging legislation and actions identified within the Charter.
- We have a comprehensive menu of engagement, consultation, shaping, scrutiny and resident voice however we have commenced a review of our Resident engagement strategy.
- We have put in place an interim restructure for our Communities Team to strengthen our resources which will help us meet the emerging consumer regulation and new standard.
- We have reviewed how we report to residents on how we are performing introducing a performance dashboard and are strengthening our Health & Safety reporting.
- We are in the process of evaluating and considering different options for training and development of staff including professional qualifications.

How we compare

- We have commenced and are nearing completion of a stock condition survey and will need to develop an investment plan and asset strategy to ensure our homes meet the Decent Homes Standard
- Review the content of our Annual report ensuring it meets best practice and the requirements of the regulator
- Review our website ensuring it meets the needs of all our stakeholders
- Continue to strengthen our reporting to the Board so they have sufficient oversight and assurance.
- Implement the findings of the Resident engagement strategy review
- Implement the actions identified within the Consumer standards self assessment
- Act on the findings of the Tenant Satisfaction Measures
- Review our ASB policy and procedures
- Make plans to prepare for future inspections by the regulator

Recommendations

- Members note and agree the report, action plan and content of the presentation.

Report to: Housing Review Board



Date of Meeting 15th June 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Baseline Tenant Satisfaction Measure Survey March 2023

Report summary:

The results of the March 2023 tenant satisfaction survey saw a significant decline in satisfaction across several aspects of the Housing Service. The housing leadership team have considered the findings in detail and a communication plan (worked up in conjunction with the corporate communications team) and an improvement plan is now being put together to address how we can improve tenant satisfaction.

This report also highlights how performance in some of our key areas is translating into lower levels of tenant satisfaction. With this in mind, ensuring we are getting the basics right across our service is an important step to improving the services for our tenants and hopefully improving tenant satisfaction.

The results have resonated strongly with the leadership team and have given us additional evidence to support the measures being put in place to improve particular areas of the service, such as the complaints process and aspects of the repairs service.

The Board should be aware that there is a requirement for all registered providers of social housing to run this survey annually from 2023/24. This recent survey provides us with a 'baseline' and when we next carry out the survey the results from that survey under the new arrangements will have to be submitted to the Social Housing Regulator as part of new legislation.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

- 1) That the Housing Review Board consider and comment on the Baseline Tenant Satisfaction Measure (TSM) Survey Report.
- 2) The Housing Review Board approve the facilitation of a series of focus groups to be held with tenants who have offered to provide further insight and information on their experiences with the housing service. Officers will then review and use these findings to further inform future improvements.
- 3) The Housing Review Board approve the further surveying of tenants over the coming months in order to monitor satisfaction levels more closely and more frequently and as a way of assessing whether levels of satisfaction are improving.

Reason for recommendation:

The results of this survey provides us with up-to-date information on tenant satisfaction which can help inform the decisions we make that are best for our tenants and service. The TSM survey provides statistical information about our housing service. This information is critical for

performance monitoring and service delivery improvement. Going forward into 2023/24 there will also be a statutory duty for these measures to be submitted to the Social Housing Regulator. As part of the survey questions, tenants were asked if they would be willing to share further information and a proportion of tenants said they would. It is now right to engage further with these tenants to help give us more insight into tenant's experiences. We want to track satisfaction more closely over the coming months and are considering ways to do this appropriately.

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Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

A representative sample of tenants (approx. 3,700) tenants were invited to respond to the survey. We sent out a postal survey to all sheltered tenants having listened to feedback in the past that they still prefer to receive information by post and for our general needs tenants, where information available, an email and/or a SMS was sent asking tenants to complete an online survey.

Climate change Low Impact

Links to background information .

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
 - A greener East Devon
 - A resilient economy
-

1.0 Background

1.1 From 2023/24 all registered providers of social housing are required to undertake an annual satisfaction survey and to submit the results to the regulator. This is part of the new Tenant Satisfaction Measures (TSMs) regulation that has now been introduced. On a local level, surveying tenants in this way is very important to us to gauge how we are doing and we recognise that it has been several years since we last collected any satisfaction information in this way that relates to services across the board in housing.

1.2 From a technical perspective it was an opportunity to try out different survey methodologies, questionnaire length, format etc. to see what works well and what doesn't and to make sure we get the logistics right the next time we run the survey.

2.0 Technical Requirements

2.1 Although this was a 'baseline survey' we wanted to collect and process the information as specified by the Regulator to ensure we meet their requirements. By doing this we will be confident in using these results as a base and benchmark against future TSM survey results.

2.2 We were able to choose the methodology thinking this would be an opportunity to try out different survey formats to try and see what works best when considering value for money and response rate. In an attempt to get more returns from our general needs and younger tenants we decided to send out the survey by email and SMS. As we do not have this technology available we used a third party (Service Insights) to manage the survey for us.

2.3 All sheltered tenants received a postal survey (as in the past this is the preference we have heard) and for those with an email and/or mobile number we sent out an online survey. In total 3,766 tenant households were contacted and 831 responded. 295 respondents said they did not want their information matched to any demographic information. For the remaining respondents, 241 were sheltered and 239 were general need tenants. 454 replied by SMS, 105 by email and 272 by post.

2.4 A valuable lesson we learnt from this was to ensure all tenants were aware of the survey in advance and if we are using a third party to ensure there is transparency for our tenants on all aspects of data protection. For reassurance, of course all data protection requirements were followed during this process and we worked with the Councils Data Protection Officer to ensure this was the case.

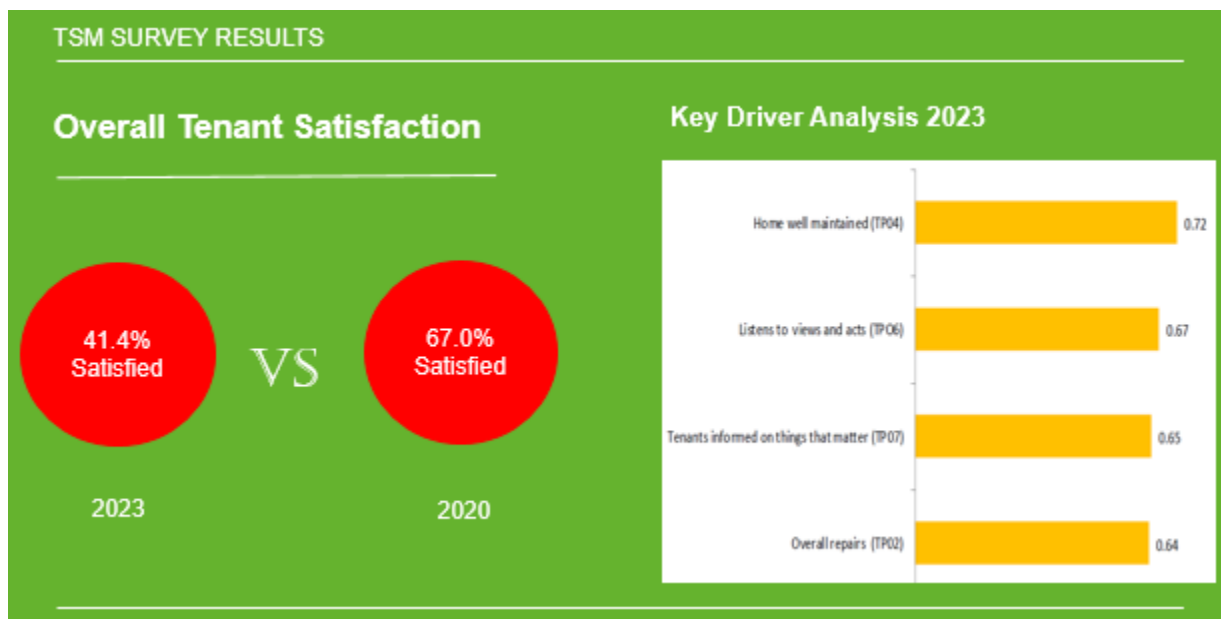
2.5 One of the stipulations of the survey is that we achieved a sample size of 522 where the estimate overall satisfaction was accurate to a margin of no more than +/- 4% at a 95% confidence level. With this level we can be 95% sure that – as long as the sample is representative the estimated level of satisfaction is right for the whole population. We had 831 responses so we can be 95% sure that + or – 3% satisfaction level is right for our whole tenant base.

2.4 However, when we got our responses back, we received a far greater number of responses from sheltered tenants and we are aware for instance that this group of tenants have on average higher satisfaction and so are over represented in the sample. In light of this we appropriately weighted the responses to ensure they were as representative as possible.

3.0 Results

3.1 The report attached written by Service Insights is a comprehensive presentation of the results. For the purposes of this covering report, a number of indicators have been picked out to highlight and discuss further, and where appropriate provide some further insight and/or deeper analysis.

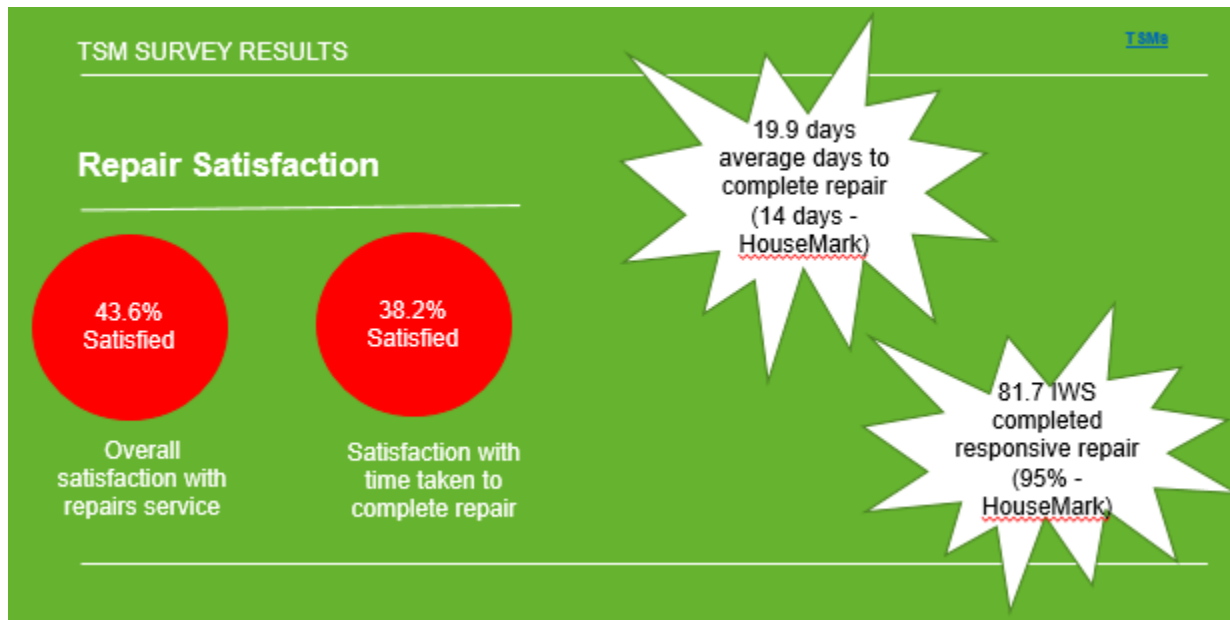
4.0 Overall Satisfaction



4.1 The image above shows a decrease of 25.6%. In a recent report by HouseMark they showed that on average overall tenant satisfaction has decreased by around 5% since 2020 to 79%.

4.2 Further analysis shows differences between different tenant groups. The survey has also showed that tenants who were found to be less satisfied were: Younger, general need tenant and a tenant for less than 5 years.

5.0 Satisfaction with repairs



5.1 The industry acknowledges that satisfaction with repairs is a critical contributor to overall satisfaction with a housing service. The majority of our tenants will have little or no contact with other departments which makes it even more important that we get this service right. Our performance information does show that we can link low performance with low satisfaction. We can also see that when comparing across the sector, 19.9 days to complete a repair puts us in Housemark's bottom quartile. Achieving above 95% for completing a responsive repair within target time would put us in the top quartile for this performance indicator, we are currently achieving 81.7%. It should however be noted that our current performance of 19.9 days does sit within our Contract KPIs (maximum 28 days for a non-urgent repair.)

5.2 In both TSM repair measures we are significantly behind the national picture. Housemark's 2023 report said that 8 in every 10 tenants say they are satisfied with repairs and 76% are satisfied with the time taken to complete the most recent repair. We have also seen a 29.4% decrease since 2020 when tenants were asked how satisfied they were with the repairs service.

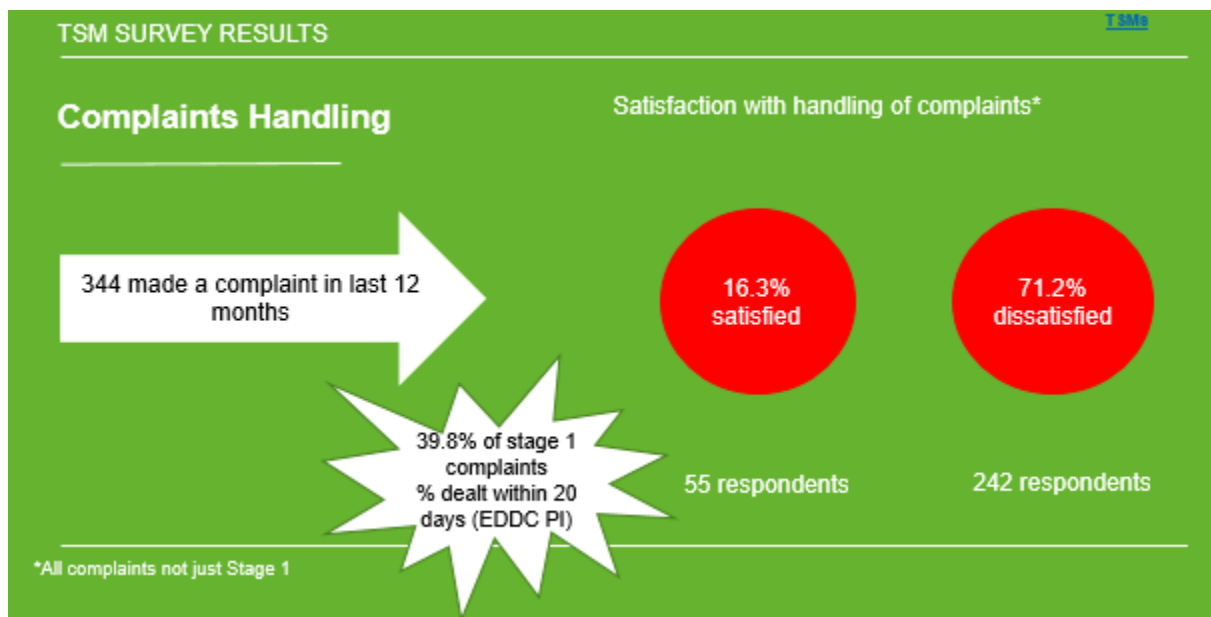
5.2 Although the TSMs ask 2 repair questions we added additional repair questions following feedback from our tenant groups. P23 of the report provides more details. One area to note is the low scores communication received eg. Keeping the informed throughout the process. This supports a lot of the discussion that was had with tenants when we were consulting on questions to include in the survey. These results will be extremely useful in many ways in how we work with our repairs contractors and certainly this chimes with some of the ongoing work underway that has formed our repairs improvement programme.

6.0 Communication



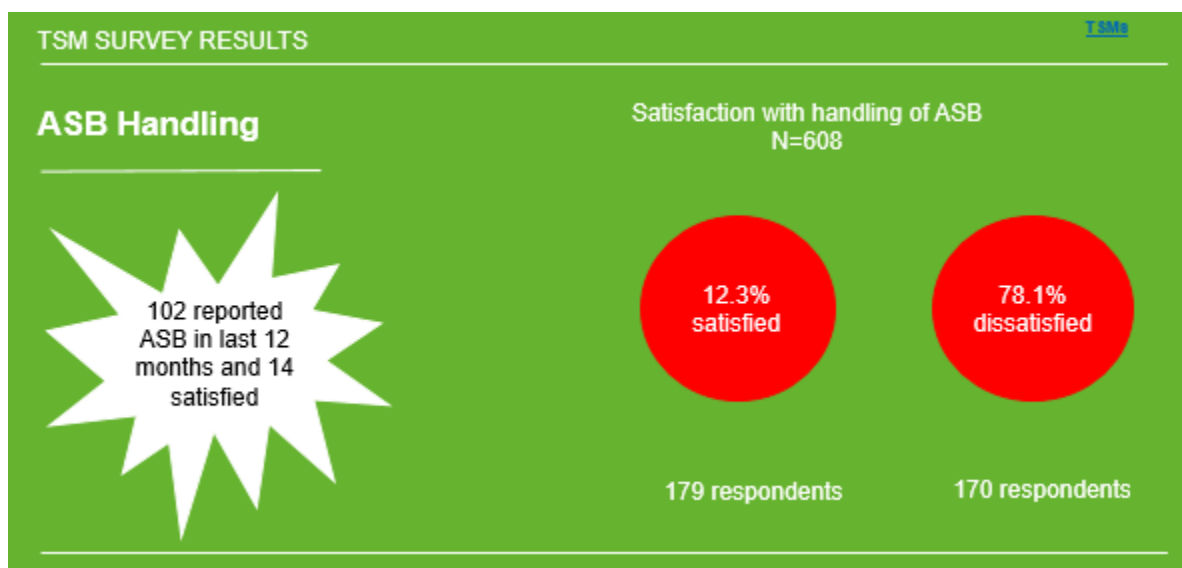
6.1 Pulling all the TSMs together which relate to communication was very interesting. It shows we need to do far more than we are currently doing. Critical to this is deciding what methods of communication we should be using moving forward. For instance, our younger tenants might prefer something through SMS or social media but our sheltered tenants might still have a preference for something paper based. It is not about substituting one for the other but using different communication channels in an effective way and, for our officers, in a consistent and efficient way to get the messages out there.

7.0 Complaints



7.1 Numerous reports have come to the Housing Review Board recently about complaints and so although these scores are disappointing they were unsurprising. However, what is striking is the number of respondents in the survey who said they had made a complaint in the last 12 months – nearly half of respondents reporting that they had made a complaint in the last 12 months. Of course it must be noted that people will determine what is meant by ‘complaint’ differently. This has reinforced the need for us to review our complaints process so we improve tenant satisfaction and our current low performance where by only 39.8% of stage 1 complaints are being dealt with within 20 days. For information 56% of tenants say they are satisfied with their landlord’s approach to handling complaints in the Housemark 2023 TSM report and a Housemark benchmarking reports the average days to deal with a complaint is 9.31 days.

8.0 ASB Handling



8.1 102 respondents said they had reported ASB in the last 12 months and of those only 14 said they were satisfied with the approach to handling to ASB. Our performance data shows we have had 38 ASB cases reported in 2022/23 and whilst 102 respondents have stated that they reported ASB in the last year, this could be attributed to what tenants are identifying as an ASB case and in some cases these are minor one off incidents

It is not unusual for satisfaction with ASB to be low and this is reflective in other providers

We are currently reviewing our ASB policy, procedure and recording systems to improve how incidents and ASB cases are recorded, monitored and dealt with. We will consult on the draft procedures with tenants.

We also now have an additional resource in place with a specialist ASB officer dealing with all high level cases to ensure that these are adequately resourced and progressed.

9.0 Cost of living and Tenant Wellbeing

9.1 The wellbeing of our tenants is of great importance to us as a service. In the last survey when we collected satisfaction data, we also asked about tenants' wellbeing and from that we recognised the important relationship between the service we provide and tenants wellbeing and how satisfied they are with the service. One of the outcomes of this was to employ a mental health Officer to work as part of our MSO team. The role of the Officer is to perform a brokerage/signposting role to specialist mental health services where this is required.

It was important that in this survey we continued to understand this relationship. We also wanted to ask tenants how they were coping with the cost of living crisis as this could be having a profound impact on how we deliver our service.

9.2 Nearly half of respondents said they were worried about being able to meet monthly living expenses. Further analysis reveals those under 50 are most likely to be worried about being able to meet their monthly living expenses

9.3 When asked how satisfied are you with your life nowadays, tenants scored a mean score of 7.00 out of 10. This is only 0.5 lower than the national average of 7.5 (Office of National Statistics, 2022)

9.4 However, when respondents were asked how anxious did they feel yesterday they scored a mean score of 6.05. This is significantly different to the 3.1 reported by the Office of National Statistics, 2022. Those respondents in age bands 35-44 years reported significantly higher levels of anxiety compared to other groups.

10.0 Wider context

10.1 The housing sector is working within a much tougher operating environment than ever before with a number of factors linking into this. As we are all aware the pandemic brought nationwide challenges and our post pandemic world has seen us fall into a cost of living crisis with the most vulnerable in our society most effected – our tenants included - as the survey has shown.

10.2 The housing sector nationally is under increasing pressure in a number of areas. Some examples of this have been the focus on damp and mould, ageing stock that is leading to a tsunami of legal disrepair challenges, difficulties in staff retention across the whole sector and an inability to attract the right people into the right roles. Another factor is rising numbers of tenants who are suffering from serious mental health issues, this translates into significant additional time to manage caseloads for housing officers and this impacts in a variety of ways.

10.3 The recent renewed focus by the Ombudsman and the Social Housing Regulator is positive and we welcome the refreshed recognition of the importance of social housing and the need to drive up standards. The preparation required to prepare for these changes and the new regulation is requiring a considerable amount of focus and additional resource to ensure we are prepared.

10.2 We are not alone in the impact this context is having on service satisfaction scores, and the trend amongst other registered providers is a showing a decline in tenant satisfaction across all service measures.

11.0 Conclusion and way forward

11.1 The results of this survey highlight low levels of satisfaction with the housing service across the board and given the response rates we are satisfied that this is representative of our tenants. As part of our recovery plan from Covid we have been particularly keen to gauge tenants satisfaction by way of a survey as we have recognised that face to face contact has been limited over the past 2/3 years. There is a recognised need to get the basics right and utilise Systems Thinking methodology to ensure that we are focused on what matters to tenants, reduce waste work and ensure that tenants issues are dealt with at the first point of contact wherever possible.

11.2 As a starting point, the survey has confirmed the need for us to much improve visibility and accessibility for tenants and ensure every contact with tenant's counts. Being visible and 'present' with tenants out on our Estates/in our communities is a key focus for us currently and we are ramping this up in a number of ways including annual tenancy reviews, continuation of the 'hub' initiatives and a regime of Estate Inspections.

The survey links in directly with the current consultation that is underway to renew our resident involvement strategy, extensive consultation is underway on this with the focus on ensuring we hear how tenants wish to be involved with the service moving forward. Ensuring we get this right will lead to better quality involvement of tenants moving forward. We are determined through the refresh of the resident involvement strategy to cement and create a robust partnership with tenants that can help us to better deliver our service in the future. If we better embed this in our day to day work, tenants will be helping us to drive the improvements required. We are already seeing some good work and increased levels of engagement from tenants as a result of the work of the Communities team and we will continue to build on this to give us a greater understanding of what the demographics are of our tenants and what their specific wants and needs are.

11.3 Included in the survey was a question that asked if the tenant would be willing to further talk to us about how they answered the survey, the idea being that this could be an opportunity to gain further insight and understanding from tenants about their own experiences. We had a significant number of tenants tell us that they would be happy to do this and it is proposed that we set up some specific focus groups and invite these tenants along to continue these discussions. This will further help us shape and inform improvements we need to make moving forward.

11.4 The survey has highlighted and provided further evidence that supports tenant dissatisfaction with the repairs service, this chimes with other evidence we have such as rising complaints and general views from Members that suggest there is generally dissatisfaction with the service being delivered. Over the past 18 months we have presented many reports to the Board highlighting some of the challenges in this area, we have been working closely with our partner contractors to look at improvements and the report presented to you today sets some context around factors that are linking into challenges in this area. Given the ongoing challenges and the feedback that this survey has given us from tenants, we are carefully assessing the way forward with the need to consider if a more radical change is now required.

11.5 As reported to the Board, we have had considerable challenges in the Property and Asset team in relation to resources and this we know has led to frontline failures, particularly through the winter months of 22/23 when our Officers were considerably stretched and we dealt with significantly higher numbers of repair requests. Our HR colleagues have been

closely supporting managers in the team and we recognise more broadly the additional pressures in this team that have led us to consider whether the current structure is right. We need to ensure the team are set up to achieve with the right level of resources in place in all areas. The review of the current structure is currently underway.

- 11.6 In addition to repairs and maintenance, the results of the survey have highlighted a number of areas that we know require improvement and this will help us accelerate work that is already underway, this includes;
- A review of how we are managing formal complaints to ensure we meet the timescales required. An internal monitoring group is currently meeting to work through changes required, it is proposed that we consult closely with the tenant complaints panel on the role they can play in helping us move this forward.
 - A review of our Anti-social behaviour policies and procedures to ensure effectiveness.
 - The appointment of a Housing Operations Manager to instil a focus on operational delivery and support a more joined up approach across the housing service.
 - A focus across frontline teams on getting the basics right and raising our profile with tenants.
 - A focus on ensuring communication is effective, we are currently looking closely at data that relates to how quickly we answer calls, we are looking at what improvements can be made.
 - Greater emphasis and focus on key KPIs in housing to track and manage performance using a KPI Dashboard. There is a direct correlation with what the survey is telling us and our own results of performance in some key areas, this is helpful and confirms the importance of the need for constant monitoring in these areas by managers at all levels.
- 11.7 Although very early in implementation, we have now also re-introduced Estate Walkabouts across the whole of the District as well as annual tenancy reviews. As recommended by the Board at the March meeting, annual tenancy reviews will now be carried out by our Estate Management team in order to make pro-active contact with every tenant in order to address any matters they may wish to raise with us. This will also include property inspections where the condition of the property can be assessed. We believe this will be a very positive step forward in improving tenant engagement generally, it will give tenants the opportunity to raise any issues they wish to and the Officer carrying out the visit will then follow through on this.
- 11.8 The completion of the stock condition survey is another important step forward and is important in the context of this survey due to the need for the results of the survey to drive forward the investment strategy for the stock. The pause on planned works as a result of the pandemic, have undoubtedly had a negative impact on tenant experiences of their home. We know that planned work programmes such as kitchen and bathroom programmes drive increased satisfaction and due to the age of our stock, tenants have the right to know how we are delivering investment in their homes.
- 11.9 We are working with the Corporate Communications team to consider how we communicate with tenants on the results of this survey. We want to ensure we instil confidence and offer reassurance that we are listening to tenants and show them the changes that are underway in order to help us move forward.

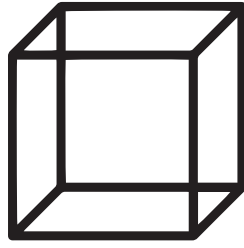
- 11.10 We are also considering how we will further sample tenants to be able to track and monitor satisfaction levels moving forward and what this looks like. There is the opportunity to undertake sampling surveys on smaller groups of tenants to be able to measure the impact of changes being made and we are currently taking advice to consider the best way of doing this. We are also exploring a tracker methodology to continuously sample tenant opinion and collate this into a comprehensive report. We are aware of the risk of 'survey fatigue' amongst tenants if we don't approach this carefully so a number of options are being explored.
- 11.11 The Housing Leadership team are using the results of this survey to feed into a wider Service Improvement Plan. The survey has provided us with strong evidence that further reiterates the areas of the service that we know have been struggling and require improvement and a more comprehensive approach is being taken to pull together a much wider plan that the Leadership team will retain responsibility and ownership of moving forward. We intend to present this plan to the Board once it is finalised.
- 11.12 The results of the HouseMark report that you will also receive today provide a useful measure on our performance compared to other housing providers. There is some interesting data that indicates in some areas our costs have been low and this has resulted in good performance. However there are similar themes around failures in complaint handling and void management that chime with areas that are already under review and are consistent with what some of the data from this survey has told us.
- 11.12 Our Information and Analysis Officer will be present at the meeting to answer any questions regarding how the survey was carried out, they will also be able to answer any questions directly linked to any information in the analysis report attached to this report. We welcome comments and input from the Board regarding this important piece of work and invite suggestions on how we can all work together to move this forward.

Financial implications:

There are no financial implications.

Legal implications:

There are no legal implications.



Service Insights Ltd

East Devon District Council:

**Tenant Satisfaction Measures
Baseline Survey Report, March 2023**

East Devon District Council:

Tenant Satisfaction Measures Baseline Survey Report, March 2023



Written for: East Devon District Council

Written by: Dr Simon Williams, Managing Director, Service Insights Ltd

Date: March 2023

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Executive Summary

East Devon District Council housing service commissioned independent research company Service Insights Ltd to carry out a baseline tenant perception survey for general needs and sheltered tenants in March 2023, in line with the regulatory Tenant Satisfaction Measures (TSMs).

By undertaking a baseline survey, East Devon District Council gain early insight into their TSM scores and enable a better understanding of where services currently work well and where they need improving. The following key points can be noted:

Overall satisfaction (TP01): This measure is often used as the main measure of service performance. In March 2023, East Devon District Council achieved a score of 41.4%.

Highest scoring areas of satisfaction: The top scoring areas of satisfaction were identified as:

- i) **TP08: 46.9%** - Proportion of respondents who report that they agree with the statement: "East Devon District Council housing services treats me fairly and with respect".
- ii) **TP05: 44.9%** - Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that East Devon District Council housing services provides a home that is safe.
- iii) **TP10: 44.5%** - Proportion of respondents who report that they are satisfied East Devon District Council housing services keeps communal areas clean and well maintained.

Low scoring areas of satisfaction / high dissatisfaction: One area reflecting particularly low satisfaction was complaints handling. Based on those who stated they had experienced the service in the last 12 months, this scored just 16.3% satisfaction. Dissatisfaction for this measure was 71.2%, from which 43.5% stated they were 'very dissatisfied'.

Identifying what drives overall satisfaction: Based on the results, the top three service areas driving satisfaction in East Devon District Council housing services are the home being well maintained (TP04), listening and acting (TP06), and tenants being kept informed about things that matter to them (TP07).

Conclusions and recommendations: Based on all the findings in this report, it can be concluded that there is clearly room for improvement in several service areas.

When identifying historical scores (Section 4.2), a general declining trend in overall satisfaction can be observed over time. Within this context, the Covid-19 pandemic and other societal pressures such as the cost of living crisis can be considered as potential factors which may contribute to service expectations, service delivery, and tenant perceptions of service standards.

Focussing upon the key satisfaction drivers will help increase satisfaction for the majority of tenants over time, whilst consideration should also be given to areas of low satisfaction (specifically complaints). Further recommendations and next steps are noted in Section 5 of this report.

1. Summary of TSM Perception Survey Results

Figure 1: Summary of TSM satisfaction results (n=831)

Measure	Weighted TSM scores to be published	Unweighted Scores
TP01: Proportion of respondents who report that they are satisfied with the overall service from East Devon District Council housing services	41.4%	45.9%
TP02: Proportion of respondents who report that they are satisfied with the overall repairs service from East Devon District Council housing services over the last 12 months	43.6%	48.2%
TP03: Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	38.2%	42.6%
TP04: Proportion of respondents who report that they are satisfied that East Devon District Council housing services provides a home that is well maintained	40.6%	44.9%
TP05: Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that East Devon District Council housing services provides a home that is safe	44.9%	48.9%
TP06: Proportion of respondents who report that they are satisfied with East Devon District Council housing services listening to their views and acting upon them	32.6%	35.0%
TP07: Proportion of respondents who report that they are satisfied with East Devon District Council housing services keeping them informed about things that matter to them	40.5%	42.6%
TP08: Proportion of respondents who report that they agree with the statement: "East Devon District Council housing services treats me fairly and with respect"	46.9%	49.5%
TP09: Proportion of respondents who report that they are satisfied with East Devon District Council housing services approach to complaints handling	16.3%	17.0%
TP10: Proportion of respondents who report that they are satisfied East Devon District Council housing services keeps communal areas clean and well maintained	44.5%	46.6%
TP11: Proportion of respondents who report that they are satisfied East Devon District Council housing services make a positive contribution to their neighbourhood	33.2%	33.2%
TP12: Proportion of respondents who report that they are satisfied with East Devon District Council housing services approach to handling anti-social behaviour	29.5%	25.5%

2. Overview of the Survey Approach and Representativeness

An overview of the survey approach is outlined in Figure 2 below, whilst the representiveness of the survey is shown in Figure 3 over the page.

Figure 2: Overview of the survey approach

Feedback services provider (collecting, generating, and validating the reported perception measures)	Independent Research Company: Service Insights Ltd												
Survey fieldwork date	March 2023												
Total surveyable population	3,766												
Total sample size achieved (total number of responses)	831												
Statistical confidence achieved	+/-3%. This exceeds the +/-4% required												
Reasons for any failure to meet the required sample size	Not applicable												
Collection method	General Needs = Online survey (email and SMS deployed) Sheltered Housing = Postal survey with online option to all, and email survey follow up												
Type and amount of any incentives offered	None offered												
Sampling method	General Needs = Randomised sample Sheltered Housing = Census (all tenancies)												
Number of tenant households within the relevant population that have not been included in the sample	3 – this being due to requesting to opt-out of surveys.												
Summary of representativeness of the sample against the relevant tenant population	The representiveness of the sample can be seen in Figure 3 over the page. As there was a relatively large difference in the volume of general needs and sheltered responses, tenure was weighted for the results.												
Any weighting applied	Weighting applied for tenure (general needs and sheltered housing) was as follows: <table border="1" data-bbox="783 1563 1388 1727"> <thead> <tr> <th></th> <th>Population</th> <th>Survey Sample</th> <th>Weighting Applied</th> </tr> </thead> <tbody> <tr> <td>GN</td> <td>69%</td> <td>53.5%</td> <td>1.29</td> </tr> <tr> <td>SH</td> <td>31%</td> <td>46.5%</td> <td>0.67</td> </tr> </tbody> </table>		Population	Survey Sample	Weighting Applied	GN	69%	53.5%	1.29	SH	31%	46.5%	0.67
	Population	Survey Sample	Weighting Applied										
GN	69%	53.5%	1.29										
SH	31%	46.5%	0.67										
Questions asked	12 regulatory TSM questions 11 additional questions (including repairs, anti-social behaviour, cost of living, and wellbeing)												
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None												

Figure 3: Representiveness

Tenant perception measures	Relevant tenant population (% total)	Total survey responses (% total, unweighted)
Tenure		
General needs housing	69%	53.4%
Sheltered housing	31%	46.6%
Age		
Under 25	1.0%	2.1%
25 to 34	8.1%	8.6%
35 to 44	12.3%	14.5%
45 to 54	14.3%	17.4%
55 to 64	14.3%	18.5%
65 to 74	11.0%	16.8%
75 to 84	9.6%	17.4%
Over 85	3.0%	4.5%
Tenancy Duration		
Under 1 year	2.1%	3.2%
1 to 5 years	22.6%	31.1%
6 to 10 years	20.4%	22.8%
11 to 20 years	26.5%	24.8%
21 years or more	28.4%	18.1%
House Type		
Bedsit	0.9%	0.7%
Bungalow	22.6%	30.2%
Flat	27.4%	30.9%
House	48.7%	37.6%
Maisonette	0.1%	0.1%
Room - HMO	0.2%	0.4%

Rationale for the choice of profile characteristics: Evidence from previous tenant survey work shows that the tenant and stock characteristics of management type, tenancy length and postcode were all strong in determining East Devon District Council's profile.

3. Results

Unless stated otherwise, all results presented in this report are weighted based on a total weighted dataset 832 responses. The number of responses per question may vary.

3.1. Overall satisfaction [TP01]

Overall satisfaction is often seen as the key measure of service performance, as perceived by tenants in receipt of services provided. Tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the housing services provided by East Devon District Council?”. Figure 4 shows that 41.4% (344 respondents) were satisfied, compared to 44.1% (366 respondents) dissatisfied and a further 14.5% (121 respondents) who were neither satisfied nor dissatisfied. Further detail for this question is seen below in Figure 5. Additionally, sub-group analysis for overall satisfaction can be seen in Appendix 2 at the end of the report.

Figure 4: Overall satisfaction (n=830)

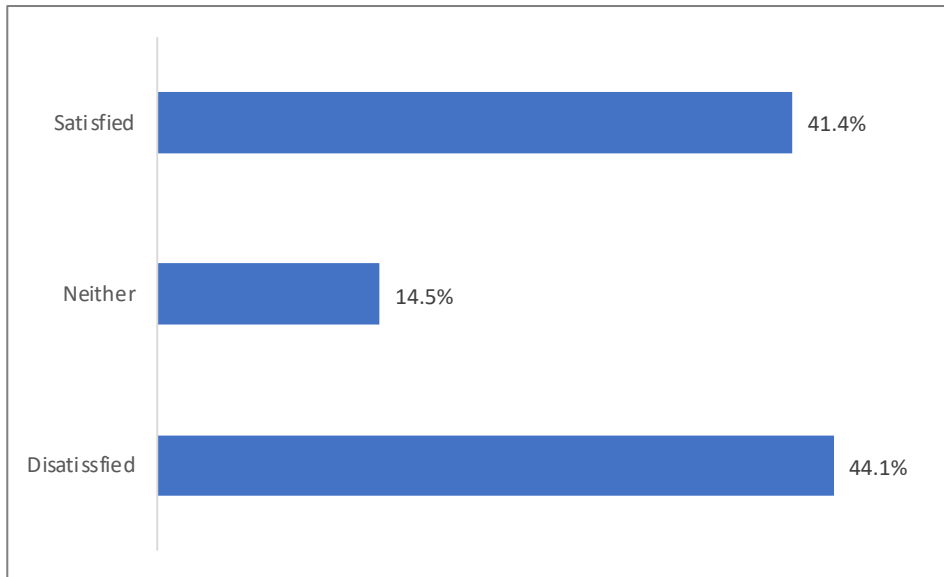
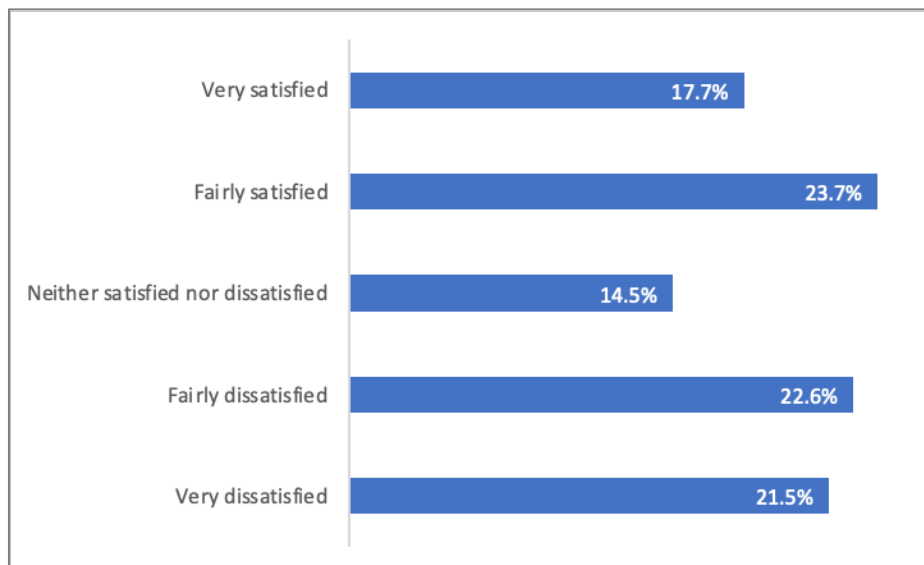


Figure 5: Overall satisfaction – illustrated by response category (n=830)



3.2. Satisfaction with repairs [TP02]

Tenants were asked, “Has East Devon District Council housing services carried out a repair to your home in the last 12 months?”. A total of 70.9% (588 respondents) stated ‘Yes’ compared to 29.1% (241 respondents) who stated ‘No’.

Those who stated ‘Yes’ were then asked, “How satisfied or dissatisfied are you with the overall repairs service from East Devon District Council housing services over the last 12 months?”. Figure 6 shows that 43.6% (246 respondents) were satisfied, compared to 43.8% (248 respondents) dissatisfied and a further 12.5% (71 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 7.

Figure 6: Satisfaction with the repairs service received in the last 12 months (n=566)

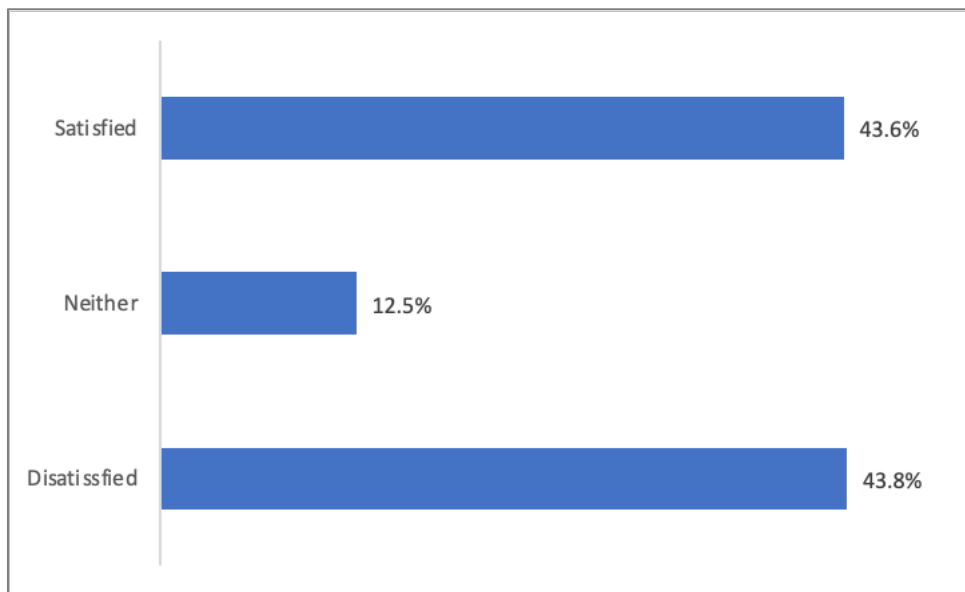
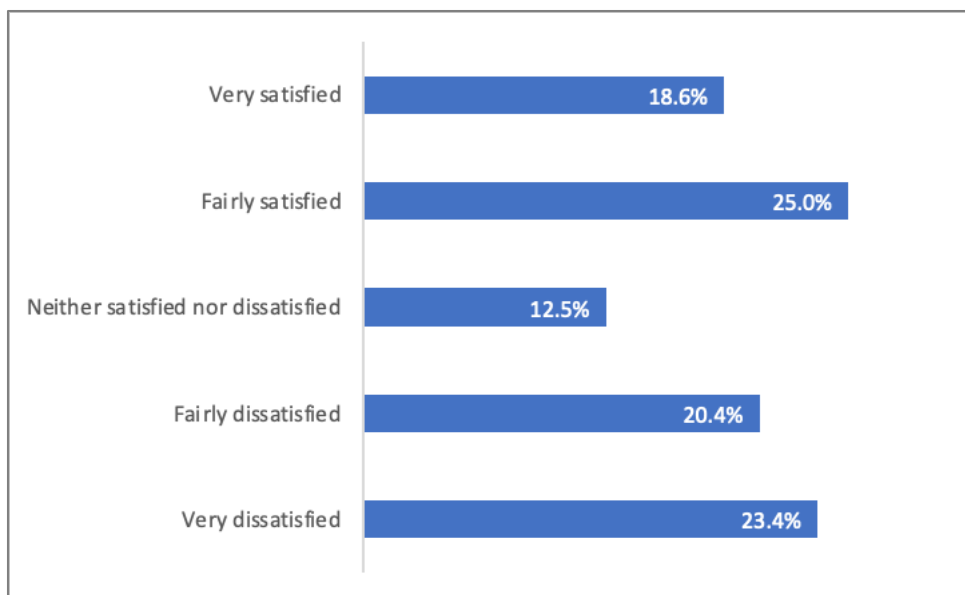


Figure 7: Satisfaction with the repairs service received in the last 12 months, illustrated by response category (n=566)



3.3. Satisfaction with the time taken to complete the most recent repair [TP03]

Of those tenants who previously stated East Devon District Council had carried out a repair to their home in the last 12 months, tenants were then asked, “How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?”.

Figure 8 shows that 38.2% (215 respondents) were satisfied, compared to 52.0% (292 respondents) dissatisfied and a further 9.8% (55 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 9.

Figure 8: Satisfaction with the time taken to complete the most recent repair (n=563)

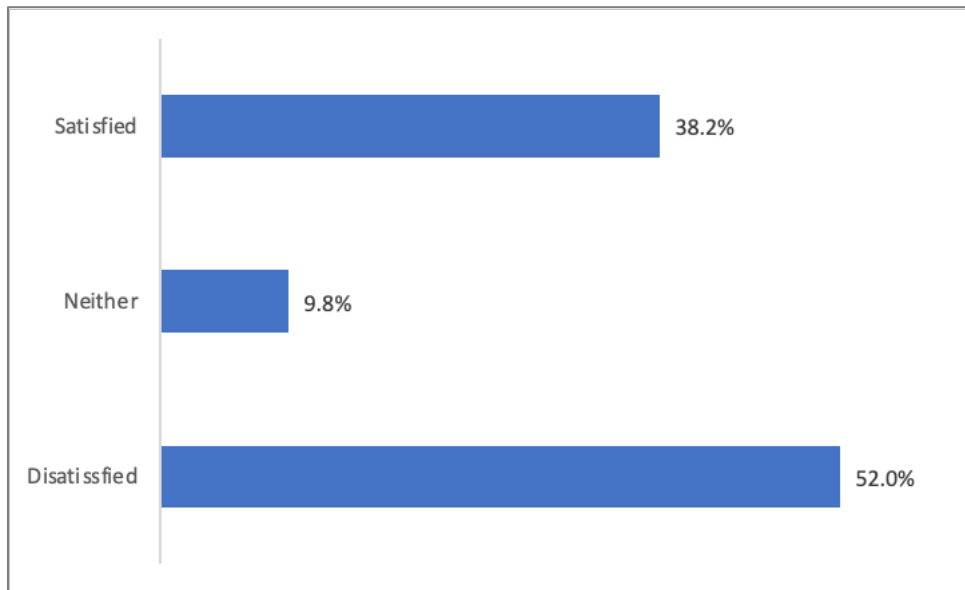
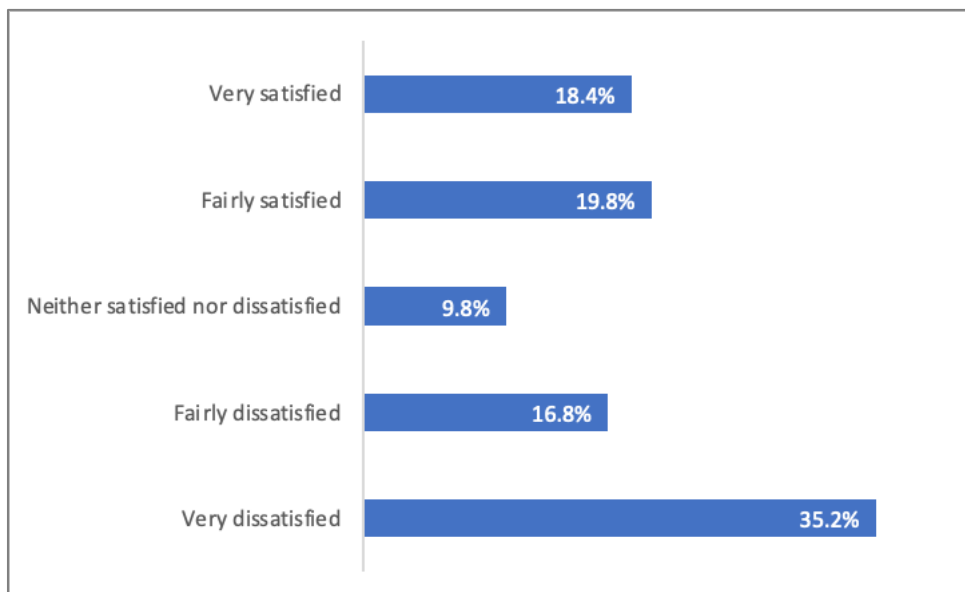


Figure 9: Satisfaction with the time taken to complete the most recent repair, illustrated by response category (n=562)



3.4. Satisfaction with the home being well maintained [TP04]

Tenants were asked, “How satisfied or dissatisfied are you that East Devon District Council provides a home that is well maintained?”.

Figure 10 shows that 40.6% (320 respondents) were satisfied, compared to 44.9% (354 respondents) dissatisfied and a further 14.6% (115 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 11.

Figure 10: Satisfaction that the home is well maintained (n=789)

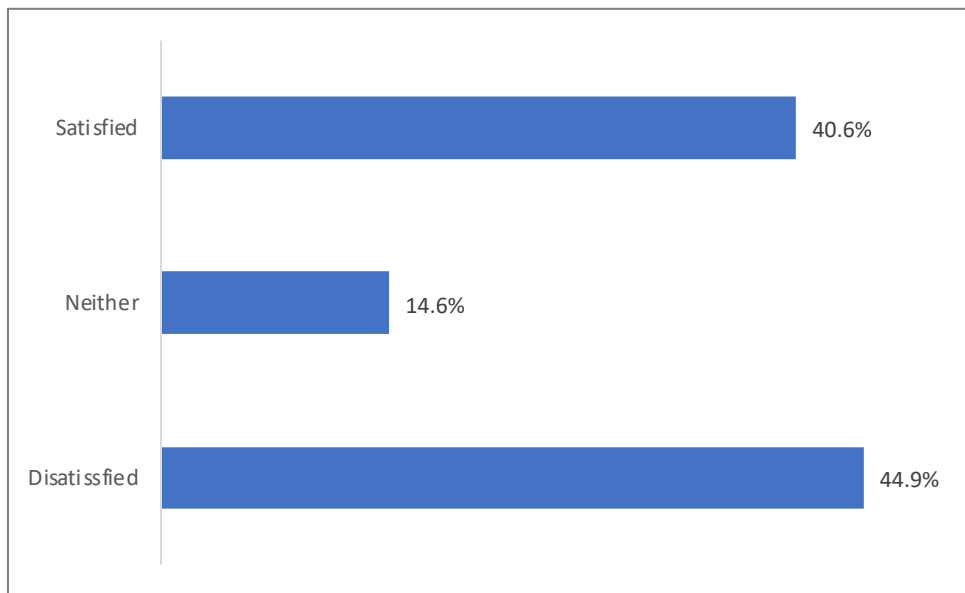
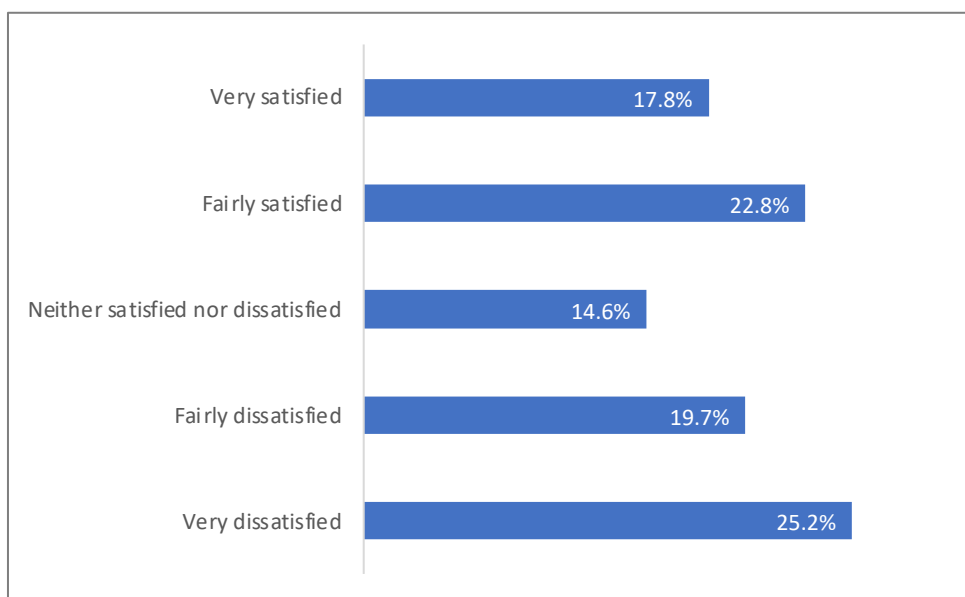


Figure 11: Satisfaction that the home is well maintained, illustrated by response category (n=789)



3.5. Satisfaction with the safety of the home [TP05]

Tenants were asked, “Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that East Devon District Council provides a home that is safe?”.

Figure 12 shows that 44.9% (352 respondents) were satisfied, compared to 37.6% (296 respondents) dissatisfied and a further 17.6% (138 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 13.

Figure 12: Satisfaction that the home is safe (n=786)

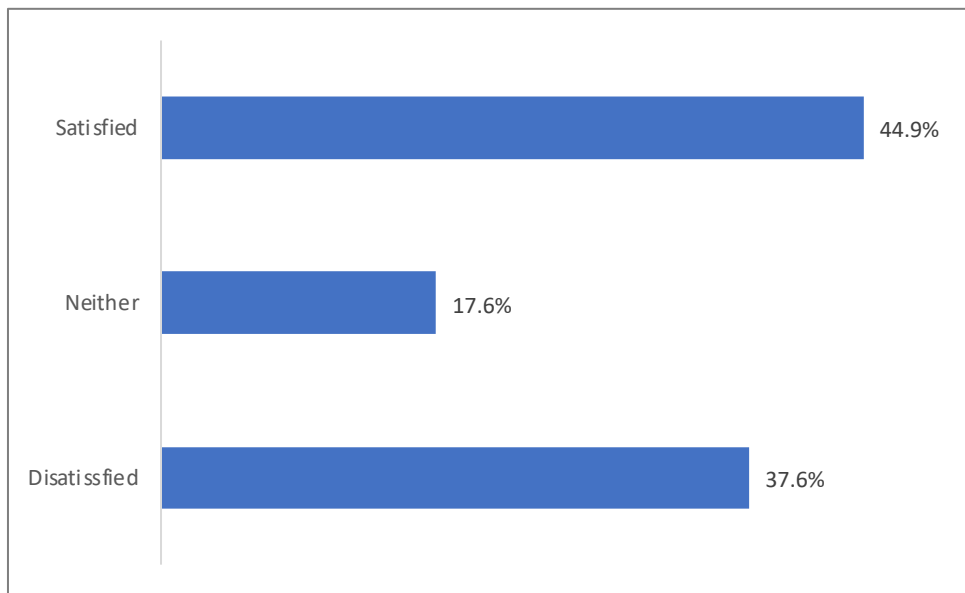
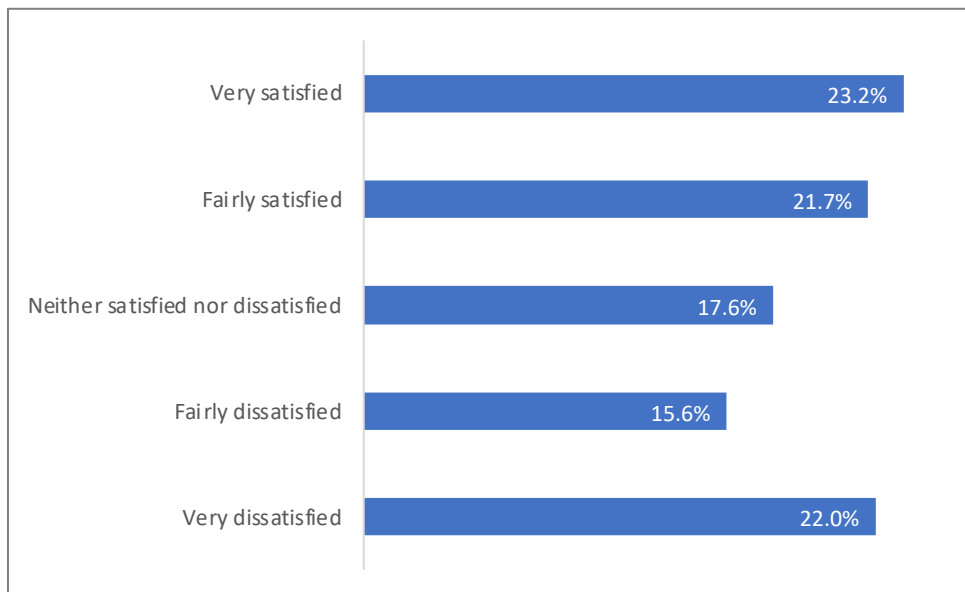


Figure 13: Satisfaction that the home is safe, illustrated by response category (n=786)



3.6. Satisfaction with listening to tenant views and acting upon them [TP06]

Tenants were asked, “How satisfied or dissatisfied are you that East Devon District Council’s housing service listens to your views and acts upon them?”.

Figure 14 shows that 32.6% (249 respondents) were satisfied, compared to 49.3% (377 respondents) dissatisfied and a further 18.1% (138 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 15.

Figure 14: Satisfaction with listening to tenant views and acting upon them (n=764)

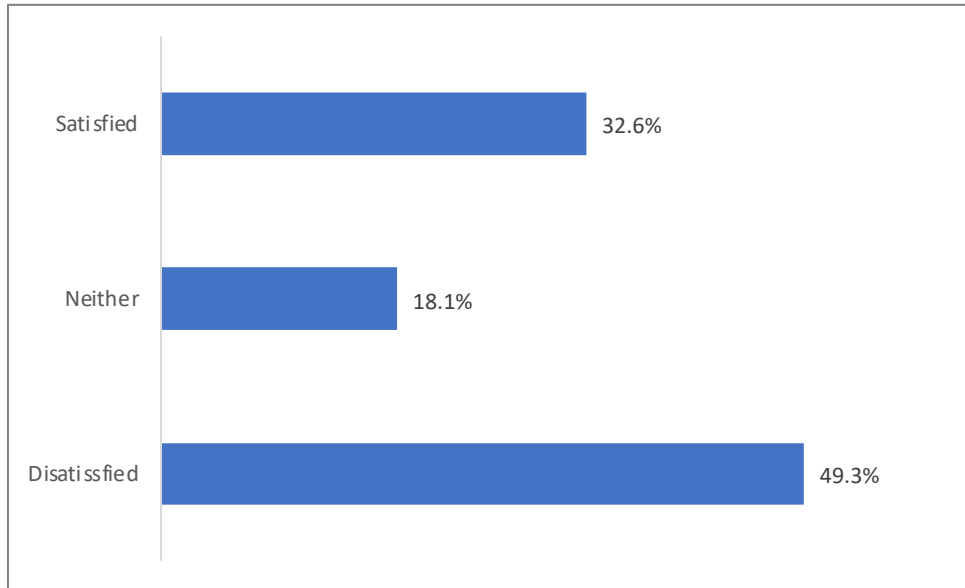
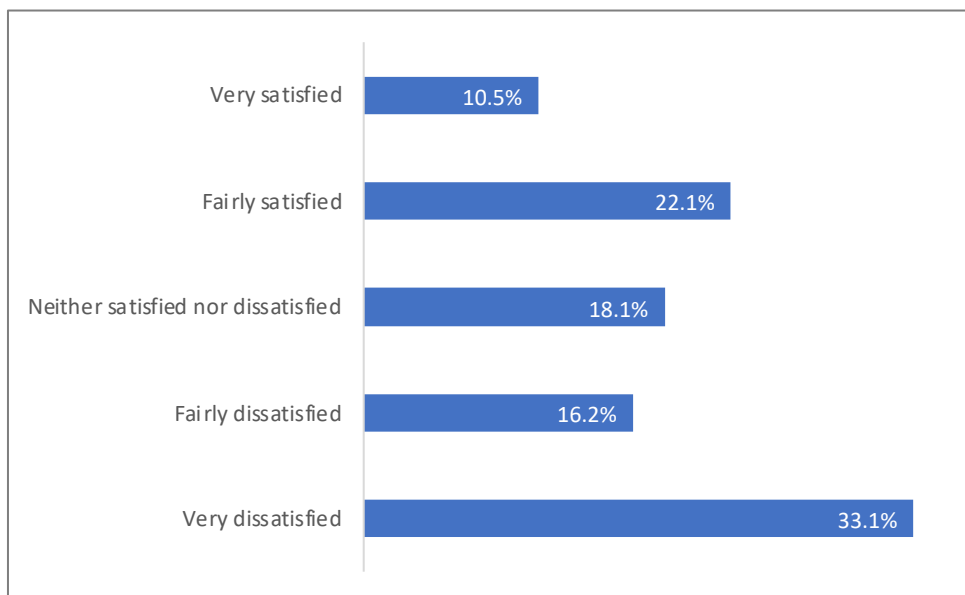


Figure 15: Satisfaction with listening to tenant views and acting upon them, illustrated by response category (n=764)



3.7. Satisfaction with keeping tenants informed about things that matter to them [TP07]

Tenants were asked, “How satisfied or dissatisfied are you that East Devon District Council’s housing service keeps you informed about things that matter to you?”.

Figure 16 shows that 40.5% (310 respondents) were satisfied, compared to 37.2% (284 respondents) dissatisfied and a further 22.2% (170 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 17.

Figure 16: Satisfaction with tenants informed about things that matter to them (n=764)

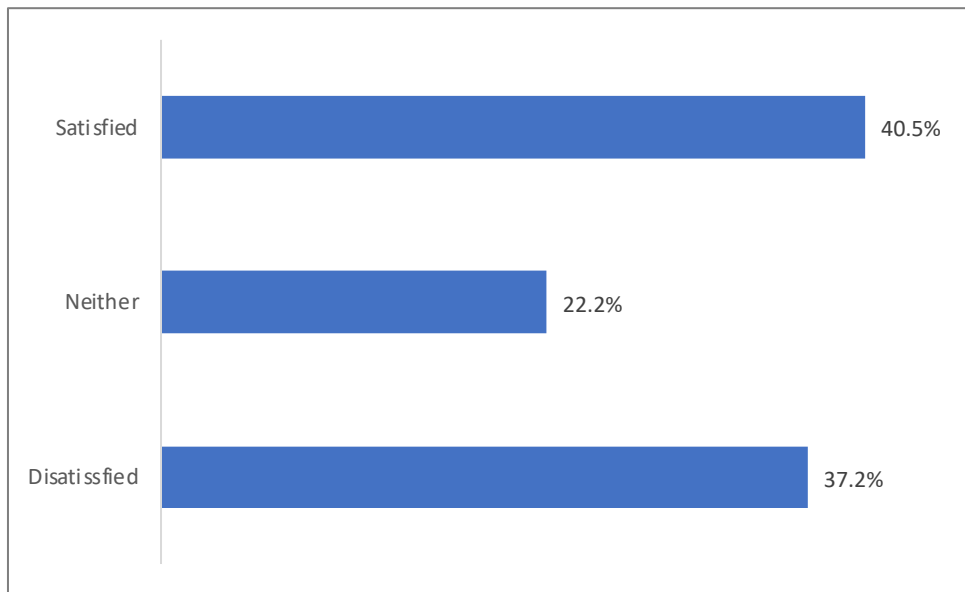
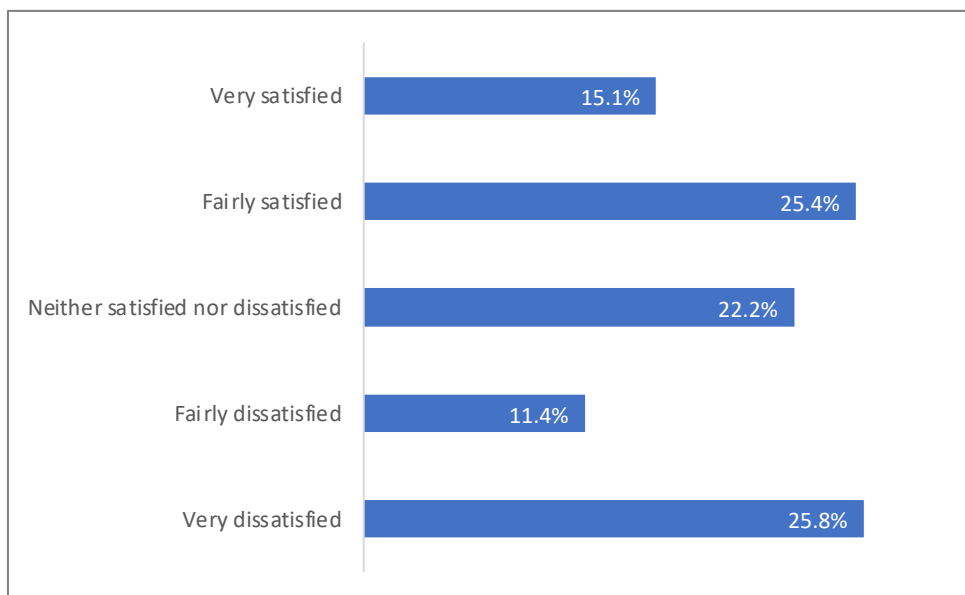


Figure 17: Satisfaction with tenants informed about things that matter to them, them, illustrated by response category (n=764)



3.8. Agreement that the landlord treats tenants fairly and with respect [TP08]

Tenants were asked, “To what extent do you agree or disagree with the following: “East Devon District Council’s housing service treats me fairly and with respect?”.

Figure 18 shows that 46.9% (360 respondents) agreed, compared to 26.6% (204 respondents) who disagreed and a further 26.4% (203 respondents) who neither agreed nor disagreed. Further detail is seen in Figure 19.

Figure 18: Agreement that the landlord treats tenants fairly and with respect (n=767)

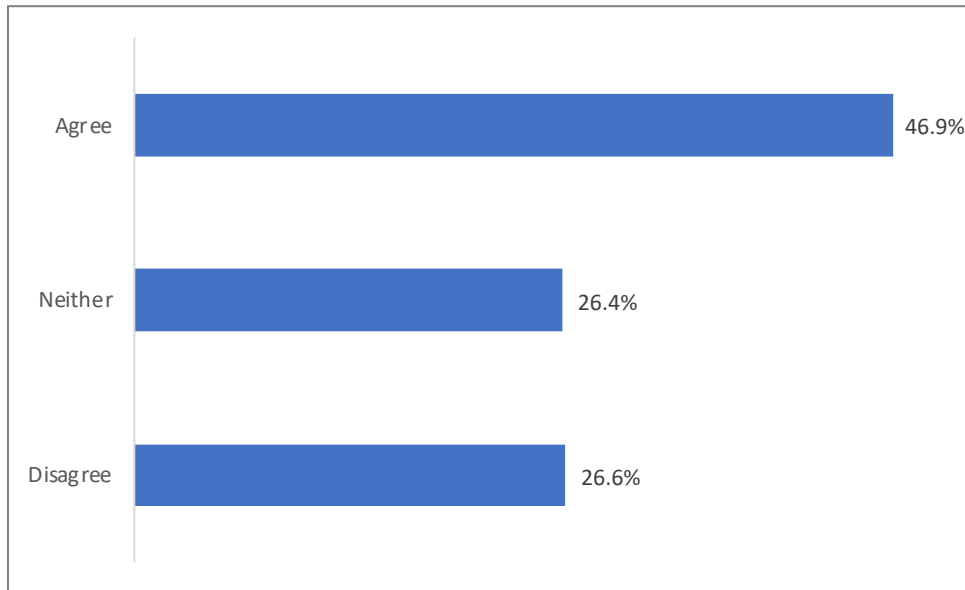
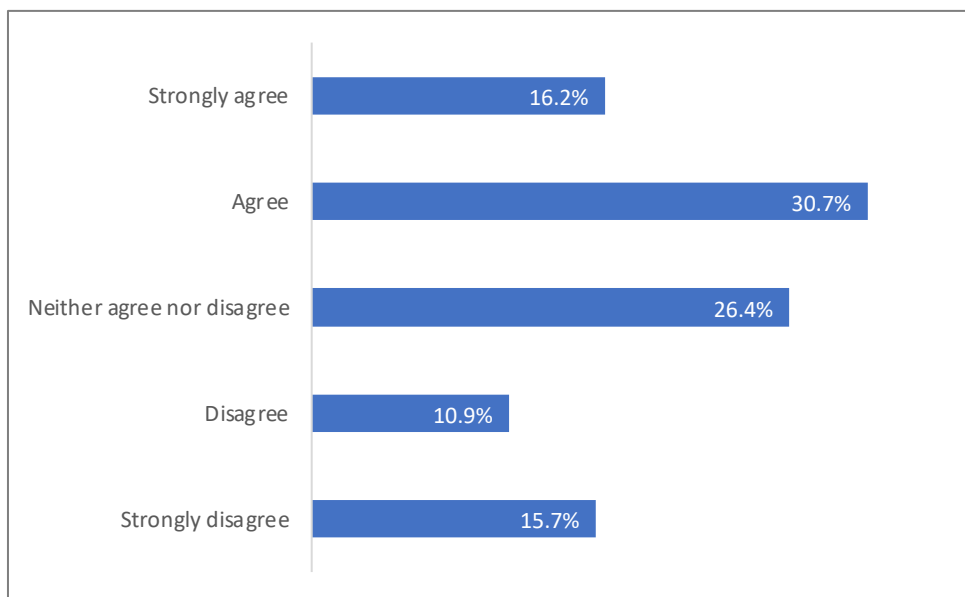


Figure 19: Agreement that the landlord treats tenants fairly and with respect, illustrated by response category (n=767)



3.9. Satisfaction with the landlord’s approach to handling complaints [TP09]

Tenants were asked, “Have you made a complaint to East Devon District Council’s housing service in the last 12 months?”. A total of 43.7% (344 respondents) stated ‘Yes’ compared to 56.3% (443 respondents) who stated ‘No’.

Those who stated ‘Yes’ were then asked, “How satisfied or dissatisfied are you with East Devon District Council housing service’s approach to complaints handling?”. Figure 20 shows that 16.3% (55 respondents) were satisfied, compared to 71.2% (242 respondents) dissatisfied and a further 12.5% (42 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 21.

Figure 20: Satisfaction with the landlord’s approach to handling complaints (n=341)

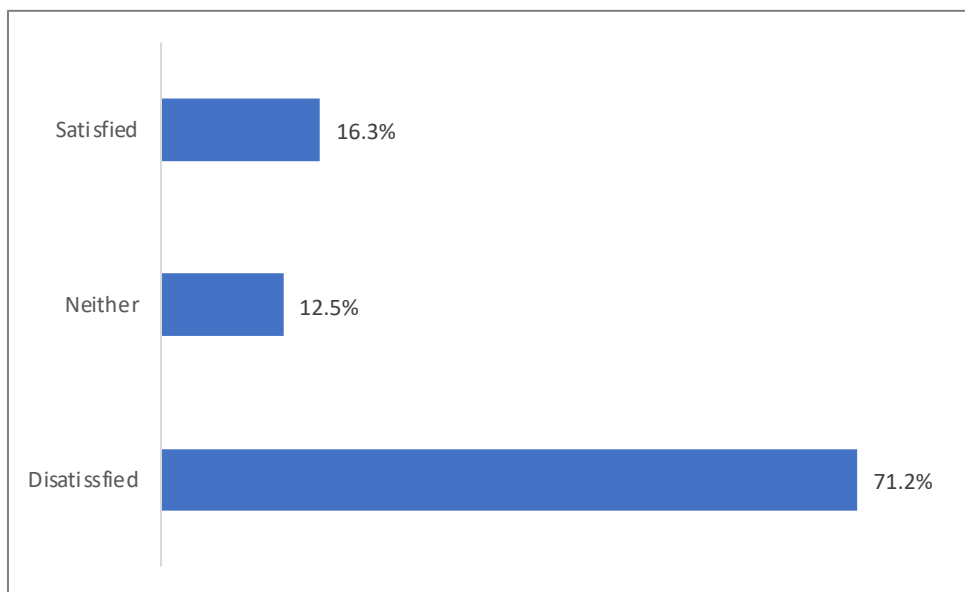
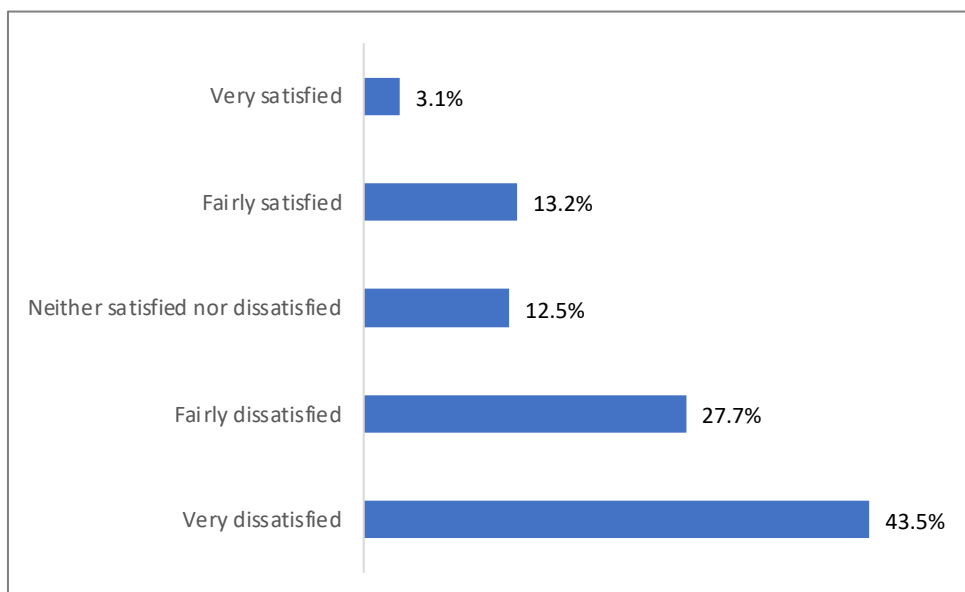


Figure 21: Satisfaction with the landlord’s approach to handling complaints, illustrated by response category (n=341)



3.10. Satisfaction that the landlord keeps communal areas clean and well maintained [TP10]

Tenants were asked, “Do you live in a building with communal areas, either inside or outside, that East Devon District Council is responsible for maintaining?”. A total of 36.6% (267 respondents) stated ‘Yes’ compared to 63.4% (463 respondents) who stated ‘No’.

Those who stated ‘Yes’ were then asked, “How satisfied or dissatisfied are you that East Devon District Council’s housing service keeps these communal areas clean and well maintained?”. Figure 22 shows that 44.5% (119 respondents) were satisfied, compared to 37.9% (101 respondents) dissatisfied and a further 17.5% (47 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 23.

Figure 22: Satisfaction that the landlord keeps communal areas clean and well maintained (n=266)

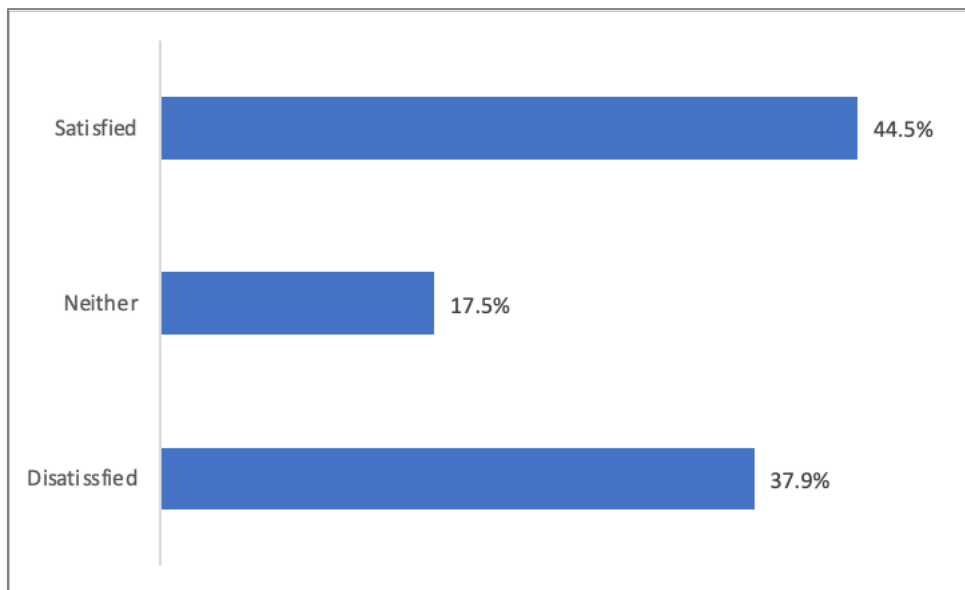
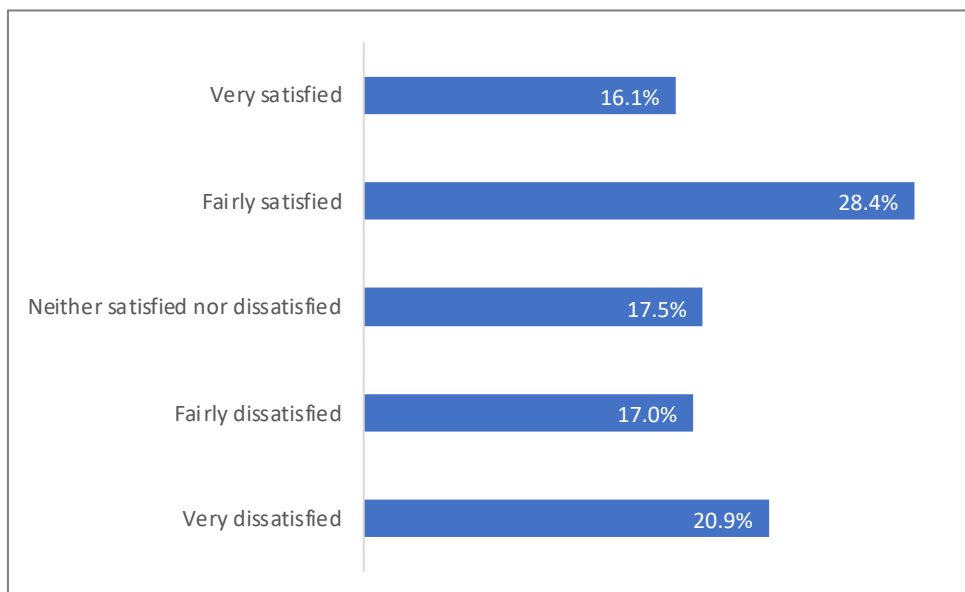


Figure 23: Satisfaction that the landlord keeps communal areas clean and well maintained, illustrated by response category (n=266)



3.11. Satisfaction that the landlord makes a positive contribution to neighbourhoods [TP11]

Tenants were asked, “How satisfied or dissatisfied are you that East Devon District Council’s housing services make a positive contribution to your neighbourhood?”.

Figure 24 shows that 33.2% (230 respondents) were satisfied, compared to 32.4% (224 respondents) dissatisfied and a further 34.5% (239 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 25.

Figure 24: Satisfaction that the landlord makes a positive contribution to neighbourhoods (n=694)

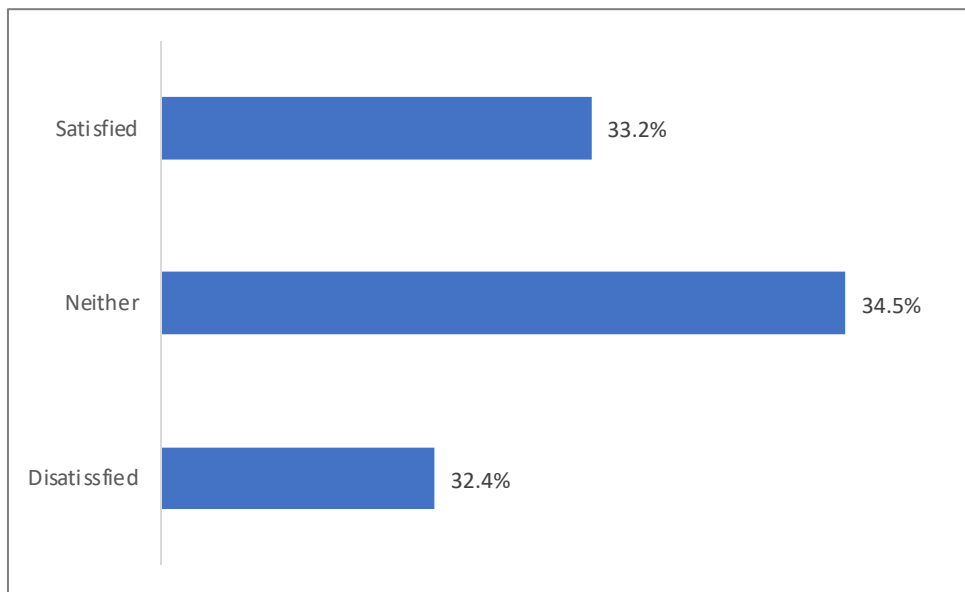
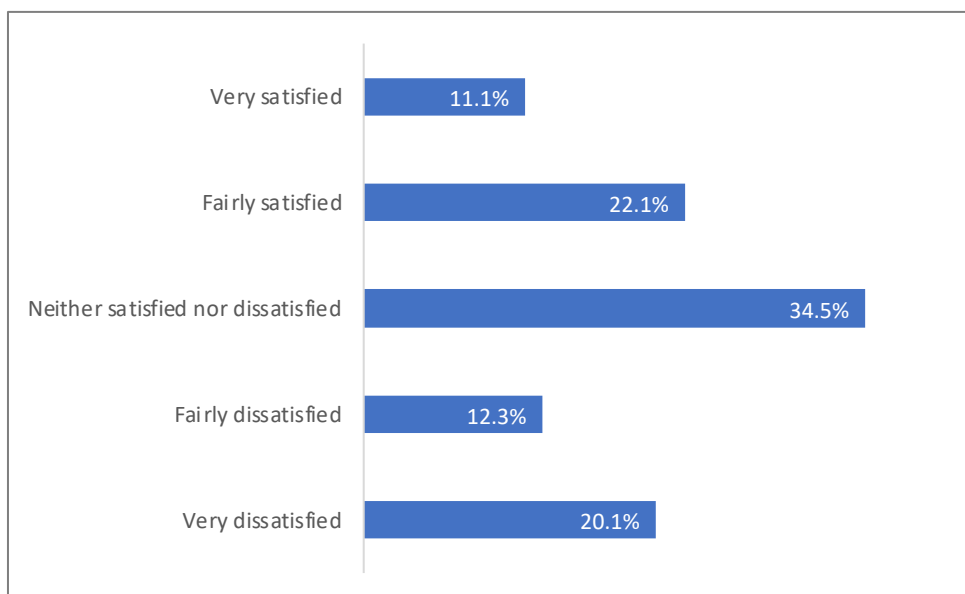


Figure 25: Satisfaction that the landlord makes a positive contribution to neighbourhoods, illustrated by response category (n=694)



3.12. Satisfaction with the landlord’s approach to handling anti-social behaviour [TP12]

Tenants were asked, “How satisfied or dissatisfied are you with East Devon District Council housing service’s approach to handling anti-social behaviour?”.

Figure 26 shows that 29.5% (179 respondents) were satisfied, compared to 27.9% (170 respondents) dissatisfied and a further 42.6% (259 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 27.

Finally, for further context to this question, please see the additional question presented in Section 4.2.2.

Figure 26: Satisfaction with the landlord’s approach to handling anti-social behaviour (n=608)

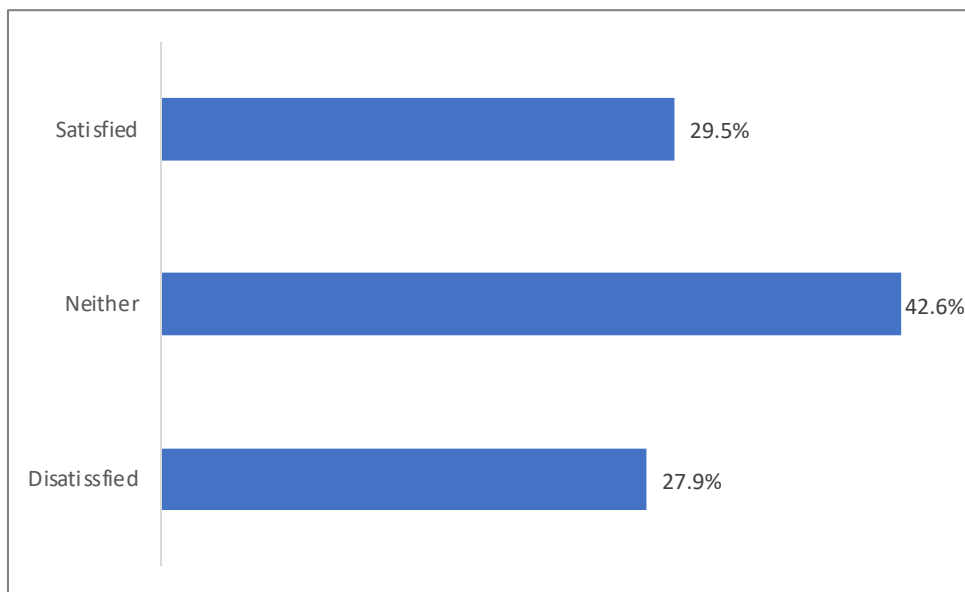
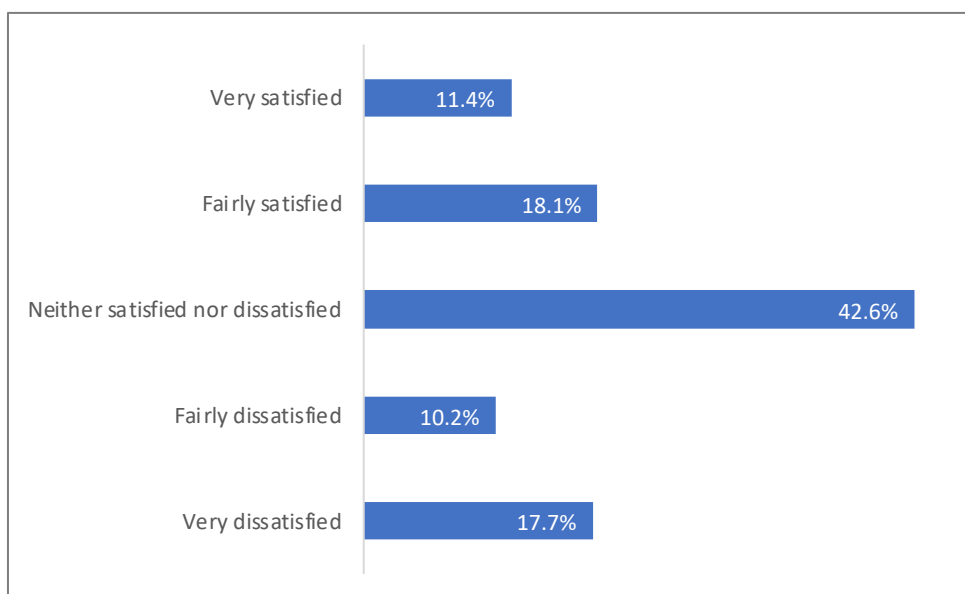


Figure 27: Satisfaction with the landlord’s approach to handling anti-social behaviour, illustrated by response category (n=608)



4. Further Analysis

4.1. Key driver analysis of overall satisfaction [TP01]

Customer satisfaction can provide great insight into tenants' perspectives and their experiences with services. Key driver analysis takes this insight a step further by exploring the relationships between different aspects of service to better understand what most influences overall customer satisfaction.

When exploring the question of 'what influences overall satisfaction?' this can be achieved by undertaking a correlation analysis (known as a Pearson's r) of the relationship between overall satisfaction and each of the other core variables in the survey. Correlation will determine a value between +1 and -1, whereby the closer to +1 or -1 the value is, the larger the actual relationship or effect is (positively or negatively).

In statistics it is generally accepted that the following scale can be used to estimate the effect size:

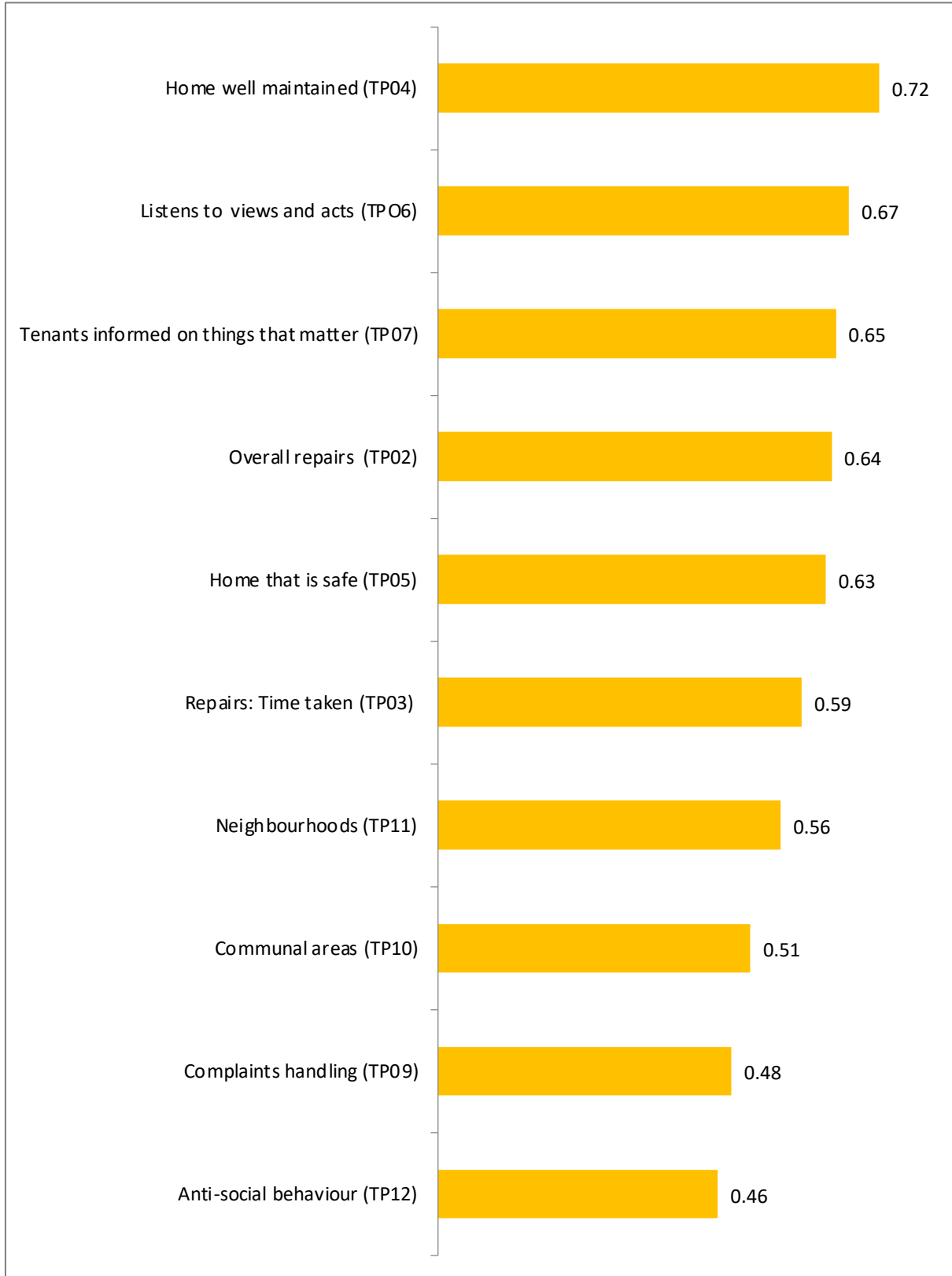
If $r = +/- .5$ it has a large effect
If $r = +/- .3$ it has a medium effect
If $r = +/- .1$ it has a small effect

When looking at East Devon District Council's key driver results (Figure 28, seen over the page), it is firstly worth noting that all of the items demonstrate a positive influence on overall satisfaction.

Secondly, when considering the three highest ranking items (i.e. those services or elements of service which reflect the greatest influence on overall satisfaction), this identifies the home being well maintained (TP04), listening and acting (TP06), and tenants being kept informed about things that matter to them (TP07). Investing time and energy in these areas of service will help drive overall satisfaction for the majority of tenants.

Thirdly and finally, whilst complaints handling (TP09) achieved a low satisfaction score, Figure 28 suggests that complaints handling is *not* a strong driver of overall satisfaction compared to other factors, ranking second to last. Despite this, complaints handling should still be considered as an essential element of any service offer due to the importance of quickly resolving service failures for tenants whilst presenting opportunities to integrate longer term learning for the organisation.

Figure 28: Key driver analysis

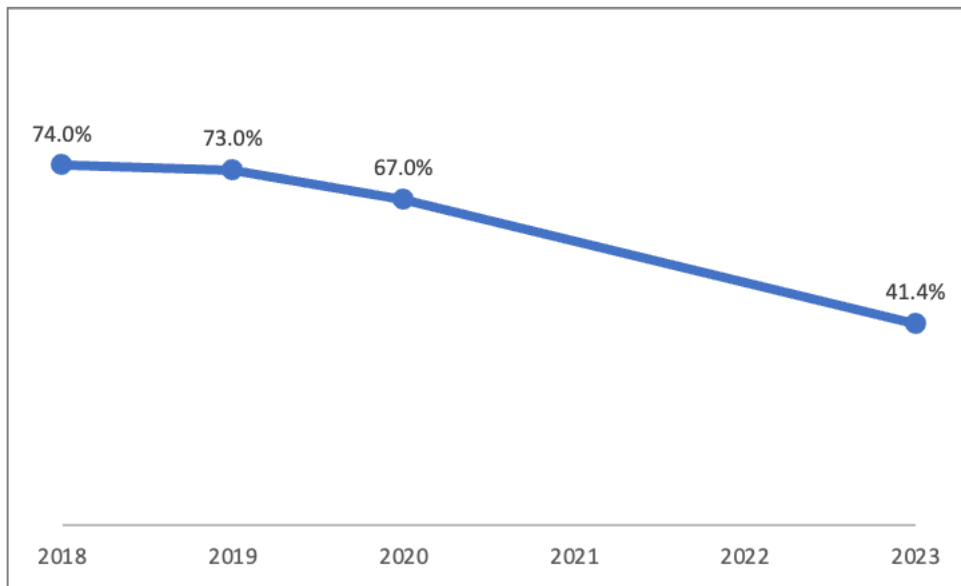


4.2. Historical Comparison of overall satisfaction [TP01]

When identifying historical scores, Figure 29 illustrates a general declining trend for overall satisfaction over time.

Within this context, the Covid-19 pandemic and other societal pressures such as the cost of living crisis can be considered as potential factors which may contribute to service expectations, service delivery, and tenant perceptions of service standards.

Figure 29: Overall satisfaction over time (2018 to 2023)



4.3. Additional Questions

4.3.1. Understanding repairs satisfaction [TP02 / TP03]

Figure 30 illustrates repairs satisfaction questions which are provided in addition to those seen within the TSMs. Within this set of questions, the attitude of the workers reflects the highest levels of satisfaction (75.4%).

Figure 30: Additional repairs satisfaction questions

Satisfaction Measure	Score
The quality of customer services when reporting a repair [n=563]	55.5%
The appointment being kept [n=555]	52.4%
The attitude of the workers [n=558]	75.4%
Keeping dirt and mess to a minimum [n=555]	72.9%
The quality of the repair [n=559]	59.2%
Being kept informed throughout the process [n=557]	47.0%

4.3.2. Anti-social behaviour [TP12]

As stated earlier in this report (Section 3.1.2), tenants were asked the regulatory TSM question (TP12), “How satisfied or dissatisfied are you with East Devon District Council Housing Service approach to handling anti-social behaviour?”. For context, 29.5% (179 respondents) stated they were satisfied, compared to 27.9% (170 respondents) dissatisfied and a further 42.6% (259 respondents) who were neither satisfied nor dissatisfied.

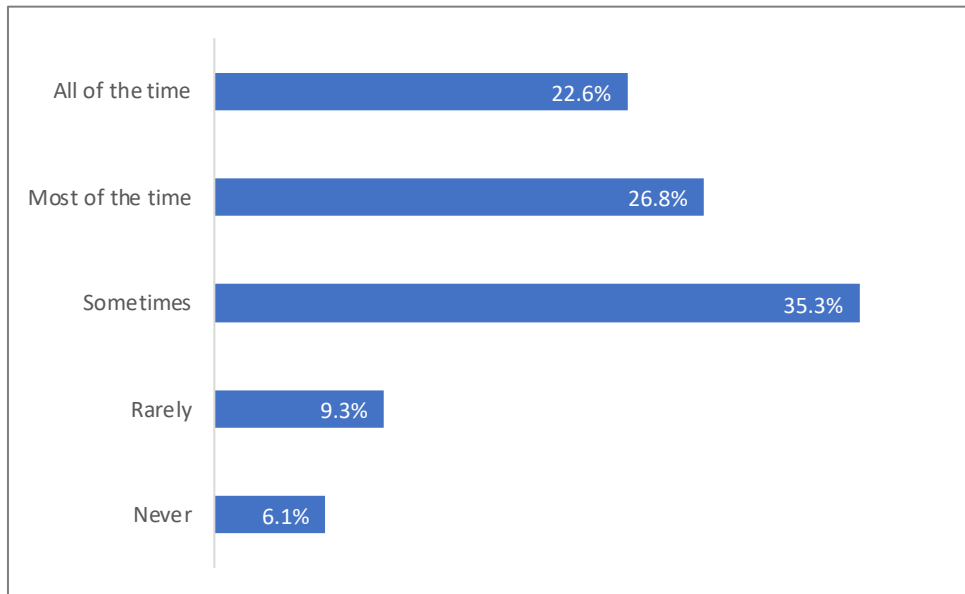
In addition to the question above, a further question was added asking “Have you reported anti-social behaviour to East Devon District Council Housing Service in the last 12 months?”. From this second question, 17.0% (102 respondents) stated ‘Yes’ compared to a total of 608 who answered to the regulatory anti-social behaviour satisfaction question. The volume of respondents can therefore be considered as providing an indication of the time context for recent or current levels of ASB experienced by East Devon District Council tenants.

4.3.3. Cost of living [non-TSM questions]

Tenants were asked, “How often do you worry about being able to meet monthly living expenses?”. Figure 31 illustrates that a majority of 35.3% (268 respondents) stated ‘sometimes’, whilst relatively high proportions of respondents stated ‘most of the time’ (26.8%; 203 respondents) or ‘all of the time’ (22.6%; 171 respondents).

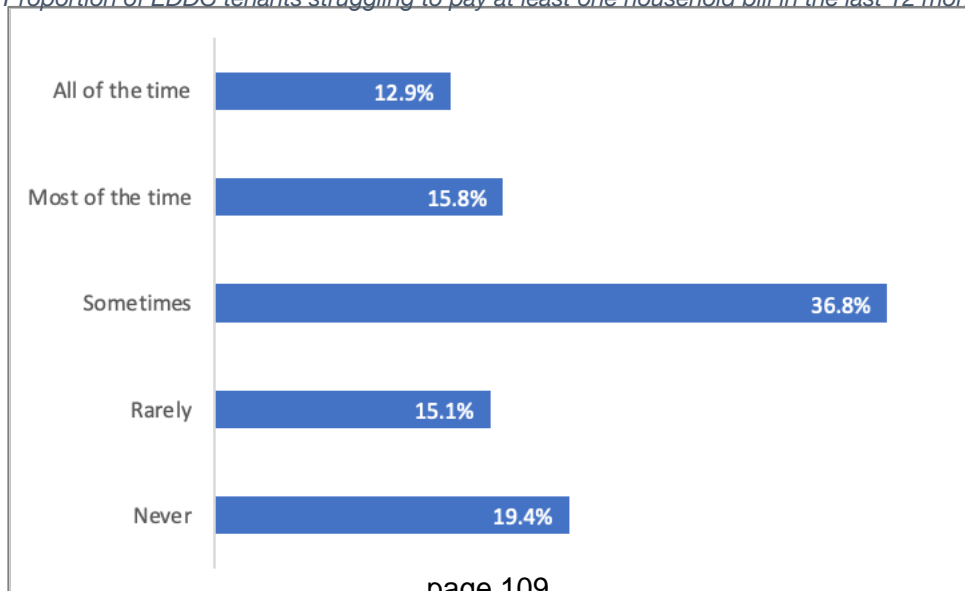
A much smaller proportion stated ‘rarely’ (9.3%; 71 respondents) or ‘never’ (6.1%; 46 respondents).

Figure 31: Proportion of EDDC tenants worrying about meeting monthly living expenses (n=760)



Tenants were then asked a second cost of living question, which stated, “Thinking about your finances over the last year, how often, if at all, have you struggled to pay at least one of your household bills?”. Figure 32 illustrates that a majority of 36.8% (280 respondents) stated ‘sometimes’, whilst the second highest category was ‘never’ 19.4%; 148 respondents).

Figure 32: Proportion of EDDC tenants struggling to pay at least one household bill in the last 12 months (n=760)

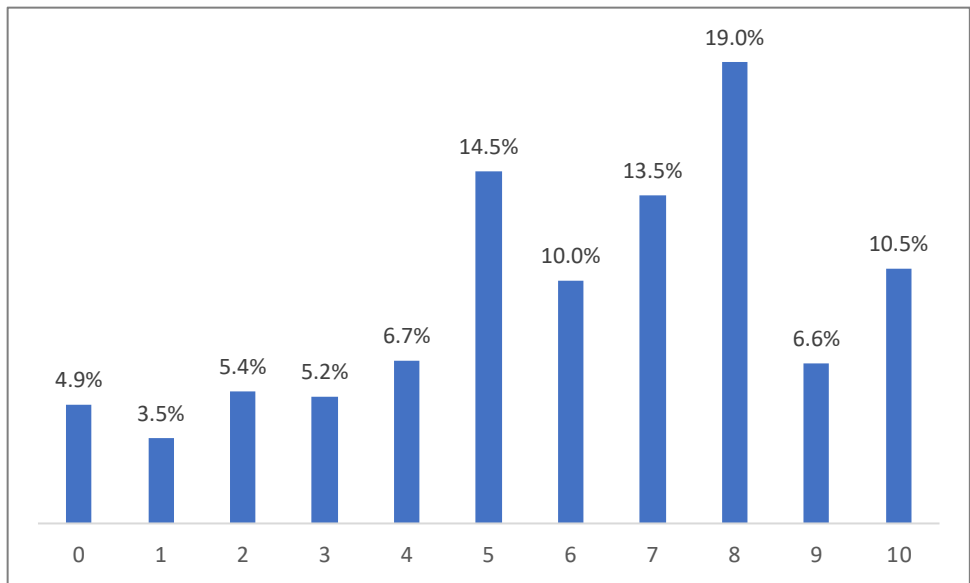


4.3.4. Personal well-being [non-TSM questions]

Tenants were asked two personal well-being questions which can be compared nationally using data from the Office of National Statistics¹.

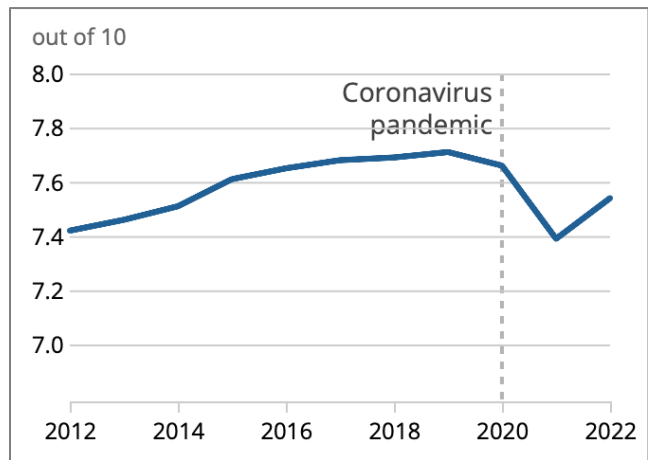
Firstly, tenants were asked, “Overall, how satisfied are you with your life nowadays?”. This applied a scale of 0 to 10, where 0 was ‘not at all’ and 10 was ‘completely’. From this, a mean score of 7.00 out of 10 was achieved based on 757 respondents. Detailed results illustrating the percentage response for each individual score is shown in Figure 33.

Figure 33: Satisfaction with life nowadays (n=757)



When compared against the most recent national scores available (Figure 34), the East Devon District Council housing service score of 7.00 out of 10 can be seen to be slightly lower than the current national score of 7.54 out of 10.

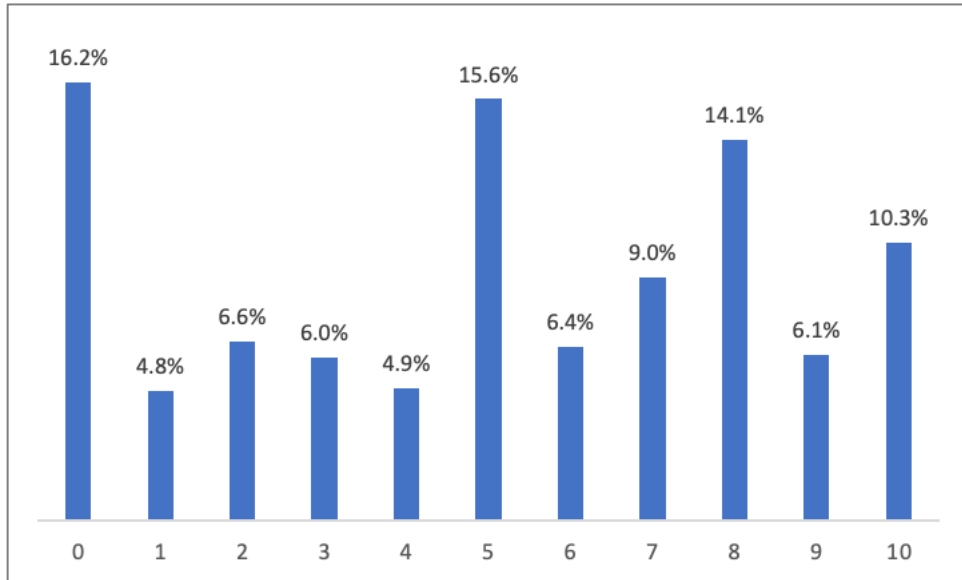
Figure 34:ONS national data trends for ‘Overall, how satisfied are you with your life nowadays?’



¹ Office for National Statistics (2022) *Personal well-being in the UK: April 2021 to March 2022*. Available from: <https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/bulletins/measuringnationalwellbeing/april2021tomarch2022>.

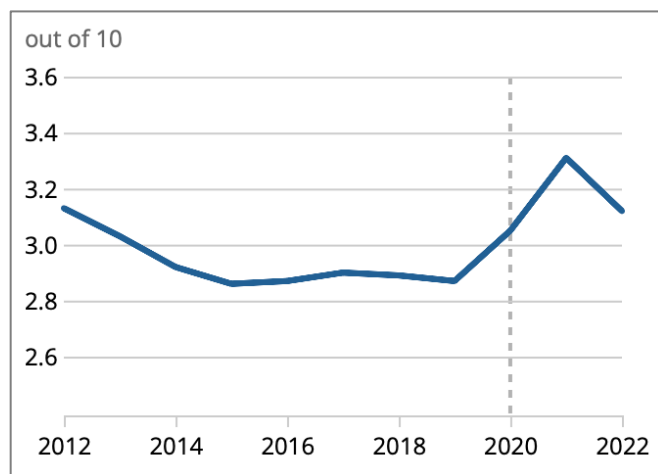
Secondly, tenants were asked, “On a scale where 0 is ‘not at all anxious’ and 10 is ‘completely anxious’, overall, how anxious did you feel yesterday?”. Detailed results illustrating the percentage response for each individual score is shown in Figure 35, whereby a mean score of 6.05 out of 10 was achieved based on 754 respondents.

Figure 35: How anxious EDDC tenants felt yesterday (n=754)



When compared against the most recent national scores available (Figure 36), the East Devon District Council housing service score 6.05 out of 10 can be seen to be much higher than the current national score of 3.12 out of 10.

Figure 36: ONS national data trends for ‘how anxious did you feel yesterday?’



5. Conclusions and recommendations

This report has presented baseline TSM findings from 831 East Devon District Council tenants in March 2023. This enables East Devon District Council to gain early insight into their TSM scores and supports a better understanding of where services currently work well and where they need improving.

Particular aspects to note include the following:

- **Overall satisfaction (TP01):** This measure is often used as the main measure of service performance. In March 2023, East Devon District Council achieved a score of 41.4%. When identifying historical scores, a general declining trend in overall satisfaction can be observed over time. Within this context, the Covid-19 pandemic and other societal pressures such as the cost of living crisis can be considered as potential factors which may contribute to service expectations, service delivery, and tenant perceptions of service standards.
- **High scoring areas of satisfaction:** The top scoring areas of satisfaction were identified as:
 - i) **TP08: 46.9%** - Proportion of respondents who report that they agree with the statement: "East Devon District Council housing services treats me fairly and with respect"
 - ii) **TP05: 44.9%** - Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that East Devon District Council housing services provides a home that is safe
 - iii) **TP10: 44.5%** - Proportion of respondents who report that they are satisfied East Devon District Council housing services keeps communal areas clean and well maintained
- **Low scoring areas of satisfaction / high dissatisfaction:** One area reflecting particularly low satisfaction was complaints handling. Based on those who stated they had experienced the service in the last 12 months, this scored just 16.3% satisfaction. Dissatisfaction for this measure was 71.2%, from which 43.5% stated they were 'very dissatisfied'.
- **Identifying what drives overall satisfaction:** Based on the results, the top three service areas driving satisfaction in East Devon District Council housing services are the home being well maintained (TP04), listening and acting (TP06), and tenants being kept informed about things that matter to them (TP07).

Based on all the findings in this report, it can be concluded that there is clearly room for improvement. Focussing upon the key satisfaction drivers will help increase satisfaction for the majority of tenants over time, whilst consideration should also be given to areas of low satisfaction (specifically complaints).

Next Steps:

Identifying tenant satisfaction scores provides one element of insight, however, how this informs future decision making is arguably the most important step. For balance, the findings in this report should be used alongside other performance information to support improvements in satisfaction.

Within this context, the following could be considered by East Devon District Council:

- **Tenant Participation:** Work with tenants to develop an action plan on how East Devon District Council housing service can work better and improve the service
- **Staff 'Mirror Survey':** Before publicising the TSM scores identified in this research, consider undertaking a 'mirror survey' whereby staff undertake the TSM survey themselves, thereby enabling a comparison of staff perceived scores and customer perceived scores.
- **Service Review:** Review the complaints service – this could be undertaken taking a co-creative approach with tenants.
- **Independent Transactional Surveys:** Monitor transactional customer satisfaction for key services (e.g. repairs) and / or for areas reflecting relatively high levels of dissatisfaction (e.g. complaints).
- **2024 TSM Regulatory Survey – Timings of data collection:** Consider collecting the survey data quarterly to enable performance trends to be developed over time.
- **2024 TSM Regulatory Survey – Methods of data collection:** In the next TSM in 2024, consider telephone top ups as a means for gaining insights into the voice of the customer and profiling (*thereby negating the need for weighting data).

Should further support be required, Service Insights Ltd can offer to work with staff at East Devon District Council to provide advice and assistance.

Appendix 1: Tenant Satisfaction Measures questions – Postal Example

Tenant Satisfaction Measures questions are seen below:



Tenant Satisfaction Measures Survey, March 2023

East Devon District Council Housing Service have asked an independent research company, Service Insights Ltd, to collect feedback from their tenants on their perceptions of the services and properties they provide. Your feedback will help improve the services they provide for you. This survey will also be used to calculate annual Tenant Satisfaction Measures scores to be published by East Devon District Council Housing Service as required by the Regulator of Social Housing.

The survey should take about **10 minutes** to complete and can be returned for free using the enclosed envelope.

Your survey responses remain completely anonymous to East Devon District Council unless you give permission to identify yourself at the end of the survey. Your feedback will be used for research purposes only in line with East Devon District Council privacy policy which can be seen online (<https://bit.ly/TSM-Survey-Privacy-Policy>) or provided upon request.

Please return your survey by post by **5.00pm Monday 27th March 2023**. Should you have any queries or need assistance, please contact the lead researcher Dr Simon Williams, Service Insights Ltd, Freephone 0800 193 1174 or email info@serviceinsights.co.uk

Continued over the page

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Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by East Devon District Council Housing Service?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Q2 Has East Devon District Council Housing Service carried out a repair to your home in the last 12 months?

Yes *[Please go to Q2a]*
 No *[Please go to Q3]*

Q2a How satisfied or dissatisfied are you with the overall repairs service from East Devon District Council Housing Service over the last 12 months?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Q2b How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Q2c Please now think about the last time East Devon District Council Housing Service carried out a repair to your home. How satisfied or dissatisfied you were with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The quality of customer services when reporting a repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The appointment being kept	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The attitude of the workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping dirt and mess to a minimum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being kept informed throughout the process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3 How satisfied or dissatisfied are you that East Devon District Council Housing Service provides a home that is well maintained?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that East Devon District Council Housing Service provides a home that is safe?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Continued over the page

Continued from the previous page

Q5 How satisfied or dissatisfied are you that East Devon District Council Housing Service listens to your views and acts upon them?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Q6 How satisfied or dissatisfied are you that East Devon District Council Housing Service keeps you informed about things that matter to you?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Q7 To what extent do you agree or disagree with the following: "East Devon District Council Housing Service treats me fairly and with respect"?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

Q8 Have you made a complaint to East Devon District Council Housing Service in the last 12 months?

Yes [Please go to Q8a]

No [Please go to Q9]

Q8a How satisfied or dissatisfied are you with East Devon District Council Housing Service approach to complaints handling?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Q9 Do you live in a building with communal areas, either inside or outside, that East Devon District Council Housing Service is responsible for maintaining?

Yes [Please go to Q9a] No [Please go to Q10] Don't know [Please go to Q10]

Q9a How satisfied or dissatisfied are you that East Devon District Council Housing Service keeps these communal areas clean and well maintained?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Q10 How satisfied or dissatisfied are you that East Devon District Council Housing Service makes a positive contribution to your neighbourhood?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Q11 How satisfied or dissatisfied are you with East Devon District Council Housing Service approach to handling anti-social behaviour?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

Continued over the page

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Q11a Have you reported anti-social behaviour to East Devon District Council Housing Service in the last 12 months?

- Yes
 No

Cost of Living

Q12 How often do you worry about being able to meet monthly living expenses?

- | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------------|
| All of the time | Most of the time | Sometimes | Rarely | Never | Not applicable / don't know |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q13 Thinking about your finances over the last year, how often, if at all, have you struggled to pay at least one of your household bills?

- | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------------|
| All the time | Most of the time | Sometimes | Rarely | Never | Not applicable / don't know |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Next we would like to ask you two questions about your feelings on aspects of your life. There are no right or wrong answers. For each of these questions we'd like you to give an answer on a scale of 0 to 10, where 0 is "not at all" and 10 is "completely".

Q14 Overall, how satisfied are you with your life nowadays?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q15 On a scale where 0 is "not at all anxious" and 10 is "completely anxious", overall, how anxious did you feel yesterday?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

***Important: Permissions and Confidentiality**

Q16 East Devon District Council Housing Service would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to East Devon District Council Housing Service?

- Yes **[Please go to Q16a]**
 No **[That's the end of the questions - please now return your questionnaire in the envelope provided]**

Q16a Are you happy for East Devon District Council Housing Service to contact you about anything you have raised in this survey?

- Yes
 No

Please return your questionnaire in the Freepost envelope provided. Thank you.

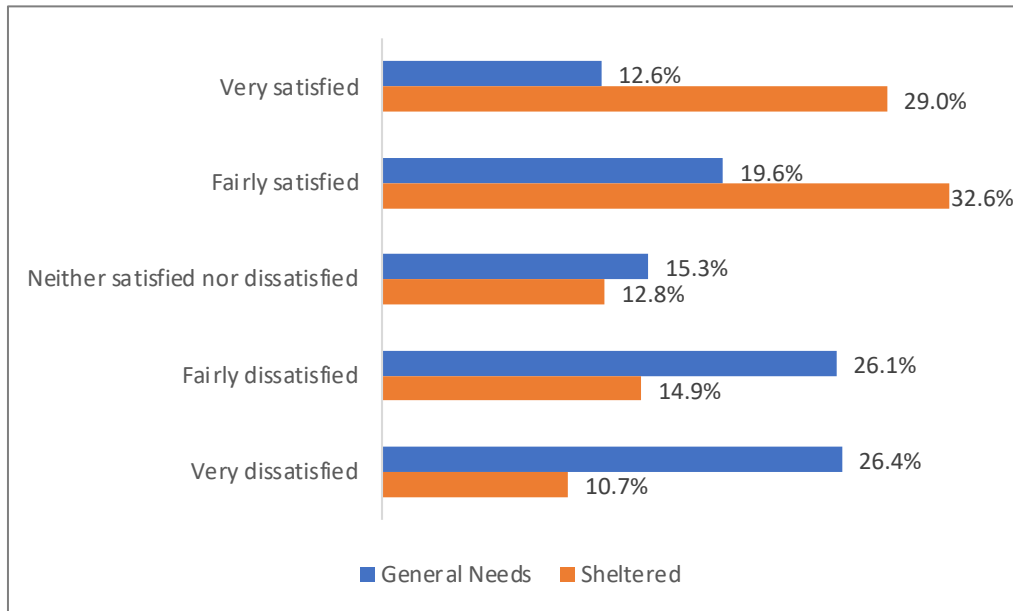
Appendix 2: Sub-group analysis of overall satisfaction [TP01]

This section presents overall satisfaction by tenure, age, tenancy duration, and house type.

Overall satisfaction by tenure

As is often seen in tenant satisfaction surveys, sheltered housing residents are more satisfied than general needs residents. This is reflected in Figure 37 below.

Figure 37: Overall satisfaction by tenure (GN n=573; SH n=257)

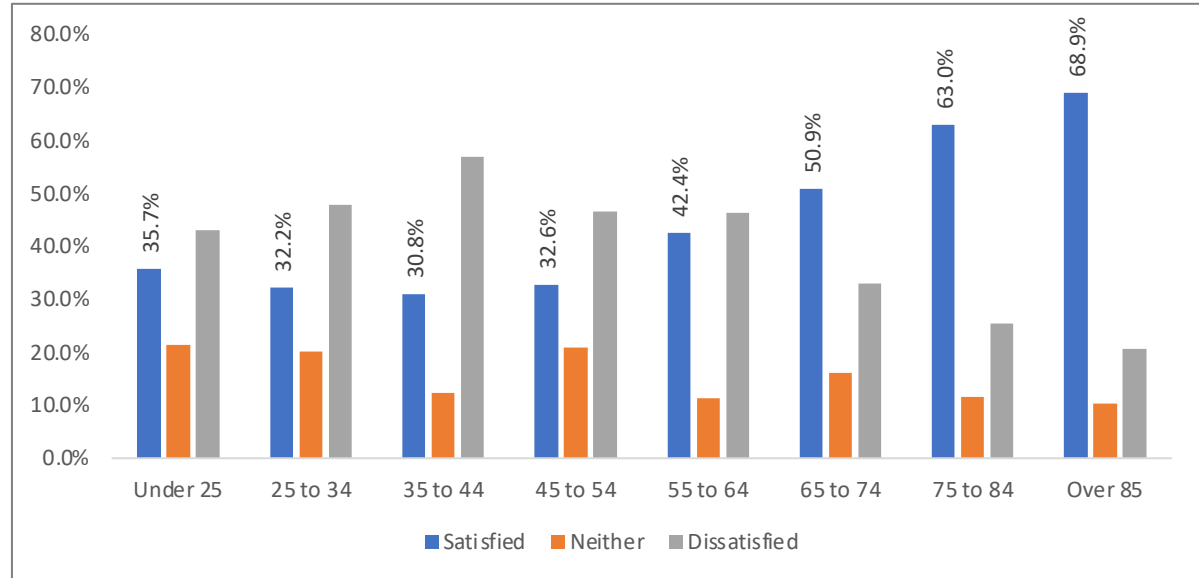


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Overall satisfaction by age

Figure 38 illustrates that older residents were typically more satisfied than younger residents.

Figure 38: Overall satisfaction by age

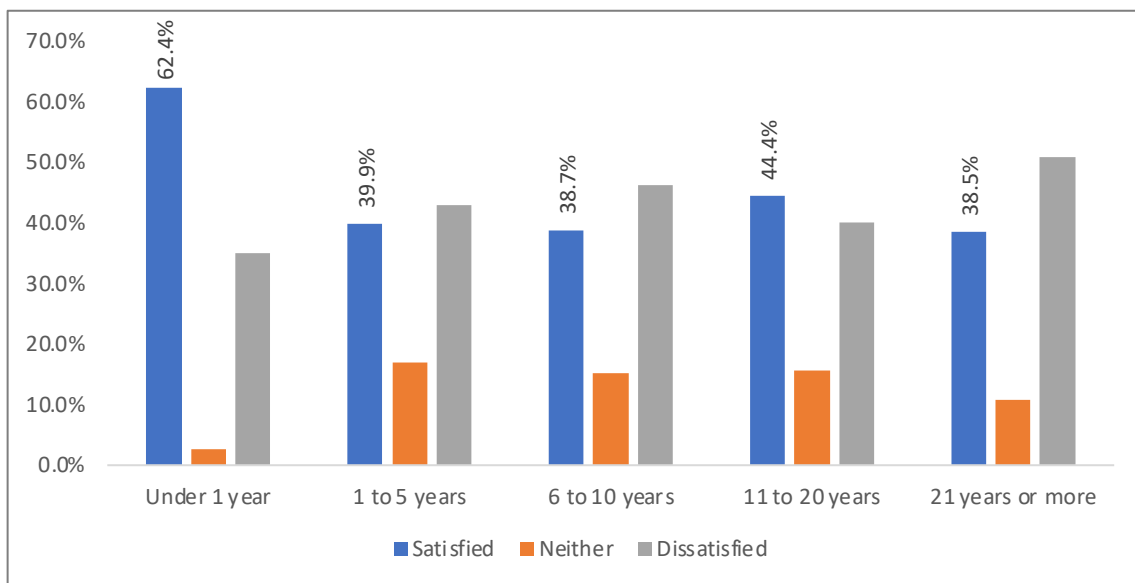


Base figures: Under 25 n=18; 25 to 34 n=70; 35-44 n=111; 45 to 54 n=133; 55 to 64 n=125; 65 to 74 n=90; 75 to 84 n=81, Over 85 n=19

Overall satisfaction by tenancy duration

Figure 39 illustrates that satisfaction is highest for tenancy durations of 1 year or less. However, this is based on a very small response rate.

Figure 39: Overall satisfaction by tenancy duration

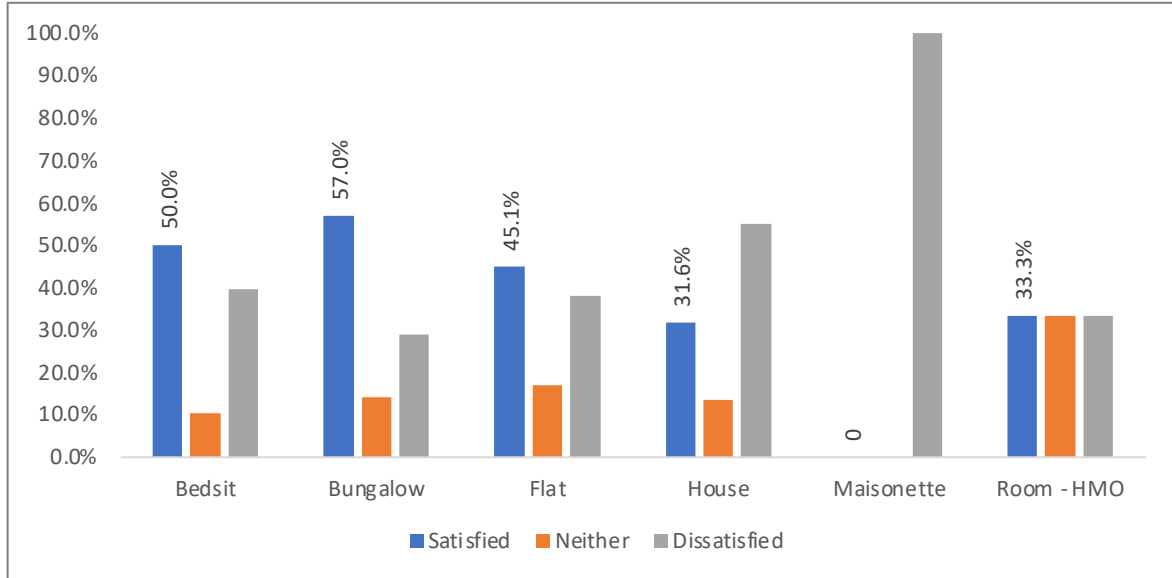


Base figures: Under 1 year n=26; 1 to 5 years n=260; 6 to 10 years n=176; 11 to 20 years n=192; 21 years or more n=169

Overall satisfaction by house type

As illustrated in Figure 40, with the exception of maisonettes (which was based upon just one respondent), houses presented the lowest levels of satisfaction.

Figure 40: Overall satisfaction by house type



Base figures: Bedsit n=7; Bungalow n=180; Flat n=235; House n=396; Maisonette n=1; Room – HMO n=4

Report to: Housing Review Board



Date of Meeting 15th June 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

HouseMark Report 2021/22

Report summary:

HouseMark is a data analysis service which gathers performance and cost information from 350 social housing providers across the UK providing them with the data and insights needed to make evidence based decisions to drive efficient performance and business improvement.

Being able to benchmark ourselves against our peers is a very difficult exercise to do on our own but it can play a hugely important role in evaluating our service and with the reports and online interactive analytical tools HouseMark provide this helps us to 'deep dive' into the data and compare ourselves with others.

The following report sits alongside the more comprehensive report HouseMark have provided giving us a useful insight into our cost and performance. Understanding our costs alongside our performance is an important part in knowing how we are doing as a service. It would be of value to consider this, alongside our up to date performance and recent tenant satisfaction results.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Housing Review Board is invited to consider and comment on HouseMark's 2021/22 Benchmarking Report.

Reason for recommendation:

To provide essential insight into our service costs and performance and how they compare against our peers.

Officer: Natalie Brown; nabrown@eastdevon.gov.uk; 01395 517583

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change Low Impact

Links to background information .

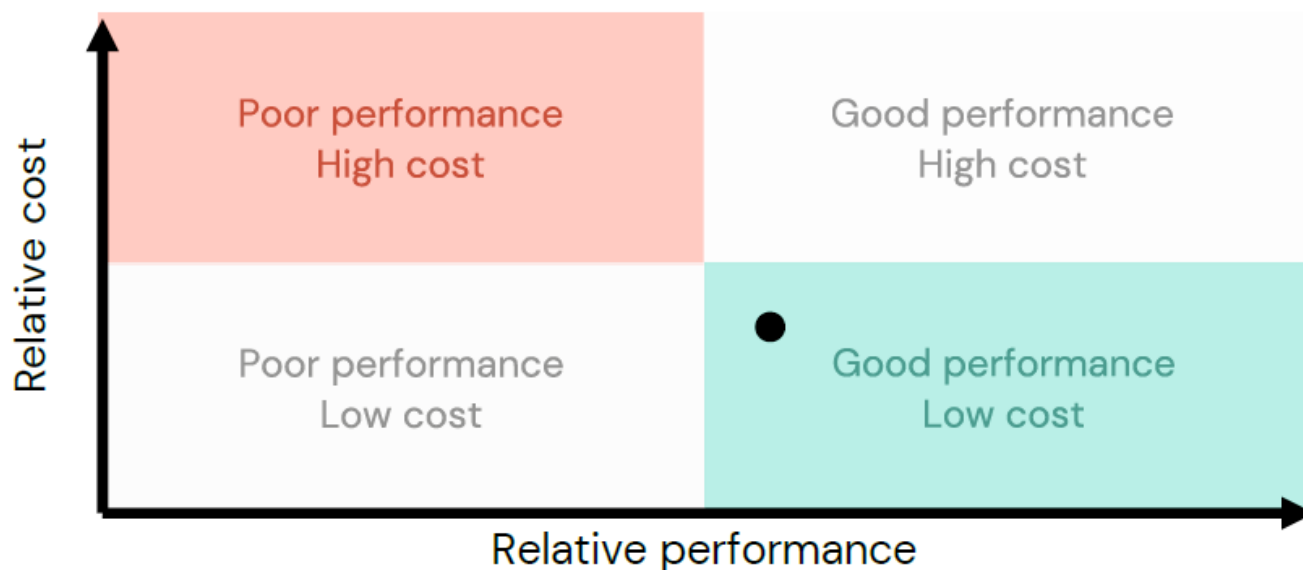
Link to [Council Plan](#)

Priorities (check which apply)

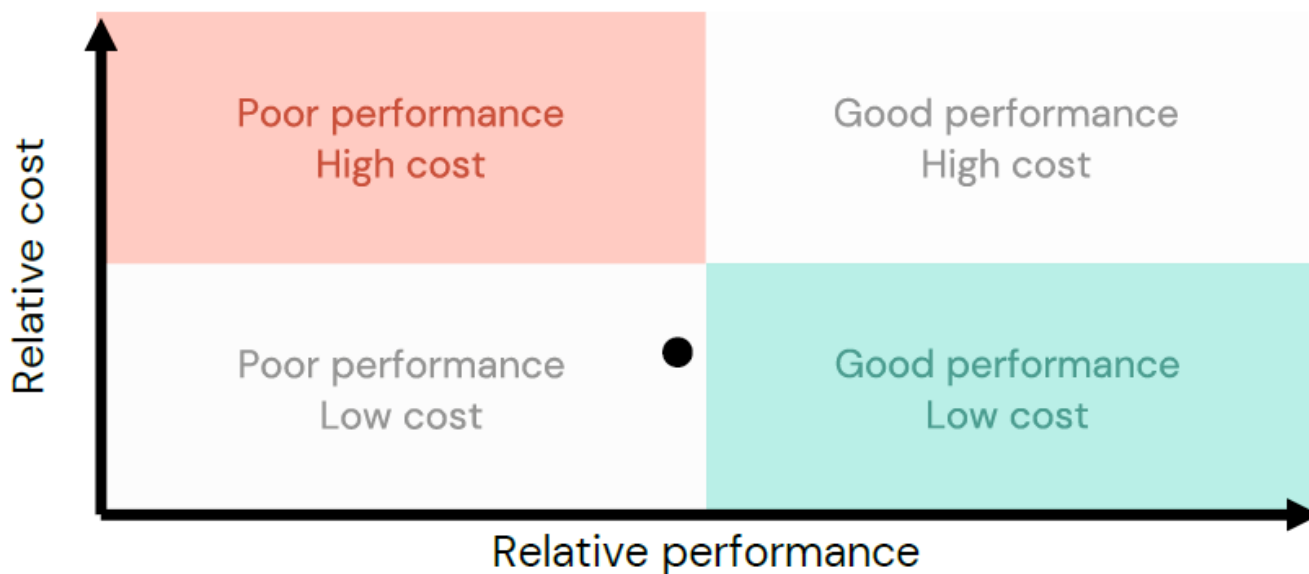
- Better homes and communities for all
- A greener East Devon
- A resilient economy

1 Highlights

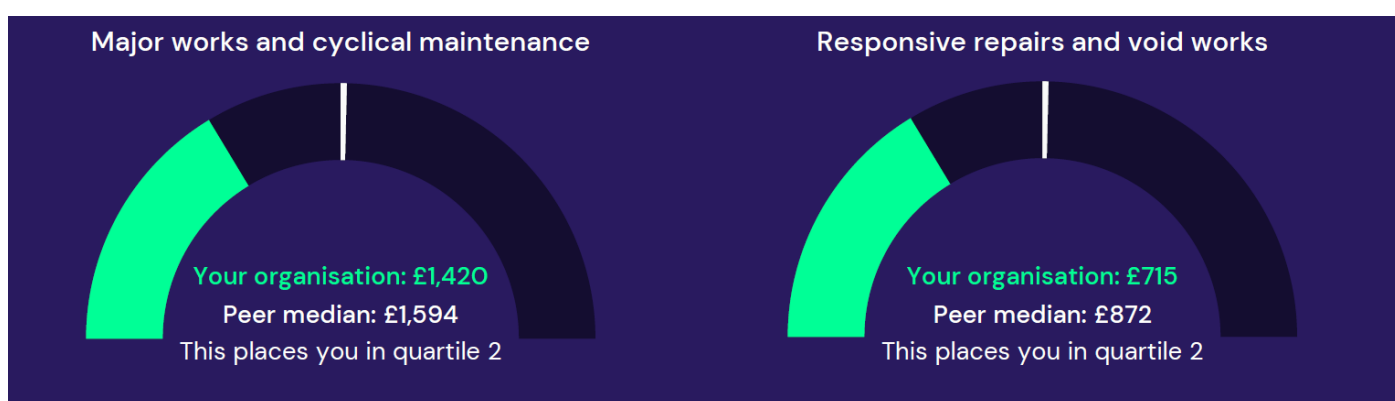
1.1 Our overall operational performance was slightly above that of our peers and costs are lower. This is based on overheads cost per property of £425, front line housing management cost per property of £182 and our average performance across arrears, void loss , staff sickness and turnover.



1.2 Our overall asset performance was slightly below that of our peers. This is based on our responsive repairs and void works cost per property of £715, our cyclical maintenance and major works cost per property of £1,420 and our average performance across gas safety, repair volumes, length taken to complete repairs and repairs satisfaction.



- 1.3 Housing management is a core landlord service largely made up of employee costs. The peer median is £252 per property compared with £182 for us, placing us in quartile 1.
- 1.4 Following unprecedented disruption to lettings in 2020/21 we are not alone in the persistent voids backlogs and longer relet times being driven by operational difficulties are contributing to this. As a result the average landlord still had a higher proportion of vacant dwellings in 2021/22 than before the pandemic resulting in greater void loss. Our rent loss due to voids was up by 0.46 since 2020/21 to 2.16% putting us in quartile 3. We are continuing to see this trend in 2022/23 and beyond.
- 1.5 The year 2020-21 represented an anomaly in sector maintenance spend. Lockdown halted or postponed many planned works, while reactive repairs were subject to restrictions at various points in the year. As expected, 2021-22 maintenance costs represent a return to more normal working practices, with increased spending driven by more activity as well as price inflation due to material and labour shortages. With inflation in the construction industry rising during 2022-23, we forecast continued cost increases over the medium term.



- 1.6 Number of responsive repairs per property is 3.3 and this places us in quartile 3. Average number of days to complete repairs places us in quartile 4.
- 1.7 Number of stage 1 complaints received per 1,000 properties increased by 5.65 to 27.4 since 2020/21 placing us in quartile 2.

2.0 Conclusions

- 2.1 Information from this report shows that our costs were low in 2021/22 for many areas of our service compared to others and in some instances this was coupled with good performance. However, areas of weak performance which are worth addressing are voids and complaints in particular. Interestingly, both of these are areas which currently have improvement plans and in the case of complaints this was also an area of tenant dissatisfaction so should remain a priority for the Service.

Financial implications:

The financial implications are within the body of the report.

Legal implications:

There are no legal implications.

February 2023



Annual Performance Summary
East Devon District Council

Executive summary

As tenants grapple with the cost-of-living crisis, social landlords are facing an unprecedented series of challenges. Significant investment in assets will be required to meet net zero and ensure buildings are safe to live in. Operating costs in many places are outstripping inflation and below-inflation rent caps will squeeze margins further.

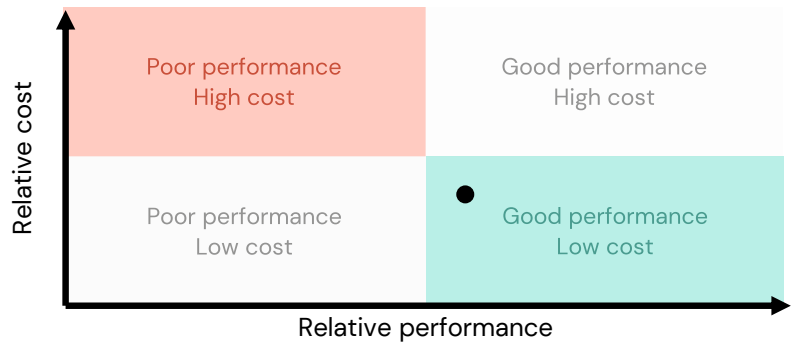
Availability of materials and labour present significant logistical challenges as landlords continue to recover from the pandemic. Against this back-drop, landlords are increasingly looking at how their services are designed and the role technology and data can play in generating efficiencies and improving the customer experience.

This annual performance summary shows how your costs and performance compare for the 2021/22 financial year against a group of similar landlords. It is one of many tools provided by Housemark to help you understand productivity and use comparative data to drive service improvement and achieve value-for-money. To understand these scores in context and how you might improve, contact data@housemark.co.uk.



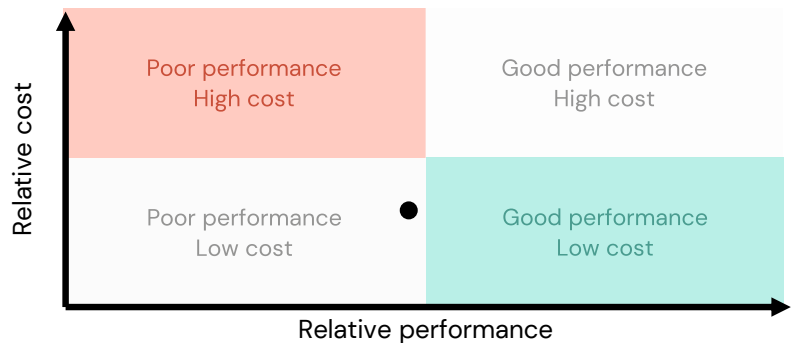
Operational productivity

Your overall operational performance was slightly above that of your peers and your costs are lower. This is based on your overheads cost per property of £425, front-line housing management cost per property of £182 and your average performance across arrears, void loss, staff sickness and turnover.



Asset management

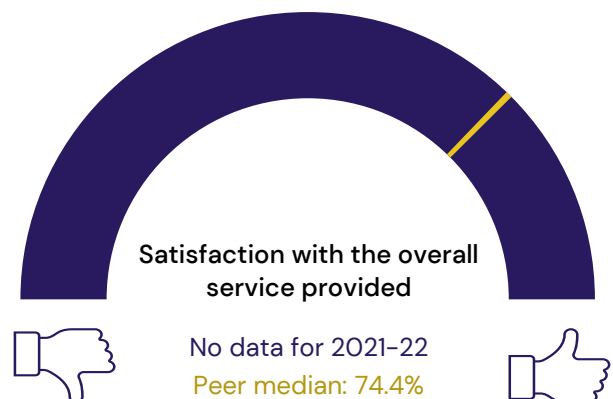
Your overall maintenance performance was slightly below that of your peers, however, your front-line costs are lower. This is based on your responsive repairs and void works cost per property of £715, your cyclical maintenance and major works cost per property of £1,420 and your average performance across gas safety, repairs volumes, length taken to complete repairs and repairs satisfaction.



Customer experience

You did not supply an overall satisfaction result in 2021-22 – get in touch for help submitting this data.

It is important to understand the impact of your operational context and how you carried out your survey to build a clear understanding of relative performance. We published an analysis of the key variables that influence the outcomes of satisfaction surveys – get your copy [here](#).



Operational productivity

Overheads cost per property

Housemark's definition of overheads includes all spend on premises, ITC, finance, HR and other central back-office costs. Central overheads make up 25% of your spend, finance, HR and IT contribute 62% and 13% is spent on premises. For the average landlord, premises expenditure declined significantly during the pandemic and still remains lower in 2021-22. However, money saved on premises has been redirected to IT – meaning overall back-office expenditure remains broadly in-line with pre-pandemic norms. Staffing expenditure on functions like HR and finance has shown little year-on-year change.



Housing management cost per property

Housing management is a core landlord service largely made up of employee costs – including specialist rent collection officers, lettings teams, ASB managers and generic housing, neighbourhood officers and administrators. Housemark's trend data shows an increase in overall housing management costs in 2021-22. With landlords focusing more on a positive customer experience we are noticing a trend towards more generic housing officer structures and smaller patch sizes, which tends to be more expensive than specialist options.



Housing management

Current tenant arrears



2021-22: 1.61%
▼ down by 0.30 on 2020-21
Peer median: 3.01%
This places you in quartile 1

Average arrears have increased steadily since the summer of 2021, when emergency uplifts to benefits ended and inflation started to rise. This trend of rising arrears continued into 2022 as the cost-of-living crisis presented many households with difficult spending decisions. Even with promised government assistance, income management teams face increasing pressure to ensure rent payments continue.

Rent loss due to voids



2021-22: 2.16%
▲ up by 0.46 on 2020-21
Peer median: 1.98%
This places you in quartile 3

Following unprecedented disruption to lettings during 2020-21, many landlords were still grappling with persistent voids backlogs into 2022. Longer re-let times driven by operational difficulties have hampered those landlords' ability to clear backlogs. As a result, the average landlord still had a higher proportion of vacant dwellings in 2021-22 than before the pandemic, resulting in greater void loss.

Staff wellbeing

Average working days lost due to sickness absence



2021-22: 11.8
▲ up by 1.41 on 2020-21
Peer median: 11.4



This places you in quartile 3

Median sickness absence in 2021-22 was higher than 2020-21 as the social housing workforce restarted face-to-face contact. Our Monthly Pulse data through the year and into 2022/23 shows a distinct relationship between COVID infection spikes and sickness levels, showing the effect that the virus still has on absence.

Percentage of staff turnover in the year



2021-22: 12.75%
▼ down by 2.71 on 2020-21
Peer median: 11.83%



This places you in quartile 3

Median staff turnover increased by 50% between 2020-21 and 2021-22 as employees who had delayed changing jobs through the pandemic made the move. Our data shows this pattern was driven by voluntary staff turnover, which made up 86% of all staff moves. In 2022-23, we anticipate this moving to involuntary staff turnover as landlords redesign services.

Asset management

Housing maintenance cost per property

The year 2020–21 represented an anomaly in sector maintenance spend. Lockdown halted or postponed many planned works, while reactive repairs were subject to restrictions at various points in the year. As expected, 2021–22 maintenance costs represent a return to more normal working practices, with increased spending driven by more activity as well as price inflation due to material and labour shortages. With inflation in the construction industry rising during 2022–23, we forecast continued cost increases over the medium term.

Major works and cyclical maintenance



Responsive repairs and void works



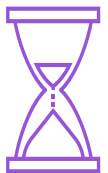
Repairs

Number of responsive repairs per property



2021–22: 3.3
▲ up by 0.47 on 2020–21
Peer median: 3.3
This places you in quartile 3

Average number of calendar days taken to complete repairs



2021–22: 20.9
You did not submit data in 2020–21
Peer median: 13.4
This places you in quartile 4

Satisfaction with the repairs service over the last 12 months (perception)



You did not submit data in 2021–22
Peer median: 78.1%

While repairs services were not subject to Covid restrictions in 2021–22, the effect of the pandemic continued as many landlords' repairs services took longer to recover than anticipated. The knock-on effects of material and wage inflation in the construction sector has led to fewer completed repairs and lower satisfaction levels reported by tenants. To mitigate these issues, leading landlords are leveraging technology and people to improve the end-to-end customer experience.

Building safety

During 2021 Housemark developed a suite of safety compliance measures specifically designed for social housing in response to sector demand. The table below outlines your performance against early sector results.

2021–22 results	Your result	Sector median
Dwellings with valid gas safety cert	100.00%	99.99%
Properties with EICR up to 5 yrs old	N/A	97.20%
Non-domestic assets covered by valid Fire Risk Assessment	N/A	100.00%
Non-domestic assets covered by current asbestos survey	N/A	100.00%
Relevant water installations covered by risk assessment	N/A	100.00%
Lift safety (LOLER) examinations completed within target	N/A	100.00%

Decarbonisation

Currently, the most established metric for energy efficiency in UK housing stock is the Energy Performance Certificate (EPC). An EPC band 'C' is used by UK and devolved governments as a proxy for achieving minimum energy efficiency standards.



72.0% of properties UK-wide were rated EPC C or higher in 2021–22 – get in touch for help submitting this data.

During 2022 Housemark delivered a research project which established a decarb baseline and outlined the sector's progress and approach to dealing with the climate emergency.

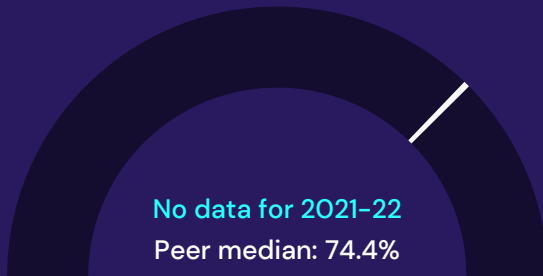
The report is available to read [here](#).

Customer experience

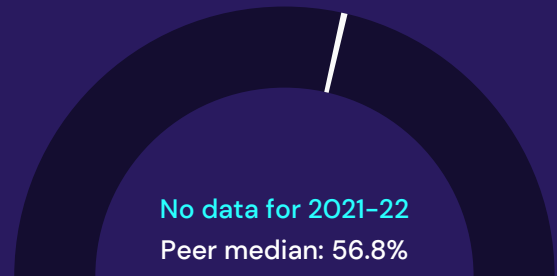
Satisfaction

Overall satisfaction with the service provided by social landlords has been declining for a number of years and our monthly monitoring shows this trend has continued into 2022-23. Landlords who have not performed a perception survey for quite some time should expect lower results now than when they last surveyed tenants. Our analysis shows that the ease of getting things done, especially repairs, is the key driver for overall satisfaction.

Overall service provided by the landlord



Listens to tenant views and acts upon them



Complaints

Stage 1 complaints received per 1,000 properties



2021-22: 27.4
▲ up by 5.65 on 2020-21
Peer median: 27.4
This places you in quartile 2

Percentage of complaints responded to within target time



You did not submit data in 2021-22
Peer median: 75.6%

We know there is variation amongst landlords in what is recorded as a formal complaint, particularly when it comes to service requests. As such, high volumes are not necessarily negative as long as they drive service improvement. Our data shows an overall increase in volumes as tenants become more aware of ways to voice concerns.

Anti-social behaviour

Number of new ASB cases reported per 1,000 properties



2021-22: 82.6
▲ up by 19.26 on 2020-21
Peer median: 54.4
This places you in quartile 4

Satisfaction that the landlord makes a positive contribution to neighbourhoods



You did not submit data in 2021-22
Sector median: 68.0%
We know that some members have not yet adopted this measure. For the purpose of this report, we have provided the national median.

Reports of ASB during the 2020 lockdowns were considerably higher but volumes have since returned to pre-pandemic levels. However, landlords with pre-existing high volumes of ASB reported an increase in cases of around 20% when comparing the current period with 2019-20, suggesting reports of low-level ASB are increasing.

Contact

Number of calls answered per property



2021-22: 11.2
You did not submit data in 2020-21
Peer median: 6.0
This places you in quartile 4

Average time to answer inbound telephone calls (seconds)



2021-22: 99.4
You did not submit data in 2020-21
Peer median: 240.3
This places you in quartile 1

Contact centres across the UK are under pressure as average wait times have doubled compared to just two years ago. Larger landlords in particular are facing a perfect storm of increased volumes at a time of high staff turnover. There has been modest progress toward digital channel shift which now represents 25% of inbound contact.

Appendix

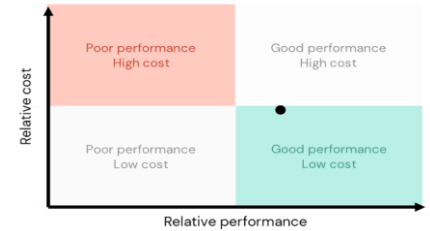
The data in this report is based on cost and performance data for the financial year 2021-22, unless otherwise stated. All quartile comparisons are based on your bespoke peer group which is detailed below.

Note, we have issued this report now because we already hold data for most of your peers. However, due to mergers, acquisitions, entity name changes and late submissions, your peer group may change over time. Housemark can provide information and advice on peer groups on request, including expected submission dates for any potential latecomers.

Further analysis against different peer groups is recommended using Housemark's online reporting tool. Our online tool includes hundreds of additional measures that can help you understand your performance in context. The tool displays live data and so if more of your peers submit data, your results may differ compared to this report.

Summary quadrants

This report includes quadrants that summarise how well you perform compared to your peer group within two key areas. These are calculated using all the KPIs included on those pages. For example, 'Operational Productivity' plots your average relative cost position using your overheads and housing management cost per property results and your average relative performance position using your arrears, void loss, staff sickness and turnover results.



Peer group

The organisations in your peer group have the following characteristics:

Name

English LAs

Size

0 - 56,456 units

Region

North East ✓
 North West ✓
 Yorkshire and Humberside ✓
 Eastern ✓
 East Midlands ✓
 West Midlands ✓
 London ✓
 South East ✓
 South West ✓
 Scotland
 Wales
 Northern Ireland
 Other

Organisation type

ALMOs
 London Boroughs ✓
 Mets/Unitaries ✓
 Districts ✓
 Housing Association (LSVT)
 Housing Association (Traditional)
 Other

DLO

Yes ✓
 No ✓
 No data

Total sample size

82

Report to: Housing Review Board



Date of Meeting 15th June 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Tenant Consultation on the Self-Assessment against the Consumer Standards 2022/23

Report summary:

1. Background

- 1.1 At the last HRB, dated 16th March 2023, the Board received a report on the Self-Assessment against the Consumer Standards (APPENDIX A)
- 1.2 The HRB agreed the self- assessment and the action plan. The HRB also requested that further consultation should be carried out with tenants and be reported back to the Board.
- 1.3 An extraordinary RIMG took place on the 31st March, where this Consultation took place and the feedback is attached (APPENDIX B)
- 1.4 13 tenants took part in the Consultation. This was held as a formal meeting held at trumps Court, Sidmouth. Tenants went through each requirement in the document and voted on whether they agreed with the Officer assessment.
- 1.5 The feedback is the view of tenants and officers were not involved in the self-assessment

2. Summary of feedback

- 2.1 Tenants disagreed with 52 areas of our assessment against the requirement out of a total of 126 requirements
- 2.2 Tenants agreed with 74 areas of our assessment out of a total of 126 requirements.

3. Conclusion

- 3.1 The EDDC self- assessment has been carried out by officers using the evidence and working knowledge of how we are meeting the requirements. It also includes actions were it is felt we are meeting the minimum requirement but feel we could undertake further work to strengthen our service and implement best practice.
- 3.2 The Tenant self-assessment has been undertaken by tenants only without any officer input and it is their view on the requirement and how they feel EDDC are meeting the requirement.
- 3.3 Within the original board report it was proposed that when we receive the revised Consumer Standards from the regulator we carry out a self- assessment with both officers and tenants present so that there is a greater understanding of the requirement, the evidence we can currently provide in meeting the standard and a joint assessment of whether we meet it.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

1. To inform the Board and Officers of the results from the resident consultation on the Self-Assessment for the Consumer Standards held at the Extraordinary RIMG

2. A joint workshop with tenants is undertaken on receipt of the revised Consumer standards from the regulator.

Reason for recommendation:

To provide tenants with an further opportunity to feedback on the Self-Assessment for the Consumer Standards

Officer: Amy Gilbert-Jeans, Assistant Director

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change Low Impact

Risk: Choose a risk level; High Risk; Failure to deliver services to tenants in line with the consumer standards, best practice and regulation could bring scrutiny from the regulator and action taken against EDDC as well as expose tenants to risk due to failures in service delivery.

Links to background information [The charter for social housing residents: social housing white paper - GOV.UK \(www.gov.uk\)](#)

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
- A greener East Devon
- A resilient economy

Financial implications:




There are no financial implications

Legal implications:

There are no legal implications on which to comment.

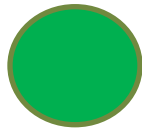
Feb 2023

**Regulator of Social Housing
Regulatory Consumer Standards**



We meet the standard	
We meet the standard but have further work to do	
We do not meet the standard and have work to do	

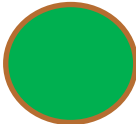
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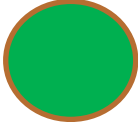
Tenant Involvement and Empowerment Standard


WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
Provide choices, information and communication that is appropriate to the diverse needs of tenants in the delivery of all standards	<p>We communicate with our tenants through a number of different routes. The EDDC website and social media page are used alongside traditional approaches such as our tenant magazine and noticeboards in our offices and supported housing schemes.</p> <p>Tenants can access our service via:</p> <ul style="list-style-type: none"> • Telephone staff • Pre-planned surgeries and Social Value days across the district 		<p>We are also planning to gather more information about our tenants through a tenant profiling exercise to help ensure that the services we provide are relevant and inclusive and to better understand our tenants needs including how they wish to communicate with us.</p> <p>We are developing our tenant portal so customers can access</p>

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
	<ul style="list-style-type: none"> • Face-to-face at our offices on an appointment basis. • Home visits via appointment <p>Letters and documents are available in large print or braille. We also use Language line to aid in communication where required for those tenants for whom English is not their first language.</p> <p>An indicator on Open Housing computer system highlights individual requirements and is used to help ensure that we consider needs when communicating.</p> <p>Our webpages and policy documents conform to .Gov accessibility guidelines to ensure that this information is easily understood by all.</p> <p>We produce an Annual report that is published in our tenant magazine and online.</p> <p>New tenants are provided with comprehensive information packs at sign up, including our tenant handbook which provides a handy one stop guide to everything a tenant needs to know about their tenancy and who to contact for repairs or other estate management services.</p> <p>Our website has lots of information about the standard of service tenants can expect .</p>		<p>more information and self serve at a time that is convenient to them.</p>


WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>Approach to complaints is clean, simple and accessible and ensures that responses are resolved promptly, politely and fairly.</p>	<p>The Housing Service uses the EDDC Corporate complaints procedure and policy for formal complaints. This policy has been assessed against the new Ombudsman code of practice in October 2022 to ensure compliance with the latest guidance. Formal complaints are managed by the EDDC Complaints team rather than the housing service which provides a level of objectivity.</p>		<p>We will review the role of the Designated tenant panel in light of the removal of the democratic filter as part of our review of the Resident Engagement Strategy</p>
<p>Tenants given a wide range of opportunities to influence and be involved in:</p> <ul style="list-style-type: none"> • Formulation of housing policies and strategies • Making decisions about housing services, how delivered, including setting of standards • Scrutiny of performance and the making of recommendations about how performance might be improved • The management of homes where applicable • Management of repairs and maintenance service such as commission and undertaking a range of repairs as agreed 	<p>Our Community Engagement strategy sets out how we plan to involve tenants in all aspects of the housing service. The Covid pandemic meant that many of our plans were put on hold due to social distancing restrictions and the need to keep our tenants and staff safe.</p> <p>We have a dedicated Communities Team who work with our tenants on a day to day basis, organising events and other participation activities.</p> <p>We have a number of resident involvement groups:</p> <ul style="list-style-type: none"> • Resident Involvement Management Group • Scrutiny Group • Joint Community action Panel • Repairs and Maintenance Service review Group 		<p>Our Community Engagement strategy is being reviewed. This is likely to carry over strategic objectives delayed by Covid as well as introduce new and innovative ways to increase and maximise tenant involvement in the housing service.</p> <p>A Tenant Satisfaction survey, aligned with the new requirements set out in the White Paper is being distributed in February 2023,</p> <p>We are looking to re-introduce Tenant inspectors / mystery shoppers</p> <p>Tenants will be involved in the review of our specification and procedures for communal cleaning</p>


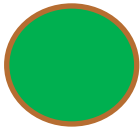
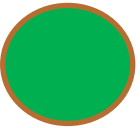
WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>with the landlord and sharing in savings made</p> <ul style="list-style-type: none"> • Agreeing local offers for service delivery 	<ul style="list-style-type: none"> • Designated Tenant Panel • Community Initiative Fund Panel • Conference Committee • Editorial Group <p>The Housing Review Board make recommending actions to the Cabinet and Council. Regular reports and policy updates are sent to this group for approval, along with quarterly performance monitoring information. Tenant representatives sit on this group alongside Councillors, holding housing service managers to account bi-monthly.</p> <p>Have your say forms and repairs feedback forms are regularly used to assess our performance and to gather tenant views on housing service delivery.</p> <p>Tenant consultation is built into the policy and strategy review process to ensure that tenant views are considered and captured</p>		<p>and grounds maintenance in August 2023</p>
<p>Treat all tenants with fairness and respect</p>	<p>We set out our commitment to tenants in relation to how we will communicate with and treat our tenants on our website</p> <p>Our Housing Mental Health strategy sets out how we will ensure that we will always consider the impact of any activity on the mental health and well-being of our tenants.</p>		<p>We intend to carry out a number of activities to further embed fairness and respect into our service. We are developing a Fairness strategy, a Faith calendar to raise our own awareness of significant religious dates and events and a Cultural information sheet for staff in the next year.</p>



WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
			<p>Our Tenant profiling work will also provide us to understand the needs of our tenants with more information to minimise the risk of unintentionally offending or discriminating against any of our tenants</p> <p>We will also be introducing End Of Year Analysis by ethnicity standards to help assess our performance in this area. Treating our tenants with respect and fairness will be a key part of our revised Community Engagement Strategy.</p> <p>We are developing an action plan to implement objectives the Mental Health Strategy</p>
<p>Demonstrate how we understand the different need of tenants. In relation to the equality standards and tenants with additional support needs</p>	<p>We have a Needs indicator on our OPENHousing system that helps our staff identify any factors that need to be considered when assisting specific tenants.</p> <p>Our Estate management and mobile support officers have a detailed knowledge of our supported housing tenants and are able to adapt their behaviours to ensure that specific tenant needs are met.</p>		<p>We are developing a Fairness strategy, a Faith calendar to raise our own awareness of significant religious dates and events and a Cultural information sheet for staff in the next year.</p> <p>Our Tenant profiling work will also provide us with more information to minimise the risk of unintentionally</p>


WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
	<p>Letters and documents are available in large print or braille. We also use Language line to aid in communication where required for those tenants for whom English is not their first language.</p>		<p>offending or discriminating against any of our tenants</p> <p>We will also be introducing End Of Year Analysis by ethnicity standards to help assess our performance in this area.</p>
<p>Provide tenants with accessible, relevant and timely information about:</p> <ul style="list-style-type: none"> • Access to services • Standard of services they can expect • How we are performing against standards • Service choices available to tenants, including any additional costs relation to specific choices • Progress of any repairs work • How tenants can communicate with us and provide feedback • Responsibilities of the tenant and provider • Arrangements of tenant involvement and scrutiny 	<p>Our Housing matters magazine provides information on our services as well as updates and news of events and activities that have taken place.</p> <p>Our Website contains information covering all aspects of the housing service and standards of service</p> <p>Our tenant handbook, provided to all tenants when they move in to their property also provides a comprehensive overview of the services available to tenants. It also covers all aspects of their tenancy agreement including both tenant and landlord responsibilities. Sheltered/Supported housing tenants have their own handbook that covers the same areas.</p> <p>We provide regular performance information to our Housing Review Board and produce an annual report for tenants which provides</p>		<p>We will be providing more information on Displays in offices and on Notice Boards in our communal areas and community centres to further improve our information sharing.</p> <p>We are reviewing our Annual reports structure to reflect changes in the requirements of the Regulator for Social Housing. An annual tenant satisfaction survey will provide a comparative performance summary compared to other social landlords for tenants. This will be done alongside enhanced management information reports to demonstrate our compliance against a number of key criteria and health and safety requirements. This will also be comparable with other organisations so that tenants can</p>

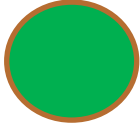

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
	<p>information on how we have performed over the year.</p> <p>We have an internal KPI dashboard that provides managers and Housing Review Board members with up to date performance information.</p> <p>Our Community engagement strategy demonstrates how we involve tenants in all aspects of the Housing Service</p> <p>Tenants can contact us by email, phone or in person. We also use “Have your say” forms to enable tenants to provide us with feedback. We have a repairs feedback form that all tenants are given following a repair being undertaken at their property.</p> <p>Our Tenancy agreements set out both tenant and landlord responsibilities. These are also set out in the tenant handbook provided to all tenants at the start of their tenancy as part of the information pack.</p> <p>We set out our commitment to tenants in relation to how we will communicate with and treat our tenants on our website</p> <p>Our Complaints policy and procedure set out how we deal with complaints, the timescales for response, and what steps tenants can take</p>		<p>compare our performance against that of our peers.</p> <p>We will be reviewing and updating our webpages to make sure that information provided is clear and comprehensive for our tenants.</p> <p>We are intending to review our tenant Handbooks to ensure they continue to be fit for purpose.</p> <p>Our Community Engagement strategy is being reviewed.</p>


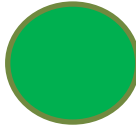
WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
	<p>if they are dissatisfied with our response to their issue.</p> <p>Phone calls and letters for repairs to tenants who are unable to be contacted</p> <p>We have a Repairs Appointment system in place designed to keep tenants informed of the progress of their repair. We will call tenants in relation to this or write a letter to them if they are unable to be contacted in another way.</p>		
<p>Set out a range of ways for tenants to express a complaint and set out clear service standards for responding to complaints</p>	<p>We carried out a self-assessment in line with the Housing Ombudsman Complaint Handling Code in Oct 2022 and are satisfied that our Corporate complaints policy is fit for purpose. This sets out clear expectations and standards for responding to formal complaints.</p> <p>Tenants are able to express dissatisfaction with our service via telephone, letter, email or in person. However, should they wish to make a formal request, this will have to be done in writing. We have a complaints form on our website, but we will also accept letters to our Information and Complaints Officer at our office address or emails directed to complaints@eastdevon.gov.uk</p> <p>Our Tenant and Sheltered Tenant Handbooks also set out our complaints procedure for tenants' information</p>		<p>The corporate complaints policy will continue to be reviewed against the Housing Ombudsman Code of Practice on an annual basis.</p> <p>Our tenant handbooks will also be reviewed to ensure they continue to provide tenants with all the information they need. This will include how they can complain about the service they have received from us.</p> <p>We will ensure all staff receive training in complaint handling</p>


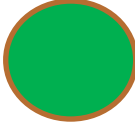
WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>Include in policy how complaints can be made about performance against standards and details of what to do if they are unhappy about the outcome of the complaint</p>	<p>Our Corporate complaints policy and process is the route for all complaints against the housing service. This sets out the two stage complaints process and how they can escalate issues to stage 2 and then directly to the Housing Ombudsman if necessary if they are unhappy about the outcome of the complaint</p>		
<p>Inform tenants on how we use complaints to improve the service</p>	<p>As set out in our Corporate complaints policy, we are committed to learning from complaints and using complaints information to drive efficiencies and service improvements.</p> <p>A Report is taken to Cabinet detailing all formal complaints made against the council, and the outcomes and learning from complaints are published on our web site.</p>		<p>We will provide a regular complaint review report to HRB which will include what learning we have taken away from each complaint.</p> <p>As part of our review of the Annual report, we will be looking to expand the amount of information we provide in relation to complaints</p> <p>We will work with our corporate complaints team to add learning objectives for each complaint on the website.</p>
<p>Publish information about complaints each year including number, nature and the outcome of the complaint</p>	<p>We publish the number of complaints made against the housing service in our magazine, Housing matters. This information is also included in our annual report.</p>		<p>As part of our review of the Annual report, we will be looking to expand the amount of information we provide in relation to complaints</p> <p>We will work with our corporate complaints team to add learning</p>

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
			objectives for each complaint on the website.
<p>Accept complaints made by advocates authorised to act on tenants behalf</p>	<p>Our Corporate complaints policy sets out that we accept complaints made by advocates as required.</p>		
<p>Support tenants to exercise their right to manage or otherwise exercise housing management where appropriate</p>	<p>Our Community Engagement strategy sets out how we plan to involve tenants in all aspects of the housing service.</p> <p>We have a dedicated Communities Team who work with our tenants on a day to day basis, organising events and other participation activities.</p> <p>We have a number of resident involvement groups:</p> <ul style="list-style-type: none"> • Resident Involvement Management Group • Scrutiny Group • Joint Community action Panel • Repairs and Maintenance Service review Group • Designated Tenant Panel • Community Initiative Fund Panel • Conference Committee • Editorial Group 		<p>We will be developing an annual training programme for tenants so that they can maximise their ability to work with officers to improve the housing service</p> <p>We will be reviewing and updating the getting involved booklet and web pages</p> <p>We are reviewing our Resident Engagement Strategy</p>



WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
	<p>The Housing Review Board make recommending actions to the Cabinet and Council. Regular reports and policy updates are sent to this group for approval, along with quarterly performance monitoring information. Tenant representatives sit on this group alongside Councillors, holding housing service managers to account bi-monthly.</p>		
<p>Support the formation and activities of tenant panels or equivalent groups in a constructive and timely manner</p>	<p>Our Community Engagement strategy sets out how we will engage with our tenants, including through the formation of resident involvement groups. The following groups are all in place</p> <ul style="list-style-type: none"> • Resident Involvement Management Group • Scrutiny Group • Joint Community action Panel • Repairs and Maintenance Service review Group • Designated Tenant Panel • Community Initiative Fund Panel • Conference Committee • Editorial Group <p>Our Housing Review Board, with tenant representatives alongside elected councillors as members, provide scrutiny of overall performance.</p>		<p>We are working in partnership with our tenants to review our Community Engagement strategy to make sure we are making use of all avenues to encourage tenant involvement across the housing service.</p>



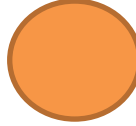
WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
	<p>We use our Getting involved booklet, website and articles in the Housing Matters magazine to encourage participation in the above groups</p> <p>These groups are supported by the tenant participation team and have the full backing of senior management and directors.</p>		
<p>Provide timely and relevant performance information to support effective scrutiny by tenants of our performance in a form which is agreed with tenants, provision must include the publication of an annual report which should include information on repair and maintenance budgets</p>	<p>We have a KPI dashboard which provides a live summary of performance across a number of service areas. This information is regularly reported to HRB and all forums and is available online.</p> <p>We produce an annual report that provides annual performance figures compared with previous years as well as budget information</p> <p>Our Housing Matters magazine also provides information on how we have performed as a housing service.</p>		<p>We are reviewing our annual report and website to ensure that we provide information that our tenants wish to see alongside that which is statutorily required.</p> <p>We are also developing a formal Reporting framework to support our KPI dashboard and HRB reporting.</p>
<p>Provide support to tenants to build their capacity to be more effectively involved</p>	<p>Our Community Engagement strategy sets out how we will support our tenants to be able to become more involved with the housing service.</p> <p>Our Communities Team and tenant participation team are both in place to support tenants to be more involved.</p>		<p>We will be reviewing our Community Engagement strategy to ensure that we continue to provide tenants with every opportunity to become effectively involved with the housing service</p> <p>We are also developing a Training plan for our tenants which will</p>

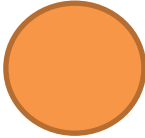


WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
	<p>We advertise for tenant involvement through Getting involved booklet, our Housing Matters magazine and through our Annual conference, which provides opportunities for tenants to become actively involved in the running of the housing service.</p>		<p>provide them with skills to help them effectively engage with officers and fellow tenants to improve our service</p> <p>We will review our “getting involved” booklet</p>
<p>Consult with tenants on the scope of local offers for service delivery This should include how performance will be monitored, reported and scrutinised by tenants and arrangements for reviewing these on a periodic basis</p>	<p>Our Community Engagement strategy sets out how we will consult with tenants on all matters relating the housing service.</p> <p>Our Housing Review Board scrutinises performance monitoring reports on a quarterly basis, and all tenants are provided with annual statistics through our annual report.</p>		<p>Community Engagement strategy Review is being undertaken this year</p> <p>The annual tenant Satisfaction survey will provide year on year comparative data for tenants, alongside reporting of performance management information</p> <p>We will work with tenants as we review the specification and procedure for our cleaning and grounds maintenance contracts</p>
<p>Providers shall consult with tenants, setting out clearly the costs and benefits of relevant options, if they are proposing to change their landlord or when proposing a significant change in their management arrangements</p>	<p>We are compliant with this requirement. We comply with all statutory consultation requirements should any changes be made to management arrangements or tenancy agreements.</p>		


WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>Providers shall consult with tenants at least once every three years on the best way of involving tenants in the governance and scrutiny of the organisations housing management services</p>	<p>We review our Community Engagement strategy every 3 years. This is done in consultation with our tenants.</p>		<p>Our Community Engagement Strategy is being reviewed.</p>
<p>Demonstrate how we respond to tenants needs in the way we provide services and communicate with tenants.</p>	<p>Letters and other documents are available in large print or braille. We also use a Language line to aid in communication where required for those tenants for whom English is not their first language. An indicator on Open Housing computer system highlighting individual requirement is used to help ensure that we consider their needs when communicating with them.</p> <p>Our webpages and policy documents conform to .Gov accessibility guidelines to ensure that this information is easily understood by all.</p> <p>Our Housing Matters magazine is available both as a hard copy, sent to tenant's home, but also online.</p>		<p>We will develop a Communication strategy which will demonstrate how we respond to tenants needs</p> <p>We are also reviewing our website to make sure it remains relevant and easy to access and navigate</p> <p>Our "Getting to know you – tenant profiling" exercise will also help inform our service delivery as we will be able to adapt our services to meet needs that may be identified.</p>






Neighbourhood and Community Standard


WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>Keep neighbourhood and communal areas associated with homes clean and safe.</p>	<p>We have a maintenance SLA in place with Streetscene to deliver Grass cutting / weeding / hedge trimming around our estates.</p> <p>We have a cleaning SLA in place with Streetscene for maintaining our communal areas</p> <p>Our repairs contractor delivers Social value days on our estates, with officers and repairs/maintenance staff on hand to help tenants on an ad hoc basis, provide a skip for rubbish removal and other activities.</p>		<p>We will be reviewing the Specification and procedure for both our maintenance and cleaning SLAs</p> <p>We will be implementing an Estate inspections procedure to proactive identify and remedy any issues on our estates and communal areas.</p>
<p>Work in partnership with tenants and other providers and public bodies</p>	<p>We have a number of internal resident involvement groups that we work with:</p> <ul style="list-style-type: none"> Resident Involvement Management Group Scrutiny Group Joint Community action Panel Repairs and Maintenance Service review Group Designated Tenant Panel Community Initiative Fund Panel Conference Committee Editorial Group <p>We also link in with other local social landlords and community safety partnerships, recognising our role as a local authority</p>		<p>We will be implementing Estate inspections with tenants and other providers / contractors to proactively manage our neighbourhoods, estates and communal areas</p> <p>All of our tenant participation groups will be reviewed and relaunched as part of the Community Engagement Review</p>

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
	landlord in maintaining the safety and cleanliness of our neighbourhoods		
<p>Co-operate with relevant partners to help promote social, environmental and economic well-being in the areas where we own properties.</p>	<p>We work with a number of local partners to facilitate this, including</p> <ul style="list-style-type: none"> • Homemaker • Finance Resilience Team • Poverty Panel • Referrals to Jobcentre • Referrals to CAB • Police Service • Fire Service • Social Services • Charities 		
<p>Publish a policy on how we work in partnership with other agencies to prevent and tackle ASB in the neighbourhoods</p>	<p>Our ASB policy sets out how we work with other agencies to tackle anti-social behaviour. This is available on our website</p>		<p>Our Anti-Social behaviour policy and procedure are being reviewed</p>
<p>Consult with tenants developing a published policy for maintaining and improving the neighbourhoods associated with our homes including all communal areas associated with our homes.</p>	<p>We have an existing Grass cutting / weeding / hedge trimming SLA in place with Street scene</p> <p>We have a Cleaning SLA in place with Streetscene</p>		<p>We will review the specification and procedure of both the maintenance and cleaning SLAs in partnership with our tenants</p> <p>We will be working with tenants to develop and implement an Estate inspections procedure</p>
<p>Identify and publish roles we are able to play within areas we have properties.</p>	<p>Our Website provides information on how we manage our estates, including how tenants can contact us,</p>		<p>The review of our Annual report structure will look at how best to demonstrate the work we do within our neighbourhoods to keep them clean and safe.</p>

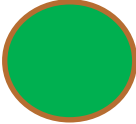
WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
	<p>Our ASB policy sets out how we work within our community to reduce and tackle anti-social behaviour</p>		<p>We are reviewing the housing pages of the EDDC website to ensure that they provide accurate and comprehensive information for tenants and other interested parties.</p> <p>Our ASB policy is being reviewed this year</p>
<p>Tenants are made aware of their responsibilities to address ASB, and their rights.</p>	<p>Our Tenancy agreements set out tenants' responsibilities and rights in relation to Anti-Social Behaviour. This information is also contained within our tenant handbooks.</p> <p>As part of the Sign up process, tenants are reminded of their responsibilities in this area, but also how they can contact us if they experience anti-social behaviour.</p> <p>Housing Matters articles provide the opportunity to help tenants address any anti-social behaviour, how to report it if they are unable to resolve any issues themselves, and what the potential consequences of persistent anti-social behaviour might be, both in terms of the impact for the victims of such behaviour, but also for the perpetrator.</p>		<p>We are reviewing our tenant handbooks to make sure that the information contained within it is up to date, relevant and informative.</p>
<p>Strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of</p>	<p>We are active members of the East & Mid Devon Community Safety Partnership, a multi-agency group set up to work together to keep our communities safe through information</p>		

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>responsibilities with local agencies.</p>	<p>sharing and joint working. We also take part in Bi weekly TIMS meeting (District Neighbourhood Policing Teams)</p> <p>Our ASB policy also sets out our responsibilities on preventing and tackling anti-social behaviour including the importance of joint working with local agencies</p> <p>We have appointed a new ASB officer who will lead on our ASB response and support our other officers in this area</p> <p>EDDC has its own Internal legal team who support us as and when ASB results in court proceedings. They also help to ensure that any action we do take is legal and proportionate.</p>		<p>We are reviewing our ASB policy to make sure it continues to be fit for purpose.</p> <p>We will create a separate housing ASB budget in line with good practice and audit purposes</p>
<p>Strong focus on preventative measure tailored towards the needs of tenants and their families.</p>	<p>Our ASB policy explains that our priority will always be to prevent ASB, with enforcement action coming only after other avenues for resolution have been exhausted. Our officers work hard to understand the root causes of such behaviours They will always seek to resolve matters amicably rather than resorting to evictions and court procedures, whilst ensuring that the safety and security of our tenants remains a top priority.</p> <p>We have specifically trained staff, including our Mental Health Officer and ASB officer, who</p>		<p>Our Community Engagement strategy review will address how we communicate with our tenants in relation to Anti-social behaviour, and how they can help to reduce it.</p> <p>We are reviewing our ASB policy to ensure that it continues to reflect our aims and objectives.</p> <p>We are also producing an implementation plan for our new Housing Mental Health Strategy, which will make sure that we are considering the mental health of our</p>




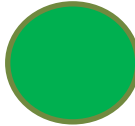

WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
	can support our other colleagues where required to resolve ASB issues.		tenants in assessing any issues that may arise We will be developing area based community development plans which will include preventative work Our ASB policy is being reviewed
Prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available	Our ASB policy includes variety of methods to ensure resolution		Our ASB policy is being reviewed
All tenants can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted	Our ASB policy and procedure enables variety of methods to report ASB including face to face, via email, letter or over the telephone. We are committed to keeping our tenants informed in the progress of their case		Our ASB policy is being reviewed
Provision of support to victims and witnesses.	ASB policy		Our ASB policy is being reviewed
Named individual who will act as a point of contact for dealing with queries and who involves other staff with specialist expertise where necessary.	Tenancy Manager – Adam Cornish		
Provide timely and relevant information to the regulation that relates to current and future non-compliance with the economic standards.	EDDC commit to this requirement and are compliant		



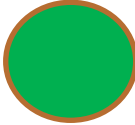
WHAT IS THE REQUIREMENT	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
Provide financial and statistical data through NROSH	EDDC commit to this requirement and are compliant		

Tenant Standard

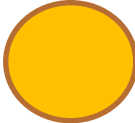

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>Registered providers shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how their lettings:</p> <p>(a) make the best use of available housing</p> <p>(b) are compatible with the purpose of the housing</p> <p>(c) contribute to local authorities' strategic housing function and sustainable communities</p>	<p>All EDDC properties allocated in accordance with the detailed guidance provided through the EDDC Housing Allocation Policy which explains how the Council's Housing Service will use Devon Home Choice to allocate homes available to rent. The Devon Home Choice policy is very prescriptive and sets out how properties are let.</p> <p>(a) Reference 3.1.8.6 of the EDDC Housing Allocation Policy –to make best use of our stock within the district</p> <p>(b) Reference 3.2.1 and 3.2.5 of the EDDC Housing Allocation Policy– confirmation that the allocation system meets the Council's statutory duties to those in greatest housing need</p> <p>(c) 3.1.8 of the EDDC Housing Allocation Policy lists how the Council's objectives</p>		<p>We will add specific reference to how the housing allocation policy</p>




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WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
	will be met but there is no specific reference to 'sustainable communities' –		will contribute towards sustainable communities by April 2023
Clear application, decision-making and appeal process	The Devon Home Choice Policy provides clear guidance on how to apply for housing (section 2.1), how decisions are made (section 2.9) and how to request a review (4.2.1)		
Registered providers shall enable their tenants to gain access to opportunities to exchange their tenancy with that of another tenant, by way of internet-based mutual exchange services.	Detailed explanation of the mutual exchange process and assistance is available within the EDDC Mutual Exchange Policy . Reference is also made to mutual exchanges in section 12 of the Tenancy Policy		
Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.	Tenancy types and conditions listed within section 4 of the Tenancy Policy including introductory, secure, flexible, demoted, non-secure tenancies and also licences. Note - Reference made to the management of flexible tenancies under 2,2 Tenure, below)		
They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.	All forms of tenancy and license agreements are approved by the Council's Legal Team to ensure statutory and legal requirements are met		
Registered providers shall cooperate with local authorities' strategic housing function, and their duties to meet identified	EDDC holds the statutory responsibility for Homelessness – an objective of the EDDC Housing Allocation Policy listed under 3.1.8.5 is to prevent homelessness and to reduce the		

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.</p>	<p>use of temporary accommodation through an effective prioritisation scheme. Reasonable preference is awarded for homeless applicants as confirmed within sections 3.8.1.1 and 3.8.1.2 of the EDDC Housing Allocation Policy</p>		
<p>Develop and deliver services to address under occupation and overcrowding in homes with the resources available. Services should be focussed on the needs of tenants and will offer choices to them.</p>	<p>Reasonable preference is awarded to applicants who are occupying insanitary or overcrowded housing as confirmed under 3.8.1.3 of the EDDC Housing Allocation Policy. Downsizing is referenced under section 9 of the Tenancy Policy, but is not referenced in the Housing Allocation Policy</p>		<p>Report being taken to the Housing Review Board on 18.01.23 with a recommendation that a downsizing paragraph will be added to the EDDC Housing Allocation Policy, in consultation with tenants.</p>
<p>Publish policies to include how we have made use of community housing registers, community allocations policies and local letting policies. Registered providers will clearly set out and be able to give reasons for the criteria used for excluding actual and potential tenants from consideration for allocation, mobility or mutual exchange schemes.</p>	<p>The EDDC Housing Allocation Policy confirms how properties are allocated via the Devon Home Choice scheme (section 3.1.3 of the Policy) including eligibility (3.3) and ineligibility</p>		
<p>Deliver allocation processes in a way which supports effective use of the full range of actual and potential tenants including those with support needs. Those who do not speak English as a first</p>	<p>Steps in place to assist applicants with support needs are in place i.e. potential over-the phone assistance with completing or amending applications, and home visits for the same purpose.</p>		<p>We will incorporate avenues of assistance for applicants who may face barriers, including those with support needs or who do not speak English as their first language, into</p>


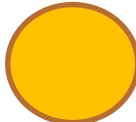
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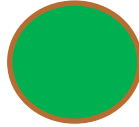


WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>language and those who have difficulties with written English.</p>	<p>The Devon Home Choice website uses Google Translator for applicants who do not speak English as a first language However, these steps are not recorded currently within the Housing Allocation Policy and will need to be added. Reference is made to ‘potential barriers to participating in Devon Home Choice’ under section 7 of the Devon Home Choice Policy, including applicants who do not speak English as a first language and also applicants with literacy problems</p>		<p>the Housing Allocation Policy by April 2023</p>
<p>Minimise time that properties are empty between each letting, taking into account circumstances of tenants offered properties.</p>	<p>Section 2.3 of the Void Management Policy states that the policy will help to ‘minimise rent loss through reducing the length of the void period and repair costs’. However, no reference is made towards taking into account the circumstances of tenants under offer, so this will need to be factored in – will also capture the need for balance between efficient void allocations and the responsibility for ‘ensuring that the right people are placed in the right property on the right type of tenancy as stated in section 15.1 of the Tenancy Policy</p>		<p>Housing Void Management Policy to be reviewed in June 2023 to ensure the points here are captured</p>
<p>Record all lettings and sales on CORE</p>	<p>All allocations/lettings of housing properties are recorded by the Allocations team through the CORE process, confirmation needed for property sales (right to buys)</p>		<p>We will confirm sales through RTB are being recorded by April 2023</p>


WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>Provide tenants wishing to move with access to clear and relevant advice about housing options.</p>	<p>Information for tenants is provided through the EDDC Website, the tenant magazine and the tenant handbook</p>		
<p>Registered providers shall subscribe to an internet based mutual exchange service (or pay the subscriptions of individual tenants who wish to exchange), allowing:</p> <ul style="list-style-type: none"> • (a) a tenant to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee • (b) the tenant to enter their current property details and the tenant's requirements for the mutual exchange property they hope to obtain • (c) the tenant to be provided with the property details of those properties where a match occurs 	<p>EDDC subscribe to Homeswapper, an internet based mutual exchange service – reference is made via 12.5 of the EDDC Tenancy Policy. The following criteria are met:</p> <p>a) EDDC pay the subscription fee</p> <p>b) details can be added via HomeSwapper</p> <p>c) details are provided via the HomeSwapper website.</p>		
<p>Registered providers shall ensure the provider of the internet based mutual exchange service to which they subscribe is a signatory to an agreement, such as HomeSwap Direct, under</p>	<p>We have an existing agreement in place with HomeSwapper</p>		

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>which tenants can access matches across all (or the greatest practicable number of) internet based mutual exchange services.</p>			
<p>Registered providers shall take reasonable steps to publicise the availability of any mutual exchange service(s) to which it subscribes to its tenants.</p>	<p>The mutual exchange service is advertised via the EDDC website and (see below)</p>		
<p>Registered providers shall provide reasonable support in using the service to tenants who do not have access to the internet.</p>	<p>Information is provided within the tenant handbook Face to face appointments and home visits can be arranged</p>		<p>Examine how else we can reach tenants with no internet access</p>
<p>Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:</p> <p>(a) The type of tenancies they will grant.</p> <p>(b) Where they grant tenancies for a fixed term, the length of those terms.</p>	<p>The Tenancy Policy lays out the Councils' approach to tenancy management including specific paragraphs on tenancy sustainment and tackling tenancy fraud</p> <p>(a) type of tenancies granted are listed within section 4 of the Tenancy Policy</p> <p>(b) fixed term/flexible tenancies acknowledged in section 4.3 of the Tenancy Policy</p>		

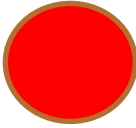


WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>(c) The circumstances in which they will grant tenancies of a particular type.</p> <p>(d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period.</p> <p>(e) The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property.</p> <p>(f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.</p> <p>(g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which</p>	<p>(c) the circumstances in which particular types of tenancy will be granted is confirmed within 4.3.5 and 4.3.6 of the Tenancy Policy</p> <p>(d) the circumstances in which shorter term fixed term policies will be granted is confirmed within 4.3.6 and 4.3.7 of the Tenancy Policy</p> <p>(e) The circumstances in which we may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property is confirmed within 4.3.10 of the Tenancy Policy</p> <p>(f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term is confirmed within 4.3.15 and 4.3.16 of the Tenancy Policy</p> <p>(g) how we take into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability is set out in</p>		


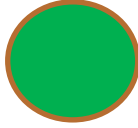
WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>provide a reasonable degree of stability.</p> <p>(h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.</p> <p>(i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members</p>	<p>sections 4.3.4, 4.3.5 and 4.3.11 of the Tenancy Policy</p> <p>(h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy is set out in 4.3.12 of the Tenancy Policy</p> <p>(i) Section 3.6 of the Succession Policy sets out our approach on granting discretionary succession rights, taking around of the needs of vulnerable household members</p>		
<p>Grant general needs tenants a periodic, secure or assured tenancy or a tenancy fixed for a minimum fixed term of 5 years or exceptionally a tenancy for a minimum fixed term of no less than two years, in addition to a probationary period.</p>	<p>Lengths of flexible tenancies covered within 4.3.6 and 4.3.7 of the Tenancy Policy</p>		
<p>Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.</p>	<p>Flexible tenancy reviews detailed within 4.3.9, 4.3.10, 4.3.11 and 4.3.12 of the Tenancy Policy</p>		<p>A process for undertaking and recording that flexible tenancy reviews are being carried out and recorded will be in place by end February 2023</p>

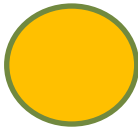

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>When we us a probationary tenancy, these shall be for a maximum of 12 months or a maximum of 18 months when reasons for extending the probationary period have been given and when the tenant has the opportunity to request a review.</p>	<p>Conditions of the probationary/introductory tenancies are recorded within section 4.1 of the Tenancy Policy Section 4.1.2 clarifies timescales – usually 12 months from the tenancy start date but in certain circumstances (listed under 4.1.5) they can be extended</p>		
<p>Where registered providers choose to let homes on fixed term tenancies (including under Affordable Rent terms), they shall offer reasonable advice and assistance to those tenants where that tenancy ends.</p>	<p>4.3.12 of the Tenancy Policy</p>		
<p>Make sure that the home continues to be occupied by the tenant the home is let to in accordance with the requirements in the tenancy agreement for the duration of the tenancy.</p>	<p>Tackling tenancy fraud is covered within section 6 of the Tenancy Policy</p>		<p>Tenancy visits will be re-introduced by April 2023</p>
<p>Develop and provide services that will support tenants to maintain their tenancy and prevent unnecessary eviction.</p>	<p>Tenancy sustainment is covered within section 5 of the Tenancy Policy</p>		
<p>Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act</p>	<p>Section 11.1 of the Tenancy Policy confirms that for secure tenants who transfer to another property, we will ensure that they are given another secure property</p>		

WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).</p>			
<p>Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation.</p>	<p>Security of tenancy for tenants who have been moved into alternative accommodation during any redevelopment or other works is confirmed under section 3.12 of the Decant Policy</p>		<p>Decant policy review</p>

Home Standard








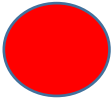
WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
Ensure homes meet the standards set out in section five of governments decent homes guidance and continue to meet homes to at least this standard	We have limited amount of data on our system in relation to the Decent Homes standard		External consultant has been engaged to carry out a 100% stock condition survey. This will include the current status in relation to decent homes standard, providing a baseline for our stock and inform all future work programmes and budget planning.
Meet the standards of design quality that applied when the homes were built as a condition of publicly funded financial assistance if these standards are higher than decent homes standards	All of our homes were built in accordance with the regulations in place at the time.		All future new build homes will be constructed in strict accordance with all statutory regulations and guidance in place at the time, including the latest versions of Decent Homes
In agreeing local offers ensure that they are set at a level not less than the standards in section six of the decent homes guidance	Works programmes implemented take account of the requirements of the Decent Homes standard to ensure that the minimum requirements are achieved.		Works programmes implemented take account of the requirements of decent homes to ensure that the minimum requirements are achieved. Planned retrofit works across our housing stock will focus on maximising the energy performance and thermal comfort of our housing stock Programmes will be informed once we have received and analysed the findings of the Stock Condition Survey Review of lettable standard





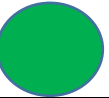



WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
<p>Provide a cost effective repairs and maintenance service to homes and communal areas that responds to the needs of and choices to tenants and have the objective of completing repairs and improvements right first time.</p>	<p>We have a long term Integrated Asset Management Contract and other contractual arrangement for specific areas of work (e.g. gas, lift servicing etc.) Our core aim is 'Right repair, right time, fixed, stay fixed'. Choice is provided to our Tenants through our Planned Works Component Upgrade programmes. Generally repairs are on a like for like basis Cyclical servicing in line with Statutory Regulations is carried out under defined programmes in accordance with set timescales to ensure that our homes are fully compliant and Tenants can feel safe in their homes.</p>		<p>Continue to deliver and aim for further service improvement Carry out repairs cost benchmarking through Housemarek</p>
<p>Meet all statutory requirements that provides for the H&S of occupants in their homes</p>	<p>We have policies in place to support all statutory regulation for cyclical servicing and compliance work streams delivered across our housing stock These policies are publicised on our website and are available in writing on request Gas safety policy Fire safety policy Legionella policy Asbestos policy and management plan Electrical safety checks Corporate Emergency Response plan Related procedures are also in place: Fire risk assessments</p>		<p>New wave of fire risk assessments Implementing fire door inspection programme in line with updated legislation Implementing a new gas servicing regime Procure a new electrical testing programme Compliance dashboard</p>













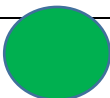
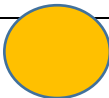
WHAT IS THE REGULATION	HOW WE MET IN 2022/23	SELF-ASSESSMENT	FURTHER ACTION IN 2023/24
	<p>Weekly health and safety and fire safety checks</p> <p>Fire alarm and smoke detector testing</p>		
<p>Providers may agree with the regulator a planned approach to repairs and maintenance of homes and communal arrears. This should demonstrate at an appropriate balance of planned and responsive repairs and value for money. The approach should include responsive and repairs planned and capital work, work on empty properties and adaptations.</p>	<p>The Integrated Asset Management Contract has been commissioned with a view to moving towards a 70:30 ratio of planned to reactive works. Additional works may be undertaken at void stage, particularly when major works are required.</p> <p>We have an active Adaptations programme working with Occupational Therapists/specialist services to meet the needs of our Tenants.</p> <p>Value for money - Repairs are assessed on their merits. Where a component upgrade is deemed to be required, then it will added to the following year's planned works programme, rather than being carried out as a reactive component upgrade at higher cost. Repairs will be carried out in the intervening period.</p>		<p>Ongoing service delivery will continue to meet this requirement</p> <p>Stock condition survey and asset management plan to be developed</p>
<p>Registered provider shall co-operate with relevant organisations to provide an adaptations service that meets tenant needs.</p>	<p>We have established working relationships with hospital discharge, medical practitioners, adult and child social services, and occupational therapists for the delivery of our adaptations work streams that meet our tenants' specific needs</p> <p>We have a Landlord disabled adaptations policy that details our commitments in this area</p>		




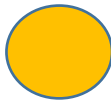


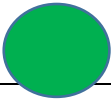
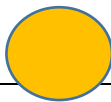


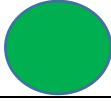
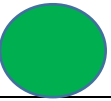

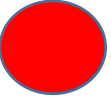


APPENDIX B





















Appendix (a) - Tenants Comments and Views on the Self-Assessment















What is the Requirement	EDDC Assessment	Tenants Assessment	Tenants Comments
<p>Provide choices, information and communication that is appropriate to the diverse needs of tenants in the delivery of all standards</p>			<p>Definitely amber, - The tenant participation groups are not operational. - We do not know when these groups will be up and running. - Requirements are not being met for these groups.</p>
<p>Approach to complaints is clean, simple and accessible and ensures that responses are resolved promptly, politely and fairly.</p>			<p>No clear discussion at this point. Voted for it to be changed to amber</p>
<p>Tenants given a wide range of opportunities to influence and be involved in:</p> <ul style="list-style-type: none"> • Formulation of housing policies and strategies • Making decisions about housing services, how delivered, including setting of standards • Scrutiny of performance and the making of recommendations about how performance might be improved • The management of homes where applicable • Management of repairs and maintenance service such as commission and undertaking a range of repairs as agreed with the landlord and sharing in savings made • Agreeing local offers for service delivery 			<p>-Questioned how many times the HRB is held. Not clear in document. - The tenant consultation that is mentioned in the strategy, Sue asked if we agree with that statement. No one agreed. - Suggested for this reason it should be amber not green. - We are only involved when matters are ready to go to HRB. We not involved from the ground up, where we should be. We should be involved in every stage of policy.</p>
<p>Treat all tenants with fairness and respect</p>			<p>-No tenants are involved in the fairness strategy or cultural information sheets. For this reason, it should be red.</p>




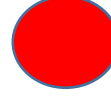










			- They always mention access to the website. What about the people who cannot access it.
Demonstrate how we understand the different need of tenants. In relation to the equality standards and tenants with additional support needs			-We need to go back to the Open House system, if it is restricted to this computer, how are staff supposed to know. - Suggested that information on the Open Housing system is not filtering down to other officers. - Repairs do not consider her disabilities, even when she has told them on the phone. - Suggested that there should be a list for individuals within the system that flags up automatically. - We need confirmation of how the system works. Need to find out if the information is being shared through the system.
Provide tenants with accessible, relevant and timely information about: <ul style="list-style-type: none"> • Access to services • Standard of services they can expect • How we are performing against standards • Service choices available to tenants, including any additional costs relation to specific choices • Progress of any repairs work • How tenants can communicate with us and provide feedback • Responsibilities of the tenant and provider • Arrangements of tenant involvement and scrutiny 			-Suggestion to look at tenant hand book
Set out a range of ways for tenants to express a complaint and set out clear service standards for responding to complaints			- Handbooks need updating. - Learning from complaints is not happening - They are always talking about the website
Include in policy how complaints can be made about performance against standards and details of what to do if they are unhappy about the outcome of the complaint			As above



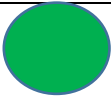

Inform tenants on how we use complaints to improve the service			As above
Publish information about complaints each year including number, nature and the outcome of the complaint			As above
Support tenants to exercise their right to manage or otherwise exercise housing management where appropriate			S- Does not think that tenants have been offered enough support to get these groups back up and running - They are taking too long to get up and running - Not happy the Strategy is not going to be ready until September - The groups that are up and running feels do get good support. - We have good support at the RIMG
Support the formation and activities of tenant panels or equivalent groups in a constructive and timely man			-Do not think that tenants have been offered enough support to get these groups back up and running - They are taking too long to get up and running - Not happy the Strategy is not going to be ready until September - The groups that are up and running feels do get good support. - We have good support at the RIMG
Provide timely and relevant performance information to support effective scrutiny by tenants of our performance in a form which is agreed with tenants, provision must include the publication of an annual report which should include information on repair and maintenance budgets			- Tenants should be able to report to the HRB, but we are not allowed to do so. We used to be able to. Our voices are never heard - The part where it says that information on how the council has performed is published in the Housing matters magazine. This does not happen. -We are censored of what we can put in the magazine
Provide support to tenants to build their capacity to be more effectively involved			-Do not agree that there is a separate team for Tenant Participation, it is a communities team as a whole and we get slotted in where they can
Consult with tenants on the scope of local offers for service delivery This should include how performance will			-No Annual Conference - No consultation taking place.









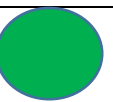
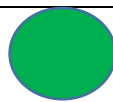


be monitored, reported and scrutinised by tenants and arrangements for reviewing these on a periodic basis			-Members confused what survey has just come out and some have not received the report - Concerns about how an outside consultant has her details. No information given of whom they were. Officers at the HRB agreed with her concerns
Providers shall consult with tenants, setting out clearly the costs and benefits of relevant options, if they are proposing to change their landlord or when proposing a significant change in their management arrangements			Agree with compliance
Demonstrate how we respond to tenants needs in the way we provide services and communicate with tenants.			-Has to remain amber, as the correct information about tenants is not being relayed to repairs team. - Whatever system is in place it is not working
Keep neighbourhood and communal areas associated with homes clean and safe.			-They did one social value day where they did a clean up. Would like it to be amber as no tenants were consulted about the arrangements for the social value day. - Communal areas are not being kept clean
Work in partnership with tenants and other providers and public bodies			No comment made
Co-operate with relevant partners to help promote social, environmental and economic well-being in the areas where we own properties.			Agree with compliance
Publish a policy on how we work in partnership with other agencies to prevent and tackle ASB in the neighbourhoods			Majority Agree with compliance
Consult with tenants developing a published policy for maintaining and improving the neighbourhoods associated with our homes including all communal areas associated with our homes.			-Tenants do not feel neighbourhoods are tidy and are being not maintain the areas at all. - Street scene do a great job, some areas are tidy. Does not agree with red.
Identify and publish roles we are able to play within areas we have properties.			- Does not like the mention of the website again in this document .BB- The website is the way of the future



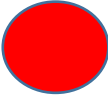
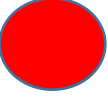





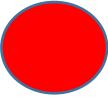



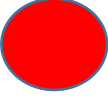

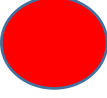
			- Mentioned the tenant support group, who can be contacted by tenants for technical support. - How do we know about it? PG- It is a new thing which is being set up and will be published in the magazine
Tenants are made aware of their responsibilities to address ASB, and their rights.			Agreed with compliance
Strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with local agencies.			Agreed with compliance
Strong focus on preventative measure tailored towards the needs of tenants and their families.			Agreed with compliance
Prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available			Agreed with compliance
All tenants can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted			This should be amber as they do not keep people up to date with their case
Provision of support to victims and witnesses.			Do not agree victims and witnesses offer enough support
Named individual who will act as a point of contact for dealing with queries and who involves other staff with specialist expertise where necessary.			Agree with compliance
Provide timely and relevant information to the regulation that relates to current and future non-compliance with the economic standards.			Agreed with compliance
Provide financial and statistical data through NROSH			Agreed with compliance
Registered providers shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how their lettings:			Agreed with compliance








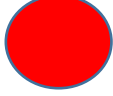


<p>(a) make the best use of available housing</p> <p>(b) are compatible with the purpose of the housing</p> <p>(c) contribute to local authorities' strategic housing function and sustainable communities</p>			
<p>Clear application, decision-making and appeal process</p>			Agreed with compliance
<p>Registered providers shall enable their tenants to gain access to opportunities to exchange their tenancy with that of another tenant, by way of internet-based mutual exchange services.</p>			Agreed with compliance
<p>Registered providers shall offer tenancies or terms of occupation, which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.</p>			Agreed with compliance
<p>They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.</p>			Agreed with compliance
<p>Registered providers shall cooperate with local authorities' strategic housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.</p>			Agreed with compliance
<p>Develop and deliver services to address under occupation and overcrowding in homes with the resources available. Services should be focussed on the needs of tenants and will offer choices to them.</p>			Agreed with compliance
<p>Publish policies to include how we have made use of community housing registers, community allocations policies and local letting policies. Registered providers will clearly set out and be able to give reasons for the criteria used for excluding actual and potential tenants from consideration for allocation, mobility or mutual exchange schemes.</p>			Agreed with compliance



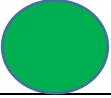







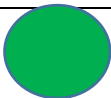
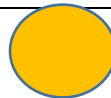
<p>Deliver allocation processes in a way which supports effective use of the full range of actual and potential tenants including those with support needs. Those who do not speak English as a first language and those who have difficulties with written English.</p>			<p>Agree with compliance</p>
<p>Minimise time that properties are empty between each letting, taking into account circumstances of tenants offered properties.</p>			<p>All in agreement it should be red - 125 days for properties to lay empty is not acceptable</p>
<p>Record all lettings and sales on CORE</p>			<p>Agreed with compliance</p>
<p>Registered providers shall subscribe to an internet based mutual exchange service (or pay the subscriptions of individual tenants who wish to exchange), allowing:</p> <ul style="list-style-type: none"> • (a) a tenant to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee • (b) the tenant to enter their current property details and the tenant's requirements for the mutual exchange property they hope to obtain • (c) the tenant to be provided with the property details of those properties where a match occurs 			
<p>Registered providers shall ensure the provider of the internet based mutual exchange service to which they subscribe is a signatory to an agreement, such as HomeSwap Direct, under which tenants can access matches across all (or the greatest practicable number of) internet based mutual exchange services.</p>			<p>Agreed with compliance</p>
<p>Registered providers shall take reasonable steps to publicise the availability of any mutual exchange service(s) to which it subscribes to its tenants.</p>			<p>Agreed with Compliance</p>
<p>Registered providers shall provide reasonable support in using the</p>			<p>Agreed with compliance</p>









<p>service to tenants who do not have access to the internet.</p>			
<p>Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:</p> <p>(a) The type of tenancies they will grant.</p> <p>(b) Where they grant tenancies for a fixed term, the length of those terms.</p> <p>(c) The circumstances in which they will grant tenancies of a particular type.</p> <p>(d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period.</p> <p>(e) The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property.</p> <p>(f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.</p> <p>(g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.</p> <p>(h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.</p> <p>(i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members</p>			<p>Agreed with Compliance</p>
<p>Grant general needs tenants a periodic, secure or assured tenancy or a tenancy fixed for a minimum</p>			<p>Agreed with compliance</p>







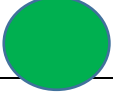
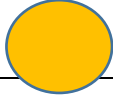


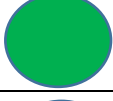


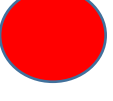


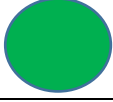
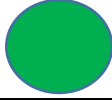
fixed term of 5 years or exceptionally a tenancy for a minimum fixed term of no less than two years, in addition to a probationary period.			
Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.			Agreed with level of compliance But Questioned whether all the right information is in the handbook
When we us a probationary tenancy, these shall be for a maximum of 12 months or a maximum of 18 months when reasons for extending the probationary period have been given and when the tenant has the opportunity to request a review.			Agreed with compliance
Where registered providers choose to let homes on fixed term tenancies (including under Affordable Rent terms), they shall offer reasonable advice and assistance to those tenants where that tenancy ends.			Agreed with compliance
Make sure that the home continues to be occupied by the tenant the home is let to in accordance with the requirements in the tenancy agreement for the duration of the tenancy.			Agreed with compliance
Develop and provide services that will support tenants to maintain their tenancy and prevent unnecessary eviction			Agree with compliance
Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).			It is not clear how the secure tenancies work during a mutual exchange. We cannot give it a green as they say they are meeting everything but we do not know if they are. JT- We do not know that they are not meeting the requirements. Just because we do not know does not mean we have to give it an amber PG- Everything to do with tenancies is a legal requirement; it is not for us to say All agreed it needed looking into before it could be green



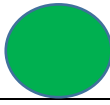
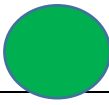




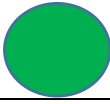
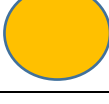


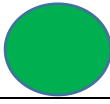
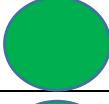
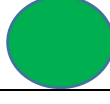
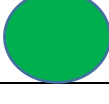




Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation			Agree with compliance
Ensure homes meet the standards set out in section five of governments decent homes guidance and continue to meet homes to at least this standard			Agree with level of compliance
Meet the standards of design quality that applied when the homes were built as a condition of publicly funded financial assistance if these standards are higher than decent homes standards			Agree with compliance
In agreeing local offers ensure that they are set at a level not less than the standards in section six of the decent homes guidance			Agree with compliance
Provide a cost effective repairs and maintenance service to homes and communal areas that responds to the needs of and choices to tenants and have the objective of completing repairs and improvements right first time.			Do not agree with the phrase Our core aim is 'Right repair, right time, fixed, stay fixed'. This is why it should be a red. All agreed
Meet all statutory requirements that provides for the H&S of occupants in their homes			Tenant mentioned that a fire person had come into his home and said they looked at all the fire precautions and they stated they were not adequate. She updated them for us. This is why it cannot stay green
Providers may agree with the regulator a planned approach to repairs and maintenance of homes and communal arrears. This should demonstrate at an appropriate balance of planned and responsive repairs and value for money. The approach should include responsive and repairs planned and capital work, work on empty properties and adaptations.			A Tenant's views were that it should be red, as they do not have a plan. Therefore it is our job as a committee to recommend it should be red -Another tenant commented that they do have a plan, they just don't stick to it - This plan is part of the stock survey, so it should pick all these things up. So I do think they have it in hand
Registered provider shall co-operate with relevant organisations to provide			-One tenant thought the adaptations part are working -Others did not agree















<p>an adaptations service that meets tenant needs.</p>			<p>Majority voted red</p>
<p>Provide choices, information and communication that is appropriate to the diverse needs of tenants in the delivery of all standards</p>			<p>Definitely amber, - The tenant participation groups are not operational. - We do not know when these groups will be up and running. - Requirements are not being met for these groups.</p>
<p>Approach to complaints is clean, simple and accessible and ensures that responses are resolved promptly, politely and fairly.</p>			<p>No clear discussion at this point. Voted for it to be changed to amber</p>
<p>Tenants given a wide range of opportunities to influence and be involved in:</p> <ul style="list-style-type: none"> • Formulation of housing policies and strategies • Making decisions about housing services, how delivered, including setting of standards • Scrutiny of performance and the making of recommendations about how performance might be improved • The management of homes where applicable • Management of repairs and maintenance service such as commission and undertaking a range of repairs as agreed with the landlord and sharing in savings made • Agreeing local offers for service delivery 			<p>-Questioned how many times the HRB is held. Not clear in document. - The tenant consultation that is mentioned in the strategy, Sue asked if we agree with that statement. No one agreed. - Suggested for this reason it should be amber not green. - We are only involved when matters are ready to go to HRB. We not involved from the ground up, where we should be. We should be involved in every stage of policy.</p>
<p>Treat all tenants with fairness and respect</p>			<p>-No tenants are involved in the fairness strategy or cultural information sheets. For this reason, it should be red. - They always mention access to the website. What about the people who cannot access it.</p>
<p>Demonstrate how we understand the different need of tenants. In relation to the equality standards and tenants with additional support needs</p>			<p>-We need to go back to the Open House system, if it is restricted to this computer, how are staff supposed to know.</p>


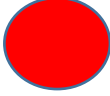












			<ul style="list-style-type: none"> - Suggested that information on the Open Housing system is not filtering down to other officers. - Repairs do not consider her disabilities, even when she has told them on the phone. - Suggested that there should be a list for individuals within the system that flags up automatically. - We need confirmation of how the system works. Need to find out if the information is being shared through the system.
<p>Provide tenants with accessible, relevant and timely information about:</p> <ul style="list-style-type: none"> • Access to services • Standard of services they can expect • How we are performing against standards • Service choices available to tenants, including any additional costs relation to specific choices • Progress of any repairs work • How tenants can communicate with us and provide feedback • Responsibilities of the tenant and provider • Arrangements of tenant involvement and scrutiny 			-Suggestion to look at tenant hand book
Set out a range of ways for tenants to express a complaint and set out clear service standards for responding to complaints			<ul style="list-style-type: none"> - Handbooks need updating. - Learning from complaints is not happening - They are always talking about the website
Include in policy how complaints can be made about performance against standards and details of what to do if they are unhappy about the outcome of the complaint			As above
Inform tenants on how we use complaints to improve the service			As above
Publish information about complaints each year including number, nature and the outcome of the complaint			As above
Support tenants to exercise their right to manage or otherwise			S- Does not think that tenants have been offered enough support to get these groups back up and running



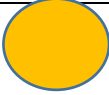
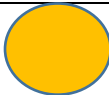
<p>exercise housing management where appropriate</p>			<ul style="list-style-type: none"> - They are taking too long to get up and running - Not happy the Strategy is not going to be ready until September <ul style="list-style-type: none"> – The groups that are up and running feels do get good support. – We have good support at the RIMG
<p>Support the formation and activities of tenant panels or equivalent groups in a constructive and timely man</p>			<ul style="list-style-type: none"> -Do not think that tenants have been offered enough support to get these groups back up and running - They are taking too long to get up and running - Not happy the Strategy is not going to be ready until September <ul style="list-style-type: none"> – The groups that are up and running feels do get good support. – We have good support at the RIMG
<p>Provide timely and relevant performance information to support effective scrutiny by tenants of our performance in a form which is agreed with tenants, provision must include the publication of an annual report which should include information on repair and maintenance budgets</p>			<ul style="list-style-type: none"> - Tenants should be able to report to the HRB, but we are not allowed to do so. We used to be able to. Our voices are never heard - The part where it says that information on how the council has performed is published in the Housing matters magazine. This does not happen. -We are censored of what we can put in the magazine
<p>Provide support to tenants to build their capacity to be more effectively involved</p>			<ul style="list-style-type: none"> -Do not agree that there is a separate team for Tenant Participation, it is a communities team as a whole and we get slotted in where they can
<p>Consult with tenants on the scope of local offers for service delivery This should include how performance will be monitored, reported and scrutinised by tenants and arrangements for reviewing these on a periodic basis</p>			<ul style="list-style-type: none"> -No Annual Conference - No consultation taking place. -Members confused what survey has just come out and some have not received the report - Concerns about how an outside consultant has her details. No information given of whom they were. Officers at the HRB agreed with her concerns
<p>Providers shall consult with tenants, setting out clearly the costs and</p>			<p>Agree with compliance</p>



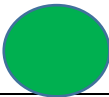
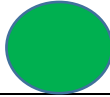


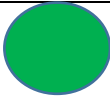
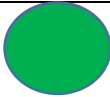




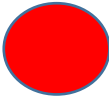
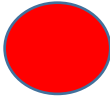
benefits of relevant options, if they are proposing to change their landlord or when proposing a significant change in their management arrangements			
Demonstrate how we respond to tenants needs in the way we provide services and communicate with tenants.			-Has to remain amber, as the correct information about tenants is not being relayed to repairs team. - Whatever system is in place it is not working
Keep neighbourhood and communal areas associated with homes clean and safe.			-They did one social value day where they did a clean up. Would like it to be amber as no tenants were consulted about the arrangements for the social value day. - Communal areas are not being kept clean
Work in partnership with tenants and other providers and public bodies			No comment made
Co-operate with relevant partners to help promote social, environmental and economic well-being in the areas where we own properties.			Agree with compliance
Publish a policy on how we work in partnership with other agencies to prevent and tackle ASB in the neighbourhoods			Majority Agree with compliance
Consult with tenants developing a published policy for maintaining and improving the neighbourhoods associated with our homes including all communal areas associated with our homes.			-Tenants do not feel neighbourhoods are tidy and are being not maintain the areas at all. - Street scene do a great job, some areas are tidy. Does not agree with red.
Identify and publish roles we are able to play within areas we have properties.			- Does not like the mention of the website again in this document .BB- The website is the way of the future - Mentioned the tenant support group, who can be contacted by tenants for technical support. - How do we know about it? PG- It is a new thing which is being set up and will be published in the magazine
Tenants are made aware of their responsibilities to address ASB, and their rights.			Agreed with compliance






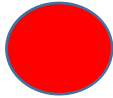



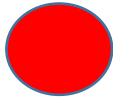

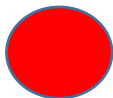
Strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with local agencies.			Agreed with compliance
Strong focus on preventative measure tailored towards the needs of tenants and their families.			Agreed with compliance
Prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available			Agreed with compliance
All tenants can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted			This should be amber as they do not keep people up to date with their case
Provision of support to victims and witnesses.			Do not agree victims and witnesses offer enough support
Named individual who will act as a point of contact for dealing with queries and who involves other staff with specialist expertise where necessary.			Agree with compliance
Provide timely and relevant information to the regulation that relates to current and future non-compliance with the economic standards.			Agreed with compliance
Provide financial and statistical data through NROSH			Agreed with compliance
Registered providers shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how their lettings: (a) make the best use of available housing (b) are compatible with the purpose of the housing (c) contribute to local authorities' strategic housing function and sustainable communities			Agreed with compliance
Clear application, decision-making and appeal process			Agreed with compliance

Registered providers shall enable their tenants to gain access to opportunities to exchange their tenancy with that of another tenant, by way of internet-based mutual exchange services.			Agreed with compliance
Registered providers shall offer tenancies or terms of occupation, which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.			Agreed with compliance
They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.			Agreed with compliance
Registered providers shall co-operate with local authorities' strategic housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.			Agreed with compliance
Develop and deliver services to address under occupation and overcrowding in homes with the resources available. Services should be focussed on the needs of tenants and will offer choices to them.			Agreed with compliance
Publish policies to include how we have made use of community housing registers, community allocations policies and local letting policies. Registered providers will clearly set out and be able to give reasons for the criteria used for excluding actual and potential tenants from consideration for allocation, mobility or mutual exchange schemes.			Agreed with compliance
Deliver allocation processes in a way which supports effective use of the full range of actual and potential tenants including those with support needs. Those who do not speak English as a first language and those who have difficulties with written English.			Agree with compliance
Minimise time that properties are empty between each letting, taking			All in agreement it should be red

into account circumstances of tenants offered properties.			- 125 days for properties to lay empty is not acceptable
Record all lettings and sales on CORE			Agreed with compliance
Registered providers shall subscribe to an internet based mutual exchange service (or pay the subscriptions of individual tenants who wish to exchange), allowing: <ul style="list-style-type: none"> (a) a tenant to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee (b) the tenant to enter their current property details and the tenant's requirements for the mutual exchange property they hope to obtain (c) the tenant to be provided with the property details of those properties where a match occurs 			
Registered providers shall ensure the provider of the internet based mutual exchange service to which they subscribe is a signatory to an agreement, such as HomeSwap Direct, under which tenants can access matches across all (or the greatest practicable number of) internet based mutual exchange services.			Agreed with compliance
Registered providers shall take reasonable steps to publicise the availability of any mutual exchange service(s) to which it subscribes to its tenants.			Agreed with Compliance
Registered providers shall provide reasonable support in using the service to tenants who do not have access to the internet.			Agreed with compliance
Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out: <ul style="list-style-type: none"> (a) The type of tenancies they will grant. 			Agreed with Compliance

<p>(b) Where they grant tenancies for a fixed term, the length of those terms.</p> <p>(c) The circumstances in which they will grant tenancies of a particular type.</p> <p>(d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period.</p> <p>(e) The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property.</p> <p>(f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.</p> <p>(g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.</p> <p>(h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.</p> <p>(i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members</p>			
<p>Grant general needs tenants a periodic, secure or assured tenancy or a tenancy fixed for a minimum fixed term of 5 years or exceptionally a tenancy for a minimum fixed term of no less than two years, in addition to a probationary period.</p>			<p>Agreed with compliance</p>
<p>Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.</p>			<p>Agreed with level of compliance</p> <p>But Questioned whether all the right information is in the handbook</p>

When we us a probationary tenancy, these shall be for a maximum of 12 months or a maximum of 18 months when reasons for extending the probationary period have been given and when the tenant has the opportunity to request a review.			Agreed with compliance
Where registered providers choose to let homes on fixed term tenancies (including under Affordable Rent terms), they shall offer reasonable advice and assistance to those tenants where that tenancy ends.			Agreed with compliance
Make sure that the home continues to be occupied by the tenant the home is let to in accordance with the requirements in the tenancy agreement for the duration of the tenancy.			Agreed with compliance
Develop and provide services that will support tenants to maintain their tenancy and prevent unnecessary eviction			Agree with compliance
Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).			It is not clear how the secure tenancies work during a mutual exchange. We cannot give it a green as they say they are meeting everything but we do not know if they are. JT- We do not know that they are not meeting the requirements. Just because we do not know does not mean we have to give it an amber PG- Everything to do with tenancies is a legal requirement; it is not for us to say All agreed it needed looking into before it could be green
Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation			Agree with compliance
Ensure homes meet the standards set out in section five of governments decent homes guidance and continue to meet homes to at least this standard			Agree with level of compliance

Meet the standards of design quality that applied when the homes were built as a condition of publicly funded financial assistance if these standards are higher than decent homes standards			Agree with compliance
In agreeing local offers ensure that they are set at a level not less than the standards in section six of the decent homes guidance			Agree with compliance
Provide a cost effective repairs and maintenance service to homes and communal areas that responds to the needs of and choices to tenants and have the objective of completing repairs and improvements right first time.			Do not agree with the phrase Our core aim is 'Right repair, right time, fixed, stay fixed'. This is why it should be a red. All agreed
Meet all statutory requirements that provides for the H&S of occupants in their homes			Tenant mentioned that a fire person had come into his home and said they looked at all the fire precautions and they stated they were not adequate. She updated them for us. This is why it cannot stay green
Providers may agree with the regulator a planned approach to repairs and maintenance of homes and communal arrears. This should demonstrate at an appropriate balance of planned and responsive repairs and value for money. The approach should include responsive and repairs planned and capital work, work on empty properties and adaptations.			A Tenant's views were that it should be red, as they do not have a plan. Therefore it is our job as a committee to recommend it should be red -Another tenant commented that they do have a plan, they just don't stick to it - This plan is part of the stock survey, so it should pick all these things up. So I do think they have it in hand
Registered provider shall co-operate with relevant organisations to provide an adaptations service that meets tenant needs.			-One tenant thought the adaptations part are working -Others did not agree Majority voted red

Report to: Housing Review Board



Date of Meeting 18th January 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Key Performance indicators and Compliance Quarter 4 and end of year 22/23

Report summary:

The attached presentation, Key Performance indicator dashboard and Compliance dashboard present our performance at quarter 4 and year end.

The presentation also outlines actions being taken to improve performance where we are not achieving target.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

The Housing Review Board receives the report and our performance at quarter 4 and year end 22/23

Reason for recommendation:

To ensure the Housing Review Board have assurance around service delivery, performance and compliance with our health & safety responsibilities. To enable the Board to scrutinise and challenge the performance of the housing service.

Officer: Yusef Masih – Interim Housing Services Manager

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

.
Climate change Low Impact

Links to background information

.
Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
- A greener East Devon
- A resilient economy

Financial implications:

There are no direct financial implications identified in the report.

Legal implications:

There are no legal implications.

Performance Report

(Q1-Q4 & Year End - 1 April 2022 to 31 March 2023)

Presented by:
Senior Housing Managers


Date: 15th June 2023

eastdevon.gov.uk @eastdevon




Housing Services Performance – understanding the jargon

Traffic light ratings

 We are meeting or exceeding our targets

 We are close to target

 We are outside of target

Health warning – indicator being cleansed

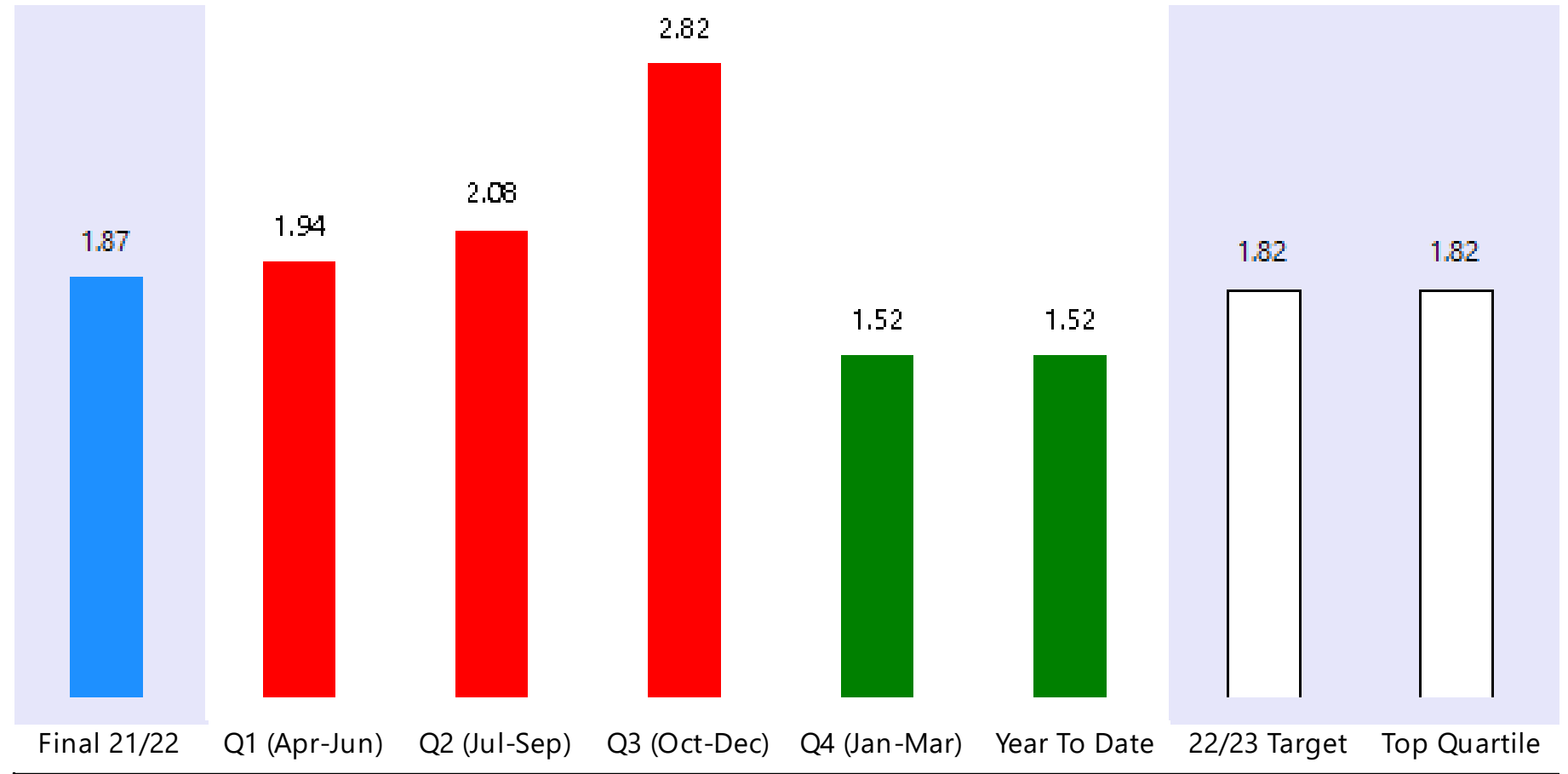
This is where we are still working on cleansing the data and making sure we are reporting this accurately – some further work is required

Targets will be set annually and this year we began the framework part way into year and did not set targets for all our indicators

Final 21/22 – this is last year's performance at year end (31 March 22)

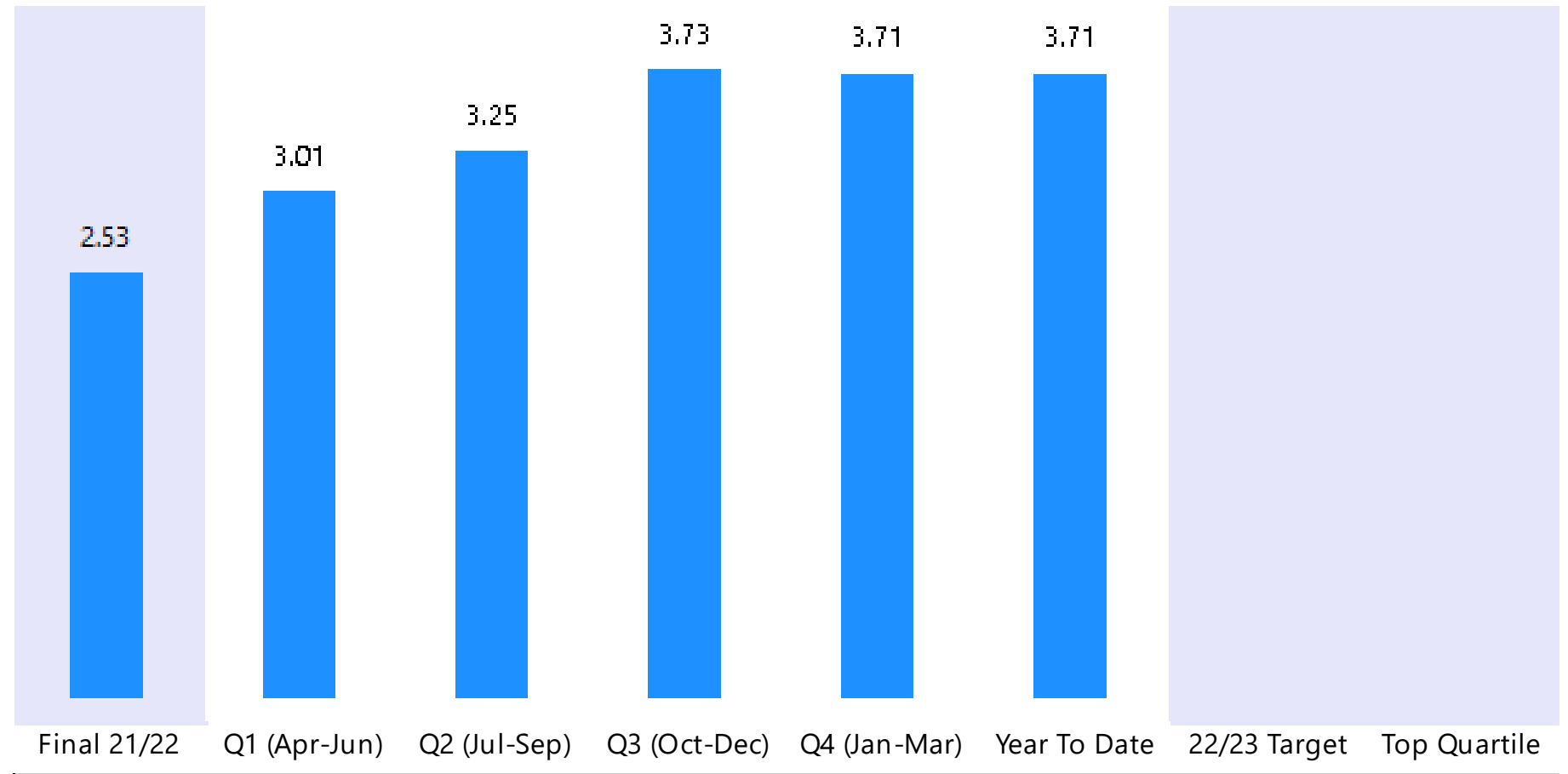
Top, Median and Lower Quartiles – We use Housemark to benchmark our performance and set targets for our KPIs. We strive to be within the top quartile for all our KPIs as this places us within the top 25% of best performing landlords.

IM05 Rent arrears of current tenants as a % of annual rent debit



Rent arrears at Quarter 4 and year end (1.52%) are within target (1.82%) and top quartile (1.82%). Performance has improved on 21/22 (1.87%)

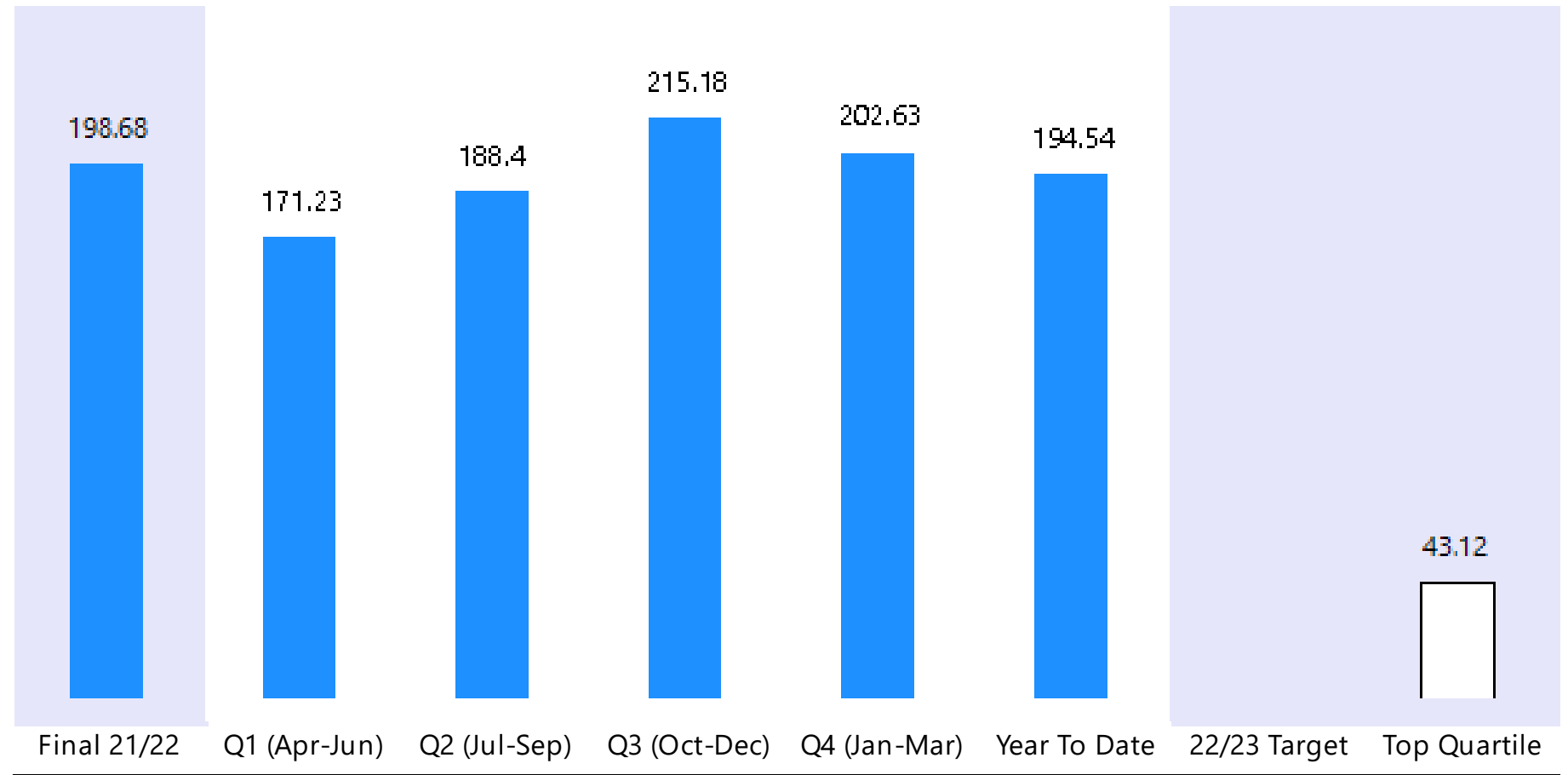
TM02
% of self
contained
dwellings
vacant and
not
available to
let



Performance at quarter 4 and year end (3.71%) 155 properties undergoing repairs has continued to increase since year end 21/22 (2.53%) 106 properties.

TM03 Average days to relet a social housing dwelling (standard)

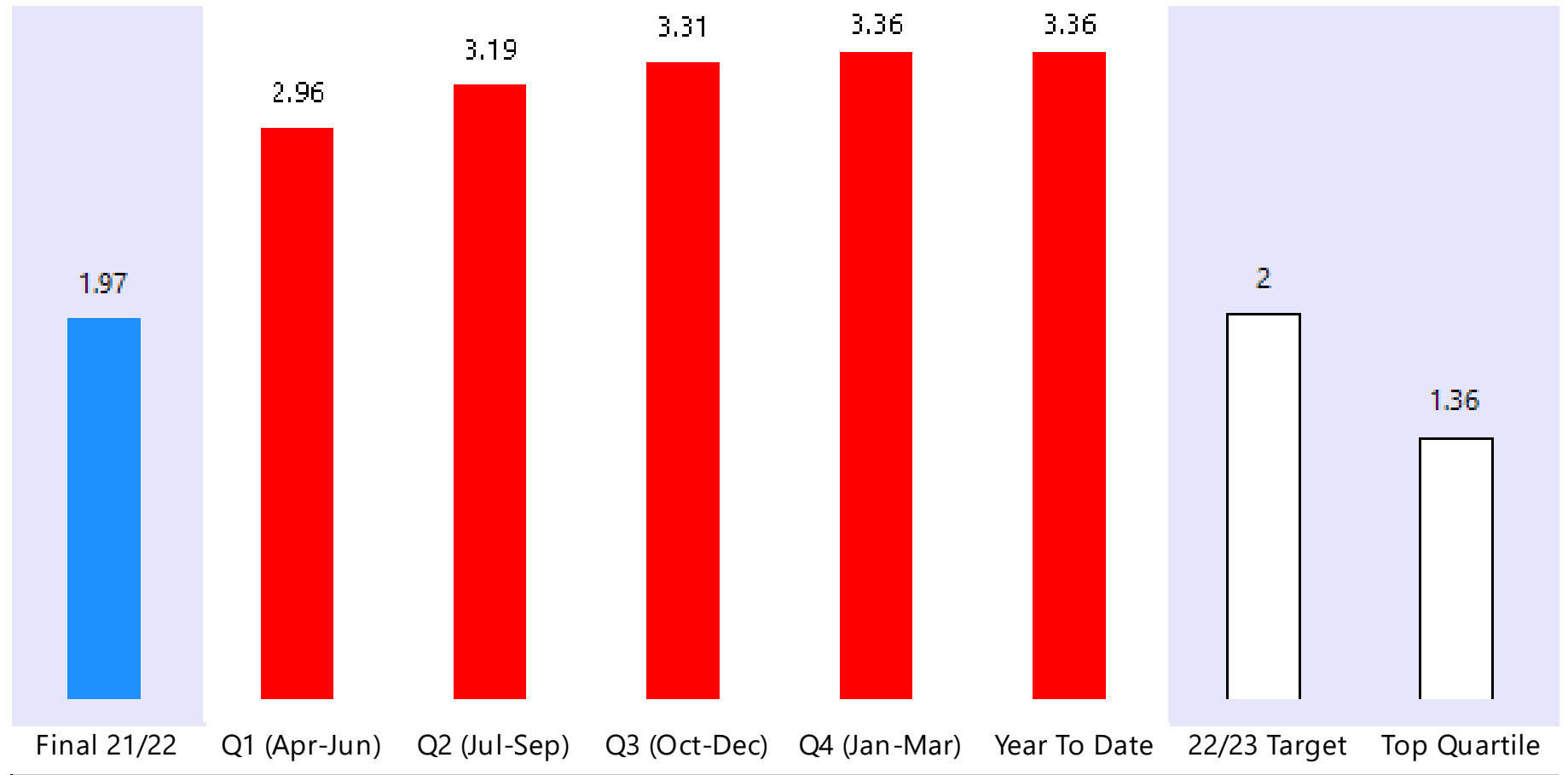
page 192



Performance at QTR 4 (202.64) and year end (194.54%) are well outside top quartile (43.12)

IM09 % of rent lost through properties becoming vacant

page 193



Performance at quarter 4 and year end (3.36%) is outside target (2%) and top quartile (1.36%).

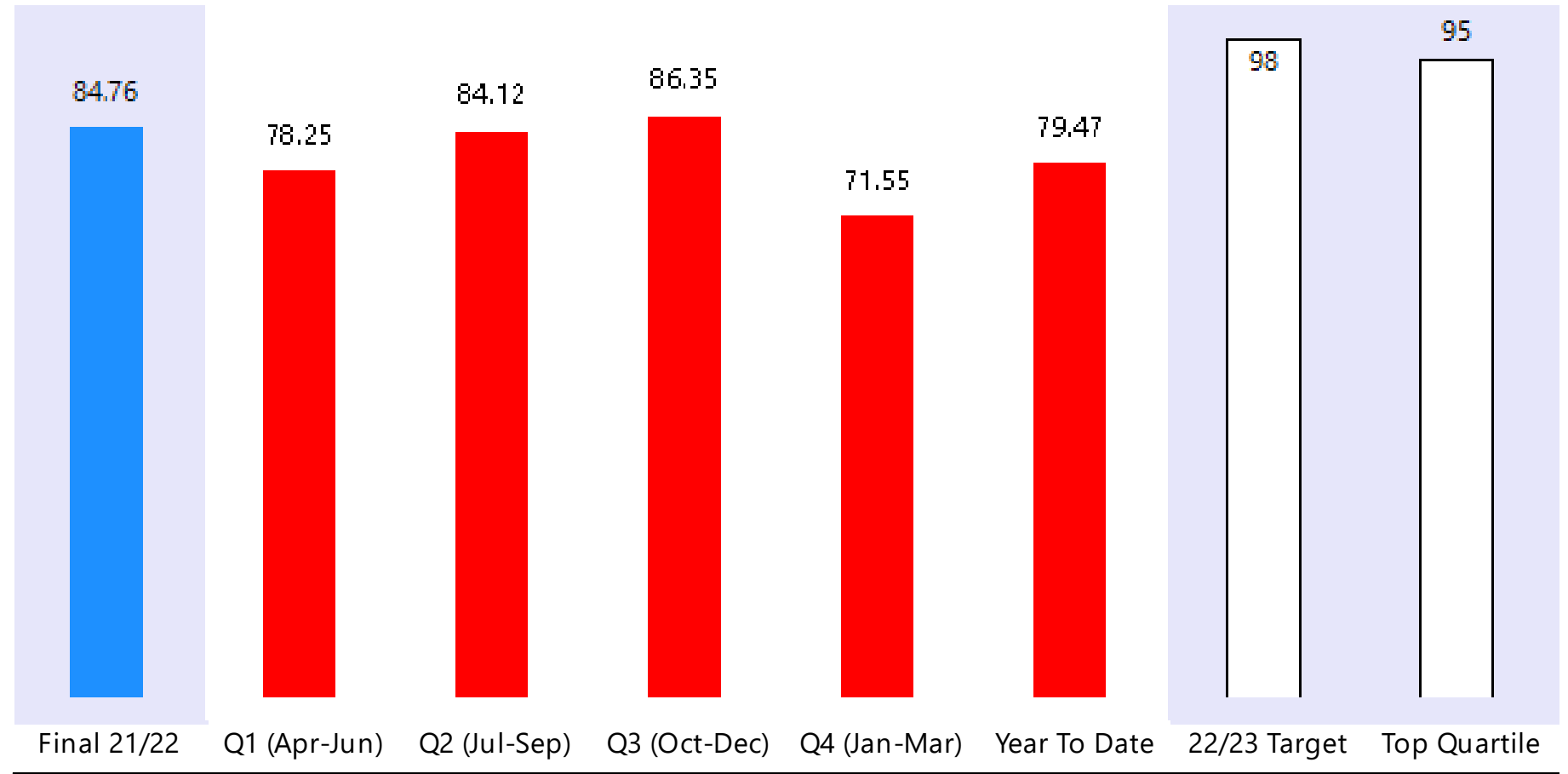
Rent lost has continued to increase on year end (1.97%)

Actions taken to ensure void property targets are met

1. The Void process from Key to Key has now been fully reviewed and re-modelled to eliminate road-blocks, time wastage, and missed void properties
2. All departments involved in the Void journey are aware of their responsibilities and management areas.
3. New Void dashboard in place providing business intelligence data and accountability through each department. Reports clearly indicate where the void sits and how long it has been with each department
4. Pre-Termination visits have now been re-introduced and this is providing the assurance that Residents are clear on the condition their property should be handed back in.
5. Re-vamp of the IT systems in relation to voids to fully reflect the new process and to enable us to monitor the complete journey of a void in terms of timescales and costs
6. All necessary EDDC/IWS staff have been re-trained on the Voids Contract
7. IWS's void action plan to clear the backlog is being closely monitored and current performance is promising

AM01 % of routine repairs completed within target

page 195

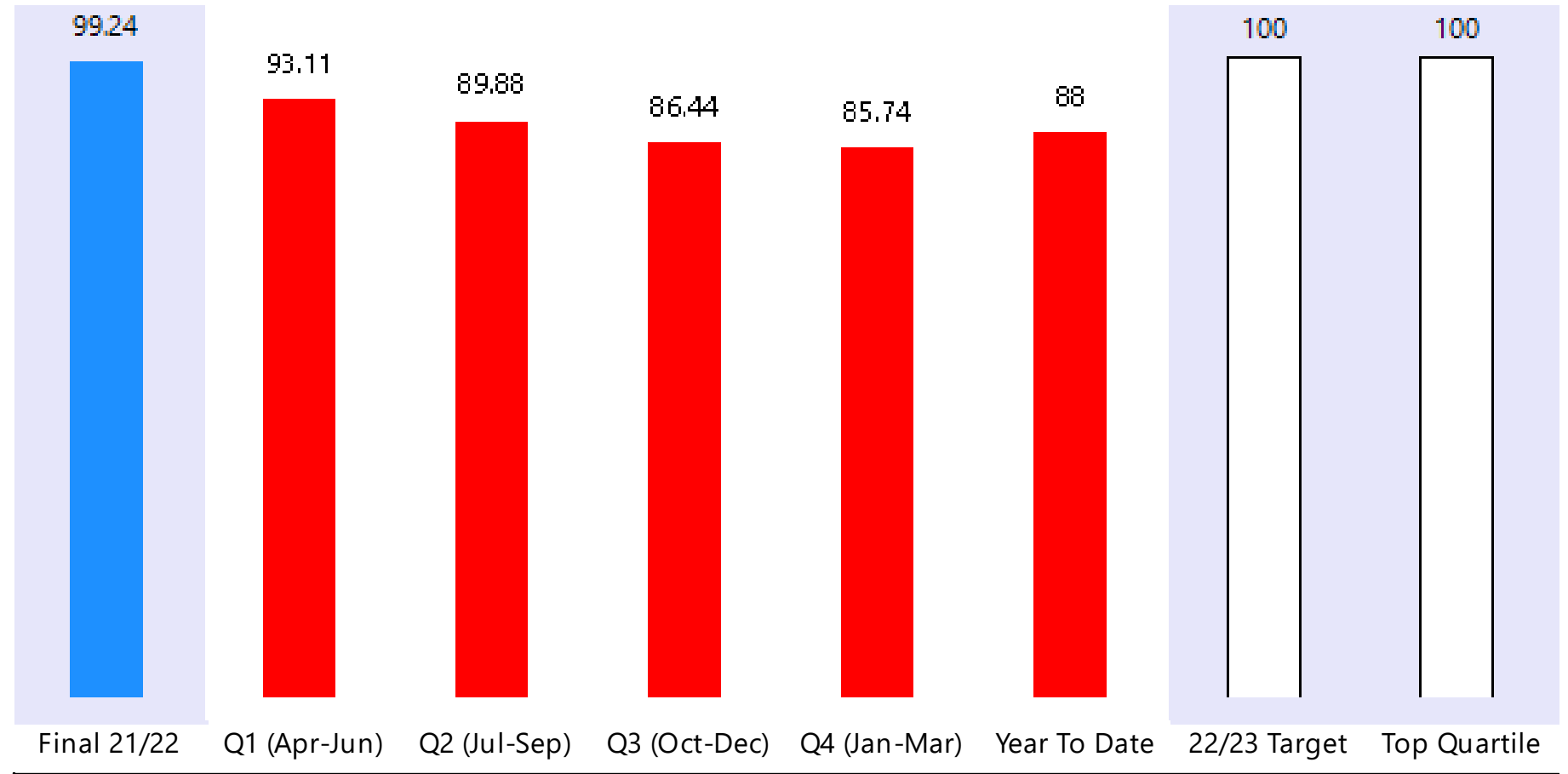


Performance at quarter 4 (71.55%) is below target (98%) and top quartile (95%).
Year end performance (79.47%) is below end of year performance 21/22 (84.76%)
At end of year we have completed 13,293 jobs within target and 2,729 jobs outside of target

Health warning – indicator being cleansed

AM02 % of emergency repairs completed within target

page 196

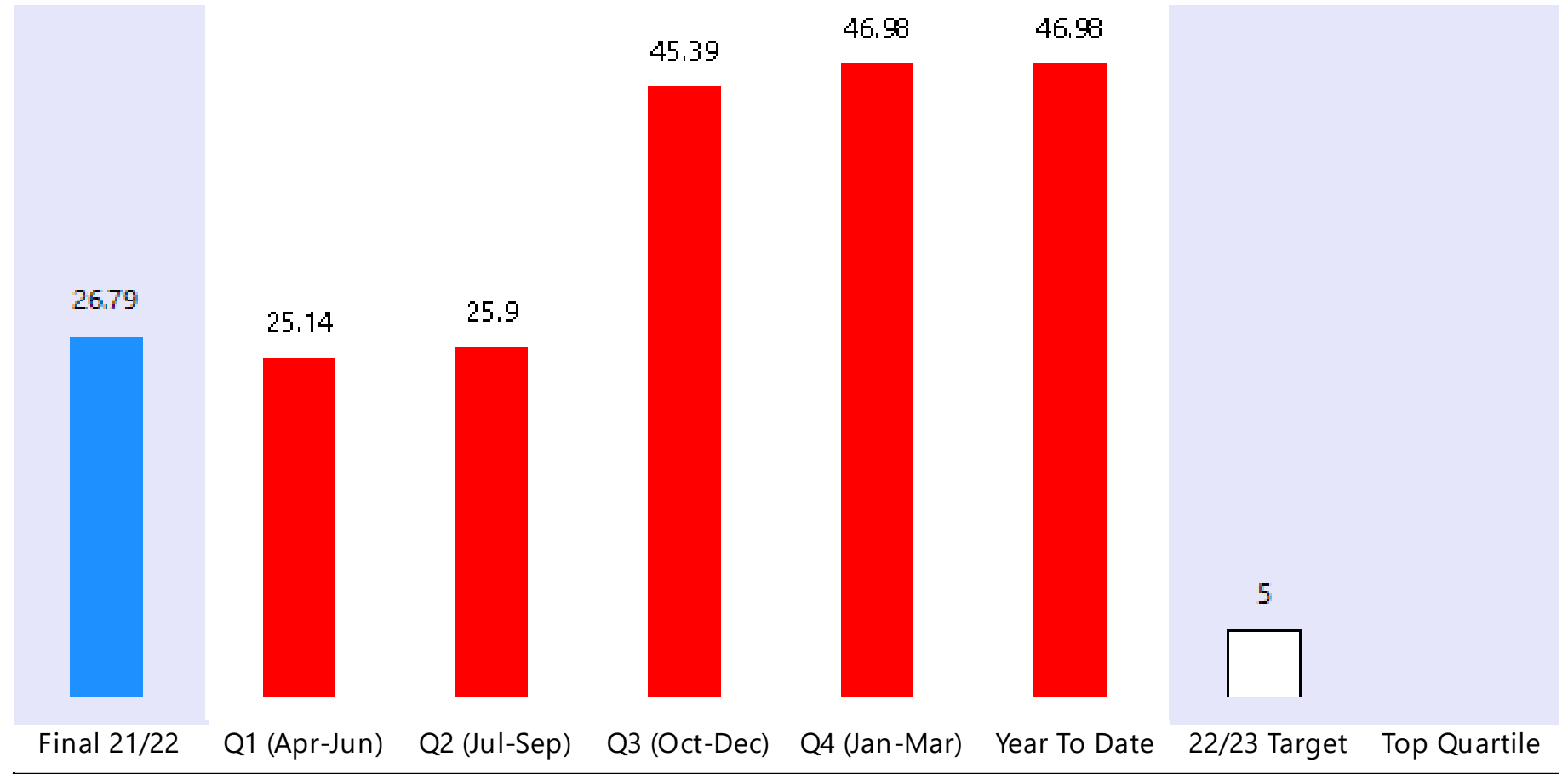


Performance at quarter 4 (85.74%) is below target (100%) and top quartile (100%).
Year to date performance (88%) is below end of year performance 21/22(99.24%)
This year we have completed 3,468 jobs within target and 416 jobs outside of target

Health warning – indicator being cleansed

AM03 % of repairs outstanding and overdue

page 197



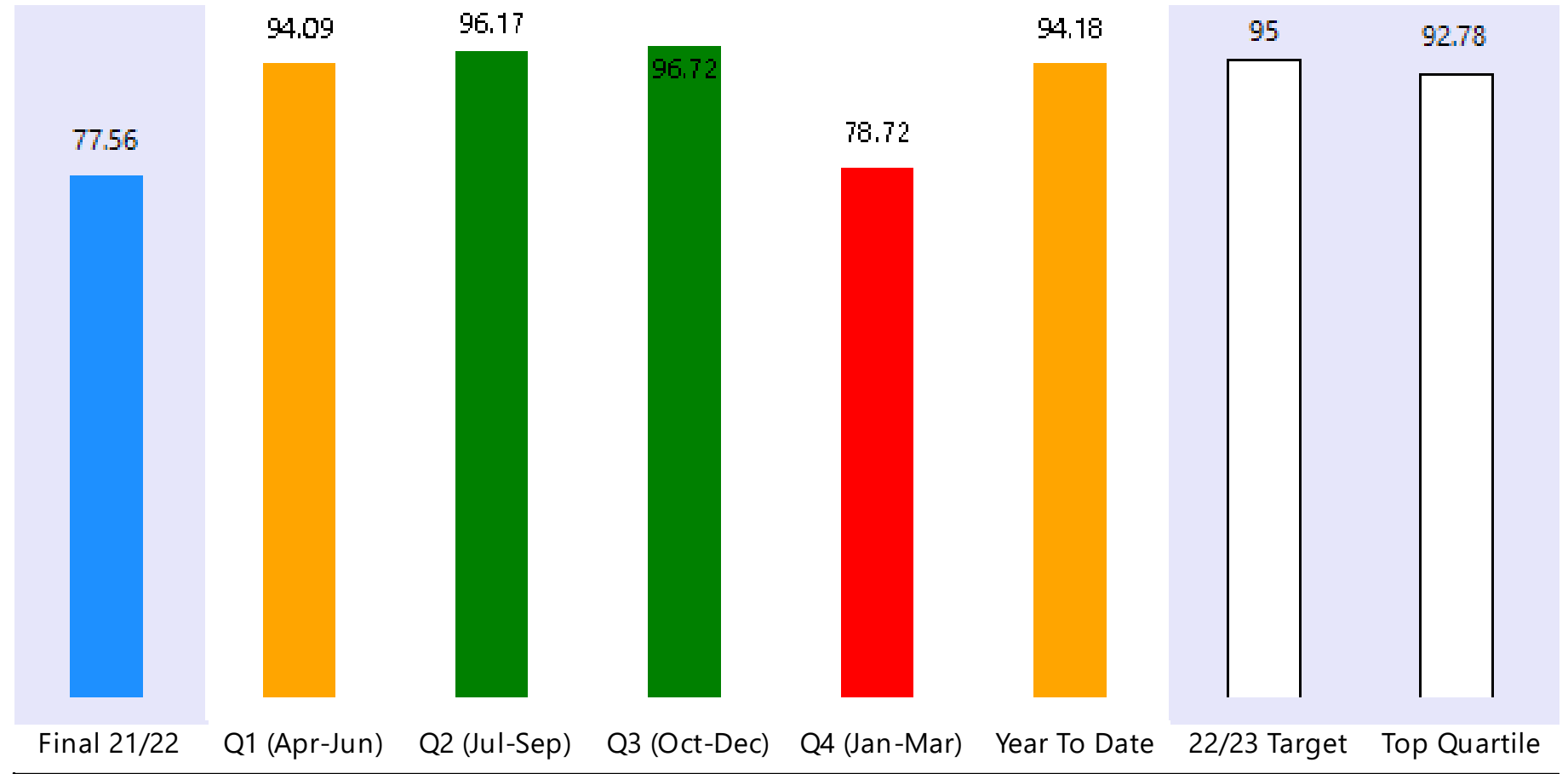
Performance at quarter 4 (46.98%) is outside target (5%)

End of year performance (46.98%) has declined on year end performance (26.79%)

As at year end we have 872 jobs outstanding and overdue, compared to 217 at year end (21/22)

Health warning – indicator being cleansed

AM11 % satisfaction with day to day repairs



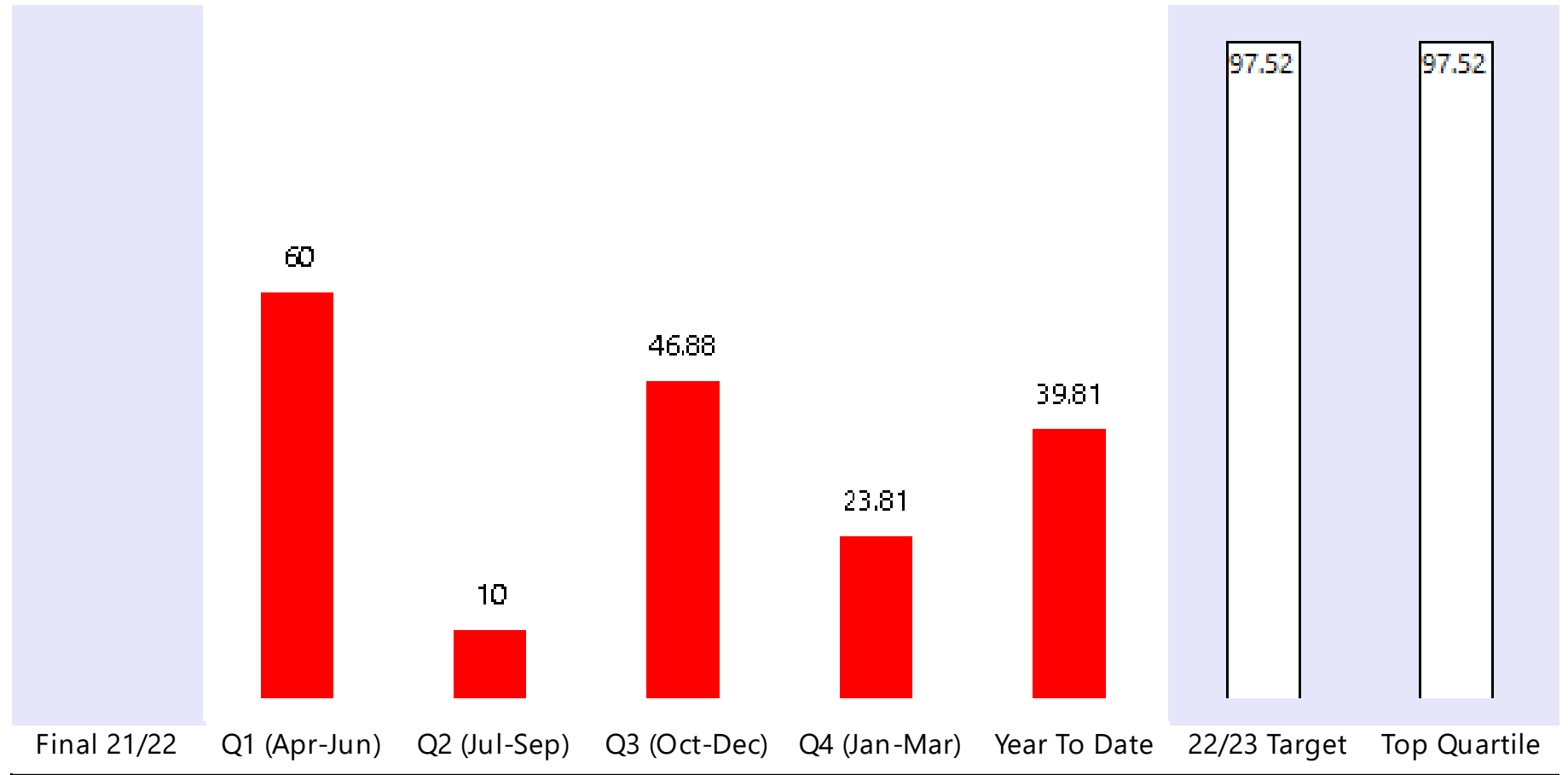
Satisfaction at quarter 4 (78.72%) is below target(95%) and top quartile (92.78%).
Year end performance (94.18%) has improved on year end performance 21/22(77.56%)
This year we have had 996 surveys returned compared to 949 last year.

Actions being taken to ensure repairs targets are achieved

1. Working with Echelon to ensure systems, processes and structures can effectively deliver the services
2. Customer Services Manager now in post, recruiting Repairs Intelligence Officer and two surveyors
3. Review of the current Repair team structure throughout being undertaken currently by an external consultant
4. Cleansing our data and ensure it matches that of our contractors. Looking at our contractor systems to understand how they collate data and see if we can help improve their systems to support our work
5. 3rd party company to carry-out customer satisfaction surveys. This is to ensure we have an independent viewpoint of customer satisfaction and to stop reliance on our contractor reporting satisfaction.
6. Working with our IAMC contractor to review their operations and to ensure they are able to adapt to the increases in demand following the increase in Damp and Mould and Dis-Repair
7. The Minor works process has been agreed and Ian Williams are ready to take on these works. We are now in the processing of identifying the first tranche of works to be carried out. This will enable us to free up diary space for day to day jobs and report more efficiently on repairs

BM04
% of
complaints
responded
to and
closed
within 20
days

page 200

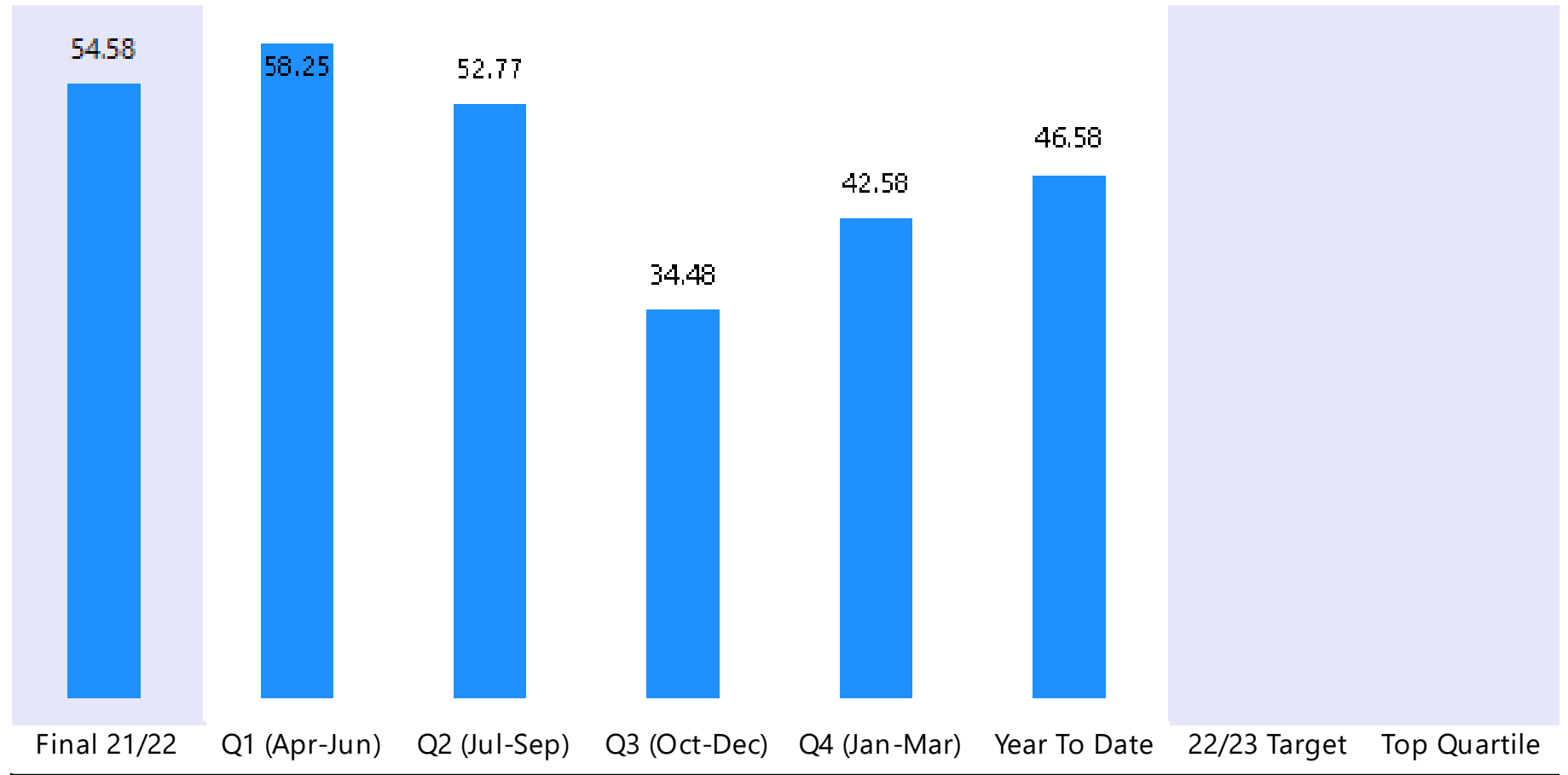


Quarter 4 performance (23.81%) is below target (97.52%) and top quartile (97.52%)
This year we responded to 108 complaints out of 43 within target to date this year

Actions taken to improve our complaints handling performance

1. All complaints to be logged, monitored and tracked by each team
2. Work with the Corporate complaints team to review the process for progressing complaints through to completion
3. Officers to prioritise complaints
4. Customer complaints and customer service training for all staff
5. All contact with tenants to be logged on system
6. Repairs Customer Services Manager now in post
7. Additional complaints officer being recruited to support corporate complaints team
7. Recording / documenting contact training for all staff

BM05 % of calls answered within 1 minute



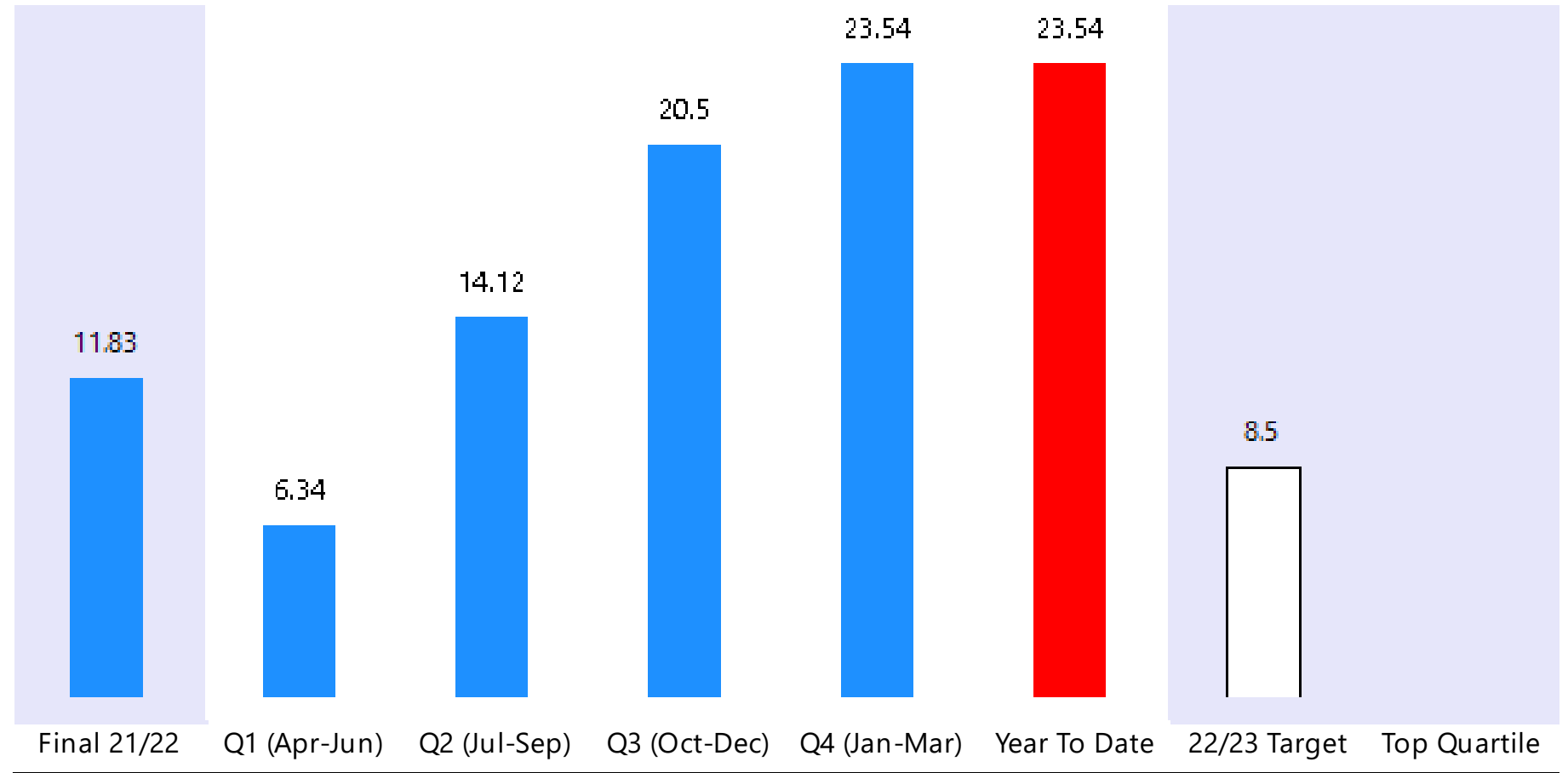
Quarter 4 performance (42.58%) has improved on quarter 3 (34.48%)
This years Year performance (46.58%) has declined on year end 21/22 (54.58%)

Actions taken to improve our call response times

1. Analyse results and investigate if the system is recording this indicator correctly
2. Re-evaluate target to ensure it is comparable with good practice and is achievable
3. Investigate how each team is responding to calls ensuring that the correct resources are in place
4. Reviewing the capacity within the repairs call centre

BM01 Average number of working days per person lost through sickness

page 204



Quarter 4 performance (23.54 days) has continued to increase and is outside target (8.5 days)

This years performance (23.54 days) has declined on 21/22 (11.83 days)

Actions taken to improve sickness absence

1. Ensure that sickness absence figures are regularly reported to Housing Leadership and Operational Manager and reviewed.
2. We are actively working with managers to ensure that the Absence Management Policy and processes are applied consistently for all sickness absence; a number of informal and formal processes have taken place in April/May and we will continue to monitor this carefully.
3. We are working to ensure sickness absence is consistently and accurately reported and recorded by both employees and managers;
4. Health & wellbeing initiatives continue to be developed to support employees. We have a new EAP (Employee Assistance Programme) provider and will be looking to ensure that our current OH provider is giving effective assessment and advice.
5. We have been working closely with Red Poppy to deliver trauma support and will be looking to deliver similar workshops over 2023 so that we are tackling issues around mental health and wellbeing which continues to be a major reason for absence.

Planning for 2023/24 KPIs

1. Continuing to cleanse and improve the data – we need to make sure we are collecting the Pis in line with the methodologies and best practice ensuring it is accurate.
2. Introducing new indicators (Tenancy visits, Tenant satisfaction measures, Community development)
3. Improving how we report complaints which will include complaints upheld, partially and not upheld and the learning from the complaints.
4. Setting targets for 23/24 – consulting with staff and residents to ensure that we set targets that are appropriate and ensure we continue to enhance our services for residents.
5. Developing and monitoring team targets which measure and track performance of teams

1. Compliance dashboard

Covers the 8 key areas of our regulation and legislation requirements:

1. Asbestos
2. Electrical systems
3. Fire risk assessment
4. Fire protection systems
5. Gas safety
6. Lifting equipment
7. Smoke & Carbon monoxide alarms
8. Water management

Housing Service Performance

● Within Target, ● Close to Target, ● Outside Target

COMPLIANCE KPIs, 31 March 2023

Compliance Area	PI Code	Performance Indicator	Risk	Target Number	Number Compliant	Total Overdue		Management Comment
Asbestos	BS03	Number of blocks & communal areas with a valid asbestos inspection (Yearly)		143	44	99	●	We have 143 communal areas that require an asbestos inspection annually, we have completed 44 and 99 are overdue between 3 and 6 months. All outstanding surveys will be completed no later than May 2023. Surveys are now being monitored weekly to ensure that we complete within timescales.
Electrical Systems (contracted maintenance)	ET01(a)	Number of properties with a valid electrical inspection certificate (EICR - 5 yearly)		4179	3548	631	●	We have 4,179 properties that require a 5 yearly electrical inspection; we have completed 3,548 and 631 properties are outside the 5 year period. A new contract has been mobilised as a matter of urgency and all inspections will be completed with properties having a 5 year certificate by the end of November 2023. The inspections are now being monitored daily and a preliminary investigation has been undertaken into the causes of the failures.
	ET01(b)	Category 1 & Category 2 actions arising from an unsatisfactory EICR (residential dwellings)	C1 (point of test)	31	31	0	●	We had 31 Category 1 actions and all of these have been completed at the point of testing.
			C2 (urgent)	tbc	tbc	tbc	●	An audit of Category 2 actions being completed is being undertaken and initial findings are indicating that we have a substantial number of Category 2 actions that are outstanding and overdue.
	ET02(a)	Number of distribution boards in communal areas with a valid electrical inspection certificate (EICR - 5 Yearly)		160	157	3	●	We have 160 communal areas requiring inspection and have completed 157 with 3 outstanding and overdue. The outstanding and overdue inspections will be completed by June 2023. We now have weekly monitoring in place.
ET02(b)	Category 1 & Category 2 actions arising from an unsatisfactory EICR (communal areas)	C1 (point of test)	0	0	0	●	We had zero Category 1 actions.	
		C2 (urgent)	tbc	tbc	tbc	●	An audit of Category 2 actions being completed is being undertaken and initial findings are indicating that we have a number of Category 2 actions that are outstanding and overdue.	
Fire Risk Assessment	BS02(a)	Number of blocks & communal areas with a valid fire risk assessment (Yearly)		143	143	0	●	All Fire risk assessments are in place for all communal areas, community centres & district offices.
	BS02(b)	Actions arising from fire risk assessments	High	6	3	3	●	We had 6 high level actions and have completed 3 with 3 outstanding and overdue. The 3 outstanding actions relate to one fire door and this will be completed by June 2023. An interim fire strategy has been put in place to mitigate the risk while this repair is being completed.
			Medium	716	155	561	●	We had 716 medium priority actions and have completed 155 with 561 outstanding and overdue. The 561 that are outstanding and overdue are being validated as some have been completed and a number have been batched into planned works and this has been agreed by the Fire Service.
		Low (Recommendations)	438	51	387	●	We have had 438 recommendations and these are considered in the day to day management and policy decisions being made.	

Fire Protection Systems (contracted maintenance)	FP01	Number of domestic fire doors with a valid inspection (in development)	n/a	n/a	n/a	●	The requirement for fire doors inspection applies to buildings above 11 meters in height above ground floor level. EDDC only have one in scope building but as a measure of good practice we have implemented a fire door inspection regime across all our blocks of flats and this commenced this year. The one block that is in scope will be completed in June 23. This indicator is in development
	FP02	Number of communal fire doors with a valid inspection.	n/a	n/a	n/a	●	The requirement for fire doors inspection applies to buildings above 11 meters in height above ground floor level. EDDC only have one in scope building but as a measure of good practice we have implemented a fire door inspection regime across all our blocks of flats and this commenced this year. The one block that is in scope will be completed in June 23. This indicator is in development
Gas Safety (contracted maintenance)	BS01	Number of homes that have a valid gas safety check (LGSR)	3135	3135	0	●	All properties have had the necessary landlord's gas safety check carried out within timescale.
Lifting Equipment (contracted maintenance)	BS05	Number of blocks with a valid lift inspection certificate (LOLER)	7	4	3	●	We have a total of 7 lifts requiring inspections and have completed 4 with 3 outstanding and overdue. The 3 outstanding actions required further testing which resulted in them becoming overdue and these will be completed by end of May 2023. In future all testing will be brought forward to ensure completion within timescales.
Smoke & Carbon Monoxide Alarm Regulations 2022	SM01	Number of properties with a co detector (in development)	n/a	n/a	n/a	●	This became legislation in October 2022. We currently install CO2 detectors in all our properties where required. This indicator is currently being validated and will be reported to the next HRB.
	SM02	Number of properties with a smoke detector (in development)	n/a	n/a	n/a	●	This became legislation in October 2022. We currently install smoke detectors in all our properties. This indicator is currently being validated and will be reported to the next HRB.
Water Management (contracted maintenance)	BS04	Number of blocks & communal areas that have a valid legionella risk assessment	21	21	0	●	All blocks have a legionella risk assessment which have been reviewed bi-annually in line with Statutory Legislation.

Actions taken to improve compliance

1. Compliance Dashboard now developed ensuring closer monitoring & control
2. Actively recruiting to strengthen resources with Compliance team
3. Procurement being monitored to ensure contracts procured in a timely manner
4. Systems being developed ensuring accuracy of data/ performance
5. All data is being audited
6. Leadership monitoring of Compliance
7. Investigation being carried out into key causes of non-compliance
8. Compliance & Cyclical Servicing manager now returned from maternity leave & action plan in place to address non-compliance

Housing Service Performance

(as at 31-Mar-2023)

● Within Target, ● Close to Target, ● Outside Target, 📊 Cumulative Measure, ↓ Minimum Target, ↑ Maximum Target

TABULAR SUMMARY 2022/23

PI Code	Indicator Title	Final 2021/22	Q1 (Apr-Jun)	Q2 (Jul-Sep)	Q3 (Oct-Dec)	Q4 (Jan-Mar)	February 2023	March 2023	Year To Date	2022/23 Target	Top Quartile	Comments
INCOME MANAGEMENT												
IM01	% of rental income for all dwellings that was collected	100.21	● 99.6	● 99.83	● 99.63	● 100.18	● 99.41	● 100.18	● 100.18	98	100.64	Within target
IM02	% of rental income for general needs housing that was collected	100.33	● 99.39	● 99.74	● 99.63	● 100.29	● 99.42	● 100.29	● 100.29	98	-	Within target
IM03	% of rental income for sheltered housing that was collected	99.95	● 100.03	● 100.01	● 99.62	● 99.96	● 99.39	● 99.96	● 99.96	98	-	Within target
IM04	Rent arrears of current and former tenants as a % of annual rent debit	2.36	● 2.37	● 2.5	● 3.24	● 1.92	● 2.43	● 1.92	● 1.92	2.53	2.53	Within target
IM05	Rent arrears of current tenants as a % of annual rent debit	1.87	● 1.94	● 2.08	● 2.82	● 1.52	● 1.99	● 1.52	● 1.52	1.82	1.82	Within target
IM06	Rent arrears of former tenants as a % of annual rent debit	0.48	● 0.43	● 0.41	● 0.42	● 0.4	● 0.44	● 0.4	● 0.4	0.77	0.77	Within target
IM07	Rent arrears of current general needs tenants as a % of annual rent debit	2.31	● 2.39	● 2.52	● 3.36	● 1.91	● 2.43	● 1.91	● 1.91	1.9	-	Within target
IM08	Rent arrears of current sheltered tenants as a % of annual rent debit	1	● 1.04	● 1.19	● 1.72	● 0.73	● 1.1	● 0.73	● 0.73	1.82	-	Within target
IM09	% of rent lost through properties becoming vacant	1.97	● 2.96	● 3.19	● 3.31	● 3.36	● 3.36	● 3.36	● 3.36	2	1.36	Outside target - improvement plan in place (a) internal void management process across the Housing service, (b) contractor void performance action plan
IM10	% of rent lost through general needs properties becoming vacant	1.52	● 2.37	● 2.55	● 2.63	● 2.64	● 2.65	● 2.64	● 2.64	1.5	-	Outside target - improvement plan in place (a) internal void management process across the Housing service, (b) contractor void performance action plan
IM11	% of rent lost through sheltered properties becoming vacant	2.88	● 4.14	● 4.47	● 4.67	● 4.78	● 4.78	● 4.78	● 4.78	3	-	Outside target - improvement plan in place (a) internal void management process across the Housing service, (b) contractor void performance action plan
IM12	Rent written off for all dwellings as a % of rent debit	0.01	● 0.09	● 0.14	● 0.1	● 0.04	● 0.08	● 0.04	● 0.04	2	-	Within target
IM13	% of rental income for all garages that was collected	100.58	● 100.18	● 99.88	● 99.9	● 100.49	● 99.16	● 100.49	● 100.49	99	-	Within target
IM14	Rent arrears of current and former garage tenants as a % of annual rent debit	1.58	● 1.63	● 2.2	● 2.51	● 1.13	● 1.65	● 1.13	● 1.13	2.53	-	Within target
IM15	% of rent lost through garages becoming vacant	1.19	● 0.2	● 0.61	● 0.38	● 0.35	● 0.34	● 0.35	● 0.35	0	-	Year end performance (0.35) has improved on 2021/22 performance (1.19), target needs to be re-evaluated

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IM16	% of rent lost through properties being out of management	0.15	○	○	○	○	○	○	○	-	-	This equates to 9 properties that were marked as out of management for various reasons during the course of 2022/23
IM17	% of rent lost through garages being out of management	42.52	○	○	○	○	○	○	○	-	-	372 garages set as unavailable to let this status is due to potential development on garage sites and/or the garages being in need of substantial repair.
ASSET MANAGEMENT												
AM01	% of routine repairs completed within target	84.76	●	●	●	●	●	●	●	98	95	End of year performance is 79.47% completed within target. For March, Liberty gas performance (25.64%), Ian Williams (77.13%). This indicator is being cleansed due to IT issues at Ian Williams and Liberty. Improvement plans are in place.
AM02	% of emergency repairs completed within target	99.24	●	●	●	●	●	●	●	100	100	End of year performance (88%). In March, Liberty gas performance (65.83%) and Ian Williams (90.05%). This indicator is being cleansed due to IT issues at Ian Williams and Liberty. Improvement plans are in place.
AM03	% of repairs outstanding and overdue	26.79	●	●	●	●	●	●	●	5	-	46.9% of repairs outstanding and overdue at year-end (941), Liberty had 235 O/S repairs with 206 overdue. Ian Williams had 1789 repairs with 735 overdue. This indicator is being cleansed due to IT issues at Ian Williams and Liberty. Improvement plans are in place.
AM04	% of gas servicing carried out within 12 months of previous service	99.94	●	●	●	●	●	●	●	100	100	fully compliant on gas servicing in 2022/23
AM05	Average SAP rating (energy efficiency) of Social Housing rental dwellings	67.62	○	○	○	○	○	○	○	-	-	average rating of 67.62 is taken from a desktop study carried out in 2019. This value will be further informed by our 2023/24 stock condition survey.
AM06	% of social housing rental stock failing to meet the decent homes standard	No Data	○	○	○	○	○	○	○	0	-	Stock condition surveys are being completed by October 2023. This will be followed by an asset management strategy and investment programme. Data will be available in December.
AM07	Number of dwellings taken out of management	5	●	●	●	●	●	●	●	N/A	-	5 properties have been taken out of management for various reasons across Housing. This indicator requires cleansing.
AM08	Number of garages taken out of management	354	●	●	●	●	●	●	●	N/A	-	These are due to potential development.
AM09	% of garages vacant and available to let	1.61	○	○	○	○	○	○	○	-	-	All garages have been let.
AM10	% of garages vacant and not available to let	0	○	○	○	○	○	○	○	-	-	2 garages were awaiting repair.
AM11	% satisfaction with day to day repairs	77.56	●	●	●	●	●	●	●	95	92.78	end of year performance (94.18%) has increased on year-end 2021/22 (77.56%). This survey is due to be outsourced for 2023/24.
AM12	% satisfaction with major works	-	○	○	○	○	○	○	○	-	-	This satisfaction survey is under development and is due to be outsourced for 2023/24.
AM13	Number of dwellings in Housing stock	4,199	●	●	●	●	●	●	●	N/A	-	reduction of 20 properties at year-end.
TENANCY MANAGEMENT												
TM01	% of self contained dwellings vacant and available to let	0.36	○	○	○	○	○	○	○	-	0.34	as at year-end this was 20 properties that were in the process of being allocated.
TM02	% of self contained dwellings vacant and not available to let		○	○	○	○	○	○	○	-	-	155 properties as at year-end within the void process.

	NOT available to let	2.53	3.01	3.25	3.73	3.71	3.83	3.71	3.71			
TM03	Average days to relet a social housing rental dwelling (Standard)	198.68	171.23	188.4	215.18	202.63	211.75	205.8	194.54	-	43.12	Average relet time at year-end (194.54) is outside target (43.12). The void management process has been reviewed and implemented.
TM04	Number of ASB cases reported	345	10	7	12	7	4	2	36	N/A	25	This indicator requires further validation to ensure all ASB cases are being logged
TM05	Number of affordable homes delivered	230	7	39	27	108	No Data	108	181	-	-	181 affordable homes delivered district-wide in 2022/23
TM06	Number of acquisitions	11	0	3	0	0	0	0	3	-	-	a HMO and 2 houses have been purchased.
TM07	Number of completed RTB sales	12	8	10	8	6	3	2	32	N/A	-	32 right to buy sales compared to 12 last year.
TM08	Number of evictions	4	0	1	0	3	0	2	4	0	-	1 ASB, 3 rent arrears.
TM09	% of tenancy visits completed	0	0	0	0	0	0	0	0	-	-	Cabinet approval on the 17/04/23. Recruiting officers and training to commence June.
TM10	Number of current Decants (TO BE DEVELOPED)	-	-	-	-	-	-	-	-	N/A	-	
TM11	% of 6 monthly Estate Inspections completed	0	0	0	0	0	0	0	100	-	-	All estate inspections for Y/E 2022/23 have been completed on target
TM12	Number of current void dwellings	109	128	143	158	166	168	166	166	-	-	improvement plan in place (a) internal void management process across the Housing service, (b) contractor void performance action plan to reduce the number.

HOUSING ALLOCATIONS & OPTIONS

HA01	Number of properties ready to let	15	15	20	13	20	17	20	20	-	-	20 properties were in the allocation process at year-end.
HA02	Number of properties allocated (including mutual exchanges)	267	51	78	62	56	15	22	247	N/A	-	247 is in line with last year 267
HA03	Number of residential tenancies terminated	307	81	94	79	67	19	21	321	N/A	-	321 is in line with last year 307
HA04	Number of households on the waiting list	4,547	4,699	5,076	5,109	No Data	No Data	No Data	5,109	N/A	-	year-end 5,109 has increased on previous year 4.547

BUSINESS MANAGEMENT

BM01	Average number of working days per person lost through sickness	11.83	6.34	14.12	20.5	23.54	22.75	23.54	23.54	8.5	-	year-end performance is 23.54 average days lost per person which has increased on previous year 11.83. The absence management process allows for understanding and support so that people can be well in work. Consideration is being given to splitting out short term sickness from long term sickness as this also impacts on totals
BM02	% of employee PERS completed	No Data	6.33	46.02	80.45	89.22	87.34	89.22	89.22	100	-	year-end performance 89.22 is outside of target. PER's refresher training in place.
BM03	% satisfaction with the way your complaint was dealt with									-	-	this will be reported as part of the TSM's

	Complaint was dealt with	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data			
BM04	% of complaints responded to and closed within 20 days	No Data	● 60	● 10	● 46.88	● 23.81	● 0	● 50	● 39.81	97.52	97.52	March saw 8 complaints of which 5 were repairs. Number of complaints appear to be slowing as we move into milder weather
BM05	% of calls answered within 1 minute	54.58	○ 58.25	○ 52.77	○ 34.48	○ 42.58	○ 46.04	○ 48.4	○ 46.58	-	-	analysis undertaken and reported to Leadership team. All teams to explore their data / performance and put in place a plan to improve performance and to be discussed with operational managers. Call answering and queueing system to be explored with Strata.
BM06	Number of accidents reported	2	● 1	● 1	● 1	● 0	● 0	● 0	● 3	0	-	3 reported staff accidents / trips and falls through the 2022/23 year.

Housing Service Performance

● Within Target ● Close to Target ● Outside Target

COMPLIANCE KPIS, 31 March 2023

Compliance Area	PI Code	Performance Indicator	Risk	Target Number	Number Compliant	Total Overdue	Management Comment
Asbestos	BS03	Number of blocks & communal areas with a valid asbestos inspection (Yearly)		143	44	99	● We have 143 communal areas that require an asbestos inspection annually, we have completed 44 and 99 are overdue between 3 and 6 months. All outstanding surveys will be completed no later than May 2023. Surveys are now being monitored weekly to ensure that we complete within timescales.
Electrical Systems (contracted maintenance)	ET01(a)	Number of properties with a valid electrical inspection certificate (EICR - 5 yearly)		4179	3548	631	● We have 4,179 properties that require a 5 yearly electrical inspection; we have completed 3,548 and 631 properties are outside the 5 year period. A new contract has been mobilised as a matter of urgency and all inspections will be completed with properties having a 5 year certificate by the end of November 2023. The inspections are now being monitored daily and a preliminary investigation has been undertaken into the causes of the failures.
	ET01(b)	Category 1 & Category 2 actions arising from an unsatisfactory EICR (residential dwellings)	C1 (point of test)	31	31	0	● We had 31 Category 1 actions and all of these have been completed at the point of testing.
			C2 (urgent)	tbc	tbc	tbc	● An audit of Category 2 actions being completed is being undertaken and initial findings are indicating that we have a substantial number of Category 2 actions that are outstanding and overdue.
	ET02(a)	Number of distribution boards in communal areas with a valid electrical inspection certificate (EICR - 5 Yearly)		160	157	3	● We have 160 communal areas requiring inspection and have completed 157 with 3 outstanding and overdue. The outstanding and overdue inspections will be completed by June 2023. We now have weekly monitoring in place.
	ET02(b)	Category 1 & Category 2 actions arising from an unsatisfactory EICR (communal areas)	C1 (point of test)	0	0	0	● We had zero Category 1 actions.
C2 (urgent)			tbc	tbc	tbc	● An audit of Category 2 actions being completed is being undertaken and initial findings are indicating that we have a number of Category 2 actions that are outstanding and overdue.	
Fire Risk Assessment	BS02(a)	Number of blocks & communal areas with a valid fire risk assessment (Yearly)		143	143	0	● All Fire risk assessments are in place for all communal areas, community centres & district offices.
	BS02(b)	Actions arising from fire risk assessments	High	6	3	3	● We had 6 high level actions and have completed 3 with 3 outstanding and overdue. The 3 outstanding actions relate to one fire door and this will be completed by June 2023. An interim fire strategy has been put in place to mitigate the risk while this repair is being completed.
			Medium	716	155	561	● We had 716 medium priority actions and have completed 155 with 561 outstanding and overdue. The 561 that are outstanding and overdue are being validated as some have been completed and a number have been batched into planned works and this has been agreed by the Fire Service.
			Low (Recommendations)	438	51	387	● We have had 438 recommendations and these are considered in the day to day management and policy decisions being made.
Fire Protection Systems (contracted maintenance)	FP01	Number of domestic fire doors with a valid inspection (in development)		n/a	n/a	n/a	● The requirement for fire doors inspection applies to buildings above 11 meters in height above ground floor level. EDDC only have one in scope building but as a measure of good practice we have implemented a fire door inspection regime across all our blocks of flats and this commenced this year. The one block that is in scope will be completed in June 23. This indicator is in development
	FP02	Number of communal fire doors with a valid inspection.		n/a	n/a	n/a	● The requirement for fire doors inspection applies to buildings above 11 meters in height above ground floor level. EDDC only have one in scope building but as a measure of good practice we have implemented a fire door inspection regime across all our blocks of flats and this commenced this year. The one block that is in scope will be completed in June 23. This indicator is in development
Gas Safety (contracted maintenance)	BS01	Number of homes that have a valid gas safety check (LGSR)		3135	3135	0	● All properties have had the necessary landlord's gas safety check carried out within timescale.
Lifting Equipment (contracted maintenance)	BS05	Number of blocks with a valid lift inspection certificate (LOLER)		7	4	3	● We have a total of 7 lifts requiring inspections and have completed 4 with 3 outstanding and overdue. The 3 outstanding actions required further testing which resulted in them becoming overdue and these will be completed by end of May 2023. In future all testing will be brought forward to ensure completion within timescales.
Smoke & Carbon Monoxide Alarm Regulations 2022	SM01	Number of properties with a co detector (in development)		n/a	n/a	n/a	● This became legislation in October 2022. We currently install CO2 detectors in all our properties where required. This indicator is currently being validated and will be reported to the next HRB.
	SM02	Number of properties with a smoke detector (in development)		n/a	n/a	n/a	● This became legislation in October 2022. We currently install smoke detectors in all our properties. This indicator is currently being validated and will be reported to the next HRB.
Water Management (contracted maintenance)	BS04	Number of blocks & communal areas that have a valid legionella risk assessment		21	21	0	● All blocks have a legionella risk assessment which have been reviewed bi-annually in line with Statutory Legislation.

Report to: Housing Review Board



Date of Meeting 15th June 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Housing Revenue Account & Housing Capital Finance 22/23 Year End Outturn Report

Report summary:

The report provides the Housing Review Board with current draft financial outturn figures for the housing revenue account and housing capital program for the 2022/23 financial year. The report will also consider the implications of any forthcoming regulatory changes.

Producing a Housing Revenue Account has been a statutory requirement for Councils who manage and own their housing stock for some time, and therefore a key document for the Board to influence.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Housing Revenue Account & Housing Capital Finance 22/23 Year End Outturn Report is noted, the reserve recommendations approved and recommended to cabinet

Reason for recommendation:

To give the Housing Review Board an opportunity to contribute towards the review and planning of all landlord service related finances

Officer: Rob Ward – Accountant, rward@eastdevon.gov.uk

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change Low Impact

Risk: Low Risk; Risks have been considered in preparing the budgets and the financial implications have been assessed at the point of preparation. Various budget assumptions have been made including the treatment of inflation and interest rates; estimates on the level and timing of capital receipts; the treatment of demand led pressures; the treatment of planned efficiency savings/productivity gains; levels of income; financial risks inherent in any new arrangements; capital developments; the availability of funds to deal with major contingencies and the need for any provisions. .

Links to background information [East Devon Financial Information 2022/23](#)

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
 - A greener East Devon
 - A resilient economy
-

1 Annual Surplus

The 22/23 Outturn Deficit for the year is £1.264m (**£1.422m** below the final budgeted surplus of £158k). The summary tables of income and expenditure and associated commentaries of material variations can be found in Appendix 1.

A summary by cost driver is as follows;

- Employment Costs **+£0.36m** resulting from the 22/23 pay award
- Income **+£0.43m** due to lost income from void properties
- Supplies, Services & Other Costs **+£0.15m** due in part to disrepair claims and legal fees
- Interest income & charges **-£0.21m** from improved returns on investments
- Expenditure on Premises **+£0.69m**, see Appendix 1 for additional detail

2 Proposed Contribution from Reserves for Consideration

The proposal is to cover the in year deficit of £1.264m from Earmarked reserves, leaving the HRA Balance at the adopted level of £3.1m is as follows;

- A contribution of £1.12m to be taken from the planned maintenance reserve covering the premises overspend of £0.69m and the void loss of £0.43m. This in effect reverses the surplus contribution made to this reserve in 21/22 due to underspends.
- The residual net £0.144m to be taken from the Capital Development fund.

3 Capital Expenditure and Associated Funding

A detailed table of the individual capital expenditure items and their associated funding streams can be found in Appendix 2. In summary;

- A total of 3 acquisitions were completed within the year versus 33 right to buy sales reducing the stock significantly.
- The £1.816m capital expenditure on Green Homes was funded partially by a central government grant of £0.612m with the majority of the residual funded by non-ring-fenced right to buy capital receipts.

- The total revenue contribution to capital made from the Housing revenue account was £0.757m versus a budgeted figure of £0.88m.

4 21/22 Year End Reserve Levels

The below table shows the final reserve levels should the allocations proposed in 2 be approved.

REVENUE

Reserve Name	2021 Year End	Movement	2022 Year End	Comment
HRA Balance	-3,102	0	-3,102	Adopted level of £500 per dwelling plus £1m buffer
HRA Volatility Reserve	-1,600	0	-1,600	Earmarked reserve in case of events impacting rental income
Capital Development Fund	-3,651	729	-2,923	Revenue reserve earmarked for new homes & climate change development
Landlord Services Reserve	-124	0	-124	Revenue reserve earmarked for Future Landlord Services Projects & C19 Catch up works
Planned Maintenance Reserve	-4,375	1,120	-3,255	Revenue reserve earmarked for Stock Condition and Catch Up Costs
Fire Risk Assessment Reserve	-1,468	0	-1,468	Revenue reserve earmarked for FRA Building works and Lift replacement
TOTAL USEABLE REVENUE RESERVES	-14,321	1,849	-12,472	

CAPITAL

Reserve Name	2021 Year End	Movement	2022 Year End	Comment
HRA Capital Receipts	-3,185	-2,546	-5,731	To be used to fund the 30% Government RTB funding of replacements only
Hra Retained Capital Receipts	0	0	0	Capital Receipts used to finance the capital program and new homes

5 22/23 Right to Buy Position

The below table shows the required levels of expenditure on new development or acquisitions in the coming years to prevent repayment of right to buy receipts back to central government.

East Devon Right to Buy Model Calculation of Future Annual Additional Cap Expenditure Needed to Avoid Repayment (taking account of voluntary repayments)		
Year	Year	Annual
11	2022.23	0
12	2023.24	1,938,670
13	2024.25	2,397,804
14	2025.26	1,407,405
15	2026.27	1,245,279
16	2027.28	6,258,075

Financial implications:

The financial implications are considered within the body of the report.

Legal implications:

There are no legal implications on which to comment.

APPENDIX 1

Year to Date			INCOME	4Cast Outturn		
Actuals	Budget	Diff		Actuals	Budget	Diff
-18,159,671	-18,609,260	449,589	Gross Property Rents	-18,159,671	-18,609,260	449,589
-223,211	-215,990	-7,221	Garage Rents	-203,211	-215,990	12,779
-647,488	-619,600	-27,888	Other Income	-647,488	-619,600	-27,888
-19,030,371	-19,444,850	414,479		-19,010,371	-19,444,850	434,479

Year to Date			EXPENDITURE	4Cast Outturn		
Actuals	Budget	Diff		Actuals	Budget	Diff
5,141,919	4,400,580	741,339	Repairs And Maintenance - General	5,141,919	4,400,580	741,339
1,159,443	973,750	185,693	Repairs And Maintenance - Special	1,159,443	973,750	185,693
7,977,701	7,119,670	858,031	Supervision And Management	7,977,701	7,119,670	858,031
225,732	327,360	-101,628	Other Expenditure	225,732	327,360	-101,628
3,669,047	4,027,130	-358,083	Capital Charges & Bad Debt	3,669,047	4,027,130	-358,083
18,173,841	16,848,490	1,325,351		18,173,841	16,848,490	1,325,351

Financing & MIRS	4Cast Outturn		
	Actuals	Budget	Diff
	2,100,626	2,438,140	-337,514

Surplus	4Cast Outturn		
	Actuals	Budget	Diff
	1,264,096	-158,220	1,422,316

Commentary

The variation in outturn for forecasted rents is solely due to the impact of rent losses on void properties. The 1 increases in expenditure below partly relate to a large ramp up in works from February onwards to address the issue and to prevent similar losses in 23/24.

The majority of the overspend can be explained by two factors; the large amounts of external decoration 2 undertaken by Ian Williams to be funded by reserve and increases in the number of exceptions which are in effect minor planned works which offset underspends in Major Repairs.

Underspends within certain compliance areas, notably asbestos works, have been more than offset by 3 increases in Fuel Efficiency measures such as retrofits and alternative energy heating supplies.

The impact of the salary review has casued budgets to be exceeded where there is a full establishment within 4 the cost centre, however, the impact was partially mitigated by the vacant posts within the service, most notably within the Property & Asset team.

Lower levels of spending in various areas such as Tenant Engagement, Change of Tenancy/Downsizing and 5 sewerage provision.

Underspends across major repairs categories which have been redistributed into other areas such as external 6 decoration and minor planned works.

The majority of the surplus relates to the contribution that the HRA receives from the General fund for the 7 return on investments. Returns were significantly higher than budgeted due to the impact of interest rate rises in the year.

APPENDIX 2

Affordable Housing

	Funding Stream
Property Purchases completed	974,312 Expenditure
	-584,587 60% HRA Funding from Reserve
	-389,725 40% RTB Receipt Funding
Property Purchases incomplete/peripherals	12,636 Expenditure
	-12,636 Revenue Contribution to Capital
	<u>0</u>

FRA Capital Works

In year expenditure	0 Expenditure
	0 FRA Earmarked Reserve Funding
	<u>0</u>

HRA Capital Program Including Capital Grants

2 HRA Capital Programme Total	730,003 Expenditure
Green Homes Climate Change	1,816,214 Expenditure
	-612,000 Grant Income Received
	-1,190,121 HRA CAPITAL PROGRAM FUNDING RECEIPTS
	0 RESIDUAL BORROWING FROM 22/23
	-744,096 Revenue Contribution to Capital
	<u>0</u>

Report to: Housing Review Board



Date of Meeting 15th June 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Chartered Institute of Housing qualifications

Report summary:

This report provides a brief background into the reasons that are driving the need to professionalise the Housing service and the broader context for this. It describes what we are doing to understand the current levels of professional qualification and the options available to increase the level of professionally qualified managers in our EDDC housing service, taking account of capacity and budget and the requirements of the Social Housing Regulator.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the board approve the approach set out and support the drive towards ensuring our Officers have or work towards achieving a relevant professional housing qualification which will improve our ability to deliver a service that meets the needs of our tenants and the standards required by the Social Housing Regulator in a sustainable and timely way.

Reason for recommendation:

.

To inform the Board of the requirement for relevant professional qualifications for Housing sector employees and agree a sustainable plan to meet the standards of the Social Housing Regulator.

Officer: Sue Cockayne – HR Business Partner, scockayne@eastdevon.gov.uk

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

The training requirements and solutions outlined in this report will comply with the EDDC Corporate Training and Development Plan and all equalities measures and considerations set out in it.

Climate change Low Impact

Risk: High Risk; Failure to deliver services to tenants in line with the consumer standards, best practice and regulation could bring scrutiny from the regulator and action taken against EDDC as well as expose tenants to risk due to failures in service delivery.

Links to background information .

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
- A greener East Devon
- A resilient economy

1. Background:

The Social Housing (Regulation) Bill is continuing to make its way through parliament and as part of that, in January it tabled an amendment which requires all senior social housing managers to have a professional qualification (as defined by the Institute for Apprenticeship and Technical Education's occupational standards for Senior Housing and Property Management". This will also apply to executives as part of the senior management team who are jointly or solely responsible for day-to-day management of social housing.

It has been recommended that it will be a requirement that senior housing manager qualifications will be regulated by Ofqual and will be equivalent to a Level 4 or 5 Certificate in housing or a foundation degree from the Chartered Institute of Housing for those senior managers/executives.

The government say that this will raise standards and bring the housing sector in line with other sectors providing front line services. Whilst this may be good news for the sector in raising awareness of the importance of the work and contributions that the housing sector makes, it brings increasing pressure on already stretched services.

It will however be a requirement and a failure to meet the requirements of the new standards could receive an unlimited fine from the Regulator.

The finer detail of the amendments are not yet clear; however, for now what is clear is that the professional body is the Chartered Institute of Housing (CIH) who do already provide a broad range of training options.

[February 2023 – update on government's work to improve the quality of social housing - GOV.UK \(www.gov.uk\)](#)

2. Current Position:

2.1 Audit

We know that some of our housing employees have a Chartered Institute of Housing (CIH) qualification. We want to be able to report with confidence that we know who is qualified and at what level and whether this meets the incoming standards that will be required by the Regulator.

We are currently carrying out an audit of all housing employees with the expectation that this audit is completed by 30th June so that we can report further and inform an effective plan to meet the standards.

From a preliminary desk top analysis it appears that 33 employees would be regarded as managers who may need degree level, Level 4 or 5 CIH; 4 of those are already qualified at an appropriate level. The figure of 33 includes 15 who are surveyors who do have specialist professional qualifications, but not necessarily CIH and we will need to confirm whether or not those with specialist professional qualifications also need to achieve CIH qualifications at the right level.

2.2 The CIH training is based around 7 key characteristics or behaviours. In many ways these already align to the EDDC behaviours framework and therefore it is anticipated that we could blend these with our existing expectation for behaviour.

Integrity:

A housing professional has a clear understanding of their values and acts in accordance with them – they will do the right thing, for the right reasons, based on the best evidence and without partiality

Inclusive:

A housing professional acts transparently and fairly; builds good relationships; and works collaboratively with partners, customers and communities to achieve better outcomes

Ethical:

A housing professional acts fairly and makes choices and decisions by applying principles and values consistently. They understand the impact that poor decisions can have both on people's lives and the reputation of their organisation and they challenge unethical practice in a fair and considered way

Knowledgeable:

A housing professional has relevant and up-to-date practical and specialist knowledge as required by their job role, understands the bigger picture and has a passion for continuous learning

Skilled:

A housing professional equips themselves with the relevant skills to deliver effective services to tenants, customers, colleagues, and partners

Advocate:

A housing professional acts as an ambassador for the wider housing sector and an advocate for the housing profession

Leadership:

Housing professionals at all levels should demonstrate leadership, be forward thinking and create opportunities. They find solutions to improve outcomes for their organisation, tenants and communities and demonstrate their ability to adapt to the latest ideas, situations, and change

It is suggested that the CIH professional standards are embedded into the culture and performance of the housing service and become part of our regular discussions at 121s and annual performance excellence reviews to ensure they are current and alive. This work is currently already underway.

3. What are the options and costs:

The Chartered Institute of Housing (CIH) provide a broad range of training options. The table below describes these in some detail.

The starting point is a self-assessment tool for individuals to understand where they are on their professional journey and it is recommended that we encourage employees to undertake this self-assessment to help plan their development with a view to undertaking some of all of the initial e-Learning modules that can help support the learning process. (see further details and costs below).

There are a number of ways to increase knowledge and learning:

Once the self-assessment tool has been completed and areas for improvement have been identified, the eLearning modules support employees in the start of their development journey and helps to address those gaps with a module for each of the CIH professional standard as well as an introductory module on professionalism. This report would recommend that all who work in housing complete this module as part of their induction and introduction to housing.

These e-learning modules are self-directed, interactive and include videos, case studies and real-life examples where employees can themselves, download information, reflect and go into as much detail as is right for them. A certificate of completion for each module will be received.

General Qualification Levels - [Qualifications - Chartered Institute of Housing \(cih.org\)](https://www.cih.org/qualifications)

Level Two:

Level two qualifications are typically for people who are new to the housing sector, or who wish to pursue a career in the housing sector. They are designed to provide you with an introduction to the subject and are suitable for residents, assistants and administrators. On completion of this level of qualification you can become a member of CIH.

It appears this can also form part of an apprenticeship route and there are a number of training providers available for this.

[Apprenticeships | Chartered Institute of Housing \(CIH\)](https://www.cih.org/apprenticeships)

Level Three:

Level three qualifications are for housing practitioners who are already working in the sector. They are designed to provide you with contextual and specialised knowledge to support you in your role and career. They are suitable for officers and co-ordinators. On completion of a certificate at this level of qualification you can become a certified practitioner member of CIH

For example – Level 3 Certificate in Housing Practice - £1,560 – 11 months - (various units available at Level 3)

Level Four:

Level four qualifications are for those in or aspiring to a supervisory or management role in housing. They are designed to explore in greater depth the contextual and specialised knowledge for the housing professional. They are suitable for supervisors and managers. On completion of a qualification at this level you can become a certified practitioner member of CIH

For example – Level 4 Certificate in Housing Practice - £2,160 – 12 months (minimum entry requirements)

Suggest this is the minimum requirement for housing management roles with the expectation that managers work toward achieving level 5. Additional expectation that they are a Member of CIH

Level Five:

Level five qualifications are for those in a management role in housing. They are designed to explore the contextual and specialised knowledge for the housing manager. On completion of a qualification at this level you can become a chartered member of CIH

For example – Level 5 Diploma in Housing - £2,790 – 12 months (minimum entry requirements) route to Chartered Membership

Suggest this is the minimum requirement for senior managers in housing management roles with the expectation that managers work toward achieving graduate level. Additional expectation that they are a Member of CIH

Under-graduate/Post-graduate:

Graduate qualifications are for those in or aspiring to a strategic management role in housing. They are designed to provide academic and practical perspectives to meet your professional aspirations

Various

Study can be completed through the CIH Housing Academy as well as Learning Curve who act as a training partner to CIH and a number of other providers, depending on the level being studied.

Depending on the regularity and volume of learnings, it may also be a consideration for us to become a learning centre, particularly as it would be reasonable to expect that there will be a greater demand for CIH qualifications. Currently, there are a limited number of providers in the South West.

4. Budgetary Implications:

Based on the preliminary desk top analysis and some assumptions about the CIH levels that would be applied to certain management roles, the following estimates are put forward based on CIH 2023 fees:

Level 5	-	2 to qualify @ £2,790
Level 4	-	7 managers to qualify @ £2,160 15 surveyors to qualify @ £2,160 (if this is required)

There may be ancillary costs that should be considered. Once the audit has been completed and further guidance is received about the CIH levels expecting to be applied, we can give clearer guidance on costs.

In addition, if the recommendation that housing employees complete the e-Learning modules as part of induction and as part of the initial move to professionalising the housing sector, there would be additional costs. A detailed plan to upskill current employees to ensure they are operating with the right level of knowledge and learning is being drafted.

There is a cost for each of these initial e-learning modules is £35 + VAT for members and £40 + VAT for non-members. Each module is a short, one hour unit and is available on demand. To complete all 8 modules the cost for members is £280 + VAT and for non-members is £320 + VAT.

We anticipate that we may be able to fund some of the training costs through the apprenticeship levy and where additional funding is available, we will make use of this. It is likely that there will be a lead time to achieving these qualification standards and we will make use of that to minimize impact on immediate budget spend.

5. Other considerations:

We will be setting the expectation for a higher level of qualification through job descriptions with the expectation as part of the person specification that it will be an essential criteria to have or to work toward achieving the required level of Chartered Institute of Housing qualification. This means that over time, the required standard will be met. In the meantime, we will develop a detailed plan to achieve the required standards set by the Regulator.

It is expected that we would want to encourage our qualified managers to subscribe to the Chartered Institute of Housing professional body and EDDC currently supports the payment of one professional membership per employee. Not only will this ensure relevant continuing professional development (CPD) is maintained for our housing managers, it will also give opportunities for networking and communication with professional colleagues across the housing sector to ensure that we remain current and well informed.

6. Conclusion:

We are expecting that it will be a requirement for housing sector managers to be qualified; although it is not clear exactly what those levels are. We are building the picture of what our current position is so that taking into account capacity, budget and timeframes, we can achieve the required standards that are set by the Regulator.

Financial implications:

The financial implications are within the body of the report.

Legal implications:

Legal implications which will be required by the Housing Regulator are set out in the report.



Report to: Housing Review Board

Date of Meeting 15th June 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Advantage South West (ASW) membership

Report summary:

Members to note the benefits of membership of Advantage South West and to support the continuing membership of the organisation.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

To continue paying the annual subscription to maintain the membership to Advantage South West.

Reason for recommendation:

To maintain properties to a good standard whilst achieving good value for money.

To assist in achieving continuity of components and services across the Property & Asset service.

To assist in the ongoing training and upskilling of staff through regular product review workshops and CPD (Continuing Professional Development) events.

To provide a platform for networking with other Authorities and Housing providers across the South West

Officer: Graham Baker Property & Asset Manager – gbaker@eastdevon.gov.uk

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change Low Impact

Risk: Low Risk; .

Links to background information HRB Agenda 29 April 2021 (Item 15)

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
 - A greener East Devon
 - A resilient economy
-

Report in full

1. Advantage South West is a Limited Liability Partnership owned by four Housing Associations, Abri, LiveWest, North Devon Homes and Ocean Housing. Created in 2004, Advantage South West exists to improve homes and lives through collaboration and innovation.
2. Advantage South West carries out a range of activities including:
 - Procurement consortium
 - New home designs
 - Offsite manufacture & modern methods of construction
 - Credit Union Sustainability Partnership
 - Skills & recruitment development
 - Advantage South West has two permanent full time employees, Neil Biddiscombe (Procurement Manager) and Mark Dobner (Contracts Manager).
3. **Membership:**
 - Abri
 - Alliance Homes
 - Coastline Housing
 - Corner Stone
 - Cornwall Housing
 - Cornwall Rural Housing Association
 - East Devon District Council
 - Exeter City Council
 - Homes in Sedgemoor
 - LiveWest
 - Magna Housing Group
 - Mid Devon District Council
 - North Devon Homes
 - Ocean Group
 - Plymouth Community Homes
 - Somerset Council
 - Shal
 - Teign Housing

Other organisations continue to and are always welcome to join.

4. Frameworks:

5. Frameworks are awarded on the recommendation of product groups. These product groups work on a participative basis. Product Groups are chaired by a senior manager from a Member organisation. Each Member has a representative who is responsible for bringing that Member's requirements to the project, contributing to key stages in the process such as creating the specification, deciding how tenders will be assessed and assessing the tenders.
6. Tenants also have played an important part in the process. It is essential to emphasise that without the input of the Member representatives and tenants the projects could not have been a success.
7. The Procurement Consortium Group directs and oversees the work of the Procurement Consortium. East Devon District Council on the Procurement Consortium Group.

8. Areas of Activity:

9. ASW have many areas of activity that members have involvement in and can benefit from, typical examples are:
 - Off-site manufacture of new homes.
 - Energy Efficiency & Decarbonisation.
 - Disrepair.
 - Property Compliance.
 - Voids.
 - Policies & procedures
 - Financial inclusion; continued development and expansion of the Credit Union Sustainability Partnership with Westcountry Savings & Loans.
 - Recruitment & Skills

10. Benefits for East Devon District Council:

11. Whilst delivering savings through a range of frameworks is at the heart of our relationship with Advantage SW, we must not underestimate the benefits that our membership has brought in terms of access to the formal network of Members that provides valuable advice and guidance, as well as the specific procurement expertise that Advantage SW itself has.

12. ASW Frameworks:

13. ASW have a number of Single Supplier Product Frameworks which are available to and already being used by EDDC:
 - Aids & Adaptation Equipment
 - Air Source Heat Pumps
 - Bathroom Suites
 - Consumer Units
 - Extract Fans
 - GRP Doors Supply and Supply & Install
 - Heating Valves
 - Kitchen Units
 - Positive Input Ventilation
 - PVCu Windows
 - Radiators
 - Slip Resistant Safety Flooring
 - Taps

They also have a number of Multi-Supplier Frameworks which are available to and already being used by EDDC:

- Asbestos Surveys
- Asbestos Removal
- Fire Risk Assessments
- Fire Prevention & Protection
- Passive Fire Protection
- Legionella Risk Assessment
- Legionella Services
- Radon Services
- Legal services (Development)
- Legal Services (Governance & Treasury)
- Electrical testing & Inspection
- Cavity Wall Insulation & Extraction
- Cavity Wall & Loft Insulation Installation
- Gas heating Installation
- Gas Heating Servicing & Repair
- Heat Pump Installation
- Heat Pump Servicing & Repair
- Merchant Services
- Internal Fire Door sets Supply & Install
- Fire Door set Inspection & Maintenance
- Tree Surveys

14. As well as the procurement Frameworks ASW also have a number of Dynamic Purchasing Systems that are available for use:

- Window & Gutter Cleaning
- Cleaning
- Grounds maintenance
- Scaffolding
- Roofing Replacement & Repair
- Energy Efficiency & Decarbonisation
- Insurance
- Waste

15. Summary:

16. Membership of Advantage South West continues to be beneficial for East Devon District Council. Through the efforts of all involved, Advantage South West delivers:

- sharing of information and good practice
- access to procurement knowledge and technology
- value for money
- good products
- an increasing range of multi-supplier frameworks
- opportunities for resident involvement
- access to the wider strategic priorities of Advantage South West

17. As can be seen there are many services provided by Advantage South West and these could be used by Housing as a whole rather than predominantly by Property & Asset which is currently the case.

18. EDDC already get great value for their annual subscription but with more collaboration across the Housing team there more services available that could be tapped into and ultimately achieve even more benefit/value for our annual subscription.

19. Recommendation:

20. It is recommended that membership of the group continues for 2023/2024 at a cost of £13,861.08 ex VAT.

Financial implications:

The financial implications are within the body of the report.

Legal implications:

There are no legal implications on which to comment.

Report on East Devon District Council's Membership of the Advantage South West Procurement Consortium 2022/23

Members of the Advantage South West procurement consortium saved a total of **£4,303,703** (inc unrecoverable vat) in 2022/23.

EDDC saved £120,554 (inc unrecoverable VAT). This figure does not include any RPI avoidance.

Advantage South West LLP

Advantage South West is a limited liability partnership owned by Abri, LiveWest, North Devon Homes and Ocean Housing Group. Created in 2004, Advantage South West exists to improve homes and lives through collaboration and innovation.

Advantage South West carries out activities in a range of areas that reflect our strategic priorities, including:

- New Build:
 - we have a range of standard house type designs;
 - we are a Board Member of the Building Better consortium that has created procurement solutions for off-site manufacturing
- Procurement consortium:
 - Active since 2008;
 - Puts in place frameworks and dynamic purchasing systems;
 - Improves value for money for its Members in the products used in new build, planned and responsive maintenance;
 - Has saved its members over **£60m** in savings and RPI avoidance;
 - Good practice groups for Members to share information and activity;
 - Arranges training sessions on technical and legal topics, usually free of charge;
 - Is implementing a collaborative Energy Efficiency & Decarbonisation strategy to support Members' own carbon reduction strategies.
- Financial inclusion
 - Credit Union Sustainability Partnership
 - Partnership with Westcountry Savings and Loans
 - To provide residents with an alternative to high cost loans
 - Provide support to developing SW Mutual Model

Advantage South West has two permanent full time employees, Neil Biddiscombe (Procurement Manager) and Mark Dobner (Contracts Manager).

Martyn Gimber, Chief Executive of North Devon Homes, is the chairman of Advantage South West.

New Build

Modular Construction

Advantage South West is a Board Member of Building Better. ASW worked closely with Building Better to put in place a framework for volumetric properties (completely built in a factory). The Cat 1 Volumetric framework has two companies on it to supply houses and low-rise flats, TopHat and Ilke Homes.



For Cat 2 panellised systems a Dynamic Purchasing System was put in place in 2022. Building Better can add companies to the DPS at any time. Currently the following companies are on the DPS:

- Full turnkey provision – Future Built, LoCal Homes, Osborne, Starship
- Supply & Installation – Donaldson, Etopia, Roe Timberframe, SigMat

EDDC can access Building Better's framework and DPS free of charge as part of its ASW membership.

New Designs

ASW has a range of house designs. In December 2022 ASW appointed Trewin Architects to design a new suite of housetypes that will prioritise space standards and future movements to net zero carbon emissions. Whereas previous designs have provided layouts with electrical and heating circuit layouts, these new designs are to go further in providing working drawings for the properties, including:

- Floor plans
- Substructure plans
- Roof plan
- Joist layouts
- Elevations
- Sections
- Bathroom layouts
- M&E layouts

These new designs will be available for ASW members to use.

New Build Frameworks

ASW will be putting in place a range of new build frameworks. Work started in 2022/23 on the Lot for Employers' Agents, Clerk of Works and CDM advisor / Principal Designer. Further Lots including architects, ecological and sustainability consultants, valuers, party wall and civil / structural / M&E engineers will progress during 2023/24.

Good Practice groups

At the request of its Members, ASW has set up a number of groups to facilitate the sharing good practice on new build:

- Resident satisfaction
- BIM & data
- Zero carbon
- Design & Employers' Requirements
- Greenspaces
- Fire safety
- Supply chain
- Modern methods of construction

Credit Union Sustainability Partnership

Nine landlords are working together to improve the credit union sector’s offering to residents. These are:

- Abri
- Alliance Homes
- Cornerstone
- LiveWest
- Magna Housing
- North Devon Homes
- Ocean Housing
- Teign Housing
- Westward Housing

The landlords have provided grant funding to WSL to enable them to improve and promote their offering to residents. This funding, together with the close relationship, has enabled Westcountry to develop its offering to its customer base and invest in IT to allow more web-based transactions.

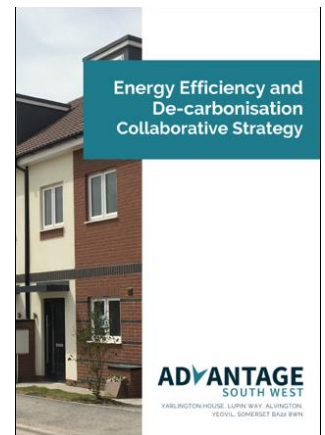
The grant funded element of the partnership with Westcountry will finish in 2023, but ASW will still work closely with them to help them deliver services that are to the benefit of social housing residents in the south west.

Other landlords not currently involved with the project are welcome to participate.

Collaborative Strategy for Energy Efficiency and Decarbonisation

Following extensive consultation with its Members ASW launched its collaborative strategy for energy efficiency and decarbonisation. The aim of the strategy is to support each Member’s individual decarbonisation strategies. It looks to develop a co-ordinated strategic approach to addressing the challenges that Members will face in securing funding and successfully delivering works that will genuinely reduce carbon emissions.

The strategy is being implemented by four groups, which report into an oversight group. These groups are responsible for defining and delivering the specific requirements to enable the strategy to successfully support individual Members.



Group 1, chaired by Nathan Cronk (LiveWest’s Director of Asset Management Operations), has initially analysed member stock information to identify where the properties needing work are so that opportunities for effective joint working on delivery could be identified. With the delivery of SHDF funding it will create accurate measure costing data and produce information on the effectiveness of measures.

Group 2, chaired by Jason Hawkes (Magna Housing’s Energy Officer), is tasked with working with the further education sector to increase the number of operatives working in the sector. It is doing this through a training & qualification stakeholder group that is now part of the Green Construction Advisory Panel (chaired by JH), influencing the design of the necessary training and trying to provide sufficient visibility of the housing sector’s longer term requirements to enable contractors to invest in training.

Group 3, chaired by Neil Biddiscombe (ASW's Procurement Manager), has put in place a Dynamic Purchasing System for decarbonisation works and is working to put in place additional frameworks for specific services, supplies and works. The first of these will be for PV products.

Group 4, chaired by Ben Earl (Abri's Head of Sustainability and Design), is concentrating on producing a range of resources for resident engagement to help members have as low a number of tenant refusals as possible. Good progress is being made and a small resident consultation event held online in March showed that we are progressing in the right direction.

Savings Summary for EDDC

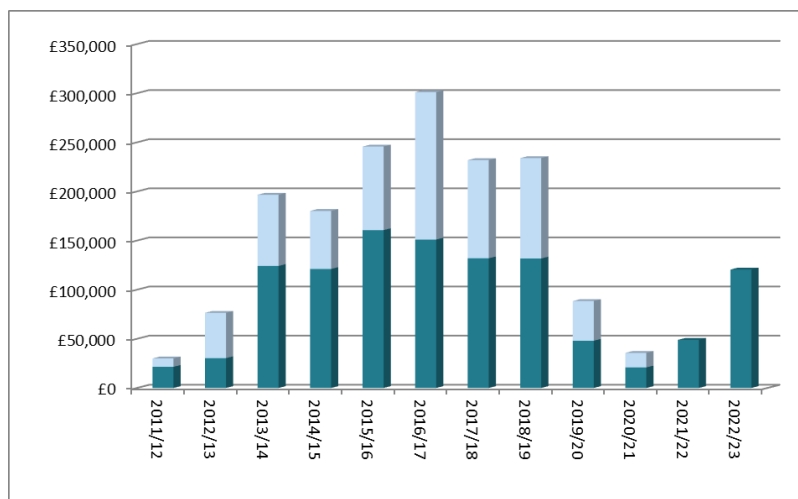
Whilst delivering savings through a range of frameworks is at the heart of our relationship with ASW, we must not underestimate the benefits that our membership has brought in terms of access to the formal network of Members that provides valuable advice and guidance, as well as the specific procurement expertise that ASW itself has.

In previous years ASW has reported on avoidance of price increases compared with published inflationary statistics through its managed price changes. It has not done this for 2022/23 due to the highly volatile nature of price increases. In March 2021 CPI was 0.7% - in March 2022 it was 7% and in March 2023 it was higher again at 8.9%. Whilst we continue to experience price increases, ASW members have benefitted from lower increases, delayed increases, and % increases being applied to a smaller £ price thereby keeping the £ increase lower than would otherwise be experienced.

The table below details the savings (inc unrecoverable VAT) that have been generated for EDDC:

Company	East Devon District Council	
Row Labels	Sum of Spend	Sum of Total Savings
Aids & Adaptations	£ 19,644	£19,074
Air Source	£ 99,041	£64,282
Bathrooms	£ 17,894	£2,737
Boilers	£ 23,245	£0
Consumer Units	£ 3,459	£610
Controls	£ 446	£253
Electric Heating	£ 43,743	£8,332
Fans	£ 6,244	£3,512
Flooring	£ 18,648	£4,396
Radiators	£ 15,100	£6,636
Taps	£ 4,839	£2,323
Windows	£ -	£0
Alarms	£ 9,013	£0
Legal Services	£ 12,199	£4,066
Electrical inspection & testing	£ 27,733	£0
Gas servicing and repair	£ 107,778	£0
Kitchens - Premiere	£ 22,338	£4,333
Grand Total	£ 431,365	£ 120,554

The graph below shows EDDC's savings since 2010. In total EDDC has saved £1,111,248 (excluding RPI increase avoidance)



Procurement Consortium Activity

ASW continues to deliver collaborative procurement of frameworks and supply chain management to help members deliver VFM and ensure continuity of quality and availability. Other benefits include:

- Provide procurement advice and support for members
- Facilitate expertise development through CPD and Legal Services updates
- Facilitate expertise sharing through working groups, good practice groups and forum
- Continually develop website access and resources available to members
- Procurement of identified property compliance frameworks
- Decarbonisation strategy

Membership

Advantage South West's procurement consortium has 19 Members who own around 150,000 properties:

- | | |
|--|------------------------------|
| • Abbeyfield Sidmouth * | • Mid Devon District Council |
| • Abri | • North Devon Homes |
| • Coastline Housing | • Ocean Housing |
| • Cornwall Housing | • Plymouth Community Homes |
| • Cornwall Rural Housing Association * | • SHAL * |
| • East Devon District Council | • Somerset Council |
| • Exeter City Council | • TorVista Homes * |
| • Homes in Sedgemoor | • Teign Housing |
| • LiveWest | • Westward Housing |
| • Magna Housing Group | |

Abbeyfield Sidmouth, CRHA, SHAL and TorVista are members through the 'smaller members' subscription method. This is more cost effective for landlords with fewer than 2000 homes.

Subscription

Each Member of Advantage South West's procurement consortium pays an annual subscription that is calculated dependent on its size. EDDC's subscription for 2022/23 was £13,161 ex vat.

Frameworks

Frameworks are awarded on the recommendation of product groups. These product groups work on a participative basis. Product Groups are chaired by a senior manager from a Member organisation. Each Member has a representative who is responsible for bringing that Member's requirements to the project, contributing to key stages in the process such as creating the specification, deciding how tenders will be assessed and assessing the tenders. Where appropriate tenants also play an important part in the process. It is essential to emphasise that without the input of the Member representatives and tenants the projects could not have been a success.

The Procurement Consortium Group directs and oversees the work of the Procurement Consortium and reports to the Management Team. Graham Baker represents EDDC on the PCG

In 2022/23 Advantage South West awarded the following frameworks:

- Supply of kitchen units
- Supply of air source heat pumps
- Legal Services
- Electrical testing & inspections
- Radon monitoring and mitigation
- Passive fire protection (fire-stopping)
- Air source heat pump servicing and maintenance

Unfortunately due to a business decision by its parent company Nobia, Magnet Kitchens, who won the supply of kitchen units framework, are withdrawing from the social housing market. ASW coordinated alternative arrangements with Howdens and Premiere for Members to ensure continued product availability.

ASW's Dynamic Purchasing Systems were extended and refreshed. These allow companies to join the DPS at any point in their duration:

- Cleaning
- Grounds Maintenance
- Window and Guttering cleaning
- Scaffolding
- Roofing
- Energy efficiency and decarbonisation

A full list of frameworks and DPSs that EDDC can access is included in Appendix 1.

Other Activity

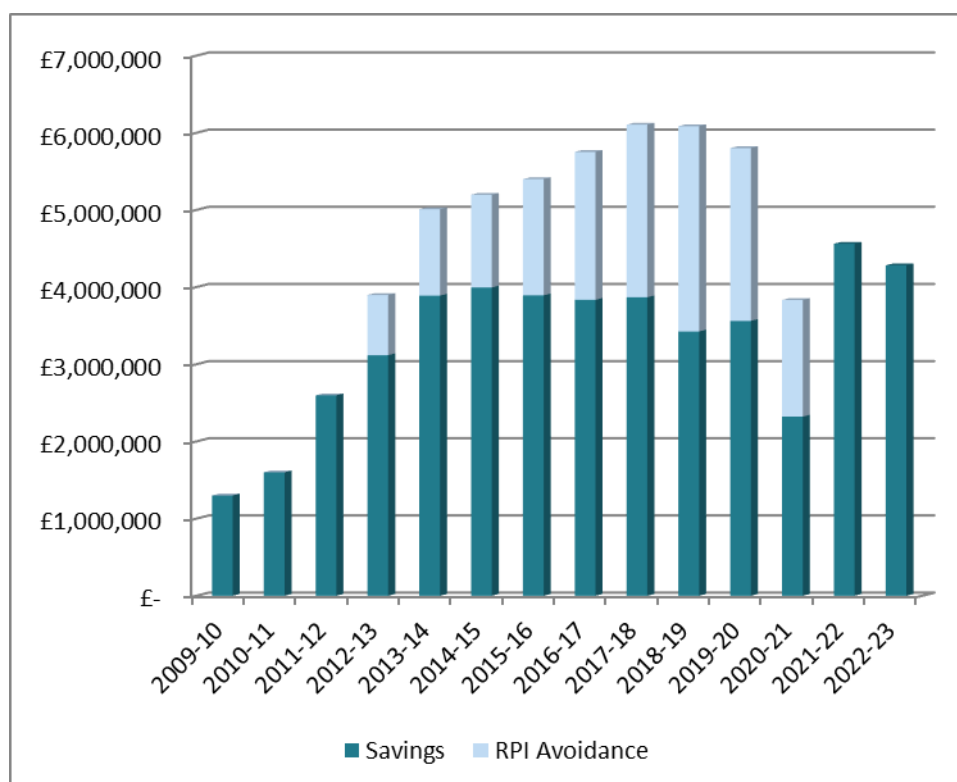
Property Compliance continued to be a big area of collaboration in 2022/23, with the increased sharing of good practice in fire, asbestos, legionella and radon. Other good practice groups looking at voids, fleet management, disrepair, DLO activities continued to be active.

ASW's efforts to identify the quantities of plastic used in products so that it can provide information to Members to help them with their sustainability actions have yielded the following information for EDDC:

Supplier	Products	EDDC			
		Plastic kg			
		Units	Packaging	Product	Recycled
Ideal Standard	Bathroom Products	710	415.52	515.943	0
Vado	Taps	91	0	3.056	0
Stelrad	Radiators	275	38.5	0	0
Airtech	Domestic ventilation	122	0	74.542	0
Daikin	Air source heat pumps	0	0	0	0
Vaillant	Boilers	44	35.64	209	29.04
Baxi/Potterton	Boilers	0	0	0	0
Worcester Bosch	Boilers	0	0	0	0
Wrekin	Windows	0	0	0	0
Permadoor	Doors	0	0	0	0
Gerflor	Flooring	0	0	0	0
AKW	Aids & Adaptations	0	0	0	0
Magnet	Kitchen units	0	0	0	0
Premiere	Kitchen units	29	10.15	37.12	0
Myson	Heating valves	44	5.28	9.24	0
		0	0	0	0
			505.09	848.90	29.04

Consortium savings

In 2022/23 Advantage South West delivered savings of **£4,303,703** inc unrecoverable vat (£4,561,315 previous year). Due to the current inflationary position in we are not separately identifying or providing any savings for RPI avoidance.



Since April 2010 the members of the procurement consortium have saved **over £60m**. As one would expect, those landlords who are larger and have been Members for longer have saved larger amounts:

April 2010 to March 2023	Savings	RPI Avoidance	Total
Coastline Housing	£2,267,670	£777,802	£3,045,473
Cornwall Housing	£1,348,897	£409,025	£1,757,922
CRHA	£8,183	£407	£8,590
East Devon DC	£1,111,248	£678,785	£1,790,033
Exeter City Council	£437,912	£123,644	£561,556
Homes in Sedgemoor	£549,113	£634	£549,747
LiveWest	£16,849,330	£5,578,988	£22,428,319
Magna Housing Group	£2,664,656	£480,630	£3,145,286
Mid Devon District Council	£21,227	£0	£21,227
North Devon Homes	£1,622,996	£482,793	£2,105,789
Ocean Housing	£2,760,179	£1,071,343	£3,831,522
PCH	£29,678	£693	£30,371
Synergy Housing	£598,003	£222,169	£820,172
Somerset Council	£3,228,212	£1,327,122	£4,555,334
Teign Housing	£2,018,998	£679,890	£2,698,888
United Communities	£780,419	£103,484	£883,903
Westward Housing	£3,519,148	£1,364,890	£4,884,038
Abri	£5,407,004	£2,148,734	£7,555,738
	£45,222,874	£15,451,034	£60,673,908

2023/24 projects

In 2023/24 Advantage South West will be tendering the following frameworks, work on some of which has already commenced:

- Photovoltaic products
- External doors
- Ventilation products
- Fire risk assessments
- Passenger lift service and repair
- New build services
 - Employers' Agents, Clerk of Works and CDM advisor / Principal Designer.
 - Architects
 - Ecological and sustainability consultants
 - Valuers & party wall
 - Civil / structural / M&E engineers.

Summary of budget information

Advantage South West made a surplus in 2022/23 on its procurement consortium activities:

Income	Subscriptions & other income		£276000
Expenditure	Cost of employment inc expenses, IT etc	£180000	
	E-procurement tools	£27000	
	Room hire etc	£1500	
	Grants online	£1000	
	Projects & legal fees	£15000	
	Financial, Secretarial & Audit Fees	£15000	£239500
	Surplus / deficit		£36500

Overall ASW made a small surplus of £9,000 in 2022/23. Surpluses are also used to fund future project activity, the four Partners have not (ever) taken money out of Advantage South West surpluses.

Summary

Membership of Advantage South West continues to be beneficial for EDDC. Through the efforts of all involved, Advantage South West delivers

- sharing of information and good practice
- access to procurement knowledge and technology
- value for money
- good products
- an increasing range of multi-supplier frameworks
- opportunities for resident involvement
- access to the wider strategic priorities of Advantage South West

Appendix 1 – Frameworks and DPSs

Supply Frameworks

Framework	Supplier
Aids & Adaptations	AKW
Air Source Heat Pumps	Daikin
Consumer Units	Hamilton
Extract Fans	AirTech
Bathroom Suites	Ideal Standard
PVCu Windows	Wrekin Windows
Heating valves	Myson

Framework	Supplier
Positive Input Ventilation	AirTech
Radiators	Stelrad
Slip Resistant & Safety Flooring	Gerflor
Taps & showers (non-electric)	Vado
GRP Doors Supply & Install	Permadoor
GRP Doors Supply Only	Permadoor

Multi-supplier frameworks for services and works

Framework	Suppliers	
Asbestos Surveys	Casa Environmental Services	Kovia Ltd
	Environtec Limited	SGS DMW Environmental Safety
	G&L Consultancy	Tersus Consultancy Ltd
	Gully Howard Technical	The Testing Lab Ltd
Asbestos Removal	AA Woods	European Asbestos Services
	Asbestech Ltd	Nichol Associates
	Envirocall Limited	
Fire Risk Assessments	Ardvernish Ltd	JNC Safety Services Limited
	Ensure Safety & Compliance	Ridge & Partners
	FCS-Live Ltd	Veteran Fire Safety
	Fire Safety First	
Internal fire door supply and installation	CLC Contractors	MD Building Services
	DR Jones Yeovil Ltd	RG Kellow Ltd
	Harmony Fire	Schooling Building Contractors Ltd
	Ian Williams Limited	Westcountry Maintenance Services Ltd
	Logic Contract Services	
Fire door inspection and maintenance	Bell Decorating Group	Trail Services (UK) Ltd
	DR Jones Yeovil	Ventro Ltd

	Logic Contract Services	
Passive Firestopping	Bell Decorating Group	MD Group
	CLC Contractors	Passive Fire Safety Solutions
	DR Jones Yeovil	Ventro
	Harmony Fire	
Fire Prevention & Protection	Ash & Williams Ltd	A&E Fire
	Briggs Fire & Security Ltd	Chubb Fire & Security Ltd
	Churches Fire Security Ltd	Coomber Fire & Security
	Domestic Sprinklers Ltd	Dorset Electrical & Fire
	Firewatch South West Ltd	Firemark Ltd
	Harmony Fire	Lightning Fire Safety
	Openview	Sevenside Security
	Ventro Ltd	
Legionella Risk Assessments	Churchill Contract Services	Integrated Water Services
	Rock Complaine (Eplus Global)	Urban Environments Limited
	Healthy Buildings International	
Legionella Services	Churchill Contract Services	SMS Environmental
	Rock Complaine (Eplus Global)	Urban Environments Limited
	HSL Complaine Ltd	
Legal Services	Ashfords	Foot Anstey
	Bevan Brittan	Pennington Manches Cooper
	Capsticks	Stephens Scown
	Clarke Willmott	Tozers
	Devonshires	Trowers & Hamlins
Electrical Testing & Inspection	BPM Contracting Services	Liberty Group
	Dodd Group (South) Limited	MD Building Services Ltd
	Jeff Way Electrical Services Ltd	Moreheat Limited
	Lantei Ltd	NRT Group
Cavity Wall Insulation -Extraction	Cavitech	J&J Crump
Cavity Wall & Loft Insulation - Installation	J&J Crump	Low Carbon Exchange
Gas Heating Service & Repair	British Gas t/a PH Jones	Liberty Group
	Dodd Group (South) Ltd	Robert Heath Heating
	Gas Call Services Ltd	
Heat Pump Servicing & Repair	AS Plumbing Heating Renewables Ltd	Liberty Group

	Cosgrove & Drew Engineering	Low Carbon Exchange
	Daikin Ltd	
ASHP Installation	AS Plumbing, Heating & Renewables Ltd	Otter South West Ltd
	Engie Regeneration Limited	South West M&E Services
	Gas Call Services Ltd	TSG Building Services
	L&D Group	
Gas Heating Installation	British Gas Social Housing Ltd t/a PH Jones	Liberty Group
	Dodd Group (Midlands) Limited	Robert Heath Heating Limited
	Engie Regeneration Limited	
Drainage Clearance	Metro Rod	Exjet Services
	Drainology	Clear-Flow
	Drainwizards 24/7	
Passenger lift service & repair	Triangle Lifts	Liftec Lifts
	Orona	Kone Plc
Tree surveys	ADAS UK	Tim Moya Associates
	Dartmoor Tree Surgeons	Treework Environmental
	Hi-Line Contractors	
Lift & Hoist Maintenance	Caretech UK Ltd	Prism UK Medical Ltd
	Dolphin Lifts South West	Southern Care Systems Ltd
	Dolphin Lifts (Western)	Stannah Lift Services Ltd
	KS Stairlifts Ltd	

Dynamic Purchasing Systems

Note that, unlike frameworks, companies can be added at any time to the DPS.

- Decarbonisation measures & services
- Windows Cleaning and Guttering 59 companies
- Cleaning 60 companies
- Grounds Maintenance 47 companies
- Scaffolding 9 companies
- Roofing replacement and repair 13 companies
- Insurance 5 companies

Report to: Housing Review Board



Date of Meeting 15th June 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

The Integrated Asset Management Contract

Report summary:

To provide the Housing Review Board with review of the years 1 to 4 of the Contract particularly highlighting the growth over that period together a review on Quarter 4 of year 4.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

The HRB notes the explanation and context that demonstrates how and why we have had to adapt from the original intentions in the contract to provide a fit for purpose repairs and void service tailored to the requirements of our Residents. It also covers performance on quarter 4 2022-23

Reason for recommendation:

To update and confirm that the Contract is managed in the most efficient compliant manner possible to ensure the daily operational delivery of the Integrated Asset Management Contract is maintained and that the delivery model is being actively reviewed and adapted to meet service demand.

Officer: Graham Baker – Property & Asset Manager – email: gbaker@eastdevon.gov.uk

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Medium Impact

As a Social Landlord we carry a Statutory Requirement to maintain our Housing Stock in accordance with our Tenancy Agreements.

Climate change Medium Impact

Risk: Low Risk; Information only Report

Links to background information [HRB Agenda 21 January 2021](#) (Item 13) [HRB Agenda 24 January 2019](#) (Item 10) [HRB 20 September 2018](#) (Item 11) [HRB 21 June 2018](#) (Item 13) [HRB 11 January 2018](#) (item 11) [HRB 12 January 2017](#) (item 14 and 15) [HRB 9 March 2017](#) (item 11) [HRB 15 June 2017](#) (item 9) [HRB 7 September 2017](#) (item 10) [HRB 28 March 2019](#) [HRB 20 June 2019](#) (item 11) [HRB 29 April 2021](#) (items 10 & 11) [HRB 16 September 2021](#) (Item 14) [HRB 24 March 2022](#) (Item 8) [HRB 18 January 2023](#) (item 12) [HRB 16 March 2023](#) (item 11)

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
- A greener East Devon
- A resilient economy

Report in full

1. The Integrated Asset Management Contract – the journey to date, years 1 to 4:

2. Introduction:

3. The Integrated Asset Management Contract (IAMC), delivered by Ian Williams, has now entered its 5th year and this report is an information based report outlining the growth and performance of the contract over the years.

This report is set out to show the year on year increase and demands on the contract, as well as highlighting the challenges we have faced as a partnership and the impact these challenges have had on the contract.

This report also covers the major changes we have put in place to help us manage the demands on the service and the associated graphs highlight how much growth and demand there has been on the service year on year.

4. External Factors that have Impacted the Contract:

5. Covid:

6. The normal repairs service was halted 23rd March 2020 and special measures were put in place to manage the contract during the Covid pandemic all in line with Central Government guidelines.

Delivery of the Repairs, Voids and Compliance/Cyclical Servicing work streams continued throughout all the lockdown periods with efforts made to keep disruption to the absolute minimum.

During the first lockdown, only urgent and emergency jobs were carried out. Non-urgent/essential jobs were placed in holding pots and once the initial restrictions were lifted in early Summer 2020, a 6 phase recovery plan was implemented to clear all the outstanding jobs within a defined period, this plan was successfully delivered and all repair jobs were cleared.

7. Brexit:

8. Under the Term Brexit, the UK left the European Union on 31st January 2020, only after this did the full implications of Brexit start to impact nationally and specifically on the Repairs, Maintenance & Void Service delivered to our Tenant, this impact continues to this day at varying levels. Every effort was and continues to be made to minimise the impact on the service and despite the best efforts; areas that were and continue to be impacted include:

- Increasing in the cost of materials.
- Availability of materials/components e.g.:
 - Plaster and plaster products
 - Timber
 - Manmade boards.
 - Kitchen units
 - Plumbing/boiler components
 - Electrical/Heating components
 - Composite doors
 - Fire resisting doorsets

9. Cost of Living Crisis/Inflation

10. This is having a major impact on the cost of materials, fuel prices for the Ian Williams operatives transport, and a significant rise in Internal and External Labour costs, all these combined are pushing up repair costs (evidence later in the Report) significantly primarily through the size of jobs required and the exclusion costs. Our Price per Property cost has remained consistent over the first four years of the Contract.

11. Disrepair Cases

12. A surge in Disrepair cases across the industry caused by various factors including the rise of no win no fee companies has meant an increase in Disrepair cases; these are extremely labour intensive cases and require a level of expert support, which at times has been difficult to source in a saturated market.

This year to date we have received well over 20 cases and the number continues to rise, this equates to a 300% plus increase on the previous year.

13. Damp and Mould Cases

14. Related to Disrepair cases and possibly as a result of intensive media campaign we have seen a massive rise (400 plus cases reported since February of this year coupled with higher number arising from the Stock Condition survey) in the reporting of Damp and Mould issues within the home. Initial returns from the Stock Condition Survey indicate that potentially a third of our stock may be suffering from some level of Damp and Mould, as detail is reported measures are in place to address the same.

This increase can be attributed to issues such as Climate Change, Living Conditions, and lack of investment in our stock. Again it has been difficult to resource specialist support due to a saturated market. Currently these cases have the potential to attract media interest and have to be managed effectively and efficiently.

15. Internal Factors that have affected the contract

16. Staffing

17. Recruitment still remains a challenge in a highly competitive market and we struggle at times to recruit and retain suitably qualified staff.

Staffing numbers in most areas in most areas of Property & Asset (with the exception of the Compliance and Cyclical Servicing Team have not increased to increase the increased demand since the start of the contract and this is now under review.

18. Stock Investment

19. A lack of investment in maintaining and managing our stock has led to significant increases in the quantity and value/size of repairs and Voids.

There has also been an increasing demand on Ian Williams to deliver ad-hoc planned works which is impacting on the delivery of day to day work ranging from but not restricted to:

- Kitchen/Bathroom upgrades
- Heating upgrades
- Re-roofing/eaves replacements
- Re-rendering & external decoration
- Window/external door replacements
- External works, re-laying paths, fencing etc.
- Individual component replacements

20. Processes

21. In a number of cases and mainly down to work pressures, demand and many changes in personnel at management, surveyor and operative level, we are not delivering some of the processes e.g. extension of time, variation that had put in place at the start of the contract to manage the service delivery. Extensive training has been carried out across the teams and all areas of work to re-embed the processes to ensure effective Contract delivery.

22. Resident Expectations

23. Through national media campaigns, social media, our own advice publicised across numerous platforms Residents are rightly being offered much improved guidance and support on the service they should receive and on how EDDC should be managing their home. This can in turn raise the Tenants expectations on service delivery leading to an increase in Complaints and Disrepair (evidenced above) cases.

24. Partnership Ethos

25. Due to varying reasons which include Covid and other external and internal factors the partnership continues to work closely, the relationship has been challenged many times for varying reasons e.g. changes in personnel, interpretation of areas of the Contract/delivery, expectations on delivery but on all such occasions issues are resolved in a professional manner.

26. Improvements in place to drive us forward

27. Staffing

28. With the rise in demand on the contract, as set out later in this Report, EDDC are carrying out a full review of our Property & Asset structure to ascertain we have the correct staffing levels and job roles in place to manage this continued growth. Results of this review are due back in June.

As an aside, we currently have 4 surveying vacancies with another one imminent, as well as filling those posts additional posts may be required to meet the demand/workload as well as e.g. specialist surveyors to manage disrepair and damp & mould cases.

Ian Williams have actively recruited and resourced to help manage the rise in demand and continue to look at further recruitment again in a saturated market. Moving forward we are working on embedding a joint recruitment campaign as part of our partnership ethos.

29. Processes

30. Working across the wider Housing Service and with Ian Williams we have completely re-designed the void process to make it more efficient, stream-lined, and to make reporting and monitoring far less complicated. The new process is now embedded and running.

Alongside this we have updated and made improvements to our void specification to make our properties more suitable to let and to meet changes in legislation.

In repairs a minor works category has been created to manage the increasing demand on Ian Williams to take on larger works, which are not routine day-to-day repairs but equally are not covered in our planned or cyclical programmes. This will enable Ian Williams to free up capacity to manage the routine day-to-day works in a more efficient manner.

In light of the above we have also reviewed our contract KPI's to incorporate the Minor Works Category and the changes to the void process.

We will shortly be reviewing day-to-day repairs and working on improvements to work in progress (WIP) and this will be primarily focussed on the recent feedback we have received from our residents, particularly at the Repairs Service Review Group Meeting.

31. Resident Expectation

32. In light of the growing demand across all areas of repair service (as set out later in the Report) particularly in relation to Damp & Mould, Complaints, Disrepair etc.

To improve the management of our Residents we have made some changes to processes to help us manage the increase more efficiently, this includes the creation of a separate Disrepair, Damp and Mould and Minor Works contracts/work streams which separate these jobs from regular/routine day to day jobs.

In addition to process change, we have also recruited a new Housing Repairs Customer Services Manager.

Ian Williams are looking to recruit an additional Resident Liaison Officer (RLO) to focus on complaints and disrepair in a more customer focussed manner.

33. Partnership Ethos

34. The IAMC contract is designed to work as a partnership and we recognise that whilst it generally worked well at the various levels there was and always will be room for improvement.

Over the past few months we have been working on setting up hot desks at EDDC and Ian Williams offices and have set days for staff to co-locate and work together. This already has led to improved relations and more efficient working, and we will be further encouraging this as we move forward.

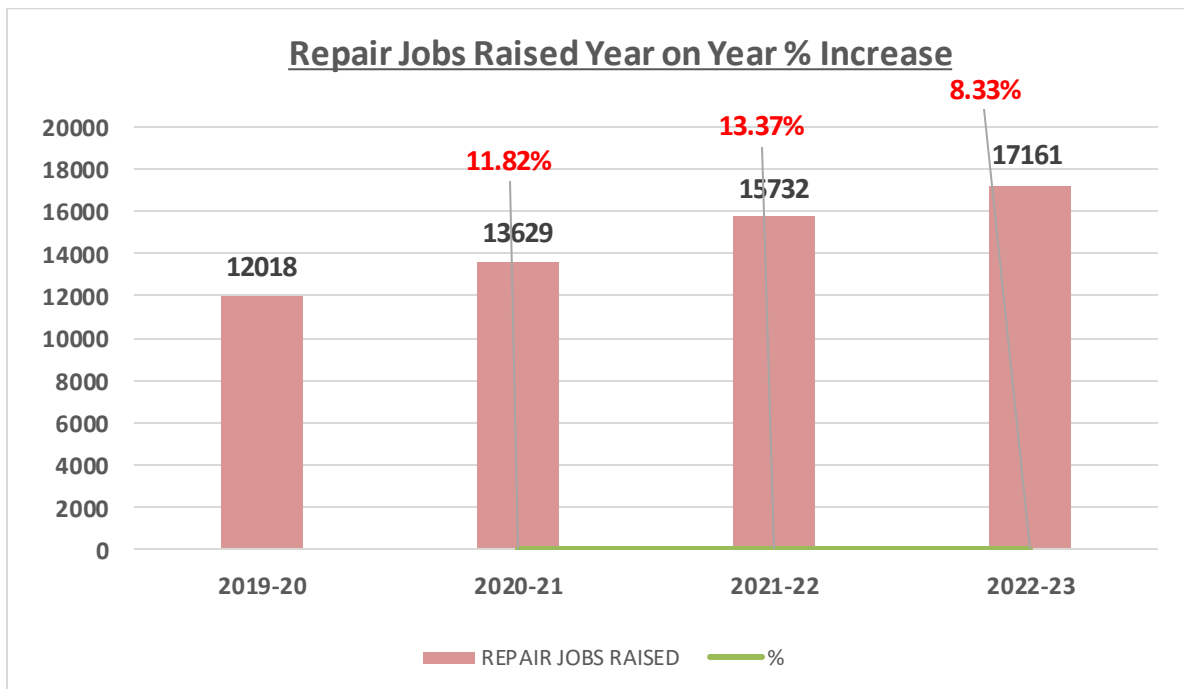
Whilst EDDC are co-locating effectively in Ian Williams offices at Woodbury this arrangement has still to be fully reciprocated on Ian Williams side, they have been requested to reinstate the local schedulers rather than rely on their central Hub in Birmingham, once this is in place we are confident that we will see further improvements.

We have also embedded the Duty Surveyor Role; on duty days they work primarily from Ian Williams office to support the efficient flow of information required.

35. The growth of the IAMC contract shown graphically

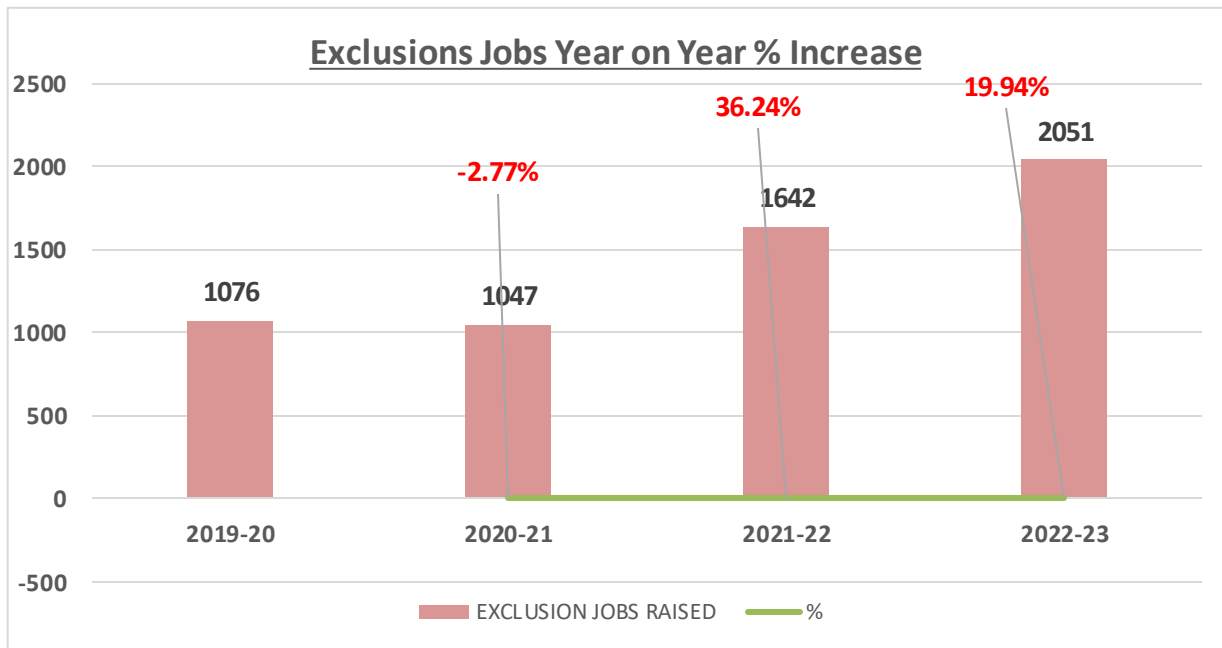
36. Repairs

37. Responsive Repairs has seen a consistent year on year growth impacted by reasons mentioned earlier in this report and to date this financial year also shows a growth on the previous year.



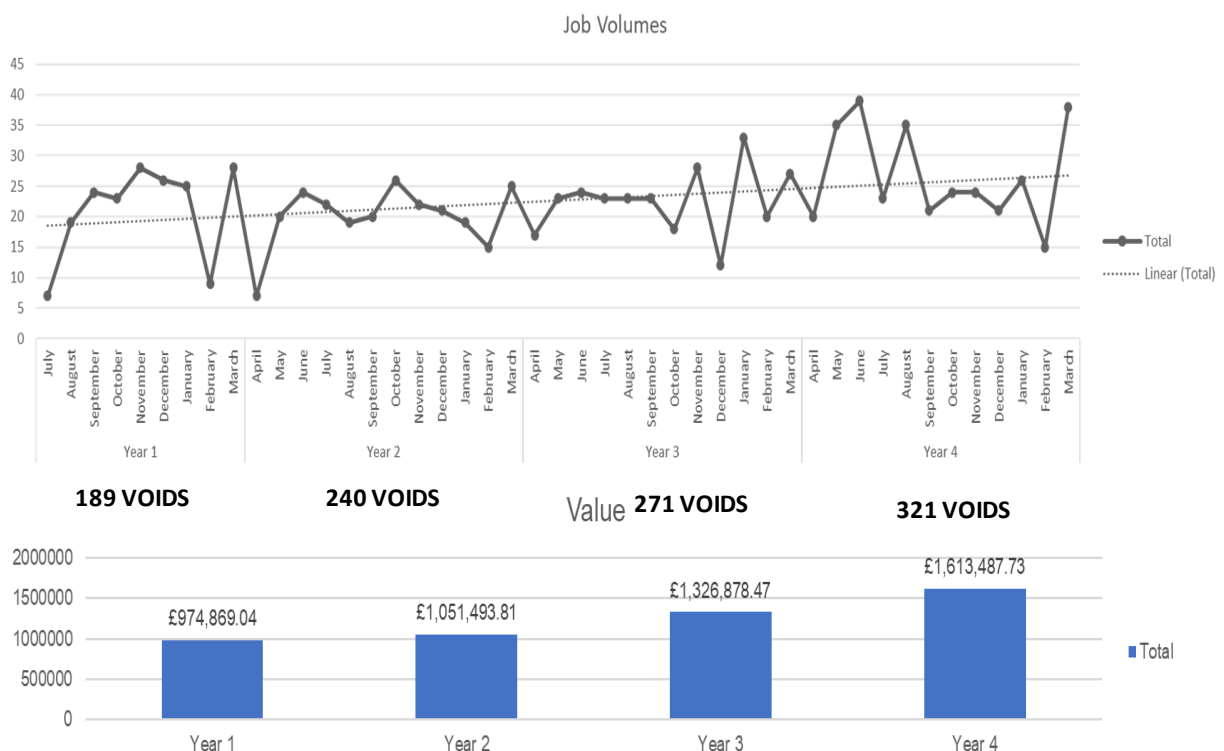
38. Repairs – Exclusions

39. Whilst there was a slight drop in the second year, years 3 and 4 have seen a dramatic increase in exclusion jobs (jobs that are not routine day to day and include areas of planned works).



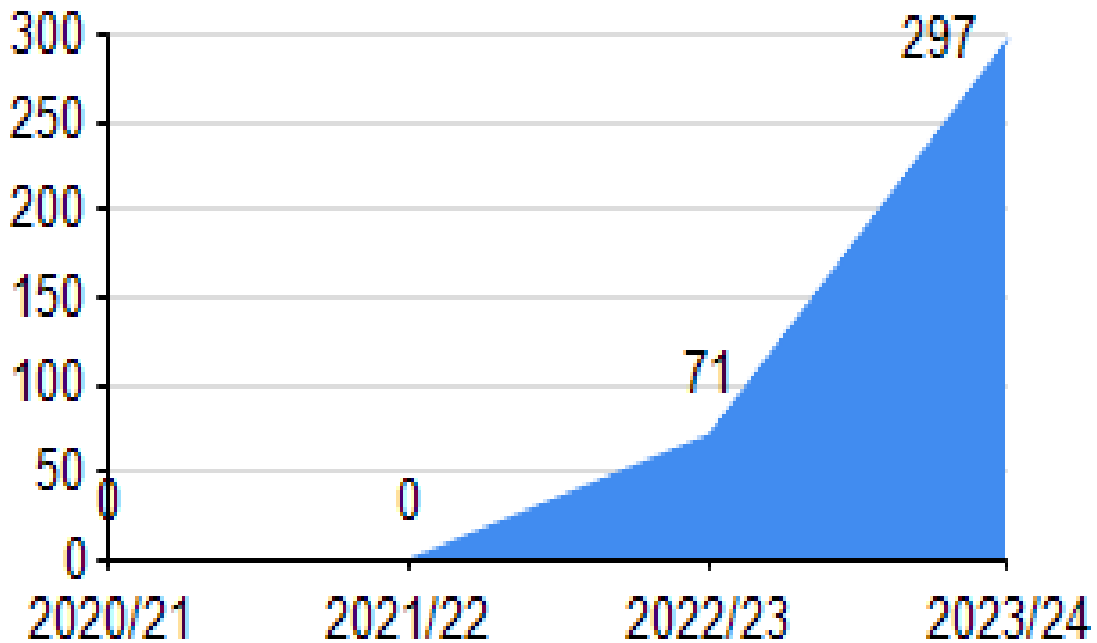
40. Void Works

41. Void Works, similar to repairs, has seen a consistent year on year growth impacted by reasons again mentioned earlier in this report and to date we see this growth continuing in this financial year.



42. The Rise in Damp and Mould Cases

43. The graph below shows the amount of Damp and Mould cases received since we created the contract in Open Housing in February 2023 so is not a year on year comparison.



As anticipated the recent national publicity has seen a significant increase in reports of damp and mould that will need to be addressed; to manage this we have created a separate Damp and Mould work stream on our Open Housing Management system which will allow us to monitor these types of repairs in silo. We currently have 300 jobs open that relate to Damp and Mould and whilst we expect this to decrease over the summer months it will start to increase again in the autumn.

To effectively manage damp and mould cases, we have implemented the following:

- Our own damp and mould Policy and Procedure.
- A detailed process for the management of damp and mould cases.
- The recruitment of a Damp and Mould Surveyor – at present this is being delivered by one of our existing Surveyors, while he focuses on damp & mould it of course impacts other areas and colleagues as they are having to pick up the work he would normally be doing.

44. The Financial Growth of the Contract

45. This graph shows the total spend on all work streams across the IAMC contract year on year. The increases are attributed to factors such as inflation and an increased workload.

Year	Value	% increase against tender
Tender	£ 2,350,313.31	
19-20	£ 2,585,947.59	10%
20-21	£ 3,123,171.48	33%
21-22	£ 3,798,311.51	62%
22-23	£ 4,783,897.11	104%
23-24 (forecast)	£ 4,928,238.71	110%

46. Year 4 (2022/23) – Quarter 4:

47. Key Performance Indicators Q4 2022-23 (KPI's):

A copy of the KPI's for quarter 4 (January to March 2022-23) are appended to this Report for information.

The KPI's are showing numerous fluctuations in performance across all areas of the Contract.

In some areas the KPI's are indicating a slight improvement in the performance delivery of the Contract whilst in others they are showing a slight dip in performance, please make reference to item 48, the KPI headline analysis.

48. KPI Headline Analysis:

49. The Management/General KPI's have still to be fully validated, generally they are for information purposes only.

50. During Quarter 4; with reference to Repairs

- 6 of the 9 KPI's are meeting the MLAP or the Target levels.
- Of the three highlighted in red:
 - Repairs completed in target has been below the MLAP figure for three months during the period but performance has picked up in the last month. The drop is largely due to resourcing issues, operatives taking Annual leave and vacancies. Measures are in place to reduce the Average Repair Completion time firstly down to the MLAP figure and then to the Target level.
 - Orders issued and overdue is below the MLAP and has been that way for the three months of the period. This is impacted somewhat on the number of large scale repair jobs that are required and we should see an improvement over the next two quarters with the implementation of the WIP plan and the Minor Works categories.
 - The average repair completion time has dipped slightly and this is due to in some part to the increase of jobs coming in and the resourcing issues highlighted above.

- Weekly Meetings are being held to monitor and manage the delivery of Reactive Repairs.

During Quarters 4; with reference to Voids:

- Generally, the delivery of Voids is not at the expected or required levels, only two of the KPI's are achieving their Targets, of the remaining none are achieving MLAP and four are in the red, not achieving MLAP/Target.
- Of the four highlighted in red:
 - Generally Voids completed in Target remains low, this was largely attributed to:
 - delays in clearing debt on meters, this has been addressed by the engagement of an organisation called TSM (Tenant Saves Money) who, in very simple terms clear any debt for the Authority and ensure that there is sufficient credit on meters to both deliver the Void work and for the incoming Tenant.
 - The number of Voids that require a large amount of work to address their poor condition when properties are returned to us; please make reference to previous HRB Reports that have highlighted the condition that properties are returned to us and the impact on the Void delivery.
 - Average Void Repair time is high due to the issues highlighted above and in the detailed Void Report presented at the last Housing Review Board Meeting.
 - Defects at Handover remains high but we have now introduced joint Pre and Post Inspections, and a vigorous handover regime; those involved include the Housing Property & Asset & Allocation Teams and Ian Williams.
 - The job cost is always appearing in the red due to issues mentioned in this report; also, the Price per Void (PPV) cost has not been reviewed over the term of the contract and does not reflect the increases in delivery of these works over the term of the contract. A detailed review of the PPV cost is currently under way.

The Full year KPI's Report and the KPI Validation Report for Q4 are appended to this Report.

51. General points on the management of the contract:

52. During quarter 4 for 2022-23 we have started to embed the new Contract Manager into post, this change has seen more focus on the Management of the Contract and communication between ourselves and Ian Williams but further work is required to take this forward and deliver further improvement.

53. We continue to struggle with the recruitment of Surveyors and support staff, to support the management of the Contract, this is not a problem unique to EDDC but is an issue which providers nationwide and particularly in the South West are struggling with.

Recruitment remains an ongoing process and challenge. A high-level review of the structure of the Property & Asset Team in terms of resources and job roles has been commissioned and is currently under way.

54. Ian Williams have also had changes in their structure, particularly at Contract Manager, Supervisor and Working Foreman levels, they are also facing similar challenges with recruitment. Those new personal, Managers and operatives, are bedding in well and gaining a full understanding of the delivery model of the IAMC Contract. The partnership is also

attempting to recruit a Damp and Mould surveyor but this is proving difficult in a saturated market.

55. Reactive Repairs:

56. There significant rise over the previous 2 quarters in the quantity of repair orders being raised has continued into Q4, the following table shows the number orders raised month by month:

Month	
January	1962
February	1467
March	1811

We believe this is attributed to a number of issues such as media interest in social housing, confidence around Covid, particularly allowing people into the home, and our work on the stock condition survey where we are entering all our properties. Added to this we have seen an increase in Estate Management visits which is also highlighting previously unreported repairs.

57. Work in Progress (WIP) for varies daily but generally sat around 1500 jobs which is higher than expected, at its peak in the quarter it hit levels of 2000 which all parties agreed was not acceptable. This is primarily related to the factors mentioned above and we continue to work hard to reduce the figure which will improve with the introduction of the Minor Works Category and the recruitment of additional operatives at Ian Williams. The current run rate of repairs is indicating that the level of acceptable WIP should be somewhere between 850-900 jobs.

All parties are aware of this increase in WIP and this is being managed with phone calls scheduled daily between both Contract Manager's to ensure we do not hit any high levels. In addition weekly review Meetings are held to address the same issues with the surveying Teams from both sides, generally these focus on both the complex jobs and those jobs that are nearing their target completion dates.

58. We continue to carry out data analysis but do not believe that some of the processes put in place to effectively manage the Contract are being utilised correctly e.g. the Variation process, post inspections and Extensions of Time (EOT's); this is something we are continually addressing and is an ongoing area that requires improvement. We have also worked on improving our data dashboards to help inform us better of trends and jeopardy reports.

- Surveyors on both sides have again been instructed to follow all the processes and record the information so that this can be pulled out of the system; the use of the processes needs improvement on both sides. Further training in this area has also been provided.

59. As stated earlier in this Report in order to continually support the drive to improve performance delivery we have again re-invigorated the Duty Surveyor role by setting clear expectations, including but not restricted to:

- Duty Surveyor to work in Woodbury, alongside IW
- Clear down the Duty Surveyor inbox to ensure this is empty every night
- Be the Point of Contact for any variations requested from IW and to clarify/deal with queries raised by the Repairs Advisors

- Carry out 25 Post Inspection telephone calls
- The days have been set with each surveyor and this will stay the same each week, they are to work together to ensure there is cover on days they cannot make or have holiday and advise Housing, Ian Williams and the Customer Service Centre.

60. As already stated it is becoming increasingly evident that repair jobs are becoming larger in nature, to this end we, have implement the new Minor Works Process to deliver these larger type repairs, this is in place and is currently being finely tuned to achieve the maximum outcome and level of improvement. Such repairs create challenges around delivery and resource.

These larger repair jobs are becoming more prevalent due in part to the age and condition of our stock, many of the larger repairs relate to external render, footpath repairs/replacement, reactive component upgrades that are deemed urgent and therefore cannot be included on a Planned Works Programme.

61. Abandonment of Jobs although less continues to be an issue, many are abandoned by the Contractor without reason, we continue to investigate to establish reasons and trends. It is evident that there are issues that need to be addressed on both sides.

- We are waiting on a IT systems solution, Capita have been engaged by EDDC to prevent Ian Williams from abandoning jobs. The abandonment of jobs should only be permitted by agreement with the EDDC Contracts Manager, we are enforcing this until the IT solution is in place.

62. The payment process continues to work well, there are of course challenges in certain instances but these are generally addressed and resolved in a professional timely manner.

63. Daily call levels and email communication remains at expected levels. One thing that does remain an issue and is impacting on front line staff, particularly our Repairs Advisors, is the abuse received from Tenants when either reporting repairs or requesting updates/information. This is becoming more frequent and with one team member down at present, it really does impact on staff morale.

64. Management of expectations; we continue to receive a level of requests and even demands from the Members, MP's and in some cases internally from other teams which is bringing its own pressure to bear. These usually stem from residents who are waiting on repairs, currently going through the complaints system etc. and are then trying other methods to get a differing answer or speed up the process.

We have seen an increase in demand for delivery of reactive component upgrades, such as new heating installs, window installs, kitchens, bathrooms; these are signed off by Surveyors and approved on the basis of urgent need. Component upgrades are generally carried out on Planned Works programmes not as reactive works unless deemed necessary. Carrying out work in this manner means there are less diary slots available for day-to-day repairs.

65. Voids;

66. Whilst voids continue to be a significant area of concern for the business we have recently embedded and are working with the revised Voids process. There has been significant work around processes and procedures across all teams involved in voids. We have also introduced an enhanced Void specification aimed at giving the incoming Resident a property they can be proud to move into and offering extra support for those experiencing financial issues in the current climate. We are confident that this revised process will streamline voids

around time and cost efficiencies and that we will swiftly reduce the turnaround times of voids we currently hold.

We are also working with Ian Williams to issue a greater number of Void orders per week to firstly clear the backlog and secondly prevent any future build up the action plan has been running since March and we are now seeing an increased return in Void properties from Ian Williams.

67. Void Condition & Cost; costs continue to be higher than expected and above the PPV cost, this is generally due to the condition of the properties when they are vacated, typical areas that contribute to the high cost are:

- Environmental/deep clean required before work can commence.
- Remedial work required to repair damage caused by Tenants.
- Removal and disposal of rubbish (both internally and externally) left by Tenants.
- Garden clearance/tidy.
- Under investment in Planned Works due to other priorities, e.g. Compliance related work (Fire Safety) and Retrofit Work.

68. We continue to see a large number of properties being returned to us in poor condition and requiring almost all of the above work, such work is not only costly to carry out but also time consuming, sometimes adding several weeks to the Void delivery/turnaround time. Wherever possible the re-charge process is implemented to recover costs that are incurred for such additional (exclusion) work.

As part of the Void review we have now also re-introduced the Pre-Void inspection via the Allocations team and this should help to improve the issues faced with the Residents being advised as to how we expect to receive the property back once they vacate and the fact they may be re-charged if not handed back in a reasonable condition.

69. **Planned Works:**

70. The IAMC Contract is set up in such a way to allow Planned Works to be added to the work streams already being delivered by Ian Williams.

Ian Williams are nearing completion of the following work streams:

- External Decoration including remedial render repairs and eaves replacement
- Window replacement
- Re-roofing
- Green Energy Retrofit work

These work streams have been very well received by the Tenants who have been impacted by delay in the delivery of some planned works.

71. Over the next year we will be looking to explore the delivery of further planned works programmes ranging from but not restricted to:

- Kitchen & Bathroom upgrades
- Re-roofing
- External decoration
- Specialist bespoke projects e.g.:
 - Whole house upgrades
 - Specialist structural works

- Specialist damp proofing work
- Specialist drainage work
- Green energy/climate change work which will include:
 - Fabric upgrades to improve energy performance
 - Window replacements
 - Installation of Air Source Heat Pump heating/hot water installations
 - Installation of solar panels

Programmes for all planned works across the service are currently being finalised.

72. Handyperson Service:

73. The demand (between 20 and 30 requests a month) for the Handyperson remains very low despite many efforts to publicise the scheme.

74. The Contractor is committed to providing a dedicated Handyperson but due to the current demand it is uneconomic to have one in place, the service is currently delivered by the existing Reactive Repairs Team. A dedicated Handyperson will be put in place if and when demand increases to sufficient levels to warrant this.

75. The Handyperson Service continues to be publicised across all platforms but we have not seen increase in demand. The service will continue to be publicised and we are considering creative ways to push the scheme and hopefully encourage take up.

76. Social Value:

77. Over the past year Ian Williams have continued with their delivery of commitments in relation to Social Value. Those that they are delivering include:

- Sponsorship of several Tenant initiatives including the garden competition
- Engagement of apprentices
- A Tenants Discount card with their local suppliers, full details have been provided to the Housing Services Team for roll out to our residents
- Social Value events.

For the coming year, 2023/24, Social Value will be driven forward by our Community Development Team, they will be working closely with their counterparts on Ian Williams side to deliver on the numerous initiatives.

78. Compliance & Cyclical Servicing:

79. Compliance & Cyclical Servicing is generally going well, all work streams continue to be delivered in a professional manner.

80. One area we are currently working on and looking to improve is the transfer of data and Certification across/between the IT systems, at present this tends to be primarily a manual process, ideally we would like to get to a position where this is automated.

81. As component upgrades are carried out under planned works projects, particularly in relation to Retrofit works, the components are added to the various cyclical servicing work streams that are delivered as part of the IAMC Contract which in turn increases the size of these work streams, these in turn require additional resource to deliver them.

82. Customer Satisfaction and Compliments:

83. Customer satisfaction remain an emotive subject and is currently not at the levels that we all desire. The data currently collected across various platforms e.g. Customer Satisfaction

surveys returned by Tenants, Customer Satisfaction telephone calls made by ourselves/the Contract and the Contractors handheld pda devices all suggest good levels of satisfaction but it is accepted that this not the case.

It is acknowledged and accepted that negative feedback is received from other sources including a recent large scale Tenant Satisfaction survey carried out for the whole of the Housing Service must be addressed.

In order to improve the collection of Customer Satisfaction we are about to procure the services of an independent Company to collect our data, our Tenants sitting on the Repairs Service Review Group will be heavily involved in the engagement of this company, the questions included in the surveys and the methodology for the collection of data.

84. We realise that the importance of leaving paper Customer Satisfaction Surveys with residents after each and every repair and regularly hold toolbox talks with Ian Williams to highlight this fact.

We continually ask Ian Williams to ensure that 'paper' Customer Satisfaction surveys are left after each job; to evidence this we have asked that the Operatives take photos as evidence they are leaving the sheets.

We have also reiterated that all sub-contractors working for Ian Williams need to be leaving the sheets and following the same processes as their own operatives.

Despite these measures, it is acknowledged that they are still not being left in all instances and it remains an issue that is constantly being monitored.

85. Complaints:

86. Complaints (17+ recorded in Q4) continue to arise which is disappointing but somewhat expected bearing in mind the service being delivered.

Complaints are reviewed on a monthly basis at operational level and lessons learnt are adopted.

The top trends for complaints continue to be:

- No communication, residents advising that they do not know when IW are attending and when any works that cannot be completed on that day, are rebooked in for (or they are not).
- Lack of communication; no planned element to multiple jobs to a property
- Communication in general
- Cancellation of jobs and follow up jobs not being scheduled.
- Failure to show ID.

Both parties are working to continue to improve communication across the board, there are already good signs of improvement, it is continually monitored to ensure that improvement is maintained across the board.

We believe the appointment of our Housing Repairs Customer Services Manager will see improvements on the communication side whilst also freeing up our Contract Manager to fully focus on and drive forward the necessary improvements in service delivery.

87. General:

88. We continue to work hard to ensure that everyone, i.e. Officers within the Housing Service and our Residents have an understanding and clarity of:

- Repairs etc. that are set out in the Tenancy Agreement as Tenant responsibility
- The management of Tenant expectations in relation to the repair that will be carried out
- Detailed refresher training has been rolled out to our own Property & Asset Team directly involved in the delivery of the Contract.
- Refresher training and team building has also been rolled out to both our and the Ian Williams team.

89. We continue to be aware of a lack of clarity on the contractual timescales across the wider housing team, residents and councillors, measures to re-publish this are being explored and will be rolled out at the earliest opportunity.

90. We are still experiencing a number of residents complaining directly to Council Members and Senior Managers as opposed to following the set process for reporting repairs.

On investigation we find that a considerable proportion of these complaints have not been raised at advisor level for work to be carried out, so we were unaware until they get passed onto the department.

It may be that tenants are not aware of the main channels of communication, we are therefore looking at this with the Communications team to see what improvements can be made to make this clearer.

It is also another area that we will be exploring with our Repairs Review Group with tenants being able to guide and help us understand what could work better

91. Next steps:

92. We have an ongoing improvement Action Plan, which is a live tool to ensure that those areas highlighted/recorded are monitored to ensure standards are maintained and improved upon.

93. In addition to the Action Plan we continue to benefit from the support of Echelon, the specialist Consultant engaged to procure the IAMC Contract to carry out an in depth review of certain areas of the Contract, specifically:

- Voids
- Reactive repairs.
- Processes within the Open Housing System for the management of the IAMC Contract including the interface with Ian Williams

Financial implications:

The financial implications are contained within the body of the report.

Legal implications:

There are no legal implications on which to report however Legal Services will provide advice on any substantive changes to the performance of the IAMC if required.

KPIs (2022-23)

Year 2022-23

KPI	Title	MLAP	Target	Q1			Q2			Q3			Q4		
				Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
MSP															
KPI 1	EDDC satisfaction with IW	8	9	N/A	N/A	6.57	N/A	N/A	7	N/A	N/A	6.79	N/A	N/A	TBC
KPI 2	IW satisfaction with EDDC	8	9	N/A	N/A	TBC	N/A	N/A	7.57	N/A	N/A	TBC	N/A	N/A	TBC
KPI 3	Complaints	2%	0.5	0.2%	0.08%	0.6%	0.3%	0.0%	0.2%	TBC	TBC	TBC	TBC	TBC	TBC
KPI 4	Complaints escalation to Stage 2	10%	5%	0%	66%	33%	66%	0%	0%	TBC	TBC	TBC	TBC	TBC	TBC
KPI 5	Health and Safety	650	350	N/A	N/A	401	N/A	N/A	326	N/A	N/A	410	N/A	N/A	TBC
KPI 6	Social Value	80%	90%	N/A	N/A	TBC	N/A	N/A	TBC	N/A	N/A	TBC	N/A	N/A	TBC
KPI 7	Diversity	Info	Info	N/A	N/A	15% & 4%	N/A	N/A	15% & 5%	N/A	N/A	TBC	N/A	N/A	TBC
KPI 8	Training	3	5	N/A	N/A	2.84	N/A	N/A	2.94	N/A	N/A	TBC	N/A	N/A	TBC
KPI 9	The EDDC Pound	TBA	TBA	N/A	N/A	72%	N/A	N/A	84%	N/A	N/A	TBC	N/A	N/A	TBC
Repairs															
RKPI 1	Customer Satisfaction - Repairs	90%	95%	99%	96%	98%	99%	99%	99%	99%	99%	99%	95%	95%	92%
RKPI 2	Recalls	10%	0%	1.0%	0.04%	1.5%	1.5%	1.0%	0.5%	0.6%	1.0%	1.0%	0.7%	1.4%	0.7%
RKPI 3	First Time Fix - Repairs	80%	90%	93%	94.0%	92%	91.4%	91%	95%	95%	91%	93%	94.0%	94.0%	91%
RKPI 4	Post Inspection Quality	90%	100%	98%	76%	100%	95%	95%	91%	93%	100%	86%	90%	100%	100%
RPKI 5	Repairs Completed in Target	95%	100%	82%	89%	90%	94%	96%	96%	95%	95%	92%	80%	74%	87%
RPKI 6	Average Repair Completion Time	12	8	14	12	12	11	13	15	16	14	14	13	19	16
RPKI 7	Appointments Kept - Repairs	90	100	97%	97%	96%	96%	97%	94%	96%	96%	95%	94%	93%	92%
RKPI 8	Orders Issued and Overdue	10%	0%	16%	16%	9%	13%	7%	6%	10%	10%	24%	24%	22%	38%
RKPI 9	Priority Repair Ratio	15%	10%	16%	14%	16%	14%	17%	15%	14%	17%	24%	13%	12%	11%
Voids															
VKPI 1	Post Inspection Quality	90%	95%	75%	92%	97%	92%	100%	93%	100%	100%	94%	100%	100%	100%
VKPI 2	Voids - Completed in target	90%	95%	64%	85%	62%	83%	80%	73%	10%	0%	0%	0%	0%	0%
VKPI 3	Average Void completion time Days	16	14	20	19	16	16	16	16	39	60	37	49	32	29
VKPI 4	Post Void Repairs	10	5	10	0	1	6	0	1	6	3	2	0	1	4
VKPI 5	Customer Satisfaction	90%	95%	0%	0%	0%	0%	0%	0%	0%	0%	0%	N/A	N/A	N/A
VKPI 6	Defects at Handover	95%	100%	100%	94%	100%	83%	100%	73%	71%	72%	84%	83%	82%	84%
VKPI 7	Average Job Cost	£3,000	£2,500	£6,389	£6,472	£5,441	£ 6,479.83	£5,193	£6,072.00	£10,528.74	£5390,12	£4,598	£4,106	£8,273	£6,627
VKPI7a	Average Job Cost - V1			£5,387	£5,925	£3,306	£ 4,803.00	£1,919	£6,072.00	£7,471.76	£5,274	£4,598	£4,106	£5,367.00	£4,621
VKPI7b	Average Job Cost - V2			£13,402	£14,715	£11,941	£14,863.83	£9,972	N/A	£28,870.59	£12,499	N/A	N/A	£13,903	£12,644
Planned Works															
PKPI 1	Predictability of Time	10%	5%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PKPI 2	Predictability of Cost	10%	5%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PKPI 3	Customer Satisfaction	90%	95%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PKPI 4	Post Inspection Quality	90%	95%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Servicing															
SKPI 1	Servicing- Compliance	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Asbestos															
AKPI 1	Reoccupation Inspection Pass Rate	99.5%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
AKPI 2	Air Test Pass Rate During Works	0.5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%



KPI VALIDATION

Contractor	Ian Williams
Period	Q4 2023 (January/March)
Validated by	Sophie Davies – EDDC
Date of validation	04/2023

KPI 1 EDDC satisfaction with IW

TARGET 8

Performance: 6.57

KPI 2 IW satisfaction with EDDC

TARGET 8

Performance:

SD has a meeting set up with the Customer Service Manager to go through the complaints one by one to identify where the complaint lies, Ian Williams or EDDC. We can then look back over the past quarter and can bring the results to the next Core Group, along with any lessons learnt and identifying trends.

KPI 3 Complaints

TARGET 0.5% MLAP 2%

Performance:

KPI 4 Complaints escalation to Stage 2

TARGET 5% MLAP 10%

Performance: TBC

KPI 5 Health and Safety

TARGET 350 MLAP 650

Performance:

IWS reported:

KPI 6 Social Value

TARGET 90 MLAP 80

Performance: N/A

EDDC to score

KPI 7 Diversity

TARGET Info MLAP Info

Performance:

This is an annual KPI, information will be provided by Ian Williams

KPI 8	Training	
TARGET	5 MLAP	3
Performance:		

This is an annual KPI, information will be provided by Ian Williams

KPI 9	the EDDC Pound	
TARGET	TBA MLAP	TBA
Performance:		

This is an annual KPI, information will be provided by Ian Williams

KPI R1	Customer satisfaction – Repairs	
TARGET	95% MLAP	90%
Performance: for January the figure was 95% , February the figure was 95% and March is 92% .		

The KPI for the period January to March has been scored using EDDC's & IW data combined.

The January combined figure is 95% and is broken down as follows:

- EDDC completed 49 Surveys 46 happy with work 3 were not
 - IWS 344 PDA surveys issued with 341 Satisfied, 50 telephone surveys completed with 50 satisfied.

The February combined figure is 95% and is broken down as follows:

- EDDC completed 58 Surveys 52 happy with work 6 were not
- IWS (393 PDA surveys issued with 389 Satisfied.) (58 telephone surveys completed with 57 satisfied.)

The March combined figure is 99% and is broken down as follows:

- EDDC completed 59 Surveys 51 happy with work
- IWS 381 PDA surveys issued with 377 Satisfied.) (54 telephone surveys completed with 53 satisfied)

KPI R2	Recalls	
TARGET	0% MLAP	10%
Performance: for January the figure was 0.7% , February the figure was 1.4% and March is 0.7%		

KPI R3	% Repairs completed on first visit	
TARGET	90% MLAP	80%
Performance: for January the figure was 94% , February the figure was 94% and March is 91%		

Ian William's figure used for this KPI

KPI R4	Post Inspection Quality	
TARGET	100% MLAP	90%
Performance: for January the figure was 90% , February the figure was 100% and March is 100%		

The KPI for the period January to March has been scored using EDDC's & IW data combined.

The January combined figure is 90% and is broken down as follows:

- EDDC completed 4 PI passed with 1 failures 80%
- IWS completed 15 PI passed with 0 failures = 100%

The February combined figure is 100% and is broken down as follows:

- EDDC completed 12 PI passed with 0 failures = 100%
- IWS completed 4 PI passed with 0 failures = 100%

The March combined figure is 100% and is broken down as follows:

- EDDC 0 Post Inspections completed
- IWS completed 15 surveys with 15 passed = 100%

SD has tasked the surveyors to carry out a minimum of 25 PI's per person, per month as part of the DS role.

KPI R5	Repairs Completed in Target	
TARGET	100% MLAP	95%
Performance: for January the figure was 80% , for February the figure was 74% and March is 87%		

The data used is for this KPI is produced by EDDC

Data is being analysed to identify trends to determine why jobs are failing to be completed in target; the trend is disappointingly all in the red, showing a reflection of the struggle in demand to volume and types of works. Weekly meetings to review the WIP and the overdue jobs, with the aim of both reducing WIP and clearing the overdue jobs

KPI R6	Average Repair Completion Time	
TARGET	8 MLAP	12
Performance: for January the figure was 13 , February the figure was 19 and March is 16 .		

The data used is for this KPI is produced by EDDC; for the period January to March is broken down as above. Disappointingly, this is all in the red, however, given the large amount of repairs being raised, the types of work and the WIP amount, we were expecting January to be higher number.

We still need to ensure that we are pushing on toward the House mark figure.

KPI R7	Appointments Kept - Repairs	
TARGET	100% MLAP	94% January : 93% February : 92% March 95%

Ian William's figure used for this KPI, and is broken down as follows;

For January 2014 appointments made against 1888 appointments kept

For February 1945 appointments made against 1826 appointments kept

For March 1861 appointments made against 1729 appointments kept

KPI R8	Task orders issued and overdue	
TARGET	0%	MLAP 10%
Performance: for January the figure was 24% , February the figure was 22% and March is 38%		

These figures do not include on hold/completed/abandoned jobs and Property MOT Surveys.

The weekly review meetings to monitor WIP/Overdue Jobs are proving beneficial although WIP levels are high, we need to understand a breakdown of the WIP

KPI R9	Priority Repair Ratio	
TARGET	10%	MLAP 15%
Performance: for January the figure was 13% , February the figure was 12% and March is 11%		

The data used for this KPI is produced by EDDC; for the period January - March is broken down as follows;

For January 221 Emergency jobs were completed.

For February 179 Emergency jobs were completed.

For March 180 Emergency jobs were completed.

KPI V1	Post Inspection Quality	
TARGET	95% MLAP	90%
Performance; for January the figure was 100% , February the figure was 100% and March is 100%		

The data used for this KPI is produced by EDDC; for the period January to March is broken down as follows;

- For January - 10 Post Inspection passed against 10 completed
- For February - 18 Post Inspection passed against 18 completed
- For March - 26 Post Inspection passed against 26 completed

KPI V2	Voids - Completed in target	
TARGET	95% MLAP	90%
Performance; for January the figure was 0% February the figure was 0% and March is 0%		

These figures are pulled from EDDC OpenHousing and include all voids (Not rooms) IWS figure for March is 37% as they have excluded Major Voids –AK to explain in detail at Core

KPI V3	Average Void completion time Days	
TARGET	14	
MLAP	16	
January	49	February 32 March 29

The data used is for this KPI is produced by EDDC; for the period January to March is broken down as follows;

- For January the average time for completion time for voids was 49 days
This is based on V1's only, rooms and V2's have been removed and the void has been calculate from day 2 of the void.
- For February the average time for completion time for voids was 32 days
This is based on V1's only, rooms and V2's have been removed and the void has been calculate from day 2 of the void
- For March the average time for completion time for voids was 29 days
This is based on V1's only, rooms and V2's have been removed and the void has been calculate from day 2 of the void

KPI V4	Post Void Repairs	
TARGET	5 MLAP	10
Performance; for January the figure was 0 , February's was 1 and March is 4		

The data used is for this KPI is produced by EDDC

KPI V5	Customer Satisfaction	
TARGET	95% MLAP	90%
Performance; for January the figure was N/A, February's was N/A and March is N/A		

A customer satisfaction survey has now been produced and is being left on site by IWS for completion and return by the incoming tenant, as yet we have not had any returned for these months; therefore we are recording a N/A figure as we cannot record a % without any data to validate this.

KPI V6	Defects at Handover	
TARGET	100% MLAP	95%
Performance; for January the figure was 83% , February the figure was 82% and March is 84%		

All snags which are completed during the inspection carried out by EDDC Void Surveyor will not be recorded on the Post Inspection sheet, however, those that cannot be completed are recorded.

KPI V7	Average Job Cost	
TARGET	£2,500	
MLAP	£3,000	
Performance; for January the figure was £4,106 February was £8,273 and March was £6,627		

The data used is for this KPI is produced by EDDC; the costs remain worryingly high but this is generally reflective of the condition of the property when it is handed to us; we need to work with other teams to try to get inspections carried out prior to the outgoing Tenant vacating the property to ensure it is left in better condition than is currently experienced.

Within our average Void costs we do not include the costs for work that is re-chargeable e.g. specialist/environmental cleans, removal of rubbish, garden clearance etc. hence the difference in average cost. We believe the cost we are recording is representative of the actual Void work carried out. We have also separated out the costs for V1 and V2 Voids.

We have now carried our own data review on void costs and set these out below.

Month	V1 Average	V2 Average
January	£4,106	£N/A
February	£5,367.00	£13,903.0
March	£4,621.0	£12,644



Report to: Housing Review Board

Date of Meeting 15th June 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Tenant Scrutiny Panel - Review of the Mobile Support Officers; Lines of Communication and Boundaries

Report summary:

This report sets out the findings and recommendations made by the Tenant Scrutiny Panel following their investigations into the roles of Mobile Support Officers. The report makes recommendations aimed at clarifying the boundaries of the responsibilities of Mobile Support Officers.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

- A) That the HRB note and approve the report
- B) To approve the recommendations highlighted within the report

Reason for recommendation:

This report seeks to find ways to address the differing expectations of the services provided by Mobile Support Officers amongst Sheltered Housing Tenants, the Mobile Support Officers themselves, and the wider housing service.

Officer: Yusef Masih – Interim Housing Services Manager

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change Low Impact

Risk: Risk; Low Risk

Links to background information

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
- A greener East Devon
- A resilient economy

1 Background

- 1.1 The Tenant Scrutiny Panel was made up of 4 tenants. The aim of the Panel is to give the members the formal opportunity to take part in strategic performance monitoring and service reviews.
- 1.2 The Panel also demonstrates East Devon District Council's commitment to tenant involvement, scrutiny and listening to the tenant voice.
- 1.3 The panel's role is to investigate selected topics and report recommendations and findings to the Housing Review Board.
- 1.4 This report was produced in September 2019 (APPENDIX 1). Unfortunately the Covid 19 pandemic caused a long delay in bringing this report before the Housing Review Board. The report sought to clarify the role of Mobile Support Officers. Changes have been made to the structure of the Mobile Support (MSO) team since this report was completed, with many of the recommendations having already been implemented. However it is important that we acknowledge the work of the Scrutiny Panel and ensure the learning is fully implemented
- 1.5 The tenant scrutiny panel conducted interviews with MSOs, their line manager, the Support Services Manager (Home Safeguard), and the Landlord Services Manager. They also spoke to members of the Housing Allocations Team, and a number of sheltered housing tenants.
- 1.6 As a result of their findings, the Scrutiny Panel drew out 8 recommendations for improvements to the service and a further two recommendations have been identified.

2. Recommendations

Recommendation 1 (2019): The MSO job description needs to be more specific leaving less open to interpretation.

Evidence (2019): The MSOs have commented on the variable efficiencies of their colleagues because of the different interpretations of the job description

Update (2023): The Job Description and the MSO handbook are currently under review, with a target date for completion of Dec 2023.

ACTION: The reviewed Job Description and Handbook should be shared and discussed with all MSOs so they all have the same understanding of the extent of their

responsibilities. It is the ideal opportunity to ensure all MSOs are offering the same agreed levels of service to their tenants.

Recommendation 2 (2019): MSOs should be better informed of changes which affect their role

Evidence (2019): Complaints from MSOs that constant changes led to confusion especially when dealing with professional bodies

Update (2023): Direct communication between managers and MSOs has greatly improved as a result of the interim management structure now in place (since July 2022). This challenge has therefore been addressed.

ACTION: This issue has now been resolved

Recommendation 3 (2019): A mechanism needs to be devised where MSOs can talk directly to their line manager at times of urgency or emergency

Evidence (2019) MSOs were frustrated with their line management as they found it was difficult to make contact and get support and advice. The Senior Mobile Support Officer felt the area of responsibility was too wide to be able to cover effectively. There was little time to make meaningful personal contact with the MSOs

Update (2023): With the interim management structure in place, there are no longer the same difficulties in getting support at times of urgency or emergency. This challenge has therefore been addressed.

ACTION: This issue has now been resolved

Recommendation 4 (2019): A representative MSO should be invited to attend any Housing meeting where decisions are made which directly affect supported tenants

Evidence (2019) MSOs were frustrated that processes and procedures were being changed and they were not being kept informed.

Update (2023): Members of the interim management team attend Housing Department meetings. They act as the two way communication stream for the MSO team. This has addressed the concerns raised. They also hold team meetings with all MSOs, and individual One to ones with all their team members on a regular basis, which ensures that everyone is kept up to date and informed.

ACTION: This issue has now been resolved

Recommendation 5: The system whereby MSOs are advised if their tenants are taken into hospital needs to be reviewed.

Evidence (2019) MSOs expressed disappointment/concern .When one of their tenants was inexplicably not at home. They felt helpless.

Update (2023): When hospital stays are planned most sheltered tenants will advise either Home Safeguard or their MSO beforehand. Sometimes hospital stays are unexpected, and if family do

not advise us, or there are no family members to keep us updated it can be difficult to find out where a tenant has been hospitalised. When it is known that a tenant has been taken into hospital, there is a robust system in place whereby Home Safeguard do keep MSOs updated.

ACTION: This issue has now been resolved

Recommendation 6: Sheltered tenants should be made more aware of the responsibilities of MSOs. This could be included in the tenant handbook and perhaps reiterated in the magazine.

Evidence (2019) MSOs felt their job description was unclear and open to misinterpretation. This led to differences in performance between MSOs and in expectations from tenants.

Update (2023) The MSO Handbook and Job Description are currently under review with a completion target date of Dec2023.

ACTION: Once handbook and job description have been updated, the tenant handbook for sheltered tenants should also be updated to reflect changes and to give clarity to the extent of a MSOs responsibilities, it should be made clear where they start and where they end. This information also needs to be clarified to existing sheltered tenants

Recommendation 7 (2019) Because MSOs rotate every 3 months there should be a record of visits and matters of importance kept in the tenants home to ensure a smooth and trouble free take over.

Evidence (2019) The feedback taken from the interviews with the Mobile Support Officers (MSOs) was that there were mixed feelings on the application of a 3 monthly rotation pattern. It was felt that a detailed handover was required every 3 months, which takes a lot of time, and a lot of information needs sharing and passing on. This was not always happening

Update (2023) At the end of a 3 month rotation the cluster team meet up and spend several hours updating each other. All MSOs are also able to view all the notes made previously by other MSOs about any tenant. Any issues with sharing information within clusters are dealt with through individual performance management meetings (Called 1-2-1s) which are held regularly between individual MSOs and their Senior MSO. This also forms part of the training schedule for new staff too.

ACTION: This issue has now been resolved

Recommendation 8 (2019) That shadowing opportunities are provided. Senior and line managers shadow operational staff and vice versa

Evidence (2019) The Senior MSO met with her team in person only once a month, which the panel felt was insufficient for her to be able to act in a supervisory role, or to evaluate the performance of each MSO.

Update (2023) Senior Mobile Support officers now in place under the interim management structure, frequently work shadow their MSOs and go with them on occasions where joint visits are necessary. MSOs are encouraged to work shadow other departments through their regular 1-2-1s.

ACTION: This issue has now been resolved

Recommendation 9: That MSOs should have access to greater support and training when having to deal with tenants with complex mental health issues

Evidence (2019) MSOs felt pressurised to deal with situations and people with which they lacked training. The prime example of this being tenants who presented with complex mental health needs

Update (2023) A Mental Health Officer has been employed, who works with a case load of individual tenants who have mental health needs. However her workload is at full capacity, and there are still many challenging tenants the MSOs have to manage with limited support. The help such tenants should be getting from the Mental Health Services is often inadequate

ACTION: That MSOs need greater access to support and training to assist in dealing with mental health issues amongst tenants.

Recommendation 10: Greater consideration needs to be given to whether it is appropriate to expect a MSO to be able to manage tenants with complex mental health, and the impact on a community, before such an allocation is made.

Evidence (2019) MSOs expressed the view that Allocations worked in isolation and not with the MSOs. This problem manifested itself when MSOs had to deal with issues caused by tenants being placed in inappropriate communities and accommodation. The panel appreciated the difficulties facing the allocations team with the lack of available housing, but did feel that the knowledge MSOs had of particular communities should be taken into account when placing new tenants into them

Update (2023) The MSO role is one of signposting, so whilst the perception of MSOs is that they manage tenants with mental health issues, they do not directly manage such tenants, but do have regular contact with them.

Mental health services and other professionals are responsible for those with serious mental health problems, albeit, this may be inadequate.

There has been an increase in tenants experiencing mental health illnesses of various degrees since 2019. This is also reflected in the wider community.

The introduction of the Mental Health Officer in 2022 has mitigated some cases but it is not the entire answer.

There is now a better mechanism in place with regards to allocations. The new management structure means that a manager is now able to challenge allocations which the MSO teams believe to be inappropriate. These cases are now taken to a panel to be discussed. This has resulted in a more open working relationship between MSOs and the Allocations Team.

ACTION: That the limits of the responsibilities of MSOs are made clear through the new MSO handbook which is due for completion in Dec 2023. This, along with a recognition of the inability of Community Mental Health Teams to provide sufficient support to many individuals, needs to be an important consideration within the allocation process.

Financial implications:

There are no financial implications.

Legal implications:

There are no legal implications on which to comment.

Tenant Scrutiny Panel Report – Mobile Support Officers (MSOs) Lines of Communication and Boundaries - September 2019

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Tenant Scrutiny Panel Report
East Devon District Council
Mobile Support Officers (MSOs)
Lines of Communication and Boundaries
September 2019

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Who we are

We are the Tenant Scrutiny Panel made up of 4 tenants. The aim of this Panel is to give the members the formal opportunity to take part in strategic performance monitoring and service reviews.

The Panel will constantly demonstrate East Devon District Council's commitment to tenant involvement.

What we do

We investigate selected topics and report recommendations to the Housing Review Board on our findings. Whilst we are independent of the Council, we liaise with officers and tenants to gather information. This enables us to offer a balanced perspective in supporting the Housing Service to regulate and improve its performance.

Why we chose to scrutinise Mobile Support Officers (MSO's). Their lines of communication and boundaries.

As tenants in supported housing we were aware that the role of MSO's meant very different things to different people, so we felt that clarification was needed.

How we did our investigations

We prepared a plan:

During a meeting of the scrutiny panel we developed an action plan with the following objectives:

- ☐ To scrutinise the function and performance of the Mobile Support Officer (MSO).
- ☐ To focus on the lines of communication
- ☐ The effectiveness or otherwise of the support provided by the MSO to the tenants
- ☐ To understand the boundaries of the role of MSO and the restrictions applied.

In order to achieve these objectives we did the following:

- ☐ Had face to face meetings with MSO's
- ☐ Sent a questionnaire to those MSOs who could not attend our meeting
- ☐ Face to face meetings with: Senior Housing Support Officer, Support Services Manager, Landlord Services Manager
- ☐ Discussed boundaries identified and defined parameters
- ☐ Discussed whether support services were able to make best use of MSOs knowledge of tenants
- ☐ We looked at available policies
 - o Landlord disabled adaptation policy
 - o EDDC Allocations policy

- ☐ Process and procedure for offering supported accommodation (Feb 2019)
- ☐ Homelessness – Combined Eastern and Southern Hub-Assessment Form (Oct 2017)
- ☐ Interviewed tenants
- ☐ Performance information – numbers of bank and part time staff
 - o Performance information was also derived from the interviews
- ☐ Available training opportunities for staff
- ☐ Investigations based on personal experience on the part of the scrutiny panel
- ☐ Job descriptions for MSOs, MSO supervisor, Home Safeguard Manager, Senior Housing Support Officer, Allocations Manager, Team Leader, Landlord Services Manager

Desired outcomes

- ☐ To obtain a complete picture of the effectiveness of MSOs.
- ☐ To identify whether any improvements should be made
- ☐ Whether communications need to be improved
- ☐ To ensure that nebulous boundaries are better defined

Helps:

All interviewees at first were apprehensive about the scrutiny process but very soon realised that the scrutiny panel was able to help and support.

Hindrances:

It was apparent from the start that there was a wide and varied interpretation of the role of MSOs both on the part of the MSOs and tenants.

What we found

Following our plan we organised face to face interviews with:

1: MSOs – There are 21 MSOs in total,

- ☐ Number of MSOs we directly interviewed 8
- ☐ Number of replies we received from those who were not present at the interview 7

We gathered the following information from their responses:

The three month rotation was controversial. All agreed that the hand-over from one MSO to another should be well managed and all relevant information passed on. This was not always happening. There was concern about the constant changes made which they were not made aware of. This led to confusion especially when they had to deal with professional bodies on behalf of the tenants in their care.

(For example the Process and Procedure for offering supported accommodation document. Feb 2019).

They all agreed that at the hand over at the end of 3 months there must be a sharing of information. This must be an important part of the system if it were going to be successful. They felt that there was a need for access to a central information system that they could refer to in order to do their work efficiently. They were frustrated with management.

They found their Job description was not clear and therefore open to misinterpretation

Most of their time was taken up with „chasing“ i.e. repair, adaptations etc.

They thought that there was an expectation for them to do things outside of their training. The biggest problem was that they were not trained to deal with mental health issues.

They expressed the view that Allocations worked in isolation and not with MSOs. This problem manifested itself when MSOs had to deal with issues caused by tenants being placed in inappropriate accommodation.

They had very good communication with their teams but not with Line Management. They accepted that their daily routine was diverse but felt that, in some cases, performance was inconsistent due to misinterpretation of roles.

When asked how things could be improved, they suggested that a list of their responsibilities should be issued to tenants in order to clarify misunderstandings.

In conclusion: we were very impressed by their enthusiasm, their willingness to give us their time and for expressing their views so openly.

2. MSOs Line Manager. Senior Housing Support Officer

Her response to the pre-prepared questions (see appendix 2)

She was very concerned that her area of responsibility was too wide for her to cover effectively. There was little time to make meaningful personal contact with her team of MSOs so she mostly used email.

She met her team only once a month. This barely seems sufficient

- a) to act in a supervisory role or
- b) to evaluate the performance of each MSO.

She felt that there was not enough contact with the rest of the Housing Department particularly Allocations. Inappropriately housed tenants gave the MSOs many time consuming problems to solve.

She realised that the MSOs were unhappy about their lack of training for mental health issues and spent a lot of time trying to find appropriate courses. She found adequate funding and time her main problem.

She felt that she was well supported by her team whereas they, on the other hand, felt they could support each other better and more easily.

Though we are aware that this position is un-manned, the above issues should be considered when the next person is appointed.

3. Support Services Manager

Pre-prepared questions (appendix 2)

We reviewed the Job Description for this post and were made aware that MSOs are a very small part of this management role. However, tenants in supported housing are probably the most vulnerable and need the services of Home Safeguard more than most.

Communication with MSOs Her first comment was that it was not always easy to contact MSOs. There is a very good system in operation which ensures that information on tenants is kept up to date. Though confidentiality is important, the MSOs have a reliable source should they need it.

Every year the data of sheltered residents is checked. This is done in co-ordination with MSOs.

This was a very impressive interview where all questions were answered in detail and she came very well prepared. She was most helpful.

4. Landlord Services Manager (LSM)

Just one of the Landlord Services Manager's responsibilities is Support Services which includes MSOs. The width of the responsibility is vast.

Feedback indicates that a chain of command needs to be put in place and made accountable because without it the pressure on staff is immense. (Even for part timers). The issues, faced because there is no chain of command, were not being taken seriously which resulted in unnecessary stress and pressure on staff. Too much is being asked of too few people.

We appreciated the time spent with the Panel considering all her other responsibilities. She was very accommodating and supplied all the reference material we required.

5. Allocations

We asked to meet Allocations because the MSOs thought that this was an area where they felt they had no input. A misplaced tenant gave them a lot of extra work. It caused unnecessary unrest, ructions, unsettled people and conflict/argument amongst established residents. This resulted in MSOs trying to resolve these conflicts in addition to their normal jobs and responsibilities.

What we hoped to establish

Whether enough consideration was given to the community in which a tenant was to be accommodated.

In responding to our questions he presented us with a document Process Procedures for Supported Accommodation. We were surprised to be presented with this document as it had not been mentioned by any MSO. Had this not been in existence it would have been one of our recommendations.

This document (written in Feb 2019) needs to be better circulated. (This document is available for inspection upon request).

A second document Eastern and Southern Hub Assessment Form was also presented and an Equal Opportunities document.

This was a very detailed form which assessed a tenant who was homeless. If an application is from a person who is not a Council tenant, then an MSO would not be able to supply any relevant information. However, their knowledge of the community into which the tenant was going to be placed is vitally important and they should be consulted.

With the current situation of lack of suitable housing the Allocations team have a very responsible and difficult job.

They conscientiously „vet“ incoming applications and apply the rules fairly.

6. Tenants Interviews:

We interviewed as many tenants as we could. Some formally, others informally.

Key points raised:

We discovered that MSO mean different things to different people. A small number (3) thought they spent most of their time sitting in the office drinking tea. We have included 3 statements written by tenants who have had experience of working with MSOs (see Appendix 1)

There was a general feeling that those who were not in sheltered housing or were but did not require a visit from an MSO, had no idea what they did.

A happy tenant in supported housing needs to know that there is a sympathetic ear nearby. The small daily problems of life can take on gargantuan proportions if there is no one readily available to guide, help and advise.

We would like to thank everyone for their valued contribution to this review.

Our recommendations

Recommendation 1

The Job Description needs to be more specific leaving less open to interpretation

Further details/Evidence Evidence Priority 1 Priority 2 Priority 3

1.1 The MSOs have commented on the variable efficiencies of their colleagues because of the different interpretations of the job description

Evidence Source: Questionnaire, Interviews, Review of Job Description

Recommendation 2

MSOs should be better informed of changes which affect their role.

2.1 Complaints from MSOs that constant changes led to confusion especially when dealing with professional bodies

Evidence Source: Questionnaires, Interview and discussions

Recommendation 3

A mechanism needs to be devised where MSOs could talk directly to their line manager at times of urgency or emergency.

3.1 As above MSOs declared lack of confidence in Line Management.

Recommendation 4:

A representative MSO should be invited to attend any Housing meeting where decisions are made which directly affect supported housing tenants.

4.1 They felt that their input should be recognised and acted upon wherever their tenants were involved. Many examples were given where a decision had been made without taking Supported Housing tenants' needs into consideration

Evidence Source: Interviews, Observations

-

Recommendation 5:

5.1 Though there is a system in place to inform MSOs when one of their tenants is hospitalised, the information does not always filter through. This system should be reviewed. MSOs expressed disappointment/concern when one of their tenants was inexplicably not at home. They felt helpless.

Recommendation 6:

6.1 Tenants should be made more aware of the responsibilities of MSOs. This could be included in the Tenant Handbook and perhaps reiterated in the magazine. MSOs were often surprised by what they were asked to do and found themselves in an invidious position.

Recommendation 7:

7.1 Because the MSOs rotate every 3 months, there should be a record of visits and matters of importance kept in the tenants' home (in a care book, with records of importance) to ensure a smooth and trouble-free takeover. There was a general feeling that take overs were not well managed.

Recommendation 8:

8.1 That "shadowing" opportunities are provided.

Senior and Line Managers shadow operational staff and vice versa. Throughout the process MSOs felt that their opinions were undervalued. All the evidence collected points to this.

Conclusion:

Once again a lot of work was involved in this scrutiny review. The skills and experience in the scrutiny techniques needed and used, continue to grow.

We learned a lot about the challenges facing MSOs, Managers and tenants and sincerely hope that our recommendations will help and go a long way to addressing some of these challenges.

We were pleased to find that there was a lot of good work and positive practices to balance out our recommendations.

We are pleased to recommend this report to the Housing Review Board and look forward to a response to our recommendations in due course.

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted