

## BABERGH DISTRICT COUNCIL

<b>TO:</b> Cabinet	<b>REPORT NUMBER:</b> BCa/23/11
<b>FROM:</b> Councillor Jessie Carter – Cabinet Member for Housing	<b>DATE OF MEETING:</b> 5 <sup>th</sup> September 2023
<b>OFFICER:</b> Deborah Fenton – Director of Housing	<b>KEY DECISION REF NO.</b> N/A

### UPDATE ON THE REGULATOR OF SOCIAL HOUSING REFERRAL AND OUR CURRENT COMPLIANCE POSITION

#### 1. PURPOSE OF REPORT

- 1.1 To share with members the update on our recent meeting with Regulator for Social Housing. In addition, to give members an update and context on our compliance report.

#### 2. OPTIONS CONSIDERED

- 2.1 None

#### 3. RECOMMENDATIONS

- 3.1 That members note the report.

#### REASON FOR DECISION

To ensure that members and senior leaders of the councils have oversight of the journey with the Regulator back to a position where we are compliant.

#### 4. KEY INFORMATION

- 4.1 Central Government and the English Regulator for Social Housing are in the process of introducing new regulatory requirements on all social landlords, including local authority landlords of more than 1000 properties.
- 4.2 Following the diagnostic exercise on Compliance, which was started in 2020, a referral was made to the Regulator of Social Housing in November 2022 regarding concerns about compliance. As you are aware, this resulted in a regulatory judgement. The CEO, Deputy CEO and Director of Housing meet monthly with the regulator.
- 4.3 Following the commencement of our diagnostic around the compliance and the subsequent referral to the Regulator, significant progress has been made, including the following:
- Recruited a specialist to support us in carrying out procurement

- Ensuring we have more robust data across all compliance areas, helping us to manage our properties better.
- Reduction in outstanding compliance actions
- Appointed a contractor to support us in addressing damp issues
- Recruited to phase one of our compliance structure
- Recruited an additional resource to support us in addressing complaints
- Presented the Asset diagnostic to the Transformation Board (final version to be presented in 2 weeks)
- Presented the DLO excellence plan to the Transformation Board (final version to be presented in 2 weeks)

## **5. REGULATOR FOR SOCIAL HOUSING**

5.1 The Regulator for Social Housing is pleased with our progress and continuing plans to deliver full compliance. Meetings are held each month, and discussions include:

- Compliance
- Damp and Mould
- Transformation

5.2 Meetings will continue until the Regulator is confident of our return to compliance

5.3 Our compliance will be reviewed by an external auditor to give us and the Regulator assurance. We are in the process of putting this in place.

## **6. COMPLIANCE UPDATE**

6.1 The table below shows the updated compliance position as of 3<sup>rd</sup> August.

6.2 It should be noted that the increase in water testing is due to our stringent view on having available data.

6.3 The increase in damp and mould is due to carrying out surveys and asking specific questions regarding damp and mould.

## **7. CONTRACTOR UPDATE**

7.1 Members were made aware that our contract with Aaron Services (whole house contract) would be terminated early, with the contract ending on 8th August.

7.2 We have two contractors ready to take on the servicing contract from Aarons and are working with those contractors to ensure that mobilisation is planned appropriately.

## **8. LINKS TO CORPORATE PLAN**

8.1 This report links with our ambition to ensure that *All our residents live in affordable and high-quality homes that enable them to build settled, safe and healthy lives.*

## **9. FINANCIAL IMPLICATIONS**

9.1 Failure to improve and meet compliance could result in unlimited fines.

## 10. LEGAL IMPLICATIONS

- 10.1 Performance measurement is required to ensure members comply with the consumer regs. Should the regulations be breached, the RSH may take action, including a fine or removal of assets.

## 11. RISK MANAGEMENT

- 11.1 Key risks are set out below:

Key Risk Description	Likelihood 1-4	Impact 1-4	Key Mitigation Measures	Risk Register and Reference*
Information required by the regulator for compliance cannot be obtained on request, is of poor quality or lacks integrity	2	3	Ensure evidence is stored, updated and can be easily accessed through the completion of action plans.	Housing Transformation 004

*\*Name of risk register where risk is currently documented and being actively managed, and its reference number*

## 12. CONSULTATIONS

- 12.1 Consultation has been carried out with SLT, members and the Regulator of Social Housing .

## 13. EQUALITY ANALYSIS

N/A

## 14. ENVIRONMENTAL IMPLICATIONS

- 12.1 None

## 15. APPENDICES

- 13.1 None

## 16. BACKGROUND DOCUMENT

	COMPLIANCE AREA	NO. OVERDUE @ 02.07.23		NO. OVERDUE @ 09.07.23		NO. OVERDUE @ 16.07.23		NO. OVERDUE @ 23.07.23		NO. OVERDUE @ 30.07.23	
<b>HEATING</b>											
1	GAS SAFETY CHECK (DOMESTIC) - BABERGH	34	↔	31	↓	28	↓	27	↓	27	↔
2	GAS SAFETY CHECK (DOMESTIC) - MID-SUFFOLK	12	↔	14	↑	18	↑	20	↑	18	↓
3	GAS SAFETY CHECK (COMMUNAL) - BABERGH	0	✓	0	✓	0	✓	0	✓	0	✓
4	GAS SAFETY CHECK (COMMUNAL) - MID SUFFOLK	0	✓	0	✓	0	✓	0	✓	0	✓
<b>ELECTRICAL</b>											
5	ELECTRICAL TESTING - DOMESTIC DWELLINGS - BABERGH	62	↓	60	↓	56	↓	55	↓	55	↔
6	ELECTRICAL TESTING - DOMESTIC DWELLINGS - MID SUFFOLK	88	↔	88	↔	87	↓	86	↓	85	↓
7	ELECTRICAL TESTING - COMMUNAL - BABERGH	0	✓	0	✓	0	✓	0	✓	0	✓
8	ELECTRICAL TESTING - COMMUNAL - MID SUFFOLK	0	✓	0	✓	0	✓	0	✓	0	✓
<b>FIRE SAFETY</b>											
9	FIRE RISK ASSESSMENTS - BABERGH	0	✓	0	✓	0	✓	0	✓	0	✓
10	FIRE RISK ASSESSMENTS - MID SUFFOLK	0	✓	0	✓	0	✓	0	✓	0	✓
11	FIRE RISK ASSESSMENT ACTIONS / WORKS BY PRIORITY - BABERGH										
	(Immediate action) AA	0	✓	0	✓	0	✓	0	✓	0	✓
	(Action within 8 weeks) A	0	✓	0	✓	3	↑	0	✓	0	✓
	(Action within 18 weeks) B	2	↔	2	↔	2	↔	2	↔	2	↔
	(Action within 52 weeks) C	0	✓	0	✓	0	✓	0	✓	0	✓
12	FIRE RISK ASSESSMENT ACTIONS / WORKS BY PRIORITY - MID SUFFOLK										
	(Immediate action) AA	0	✓	2	↑	1	↓	0	✓	0	✓
	(Action within 8 weeks) A	0	✓	0	✓	0	✓	0	✓	0	✓
	(Action within 18 weeks) B	0	✓	0	✓	0	✓	0	✓	0	✓
	(Action within 52 weeks) C	0	✓	0	✓	0	✓	0	✓	0	✓
13	SMOKE DETECTOR INSTALLATION - BABERGH	831	↓	654	↓	572	↓	531	↓	462	↓
14	SMOKE DETECTOR INSTALLATION - MID SUFFOLK	571	↓	397	↓	381	↓	372	↓	307	↓
<b>DETECTOR INSTALLATION PROGRAMME</b>											
15	DETECTOR PROGRAMME - BABERGH	713	↓	629	↓	563	↓	501	↓	453	↓
16	DETECTOR PROGRAMME - MID SUFFOLK	498	↓	414	↓	349	↓	328	↓	299	↓
<b>WATER HYGIENE</b>											
17	WATER HYGIENE SERVICING / TESTING - BABERGH	0	✓	38	↑	38	↔	42	↑	9	↓
18	WATER HYGIENE SERVICING / TESTING - MID SUFFOLK										
19	WATER HYGIENE RISK ASSESSMENTS - BABERGH			37		37	↔	37	↔	37	↔
20	WATER HYGIENE RISK ASSESSMENTS - MID SUFFOLK			50		50	↔	50	↔	50	↔
<b>ASBESTOS</b>											
21	ASBESTOS REINSPECTIONS - BABERGH	0	✓	0	✓	0	✓	0	✓	0	✓
22	ASBESTOS REINSPECTIONS - MID SUFFOLK	0	✓	0	✓	0	✓	0	✓	0	✓
23	ACTIONS ARISING FROM REINSPECTIONS - BABERGH	0	✓	0	✓	0	✓	0	✓	0	✓
24	ACTIONS ARISING FROM REINSPECTIONS - MID SUFFOLK	0	✓	0	✓	0	✓	0	✓	0	✓
<b>LIFTS</b>											
25	LIFTS - SERVICING / TESTING - BABERGH	0	✓	0	✓	0	✓	0	✓	0	✓
26	LIFTS - SERVICING / TESTING - MID SUFFOLK	0	✓	0	✓	0	✓	0	✓	0	✓
<b>DAMP AND MOULD ENQUIRIES</b>											
27	DAMP AND MOULD ENQUIRIES - NO. OF COMPLETED SURVEYS - BABERGH	173		173	↔	175	↑	210	↑	211	↑
28	DAMP AND MOULD ENQUIRIES - NO. OF COMPLETED SURVEYS - MID SUFFOLK	260		260	↔	266	↑	266	↔	294	↑