



HOUSING MANAGEMENT ADVISORY BOARD

To: Board Members Ali, Davis, Edwardes (Chair), Hudson, Mason, Riley (Vice-Chair),
Wright, Councillors Capleton, Draycott and Seaton (For attention)

All other members of the Council
(For information)

You are requested to attend the meeting of the Housing Management Advisory Board to be held in Committee Room 2, at the Council Offices, Southfields, Loughborough on Wednesday, 7th September 2022 at 4.30 pm for the following business.

Chief Executive

Southfields
Loughborough

25th August 2022

AGENDA

1. APOLOGIES
2. CHAIR AND VICE-CHAIR OF BOARD 2022/23 COUNCIL YEAR

The Board's Terms of Reference state that the Chair of the Board will be appointed annually by the Board, from among the tenant/leaseholder members. The Board may also appoint a Vice-chair from among its members.

3. MINUTES OF THE PREVIOUS MEETING 4 - 17

To confirm the minutes of the meeting held on 6th July 2022.

4. DISCLOSURES OF PECUNIARY INTERESTS, AND OTHER REGISTRABLE AND NON-REGISTRABLE INTERESTS

All members will make a declaration at each meeting if they have an interest in any item of business on the agenda which would affect them more than tenants or residents of the ward(s) affected generally.

5. SELF-ASSESSMENT OF OUR COMPLAINTS POLICY AND PROCEDURES AGAINST THE HOUSING OMBUDSMAN'S COMPLAINT HANDLING CODE

18 - 43

A report of the Head of Landlord Services.

6. CURRENT STRUCTURES

A verbal report of the Head of Landlord Services.

7. PERFORMANCE INFORMATION PACK - QUARTER 1 2022-23

44 - 63

A report of the Head of Landlord Services.

8. QUESTIONS FROM MEMBERS OF THE BOARD

In accordance with the Board's decision members of the Board were asked in advance of this agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting.

On this occasion no questions were submitted.

9. WORK PROGRAMME

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A report of the Head of Landlord Services to enable the Board to review and agree its Work Programme, together with meeting dates for 2022/23.

For information further meetings of the Board are scheduled as follows in 2022/23:

7th September 2022

9th November 2022

11th January 2023

22nd March 2023

26th April 2023

10. EXEMPT INFORMATION

It is recommended that members of the public be excluded from the meeting during the consideration of the following item on the grounds that it will involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 and it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

11. UPDATE ON FUTURE ARRANGEMENTS FOR THE DELIVERY OF
PLANNED WORKS, VOIDS AND ASSOCIATED WORKS

An exempt report of the Head of Landlord Services circulated to members of the board. **To Follow.**

HOUSING MANAGEMENT ADVISORY BOARD 6TH JULY 2022

PRESENT: The Chair (Mrs Edwardes)
The Vice Chair (Miss Riley)
Board Members Ali, Davis, Hudson, Wright,
Capleton, Draycott and Seaton

Councillor Poland – Cabinet Lead Member for
Public Housing

Head of Landlord Services
Head of Strategic and Private Sector Housing
Landlord Services Manager
Repairs and Investment Manager
Housing Needs Manager
Customer Engagement Officer (HK)
Customer Engagement Officer (A E-S)
Democratic Services Officer (EB)

APOLOGIES: Mr Mason

The Chair stated that the meeting would be recorded and the sound recording subsequently made available via the Council's website. She also advised that, under the Openness of Local Government Bodies Regulations 2014, other people may film, record, tweet or blog from this meeting, and the use of any such images or sound recordings was not under the Council's control.

1. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Board held on 23rd March 2022 were confirmed as an accurate record.

Matters arising from the minutes:

(i) The date on Exempt Minute 49E read 23rd March 2021, it should have read 23rd March 2022.

Councillor Seaton joined the meeting during the consideration of this item.

2. DISCLOSURES OF PECUNIARY INTERESTS, AND OTHER REGISTRABLE AND NON-REGISTRABLE INTERESTS

No declarations of interest were made.

3. ANTI-SOCIAL BEHAVIOUR REVIEW

The Head of Landlord Services gave a presentation on the Anti-Social Behaviour (ASB) Review. (Item 4 on the agenda).

The Board were informed that:

- (i) There were three workstreams involved: The Community Safety Partnership (CSP), Reporting and Recording and Case Management.
- (ii) The CSP was a result of the Crime and Disorder Act (1998) which involved a statutory obligation to form a CSP in order to manage and reduce crime and ASB. The vast majority of the CSP was coordinated by the Local Authority, but with input from the Police. There was a focus to bring awareness of the other statutory partners and their role. Key areas of progress within the CSP included having a 'Hot Topic' item on the agenda from the Police and a workshop on communication so that partners knew their responsibilities.
- (iii) Reporting and Recording focussed on how customers could report and how it was recorded.
 - a. There was a web-based ASB toolkit that was consulted on with tenants in an editorial group looking at the content. Everything was in one place with key headings.
 - b. There was an online reporting form for customers.
 - c. There was a need to manage the volume of case numbers and as such residents were encouraged to talk to those they had grievance with in the first instance to try and resolve ASB issues and as such reduce reporting, however, the web page also encouraged residents to report criminal behaviour to the Police or to Crimestoppers.
 - d. The web page gave information on environmental health.
 - e. The aim was to both provide information and manage demand.
 - f. Whilst online reporting was sought to be enhanced due to pressure on the contact centre, it was recognised that some people did not have access to the internet, and as such, existing mechanisms for reporting would remain in place.
 - g. Residents reporting could remain anonymous, however, if they remained anonymous, there were likely limits on the action that could be taken as no details would be left.
 - h. The reporting mechanism took users through a series of questions. Once the form was completed a risk assessment was made. If the case risk was found to be low, the user would be sent information on the issue. If the risk was medium or high, or if the system identified reporting on a regular basis on a repeat issue (making the case medium or high risk), then the complaint went to the next stage.
- (iv) Regarding Case Management:
 - a. Officers were charged with assessing risk on a regular basis. The current tool for this was a 'risk matrix', however, the effectiveness of this was based on the skill and experience of the officer using it and there was limited guidance on its use. Therefore a new system had been developed based on a questionnaire that focussed on victim vulnerability or if the issue was persistent or hate based etc. This helped the officer make the right assessment.
 - b. There were mandatory actions in the guidance. If a case was high-risk then legal tools and powers would be considered. The victim would also be referred to victim support with their consent.
 - c. Internal risk-management structures had been developed. An enforcement hub was in place to problem solve around particular cases.

- d. A new strategic ASB group was in place to ensure consistency. It was anticipated that there would be an additional post for an ASB Facilitator to be recruited to. Some functions of this role would likely be a central point for Councillors and liaison with specialist officers.
- e. If a case had aspects that involved different departments, the new system facilitated joint working.
- (v) The Key benefits of the project were:
 - a. ASB teams with enforcement powers had been moved under one Director.
 - b. Closer working relationships and understanding of statutory requirements in relation to the CSP.
 - c. Improved customer experience through a new reporting mechanism and ASB toolkit.
 - d. Reduction in officer time in relation to data input.
 - e. Updated risk assessment process for all ASB to support a consistent and efficient approach.
 - f. Enhanced training programme in place to reinforce officer knowledge.
 - g. Clear internal escalation process in place, including establishment of the ASB Strategic Group and review of ASB and Enforcement Hub.

In response to questions from the Board it was explained that:

- (i) The process differentiated between Council housing and private housing.
- (ii) Action would not normally be taken for one-off noise complaints or noise caused by day-to-day activities such as lawn-mowing or children playing.
- (iii) If the properties involved were Housing Association Properties, residents would be directed to the relevant Housing Association to assist.
- (iv) Regular articles were published asking residents to be respectful when carrying out noisy activities such as DIY, it was hoped that issues regarding this could be solved through neighbourly conversations, but if it was a persistent issue that Council could act.
- (v) The seriousness of noise issues depended on frequency, duration, level of intrusion and persistence.
- (vi) Regarding bonfires and smoke, the Council could act when smoke was causing a statutory nuisance. This must be unreasonably affecting a resident's use or enjoyment of a property. It also depended on the size of a fire, the materials burned, the weather and the smell.
- (vii) The post of ASB Facilitator would likely be fixed-term part-time.
- (viii) The reasons for the review were not just financial, but to make the process less confusing and to help users achieve an outcome.
- (ix) Users would receive an email response to know their complaint had been logged.
- (x) It had previously been an issue that cases had been closed down too quickly which had meant that repeat issues had not been accounted for. The new system of risk assessments would take this into account.
- (xi) The data would be used for the prevention of crime and anti-social behaviour for example by identifying hotspot areas and repeat issues.
- (xii) There was an aspect of prevention looked at by the CSP around drugs.
- (xiii) The data showed ASB incidents by Ward.

- (xiv) Information on ASB reporting by Councillors could be added to the Member Bulletin. **Action: Landlord Services Manager and Democratic Services Officer to publish information on ASB data in Member Bulletin.**

There was a need to emphasise that residents should not put themselves in danger by approaching drug dealers. **Action: Head of Landlord Services to include information to avoid residents putting themselves in danger.**

The issue was raised by the Board that people often wished to report anonymously because they were scared of repercussions. If they were assured that their details were kept under data protection they may feel more confident to report.

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of the matter.

4. SHELTERED HOUSING REVIEW

The Head of Strategic and Private Sector Housing gave a verbal update on the Sheltered Housing Review. (Item 5 on the agenda).

The Board were informed that the Head of Strategic and Private Sector Housing would be leaving her post in July and as such work to be completed before she left had to be prioritised. The Options for the Thurmaston site have been received from the Architects and valuations completed, however there had not been time to arrange a Sheltered Housing Review Project Board, therefore this will be handed over to the Head of Landlord Services.. The Head of Landlord Services following a Sheltered Housing Review Project Board would bring an update to the Board

The Housing a Housing Strategy and Support Officer Managers post had been filled and the new officer would start on the 5th September 2022. The Housing Policy and Projects Officer was still being recruited to.

The Chair thanked the Head of Strategic and Private Sector Housing for her explanation.

5. CHOICE BASED LETTINGS AND ALLOCATION PROCESS

The Head of Strategic and Private Sector Housing and the Housing Needs Manager gave a presentation on the work of the Strategic and Private Sector Housing Service and an overview of the Council's Allocation Policy and Choice Based Lettings Process. (Item 6 on the agenda). The Housing Needs Manager assisted with the discussion of this item.

The Board were informed that:

- (i) The Strategic and Private Sector Housing service structure included:
 - Housing Needs, which encompassed Housing Options, Housing Allocations and CBC Lettings.
 - Private Sector Housing, which encompassed Lightbulb, Housing Standards and Private Sector Licensing Schemes.
 - Housing Strategy and Support, which encompassed Housing Strategy and Enabling and Housing Systems and Administration.
 - Resettlement Services, which coordinated resettlement services across Leicestershire and Rutland.
- (iii) Strategies and Policies included:
 - Housing Strategy, Homelessness and Rough Sleeping Reduction Strategy, Empty Homes Strategy, Tenancy Strategy, Housing Allocations Policy, Housing Acquisitions Policy, Rural Housing Guide, Private Sector Housing Enforcement Policy, Private Sector Housing Grants Policy.
- (iv) The three main parts of the Housing Needs service were:
 - Housing Options, which included the provision of advice and assistance to households who were homeless or at risk of homelessness
 - Housing Allocations, which included the administration of the council's Housing Register and Choice Based Lettings scheme and allocation of council and registered provider properties
 - CBC Lettings, which included advice and assistance on accessing private rental accommodation.
- (v) All housing authorities were required to have a policy that outlines how they will assess applications and allocate properties. The council's Housing Allocations Policy outlines who is eligible for the Housing Register, who qualifies for the Housing Register, and the priority that is assigned to applicants on the Housing Register.
- (vi) The eligibility criteria was determined by legislation. Most British Citizens who were resident in the UK are eligible for the Housing Register. Applicants did not qualify if:
 - a. They did not have a local connection to Charnwood.
 - b. They were a homeowner or had a high income or high level of savings.
 - c. They had a history of unacceptable behaviour that made them unsuitable to be a tenant (for example serious and persistent rent arrears or anti-social behaviour).
 - d. They were under the age of 18 years.
 - e. They did not have a confirmed housing need.
- (vii) People who had a history of rent arrears may be accepted onto the Housing Register, if they had repaid / adhered to a repayment plan for their arrears.
- (viii) Applications on the Housing Register were prioritised according to level of housing need:
 - a. Band 3 – applicants who had a housing need.
 - b. Band 2 – applicants who had a high level of housing need.
 - c. Band 1 – applicants who had an emergency level of housing need.
- (ix) The council operated a Choice Based Lettings system under which available council and registered provider properties were advertised, and applicants could express an interest in these properties by placing "bids". Applicants could only bid for the types of properties for which they were eligible (for example single people could not bid for family houses). Applicant's bids

- were considered in priority order and properties were normally allocated to the applicants who finish in the highest position on the bidding shortlist.
- (x) Some applicants were given additional priority for properties, for example some members of the armed forces were given preference over other applicants within the same banding, and some applicants were given preference for certain types of properties, for example applicants who had physical disabilities and a need for specialist adapted accommodation were given preference for accessible properties.
 - (xi) When an applicant successfully bid for a property, a suitability assessment was completed. If the property was suitable it was offered to the applicant. If the applicant accepted the offer they were invited to view the property. All property allocations were made in accordance with the allocations policy.

In response to questions from the Board it was explained that:

- (i) The criteria for the bands was based on legislation. The legislation included the requirement to give “reasonable preference” to certain categories of applicants, for example those with a medical need to move. The legislation also allowed for the use of discretion to meet local needs, for example where a council tenant needed to move because they were under occupying a property.
- (ii) Regarding adults who lived with their parents but wanted independence, if their parents were happy for them to continue to live with them then they would not qualify for the register. However, if there was a case of relationship breakdown or overcrowding they may qualify for the register as this could be classed as a housing need. Other assistance could be offered to individuals who do not qualify for the register, for example advice on accessing supported or private rental accommodation.
- (iii) There were between 400 and 500 lets available per year so it was necessary to prioritise applications
- (iv) The housing register only applied to the letting of council or registered provider properties within Charnwood. CBC Lettings service deal with applications for private rental accommodation.
- (v) A private landlord would not be asked to house someone that the Council would not house, for example if they had a history of serious and persistent anti-social behaviour or non-payment of rent. Tenancy support services existed for tenants not used to living on their own who may require help to set-up a tenancy or resolve issues in a crisis. Private Sector Landlords were also encouraged to contact the CBC Lettings Team if issues arose during the tenancy, who may be able to mediate or assist with rehousing if necessary.
- (vi) There were approximately 1,200 on the register who were permitted to bid for properties. There was currently a backlog of applications pending assessment. The Covid-19 pandemic impacted on demand and on services and staff resources. Applicants were processed in date order and there was a turnaround time of approximately four months. However, extra resources had been added and turnaround times were improving.
- (vii) Translators were available if needed.
- (viii) In some instances Council staff were unable to work due to Covid-19. In some jobs such as tradespeople they could not do their job if isolating.

Whilst resources could be pulled from other areas this would create a knock-on effect in those areas.

- (ix) Regarding the backlog in voids the Council were behind on a performance perspective due to limited resources. Energy supply was also an issue as properties had individual meters which sometimes needed to be individually credited. Energy Angels were helping with the fact that many different energy companies were involved. The number of voids in repair was static and an increase in resource was needed to bring it down. Some posts had been recruited to increase resource, however the recruitment process was difficult in a competitive labour market. The fact that some officers could not work due to Covid-19 also affected performance.
- (x) Applicants could bid for advertised properties for which they are eligible. Bidding did not involve money and was not a competitive process. Bids were prioritised based on the criteria within the Housing Allocations Policy, not based on the time when bids are placed.
- (xi) Some council tenants who were affected by the 'Under-occupancy Charge' / 'Bedroom Tax' wished to downsize, this was classed as a housing need so these tenants would be able to join the housing register and would be placed in Band 2. A downsizing incentive payment is also offered by the council (this incentive existed prior to the introduction of the 'Under-occupancy Charge' / 'Bedroom Tax' occupancy Charge' / 'Bedroom Tax').
- (xii) Some persons who had been resident in council properties with council tenants could succeed to the tenancy if the tenant passes away. Some persons did not have a right to succeed to the tenancy (it was noted that succession rights could only be invoked once). If the person had resided in the property for at least 12 months, but did not have succession rights, this was classed as a housing need so these tenants would be able to join the housing register and would be placed in Band 2

RESOLVED that the report be noted.

Reason

To acknowledge the Board's consideration of the matter.

6. DAMP/MOULD PROCEDURE

The Head of Landlord Services submitted a report presenting the Board with a draft procedure in respect of damp and mould issues at Council homes. (Item 7 on the agenda).

The Repairs and Investment Manager attended the meeting remotely to assist with the discussion of this item.

The Board were informed that:

- (i) The report was on a draft procedure in respect of damp and mould issues.

- (ii) The Council had a contractor that specialised in damp and mould issues.
- (iii) The Procedure in Appendix 1 to the report contained a summary setting out the procedure for responsibilities of the staff and timescales for addressing issues and how to diagnose and solve the issues.
- (iv) When residents called with damp and/or mould issues a view of repair history was taken.
- (v) From the time a customer contacted a council, a target was set to look at the property within five days. The repairs team would ask about the property to help make a diagnosis and information from the customer would be sought over the cause.
- (vi) An advice leaflet was produced on how to stop condensation.
- (vii) If it was determined the issue was potentially caused by the customer, advice was given on prevention.
- (viii) If the issue was potentially caused by problems other than the customer, an independent specialist contractor was engaged. They would report on the issue and make recommendations for remedial work and a time frame was given for the contractor. A written report was shared with the customer.
- (ix) It was hoped that the procedure would help with the workflow.

Councillor Capleton commented that it was a good idea to engage customers over the phone to help diagnose because sometimes the cause was obvious (eg. the need for ventilation).

RESOLVED

1. That the report be noted.
2. That the procedure be endorsed.

Reason

1&2. To acknowledge the Board's consideration of the matter.

7. PERFORMANCE INFORMATION PACK - QUARTER 4 2021-22

The Head of Landlord Services submitted a report for the Board to consider performance at the end of quarter 4, 2021-2022, January to March 2022. (Item 8 on the agenda).

The Landlord Services Manager attended the meeting to assist with the discussion of this item.

The Board were informed that:

- (i) Most of the performance indicators had their targets met or exceeded. Notably landlord rent arrears and repairs targets.
- (ii) Information on universal credit was provided in Appendix 1 to the report. Universal credit had been embedded in the way rent was paid for people on

benefits. During the Covid-19 pandemic government restrictions the Department for Work and Pensions (DWP) suspended the implementation of its 'managed migration' programme for the rest of the people on legacy benefits to universal credit. This programme had now been restored. Because of this pending increase in the number of tenants receiving universal credit it was proposed to retain the information on universal credit in the performance report in order to record the effect of the managed migration on rent arrears.

In response to questions from the Board it was explained that:

- (i) There were between 1,000 and 1,500 people that would be affected in the move from housing benefit to universal credit. People over retirement age would not be affected.
- (ii) The number of tenancy visits completed on target was returning to pre-pandemic levels.
- (iii) There had been a change in contractors for priority repairs, from P H Jones to Shaw.
- (iv) In certain circumstances there was a mechanism for benefits to be paid directly to the Council for rent. However, there was no automatic entitlement. The option was considered where vulnerabilities existed or where there were rent arrears totalling eight months' or more, although this would be a temporary arrangement and subject to periodic review and could be withdrawn at any time. It was added by the Cabinet Lead Member for Public Housing that the idea of universal credit was to get people back into a mindset of being in work and budgeting.
- (v) There was an element of some debt being due to the timing of universal credit payments not syncing with the dates that rent was due, however it was recognised that some debts were pre-existing.
- (vi) A stock-condition survey was being mobilised to provide a better picture of the percentage of non-decent homes, however, there were technical issues that needed to be resolved first.
- (vii) Monitoring for Legionnaires disease was conducted in sheltered accommodation where there were shared tanks.
- (viii) Complaints responded to within timescales had dropped in part due to volume and capacity to respond, which was in turn in part due to staff absence, however, this was also part of a national trend. It was also noted that very few complaints progressed to the final stages as they were dealt with at stage zero, meaning they would not figure in the statistics.

AGREED that the report be noted.

Reason

To acknowledge the Board's consideration of the matter.

8. QUESTIONS FROM MEMBERS OF THE BOARD

In accordance with the Board's decision at its meeting on 22nd March 2017 (HMAB Minute 24.1), members of the Board had been asked in advance of the agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting.

On this occasion Board Member Mr Mason asked the following:

With the benefit of hindsight, did the council feel it could have handled the problems of the Covid-19 pandemic any better or more sympathetically than they did, especially with regards to the more elderly residents in the sheltered accommodation?

The response to the question was as follows:

It was recognised that for the most vulnerable tenants living in sheltered accommodation, the national legal restrictions and guidance were particularly difficult. When the pandemic hit over two years ago, the Council targeted resources at the most vulnerable tenants, calling every single resident in sheltered accommodation on a regular basis to check they were OK and to refer them on for support where it was needed. The Council also called every tenant over the age of 70 or identified as vulnerable in our general needs stock, and wrote to every tenant setting out where people could get help. In total the Council undertook 22,101 calls for the period 13 April 20 to 21 August 20 and referred 119 people for support from Community Action Charnwood.

Services in sheltered accommodation were prioritised - the Council, like other employers delivering critical services experienced fluctuations in staffing resources. External contracted support was brought in to support the delivery of legionella flushing, deliver an enhanced cleaning regime, and the Council put a backup contract in place to deliver the lifeline service in the event of staff unavailability.

There were some instances where tenants wished to hold social events which would have brought about a risk of breach of government legislation and open lounges against government guidance, and whilst the Council could understand residents desire to socialise, the Council had to say no. The Council did however, look to mark key events in other ways; for Victory in Europe Day the Council provided each court with either a memorial bench or a plaque, and at Christmas the Council organised a postal quiz, the Council asked residents to send in photos of their Christmas jumpers and decorated flats in an attempt to share some Christmas spirit at a time when people couldn't get together.

There were cases of Covid-19 in Council sheltered accommodation, however there was no onward transmission that the Council were aware of. The Council complied with the national legislation, and government guidance in place at the time, and targeted resources at the most vulnerable tenants. On that basis the Head of Landlord Services stated that he would not substantively change the response.

Councillor Draycott asked the following:

Could a list of the number of disabled adaptations outstanding be provided?

A breakdown of what adaptations requested and dates of request?

What is the process for any tenant to request an adaptation?

What is the expectation of new contractor working through the backlog as well as dealing with current requests?

The response to the question was as follows:

There were 29 minor adaptations, 26 of which were less than 12 months old, and 136 major adaptations, 57 of which were less than 12 months old.

Minor adaptations were delivered by the in-house repairs team. Of the 29 minor adaptations 17 were scheduled for completion in the next three months.

Work on pilot properties by the new contractor for major adaptations, CLC Contractors Ltd was expected to commence this month. Surveys of properties were in progress and CLC has indicated it would have three teams working with the intention to deliver at volume to reduce the backlog.

Leicestershire County Council was the point of contact for tenants requesting an adaptation. There was then a recommendation to see if this was feasible and appropriate to do an adaptation.

It was necessary to make sure that adaptations of the stock were both necessary and appropriate. This would mean that tenants requesting an adaptation must contact the County Council in the first instance. The County Council had the statutory duty to undertake the assessment of needs. Recommendations for adaptation were then passed on to the Borough Council when an assessment was undertaken in accordance with the Adaptations Policy to decide whether the adaptation is reasonably practicable to undertake bearing in mind factors including, technical feasibility, the availability of more suitable accommodation, and cost.

Action: Head of Landlord Services to publish definitive routemap on procedure.

It was clarified that anybody who needed an assessment should approach Leicestershire County Council in the first instance. If it was a minor adaptation it would go to Charnwood Borough Council to carry out an assessment if it was a major adaptation would be referred to County Council Occupational Therapists to complete an assessment.

Action: Head of Strategic and Private Sector Housing to speak to Lightbulb Central Hub Blaby District Council about confusion over where tenants were directed and disseminate information to tenants.

The Chair asked:

On behalf of many tenants/leaseholders could you advise us why the service is very poor at the moment ie: after waiting a long time at various depts why is there no answer and requested to ring again?

The response to the question was as follows:

The contact centre performance had been significantly impacted over the last few months due to two factors. The first has been due to a lack of resources, a number of staff have left the organisation or moved to other departments. This had seen a reduction in over 30% of the customer service team which has resulted in the long wait times experienced by customers. The second impacting factor was an increase in calls for back office departments due to backlogs caused by there being fewer people in the contact centre, this caused customers to ring multiple times chasing progress updates, increasing significantly the overall volumes of calls the contact centre was receiving.

These combined factors had led to the increase in wait times. In order to reduce wait time we have introduced limits to the number of calls that can be accepted into our phone queues so customers weren't left waiting for unlimited times before getting through.

The Council had previously tried to recruit some agency staff to help cover the gaps however despite trying this on three separate occasions we were unable to recruit any suitable candidates.

However, the Council had now undertaken some permanent recruitment and had already had two new starters join the team with a further two due to start this week, and another at the beginning of August. The Council were holding interviews for a final vacant posts this week which if successful would bring our team back up to full capacity.

However, it would take some time for this recent recruitment to show in an improved performance and reduced wait times. This was due to the need to get staff trained and fully up to speed before they went live. The Council had already seen wait times start to reduce over the last month and this was expected to continue over the coming month to bring the Council back to more acceptance standards.

Many services could be accessed through the website with no queues and a time and pace that is suitable for them.

9. WORK PROGRAMME

The Board received a report of the Head of Landlord Services to enable the Board to agree its Work Programme (item 10 on the agenda).

Members of the Board could identify matters that they considered required looking at over the next few meetings of the Board, including any already listed on the Work Programme but not yet scheduled. Officers present could provide advice as to whether items might be appropriately considered at the time proposed.

An error was noted on the Work Programme. It referred to the previous meeting as being 11th May 2022. This meeting had been cancelled and as such the previous meeting was 23rd March 2022.

It was further noted that the HRA Outturn for 2021/22 needed to be considered by the Board.

Summary of discussion:

- (i) It was suggested that Budget Setting and Priorities for Next Year be moved to November as more information would be available by then.
- (ii) The HRA Outturn would be added to the Work Programme for November.
- (iii) The tenancy agreement had recently been comprehensively overhauled and agreed so it was hoped that no major changes would be needed in the near future. Every new tenant had a copy of the agreement and it was also available online.
- (iv) The Repair Guide would take a lot of work and as such it was provisionally scheduled for March 2023.
- (v) The Garages Review would need to be taken forward once there was someone in place to conduct it.

RESOLVED

1. that the HRA Outturn and Budget Setting and Priorities for Next Year be added to the Board's Work Programme for 9th November 2022.
2. that the Repair Guide be provisionally added to the Board's Work Programme for 22nd March 2023.
3. that the Board's Work Programme be updated to reflect all decisions made above and earlier in the meeting.

Reasons

1&2. So that they can be considered by the Board.

3. To ensure that the information in the Work Programme is up to date.

The Repairs and Investment Manager left the meeting during the consideration of this item.

10. EXEMPT INFORMATION

It was resolved that members of the public be excluded from the meeting during the consideration of the item on the grounds that it involved the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972, and the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

At this point in the meeting the recording was stopped.

11. UPDATE ON FUTURE ARRANGEMENTS FOR THE DELIVERY OF PLANNED WORKS, VOIDS AND ASSOCIATED WORKS

An exempt report of the Head of Landlord Services was considered. (Exempt item 12 on the agenda). A summary of the Board's discussion on this matter is provided in the exempt minute (Housing Management Advisory Board 11E. 2021/22).

NOTES:

1. No reference may be made to these minutes at the next meeting of Full Council unless notice to that effect is given to the Democratic Services Manager by five members of the Council by noon on the fifth working day following publication of these minutes.
2. These minutes are subject to confirmation as a correct record at the next meeting of the Housing Management Advisory Board.
3. The Repairs and Investment Manager joined the meeting remotely.

HOUSING MANAGEMENT ADVISORY BOARD – 7th September 2022

Report of the Head of Landlord Services

ITEM 5 SELF-ASSESSMENT OF OUR COMPLAINTS POLICY AND PROCEDURES AGAINST THE HOUSING OMBUDSMAN'S COMPLAINT HANDLING CODE

1. PURPOSE OF REPORT

To present the board with the outcome of the landlord service's self-assessment of its complaints policy and procedures against the Housing Ombudsman's requirements and criteria as set out in its complaints handling code.

2. ACTION REQUESTED

The board is requested to note and invited to comment upon the self-assessment.

3. BACKGROUND

3.1 In 2020 the Housing Ombudsman service published a code on how social housing landlords should handle complaints made about its services. All social housing landlords are now required to carry out and publish an annual self-assessment on how their complaints policy and procedures meet the code. A copy of the council's complaints policy can be found by following this link: [Complaints policy - Charnwood Borough Council](#) and [Complaints Process - Charnwood Borough Council](#) for its complaints process.

3.2 The creation of the complaints handling code was contained originally in the government's white paper on social housing, first published in November 2020. After a revision in the code early in 2022, social landlords have until October 2022 to become fully compliant.

3.3 The complaints handling code acts as a guide for tenants, setting out what they can expect from their landlord when they complain. It also provides tenants with information on how to make a complaint and how to, if desired, make progress with it through the landlord's internal complaints process.

3.4 The complaint handling code has in it some key areas including having a universal definition of a complaint, creating a positive complaint-handling culture, taking action to put things right and having appropriate remedies available.

3.5 The code is divided into eight sections as follows:

- Section 1: Definition of a complaint
- Section 2: Accessibility and awareness
- Section 3: Complaint-handling personnel
- Section 4: Complaint-handling principles
- Section 5: Complaint stages (these are further divided into the individual stages and are referred in the code as stages 1, 2 and 3 rather than our own stages of 0, 1 and 2)
- Section 6: Putting things right;

Section 7: Continuous learning and improvement
 Section 8: Self-assessment and compliance

Each section is divided further into two sub-sections: elements that are mandatory and elements that are discretionary but highly recommended. Put simply, they are the 'must do' and the 'should do'.

- 3.6 The landlord service carried out the self-assessment in August 2022.
- 3.7 Presenting this report to HMAB, publishing it on the council's website and putting an article about the self-assessment in the residents' magazine, *Your Homes Matter* will fulfil our obligation to publish the self-assessment under this code.
- 3.8 A copy of the ombudsman's code can be found through this link: <https://www.housing-ombudsman.org.uk/wp-content/uploads/2022/03/Complaint-Handling-Code-Published-March-2022-1-1.pdf>

4. SELF-ASSESSMENT OUTCOME

4.1 A summary of the outcome of our self-assessment is set out in the table below:

Section	No. mandatory criteria	Outcome		No. discretionary criteria	Outcome	
1	6	Compliant	6	2	Compliant	2
		Partially-complaint	0		Partially-complaint	0
		Non-compliant	0		Non-compliant	0
2	7	Compliant	7	1	Compliant	1
		Partially-complaint	0		Partially-complaint	0
		Non-compliant	0		Non-compliant	0
3	2	Compliant	2	1	Compliant	1
		Partially-complaint	0		Partially-complaint	0
		Non-compliant	0		Non-compliant	0
4	10	Compliant	8	9	Compliant	9
		Partially-complaint	2		Partially-complaint	0
		Non-compliant	0		Non-compliant	0
5 (1)	4	Compliant	2	4	Compliant	4
		Partially-complaint	2		Partially-complaint	0
		Non-compliant	0		Non-compliant	0
5 (2)	6	Compliant	6	2	Compliant	1
		Partially-complaint	0		Partially-complaint	0
		Non-compliant	0		Non-compliant	1
5 (3)	2	Compliant	2	2	Compliant	2
		Partially-complaint	0		Partially-complaint	0
		Non-compliant	0		Non-compliant	0
6	4	Compliant	4	2	Compliant	2

		Partially-complaint	0		Partially-complaint	0
		Non-compliant	0		Non-compliant	0
7	1	Compliant	1	4	Compliant	4
		Partially-complaint	0		Partially-complaint	0
		Non-compliant	0		Non-compliant	0
8	3	Compliant	3	0	Compliant	-
		Partially-complaint	0		Partially-complaint	-
		Non-compliant	0		Non-compliant	-

In conclusion, therefore:

Mandatory requirements

Compliant	41	91.1 %
Partially compliant	4	8.9 %
Non-compliant	0	0.0 %

Discretionary/Advisory requirements

Compliant	26	96.3 %
Partially compliant	0	0.0 %
Non-compliant	1	3.7 %

Overall

Compliant	67	93.1 %
Partially compliant	4	5.6 %
Non-compliant	1	1.3%

- 4.2 For the purpose of brevity, we have, overleaf, detailed only on the partially and non-compliant assessments and our comments on the compliance status and those compliant criteria where we feel we can make even greater improvements. The full assessment can be found in appendix A to the report.

A. Partially-compliant assessments

Code section	Code requirement	Evidence, commentary and any explanations
<p>4.1 (Mandatory)</p>	<p>Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.</p>	<p>Stage 0 is an informal process; however, more than 90% of complaints are successfully resolved at stage 0. Our 'stage 0' is not a 'pre-complaint' stage: it is treated as a complaint from the outset.</p> <p>Depending on the severity of the complaint, it may be added to at stage 1.</p> <p>In terms of an audit trail of the complaint there is scope to improve in certain areas of the landlord service.</p> <p>System improvements are being considered and our new online process acknowledges at all levels.</p> <p>Acknowledgements are issued immediately.</p>
<p>4.11 (Mandatory)</p>	<p>Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication</p>	<p>This happens when requests are received.</p> <p>There is scope for improvement in the consistency of communications across the landlord service</p>
<p>5.1 (Mandatory)</p>	<p>Landlords must respond to the complaint within 10 working days of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.</p>	<p>Please refer to our performance data in the quarterly performance packs included in HMAB agendas four times a year and included in this meeting's agenda.</p>

5.5 (Mandatory)	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Training will cover this change in practices
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B. Non-compliant assessment

5.15 (Advisory)	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	This will require a change in our operational procedures and working practices.
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4.3 While assessed as fully compliant, there are some areas where we nevertheless plan to make further changes and improvements, namely:

Code section	Code requirement	Evidence, commentary and any explanations
1.2 (Mandatory)	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'</i>	If our policy definition is not identical a simple policy wording amendment will be straightforward. The corporate complaints team will amend the policy wording

<p>2.1 (Mandatory)</p>	<p>Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.</p>	<p>Current changes will account for this requirement. Further developments of our digital channel will take place in the future.</p>
<p>2.6 (Mandatory)</p>	<p>Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.</p>	<p>The corporate complaints team will add a link to the policy web page for the complaint handling code.</p> <p>The landlord services manager will write an article in Your Homes Matter</p>
<p>4.16 (Advisory)</p>	<p>Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.</p>	<p>Consideration is being given to taking feedback.</p> <p>The last policy review included a working group of residents that had been through the complaints process</p>

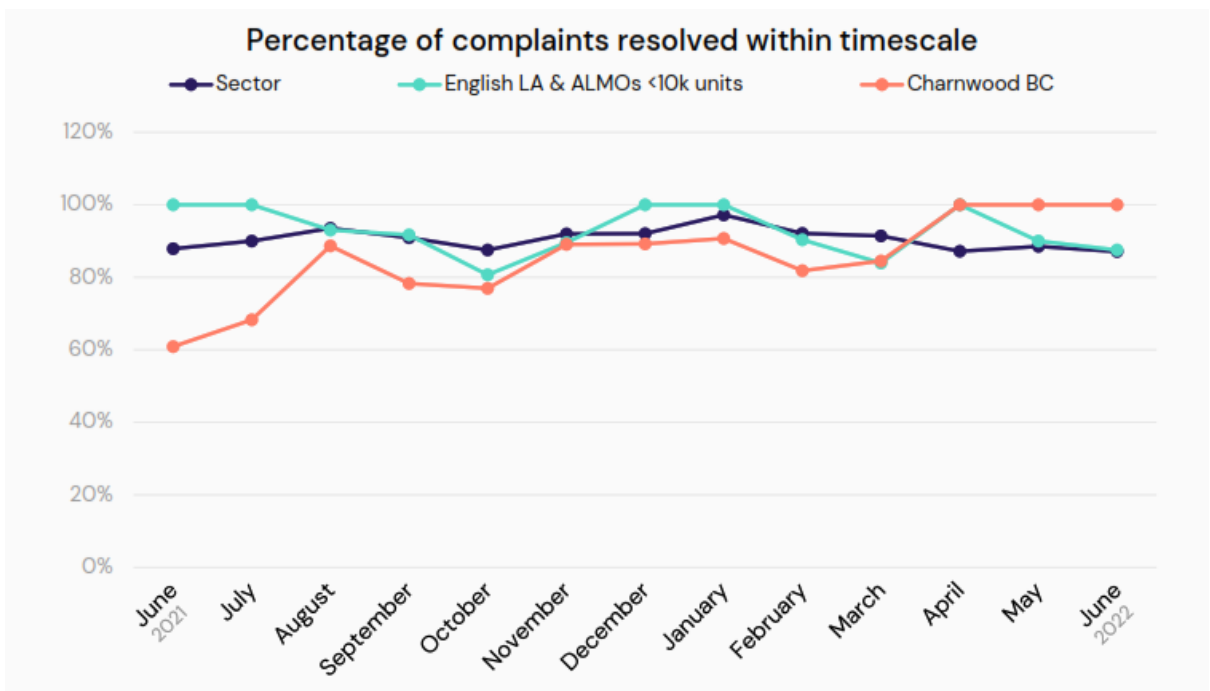
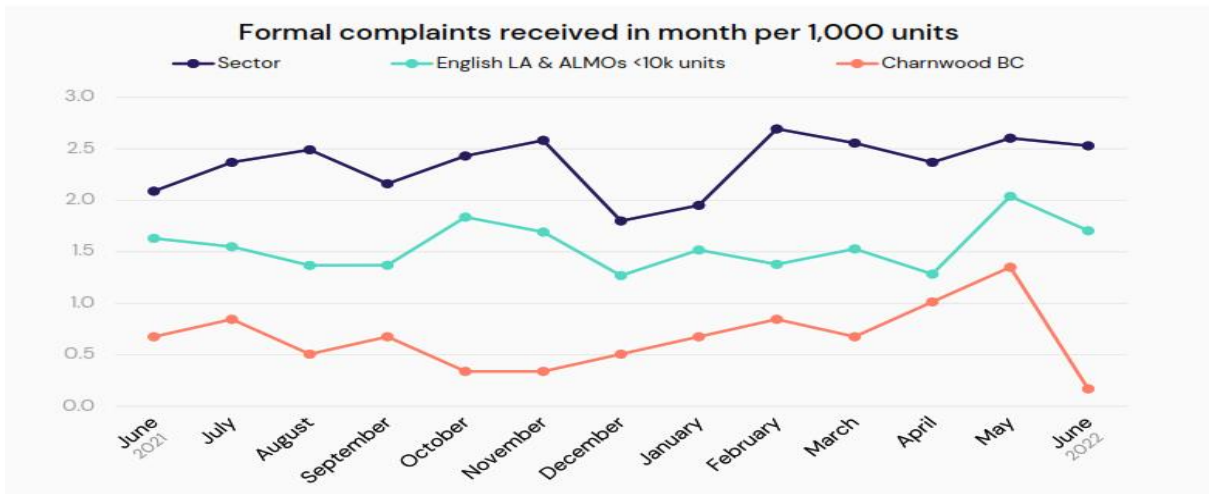
5. MONITORING AND BENCHMARKING OUR PERFORMANCE

- 5.1 In addition to the quarterly performance report to HMAB where complaints form part of the performance pack, managers within the landlord service receive monthly, more-detailed reports on complaints performance, including progress on action agreed in the wake of an upheld complaint and where practice or procedures will be changed.
- 5.2 As members of the national, sector-wide benchmarking organisation, HouseMark, we submit regular performance information on a very wide range of landlord service performance measures, including complaints handling. Performance summaries are released every month. Two complaints-handling measures are reported:
- Formal complaints received per 1,000 units; and
 - Percentage of complaints resolved within timescale

Pasted overleaf is the latest July 2022 at the time of writing this report) HouseMark complaints benchmarking information, the results of which shows the council in a favourable position in comparison with other organisations:

Detailed performance

Customer experience



6. CONCLUSION

Our self-assessment concludes that we are at an overall compliance of over 93% and are only non-compliant on one measure; and that is an advisory rather a mandatory one. We will take action on the partially-compliant and non-compliant criteria in order that, by October 2022, we will be fully compliant both on the mandatory and the advisory criteria.

7. Recommendation

HMAB members are requested to note and are invited to comment upon this self-assessment.

Andrew Staton
Landlord Services Manager

11 August 2022

Appendix A: CBC landlord service complaints handling code self-assessment

This self-assessment form should be completed by the complaints officer and discussed at the landlord's governing body annually. Evidence should be included to support all statements with additional commentary as necessary.

Explanations must also be provided where a mandatory 'must' requirement is not met to set out the rationale for the alternative approach adopted and why this delivers a better outcome.

Section I - Definition of a complaint

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'</i>	Yes	If our policy definition is not identical a simple policy wording amendment will be straightforward. Russell Clarke will amend the policy wording
1.3	The resident does not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord's complaints policy.	Yes	Practice allows for this already
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	Ack letters do this
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	Policy provides examples of complaints and those that fall outside of policy

1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	Policy established
1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	Yes	Established practice

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a service request , where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	Established practice and regular complaints training
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	Established process

Section 2 - Accessibility and awareness

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	Current changes will account for this requirement. Further development of digital channel
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	Recently changed from PDF to web pages
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	Established
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	Policy links into equality, translation and alternative formats
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	The corporate complaints team will add a link to the policy web page for the complaint handling code. The landlord services manager will write an article in Your Homes Matter

2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	Established practice
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	Link to policy in template responses

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	Established process in place

Section 3 - Complaint handling personnel

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This code will refer to that person or team as the "complaints officer".	Yes	Established link officer in place
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	All staff involved in complaint handling receive training, stage 2 are handled outside the service by an independent officer.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	Complaint handlers should: <ul style="list-style-type: none"> • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to resolve disputes quickly and fairly. 	Yes	Established practice

Section 4 - Complaint handling principles

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.	Partial	<p>Stage 0 is an informal process; however, more than 90% of complaints are successfully resolved at stage 0. Our 'stage 0' is not a 'pre-complaint' stage: it is treated as a complaint from the outset.</p> <p>Depending on the severity of the complaint, it may be added to at stage 1.</p> <p>In terms of an audit trail of the complaint there is scope to improve in certain areas of the landlord service.</p> <p>System improvements are being considered and our new online process acknowledges at all levels.</p> <p>Acknowledgements are issued immediately.</p>

<p>4.2</p>	<p>Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.</p>	<p>Yes</p>	<p>This will be a follow up letter as the online process provides the acknowledgement. Online form seeks to understand the resolution the customer is wanting</p>
<p>4.6</p>	<p>A complaint investigation must be conducted in an impartial manner.</p>	<p>Yes</p>	<p>Established process</p>
<p>4.7</p>	<p>The complaint handler must:</p> <ul style="list-style-type: none"> • deal with complaints on their merits • act independently and have an open mind • take measures to address any actual or perceived conflict of interest • consider all information and evidence carefully • • keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter. 	<p>Yes</p>	<p>Training covers all aspects of complaint handling.</p>
<p>4.11</p>	<p>Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication</p>	<p>Partial</p>	<p>Where requests are received. Consistency of comms may need improvement. Response times monitored</p>
<p>4.12</p>	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> • set out their position • comment on any adverse findings before a final decision is made. 	<p>Yes</p>	<p>Complaint about a resident will not be managed via the complaints policy as it is not a service the council has delivered or failed to deliver. Staff members who are the subject of a complaint will be interviewed as part of the investigation process</p>

4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	Established within the policy and practice
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.	Yes	Established within the policy and practice
4.15	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	Established within the policy and practice
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	Established within the policy and practice. Vexatious policy exists.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	Training covers this
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	Stage 0 statistics demonstrate this happens
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	Policy – "Who can make a complaint"

4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	Established practice – covered in training
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Generally this will not happen unless the context of the response requires it. All details disclosed comply with GDPR
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Established practice and covered in training
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	Consideration is being given to taking feedback. The last policy review included a working group of residents that had been through the complaints process
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	Established practices within L/L services to review complaints and outcomes.
4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	Vexatious policy

Section 5 - Complaint stages

Mandatory 'must' requirements

Stage I

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <u>within 10 working days</u> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Partial	Please refer to performance data
5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Partial	Training will cover this change in practices

5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Established within the policy and practice
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two if the resident is not satisfied with the answer 	Yes	Established within the policy and practice and covered within training

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	Established within the policy and practice
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	Established within the policy and practice
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	Established within the policy and practice
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	Established within the policy and practice
5.13	Landlords must respond to the stage two complaint within 20 working days of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	Established within the policy and practice
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions and	Yes	Established within the policy and practice

	<ul style="list-style-type: none"> • if the landlord has a third stage, details of how to escalate the matter to stage three • if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied. 		
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Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.17	Two-stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	Yes	Evidence confirms stage 0 has a good success rate of more than 90% for resolving complaints.
5.20	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied 	Yes	Established within the policy and practice

Best practice 'should' requirements

Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Established within the policy and practice

5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	Established within the policy and practice
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	Established within the policy and practice
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	Established within the policy and practice

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	Established within the policy and practice
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	No	This will require a change in our operational procedures and working practices.

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint within 20 working days of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	Yes	Established within the policy and practice. Extensions are sought due to complexity and capacity where necessary, always with the complainant's consent

<p>5.19</p>	<p>Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.</p>	<p>Yes</p>	<p>Established within the policy and practice</p>
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Section 6 - Putting things right**Mandatory 'must' requirements**

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	Established within the policy and practice
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	Established within the policy and practice
6.5	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	Established within the policy and practice Where practically possible, follow up letters may be issued
6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	Established within the policy and practice

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	Established within the policy and practice
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	Established within the policy and practice

Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	Established within the policy and practice RC reports to SLT, performance managed at scrutiny. HMAB receives data, articles and reports

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	Established team and link officer
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders Regular reviews of issues and trends arising from complaint handling, The annual performance report produced by the Ombudsman, where applicable Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge. 	Yes	Established practice

<p>7.5</p>	<p>Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.</p>	<p>Yes</p>	<p>Established report monitoring</p>
<p>7.6</p>	<p>Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to:</p> <ul style="list-style-type: none"> • have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments • take collective responsibility for any shortfalls identified through complaints rather than blaming others • act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. 	<p>Yes</p>	<p>Established practice</p>

Section 8 - Self-assessment and compliance

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the code to ensure their complaint handling remains in line with its requirements.	Yes	Established practice following the introduction of this requirement
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	Established within the policy and practice
8.3	<p>Following each self-assessment, a landlord must:</p> <ul style="list-style-type: none"> report the outcome of their self-assessment to their governing body. In the case of local authorities, self- assessment outcomes should be reported to elected members publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents include the self-assessment in their annual report section on complaints handling performance 	Yes	Established practice

Housing Management Advisory Board

7 September 2022

Performance information pack
QUARTER 1 2022-2023

Landlord services performance

Compliance performance (fire safety etc.)

**HOUSING MANAGEMENT ADVISORY BOARD
7 SEPTEMBER 2022**

**Report of the Head of Landlord
Services**

**LANDLORD SERVICES
PERFORMANCE**

Purpose of report

To consider performance at the end of quarter 1, 2022-2023, April to June 2022.

Recommendation

The board is asked to note and comment on performance for the first quarter of 2022-2023.

Targets met or within tolerance levels (performance is within 5% of the target)

(a) Repairs

Description	Target	Performance Q1
% Emergency repairs completed within 24 hours	100%	99.27% 1,968/2,147
% Responsive repairs for which appointments are made and kept	98.58%	97.90% 1,397/1,427
% Responsive repairs which are completed 'right first time'	96%	99.93% 1,478/1,479
% Urgent repairs completed on time	97%	93.51% 447/478

Note: The timescales that apply to the different categories of repairs are:
 Emergency repairs – 24 hours
 Urgent repairs – 5 days
 Routine repairs – 28 days

(b) Rent collection

Description	Target	Performance Q1
% Rent collected (including rent arrears brought forward)	86.50%	87.87%

Rent arrears of current tenants as a percentage of the annual rent debit rent debit	4.0%	3.29%
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(c) Tenancy management

Description	Target	Performance Q1
% New tenancies sustained over twelve months	95%	100% 97/97
% New tenancy visits completed on target	95%	95.45% 42/44

(d) Supported housing

Description	Target	Performance Q1
% Support plans agreed with sheltered tenants/reviewed within time	100%	100% 719/719

(e) Customer satisfaction

Description	Target	Performance Q1
% Residents satisfied with Decent Homes work	95%	No data acquired
% Residents satisfied with the time taken to complete the Decent Homes work	95%	No data acquired
% Lifeline customers satisfied with the way their alarm call was dealt with	99.50%	98.21% 55/56

(f) Rent arrears and universal credit

The arrears and universal credit performance indicators for quarter 1 2022-2023 are attached in **appendix 1**.

Targets not met within a 5% tolerance

(a) Repairs

Description	Target	Performance Q1
% Routine repairs completed on time	97.00%	85.16% 769/903
% Responsive repairs completed within timescales	97%	91.66% 1968/2147
Average number of days taken to carry out standard re-let repairs	14 days	67.02 days

Commentary:

Owing to the recurring problem of recruiting to vacant posts, we are undertaking further recruitment drives to fill those posts in day-to-day repairs and voids, which is affecting our ability to achieve these targets.

(b) Gas servicing

Description	Target	Performance Q1
% Properties with a valid gas safety certificate	100%	93.49% 4,829/5,165

Commentary:

Our contractor PH Jones has recently had a turn around in gas engineers. It has secured additional resource and has made significant progress dealing with the backlog.

(c) ASB

Description	Target	Performance Q1
% ASB complainants satisfied with the way their case was dealt with	86.00%	No data acquired

Commentary:

Owing to there being two vacant posts within the ASB team the anti-social behaviour team leader has been unable to spend time reviewing cases for closure as she is currently also managing cases to ensure that high-risk matters are dealt with. A survey is only carried out when a case has been closed; therefore no surveys have been conducted in this quarter.

(d) Complaints

Description	Target	Performance Q1
% Complaints responded to within timescales (stages 0 and 1)	95%	85.42% 82/96

Commentary: Stage 0 complaints responses did not hit target in April, due to staff absence and work load, whilst this improved in May and June the overall target for the quarter was not met.

(e) Customer satisfaction

Description	Target	Performance Q1
% Tenants satisfied with responsive repairs (overall)	97.4%	90% 81/90
% Tenants satisfied with the time taken to complete the repair	97.60%	91.11% 82/90
% Tenants satisfied that the operative arrived on time	98.57%	91.11% 82/90

Commentary:

Owing to resource problems, non urgent work is taking longer to schedule. The team is working with our contractor to batch and programme this type of work. We strive to arrive at tenants' homes at the allotted times; however, operatives can be affected by traffic conditions or occasionally a job may take longer to complete which can affect subsequent customers.

Officers to contact: Deborah Bartlett
Repairs and Investment Manager
deborah.bartlett@charnwood.gov.uk
01509 634501

Andrew Staton
Landlord Services Manager
andrew.staton@charnwood.gov.uk
01509 634608

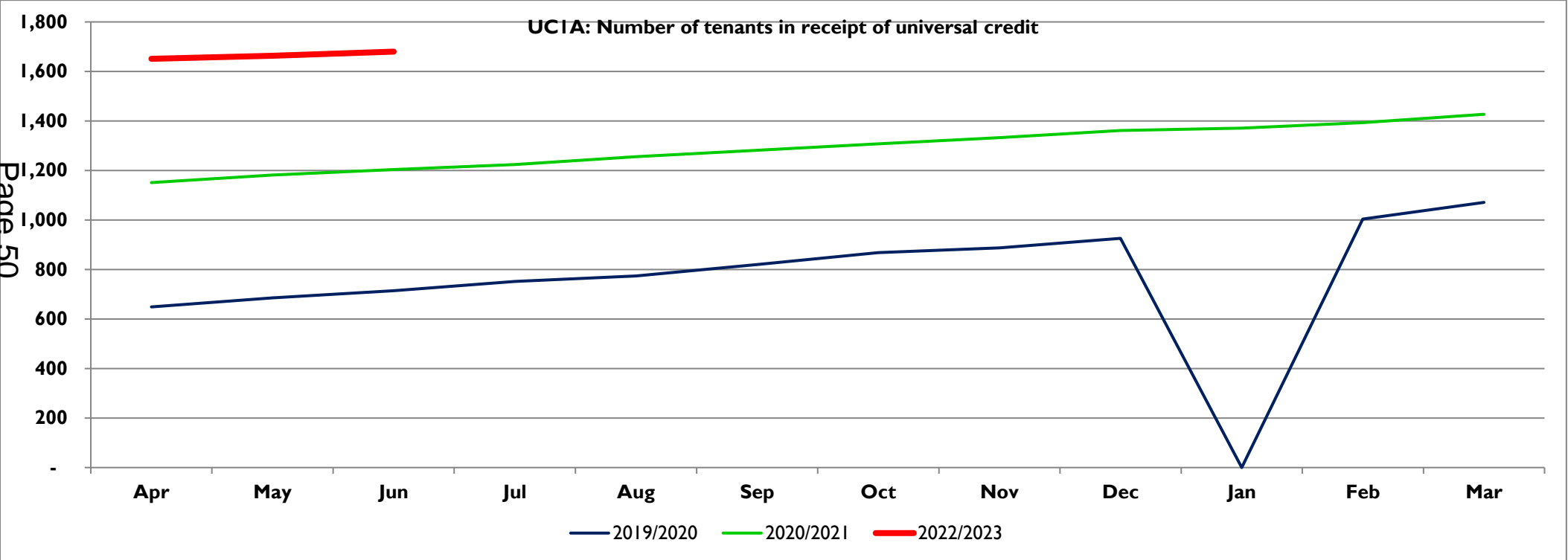
APPENDIX 1: RENT ARREARS AND UNIVERSAL CREDIT

Q1: April - June 2022: Landlord services – rent arrears and universal credit performance indicators

KPI ref	Description	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22
UC1A	Number of tenants in receipt of universal credit	1,680	1,636	1,588	1,543
UC1B	Percentage of tenants in receipt of universal credit and who are in arrears	57.4%	46.3%	56.9%	59.9%
UC1C	Total arrears of tenants in receipt of universal credit and who are in arrears	£511.353	£411,694	£506,974	£499,437
UC1D	Average debt of tenants in receipt of universal credit and who are in arrears	£530	£544	£561	£540
UC2A	Number of tenants not in receipt of universal credit	3,469	3,535	3,631	3,673
UC2B	Percentage of tenants not in receipt of universal credit and in arrears	24.0%	11.2%	21.5%	26.0%
UC2C	Non-UC arrears	£204,056	£291.872	£235,072	£251,726
UC2D	Average debt of tenants not in receipt of UC and who are in arrears	£245	£737	£324	£264

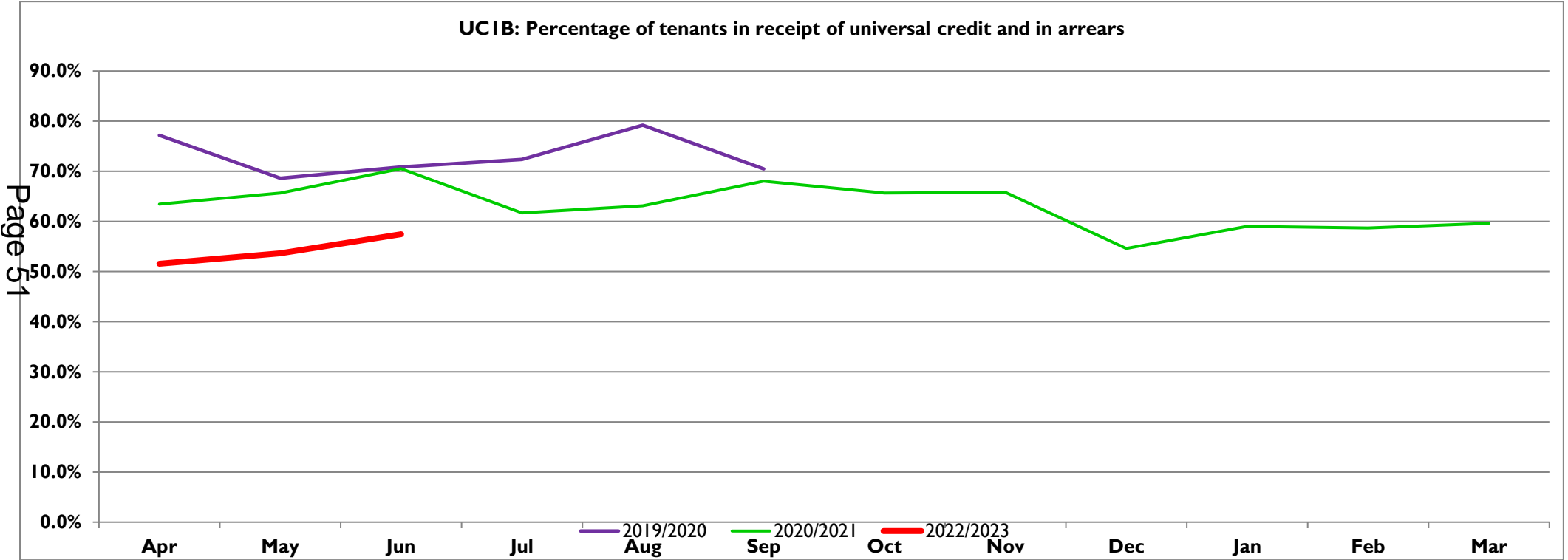
UC1A Number of tenants in receipt of universal credit

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	1,151	1,182	1,204	1,224	1,256	1,282	1,308	1,333	1,361	1,371	1,393	1,427
2021/22	1,450	1,459	1,480	1,496	1,514	1,543	1,567	1,578	1,588	1,605	1,618	1,636
2022/23	1,651	1,663	1,680									



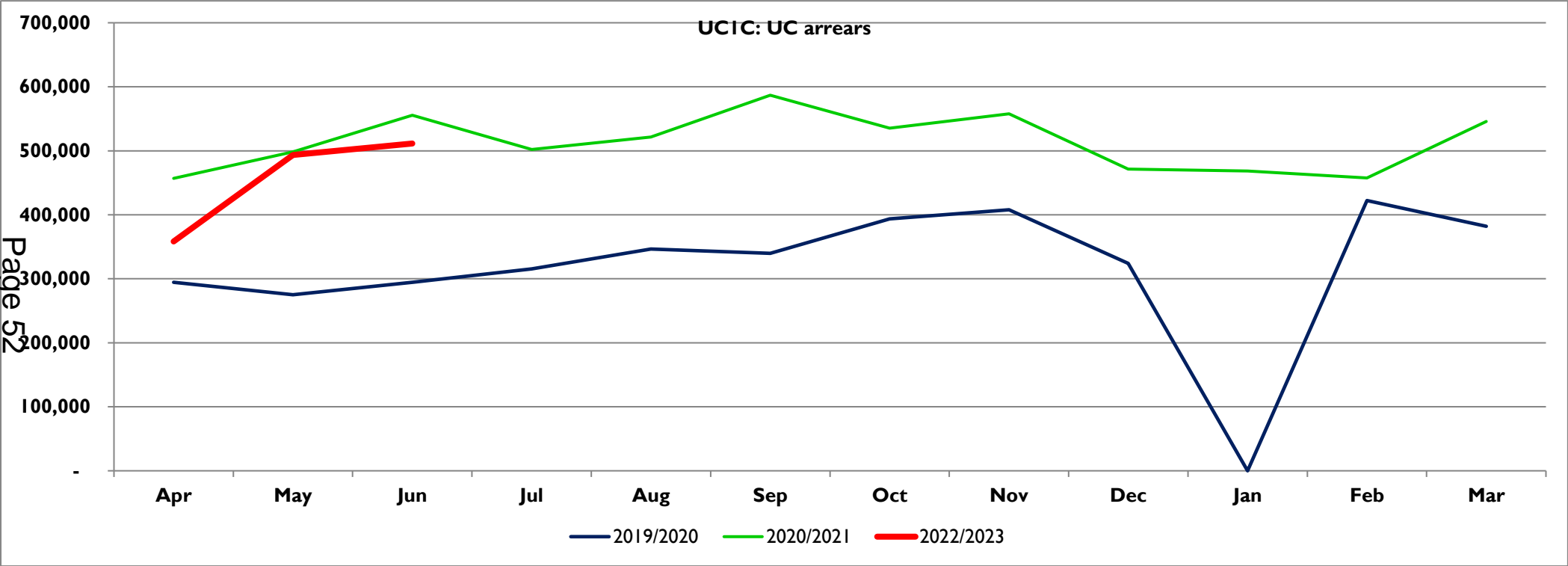
UC1B Percentage of tenants in receipt of universal credit and who are in arrears

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	63.4%	65.7%	70.5%	61.7%	63.1%	68.0%	65.7%	65.8%	54.6%	59.0%	58.7%	59.6%
2021/22	56.3%	57.2%	58.9%	53.2%	56.0%	59.9%	62.4%	64.0%	56.9%	53.4%	55.3%	46.3%
2022/23	51.5%	53.6%	57.4%									



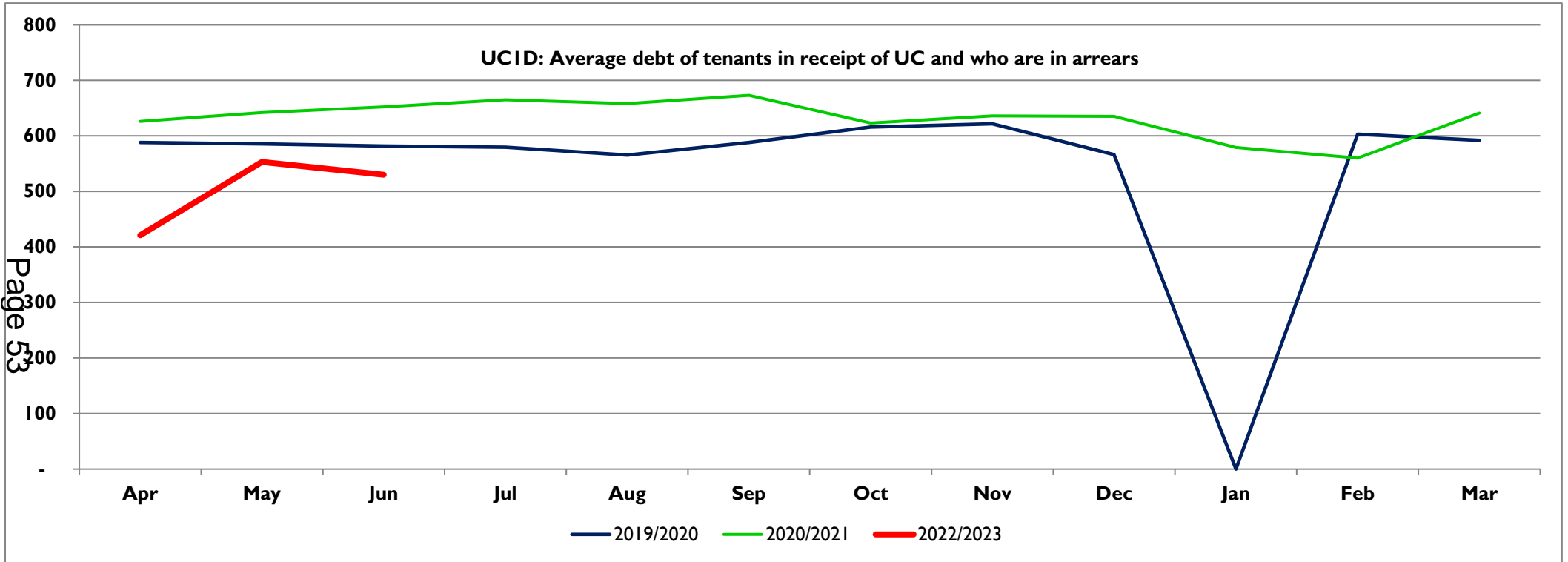
UC1C Total debt of tenants in receipt of universal credit and who are in arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	456,913	498,413	555,479	501,988	521,649	586,825	535,319	557,596	471,446	468,523	457,397	545,701
2021/22	447,403	459,255	479,363	433,410	469,519	499,437	533,958	573,458	506,974	480,473	501,352	411,694
2022/23	358,330	493,558	511,353									



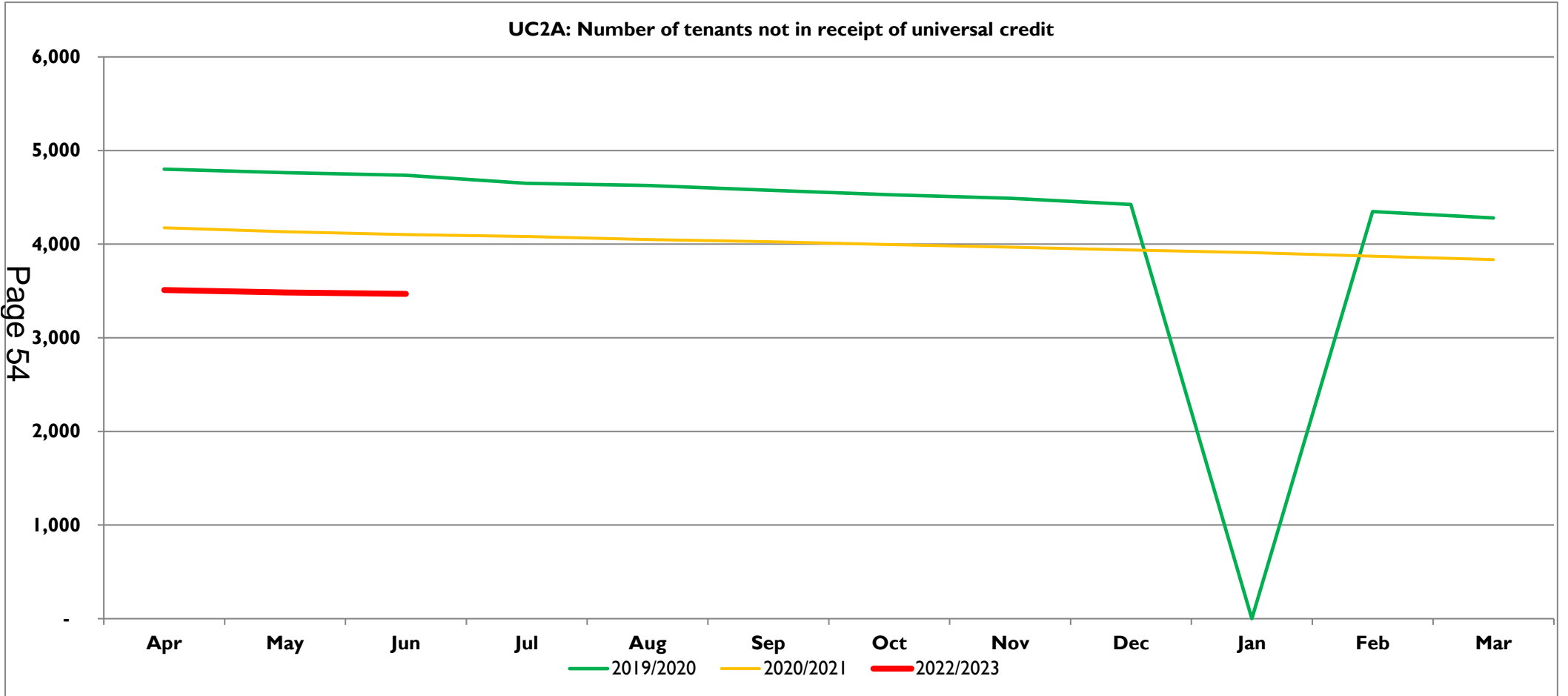
Average debt of UC tenants who are in rent arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	626	642	652	665	658	673	623	636	635	579	560	641
2021/22	548	550	550	544	554	540	546	568	561	561	561	544
2022/23	421	553	530									



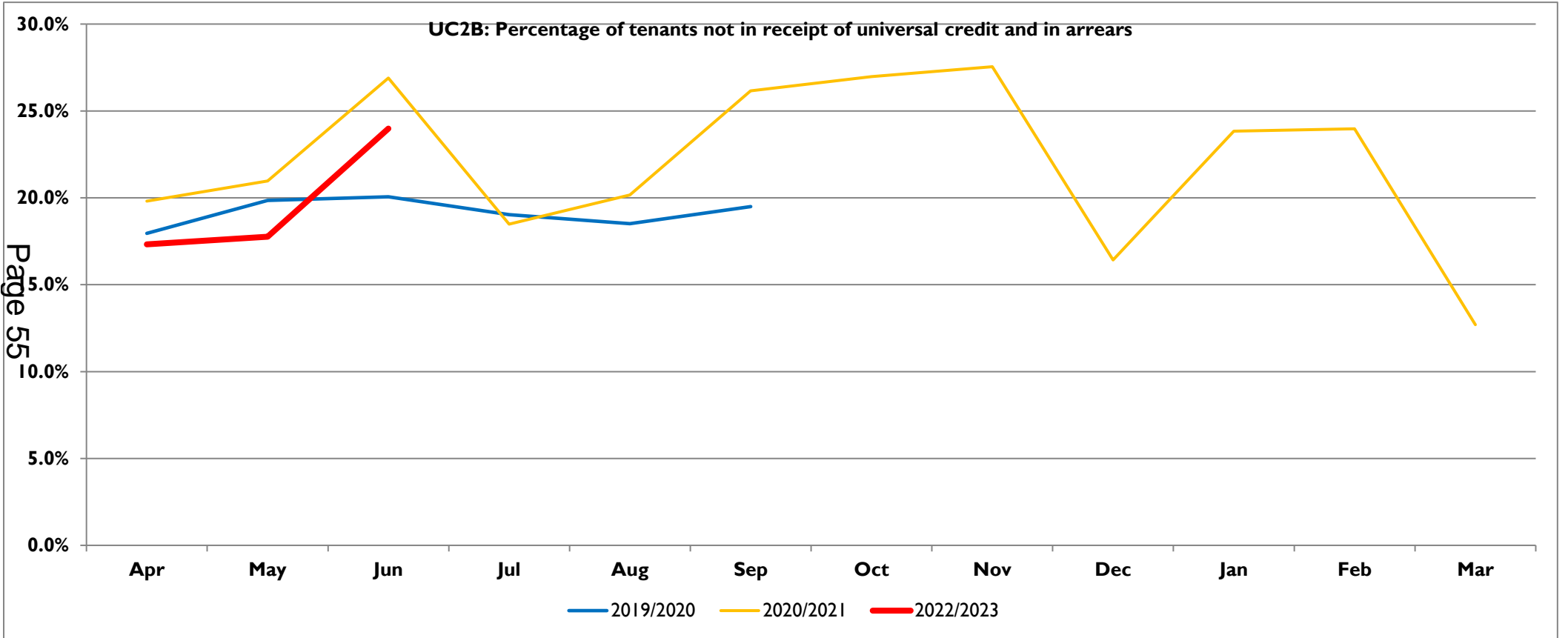
Number of tenants not in receipt of universal credit

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	4,175	4,134	4,102	4,083	4,048	4,026	3,997	3,968	3,938	3,909	3,871	3,835
2021/22	3,819	2,781	3,742	3,731	3,715	3,673	3,657	3,632	3,631	3,594	3,576	3,535
2022/23	3,510	3,485	3,469									



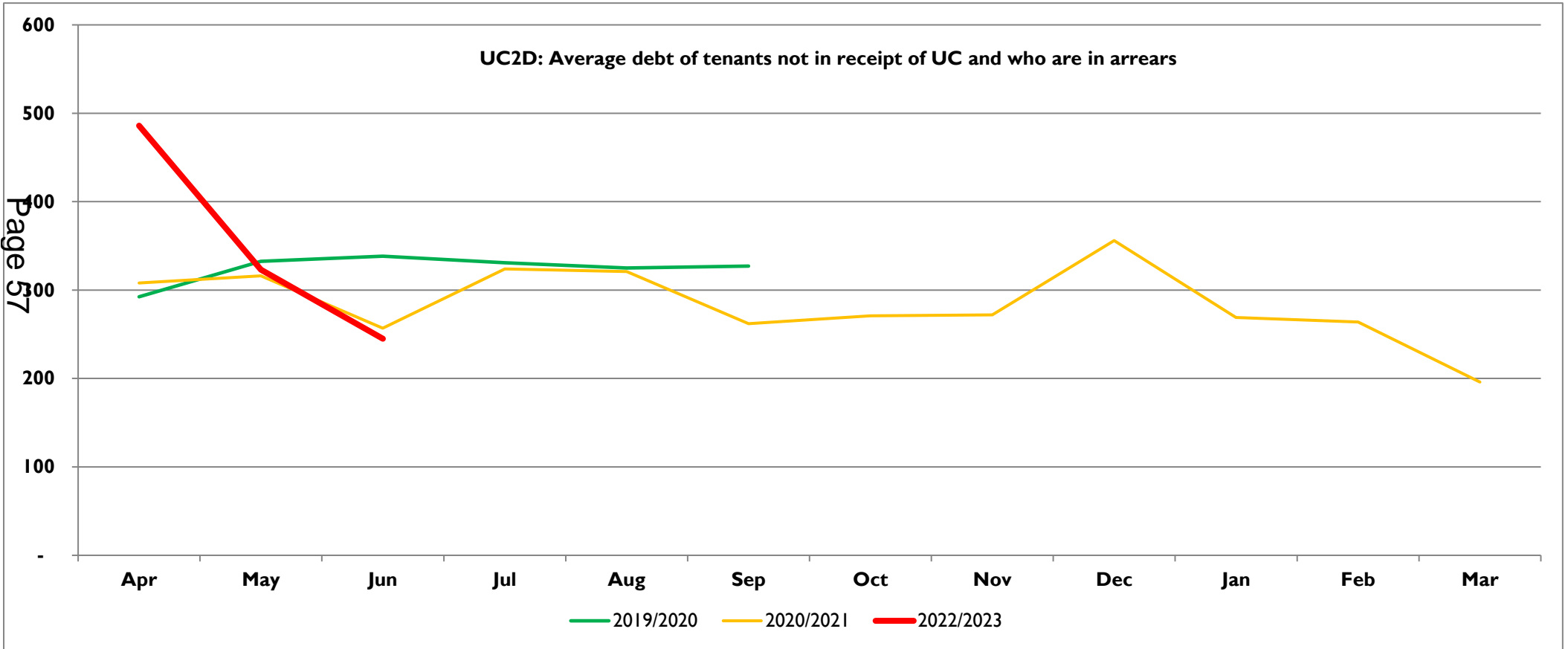
Percentage of tenants not in receipt of universal credit and who are in arrears

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	19.8%	21.0%	26.9%	18.5%	20.2%	26.2%	27.0%	27.5%	16.4%	23.8%	24.0%	12.7%
2021/22	24.5%	25.4%	25.5%	27.7%	19.5%	26.0%	27.0%	27.4%	21.5%	18.9%	19.9%	11.2%
2022/23	17.3%	17.85	24.0%									



Average debt of tenants not in receipt of universal credit and who are in rent arrears (£s)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	308	316	257	324	321	262	271	272	356	269	264	196
2021/22	208	337	267	219	325	264	279	288	324	353	351	737
2022/23	486	323	245									



KPI	DESCRIPTION	TARGET	ACTUAL	%	COMMENTARY
I	GAS COMPLIANCE				
	PROPERTIES WITH A CURRENT CP12	5,164	4,920	95.27%	We have 335 properties out of compliance. There has been a sudden increase in OOC properties. PHJ have attributed this to a spate of failures due to previous lack of maintenance and the loss of two engineers. PHJ is drafting in temporary engineers to recover some of the backlog (40 services p/w) and we have asked that it seeks further support until the deterioration is recovered.
	CAPPED PROPERTIES WITH A CURRENT CP12 (VOID)		252	5%	5% of our properties are capped and void.
	CAPPED PROPERTIES WITH A CURRENT CP12 (NOT VOID)		94		2% of our tenanted properties do not have use of gas appliances.
	COMMUNAL BOILERS WITH A CURRENT CP12	15	15	100%	All communal boiler systems are compliant.
	SOLID FUEL APPLIANCES WITH A CURRENT CERTIFICATE	54	50	93%	Five properties are out of compliance. A review with the tenancy team is required re legal action to gain access and remove appliances which are unsafe if the tenant does not undertake remedial actions. One property is habitually out of compliance and we are waiting for some certificates from April to arrive.
	TOTAL REPAIRS COMPLETED IN PRIORITY	456	397	87%	91% of repairs were completed within priority during June
	CUSTOMER SATISFACTION (98%)	37	37	100%	Audits received: 92% customer satisfaction.
Ia.	AUDITING - ASSURANCE				
	COMPLETED GAS AUDITS - MAIN GAS CONTRACT	10%	37	8%	547 audits now completed
	COMPLETED SOLID FUEL AUDITS				
2	SMOKE ALARM & CO COMPLIANCE - RECONCILIATION PROJECT				

	No. properties with a battery smoke alarm		2,237		Exercise to validate alarms in dwellings is now underway
	No. properties with hard-wired smoke detection		2,645		
	No. properties with both battery and hard-wired detection		306		
	No. properties: unknown/missing data		9		
	No. properties with individual smoke detection connected to Lifeline with communal fire alarm systems		405		
	PROPERTIES WITH A CO ALARM INSTALLED		5,602		Reconciliations are required. This work is outstanding owing to a lack of information on the QL system
3	FIRE SAFETY				
	FIRE ALARM - SIX-MONTHLY	20	19	95%	Monthly data sheet being received confirming dates and certificate details for each site. Certificates for one site are late and are being checked.
	EMERGENCY LIGHTING: DURATION TEST - ANNUAL	48	48	100%	Monthly data sheet being received confirming dates and certificate details for each site
	EMERGENCY LIGHTING: FLICK TESTING - MONTHLY	277	277	100%	Monthly data sheet being received confirming dates and certificate details for each site
	FIRE RISK ASSESSMENT	297	297	100%	FRAs for all domestic sites are complete. Looking at where commercial FRAs are now wanted and will start requesting these.
	FIRE EXTINGUISHER	14	14	100%	14 sites have fire extinguishers/blankets installed (47 components)
	FRA RECOMMENDATIONS: IMMEDIATE/AS SOON AS PRACTICABLE	349	103	29.51%	IA 1 in progress 245 not started - ST 0 in progress, 42 not started, NU 0 in progress, 16 Not started
	FRA RECOMMENDATIONS - SHORT-TERM	328	286	87.20%	
	FRA RECOMMENDATIONS: NON-URGENT	111	95	85.59%	
	FRA RECOMMENDATIONS: LONG-TERM	-	-	NA	
	FRA RECOMMENDATIONS: ASSET PROTECTION ONLY	-	-	NA	
	FRA RECOMMENDATIONS: TOTAL	788	484	61.42%	

4	WATER SAFE				
	LEGIONELLA MONITORING: MONTHLY	15	15	100%	Monthly, quarterly and annual checks are taking place at all courts . New checks on temperature at targeted outlets at each court are to be introduced adding robustness to SE checks which are monthly. A number of risk assessment and proposals have been introduced and we are progressing a programme of biocide dosing unit installation as a preventative measure. Fielding Court, Arnold Smith House and Sorrell court units are installed and running.
5	LIFTS & STAIRLIFTS				
	PASSENGER LIFT: SIX-MONTHLY	4	4	100%	Stair lifts, hoist, passenger – 203 with 15 outstanding services continuing to be scheduled
	STAIRLIFT: ANNUAL SERVICE	203	184	91%	
6	ASBESTOS				
	Communal areas for reinspection 20/21	493	493	100%	
	Total properties with an asbestos survey	5,530	5,530	100%	Reconciliation is continuing: 5,530 properties have been identified from the validation of CBC data and has been passed to MCP. Checks for properties not on Alpha Tracker (surveys since eoy 2018) are complete - surveys predating this Alpha Tracker are in the process of being uploaded up to a separate documents folder where they will be available to view but without the additional features provided by the Alpha Tracker. Waiting for data from Paul McM re some properties thought not to have surveys. However we will attempt to validate this during upload process from prem sys to AT
	COMPLETED ASBESTOS AUDITS: assurance testing				Audits completed with assurances issued on works carried out - further auditing to be completed on licensed works as necessary
7	Electrical condition reports (periodic testing) inc PAT testing				
	Sheltered schemes: PAT testing	14	14	100%	PAT testing complete

1. Incidents of ASB reported by estate: quarter 1 2022/2023

Estate	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22
Anstey	17	8	8	11
Barrow Upon Soar	4	8	9	9
Birstall	3	10	7	5
Loughborough - Ashby Road	9	10	14	15
Loughborough - Bell Foundry	31	77	108	59
Loughborough - General	10	24	12	43
Loughborough - Shelthorpe	30	22	20	54
Loughborough - Thorpe Acre	8	5	6	4
Loughborough - Town Centre Central	6	12	15	16
Loughborough - Warwick Way	32	57	73	56
Mountsorrel	17	16	4	35
Quorn	2	4	4	5
Rest of Charnwood	3	17	8	10
Rothley	0	2	3	7
Shepshed	21	45	34	30
Sileby	11	31	19	41
Syston	51	21	17	15
Thurmaston	6	6	5	1
Woodhouse Eaves	7	19	8	9
Grand total	268	394	374	425

2. Case closure: quarter 1 2022/2023

CASES CLOSED DURING QUARTER 1	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22
Numbers of cases closed	68	238	48	150
Total time open (days)	4,758	42,995	4,351	15,015
Average length of time open (days)	70	181	91	100

3. Case resolution rate: quarter 1 2022-2023

CASES CLOSED DURING QUARTER 1	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22
Numbers of cases closed	68	238	48	150
of which were resolved	63	229	46	99
Case resolution rate (%)	93%	96%	96%	66%

Any cases that were duplicates or entered in error have been excluded from this calculation.

4. Case closure and reasons for closure when unresolved: quarter 1 2022-2023

Case resolution - unresolved cases' reason for closure	
Reason for closure when unresolved	Nos
No perpetrator identified	3
Insufficient evidence to take further action/progress case	2
TOTAL	5

5. Case closure by disposal (action status at point of closure): quarter 1 2022/2023

Disposal type	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22
Advice	0	2	0	52
Verbal warning	0	0	0	2
Written warning	2	5	1	7
Community protection advice/warning letter (CPW)	0	1	0	1
Mediation	0	2	0	6
Acceptable behaviour contract	0	0	0	0
Community protection notice (CPN)	0	1		
Injunction	0	0	0	0
Tenancy – extension to introductory tenancy	0	0	0	0
Notice of possession proceedings	0	0	0	0
Notice of seeking possession	0	0	0	1
Suspended possession order (SPO)	0	0	0	0
Outright possession order	0	0	0	0
Criminal behaviour order (CBO)	0	0	0	0
Closure order	0	0	0	0
Eviction order	0	1	0	0
No further action at complainant's request	14	38	2	19
No further action – reported for information only	3	5	0	4
No further action – no perpetrator identified	3	8	2	14
No further action - other	12	62	5	32
No further action – evidence not provided	30	80	27	45
Other (in this case non-engagement by complainant)	127	385	303	209
Referred to the police	2	6	0	0
Referred to the tenancy and estate management team	1	3	0	0
Referred to the environmental protection team	0	0	0	0
Alleged perpetrator ended tenancy	0	0	0	0
Complainant moved	0	1	0	0
GRAND TOTAL	194	600	340	392

6. Open cases at the end of quarter 1 2022/2023

Cases open	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22
Numbers of cases	314	248	406	372
Total time open (days)	57,459	38,633	16,359	34,135
Average length of time open (days)	183	156	403	92

7. Repeat complainants

Repeat and anonymous complainants for cases opened during quarter 1 2022/2023	
Anonymous/no victim or complainant	10
Reported twice	8
Reported three times or more	1
TOTAL	19

Officers to contact:

Claire Westrup
Principal Officer – Tenancy and Income Management
claire.westrup@charnwood.gov.uk
01509 634604

Report of the Head of Landlord Services

ITEM 9 WORK PROGRAMME AND MEETING DATES 2022/23

Purpose of the Report

To enable the Board to agree its work programme. The current work programme, appended, sets out the position following the previous meeting of 6th July 2022 and subsequent discussion with the Head of Landlord Services and the Chair regarding additional items that require consideration by the Board.

The Board is also asked to agree meeting dates for the remainder of the 2022/23 Council Year, and to review the information it receives in the Performance Information Pack (which is sent out each meeting and considered following the formal meeting, if required).

The Meeting dates for 2022/23 are as follows:

7th September 2022
9th November 2022
11th January 2023
22nd March 2023
26th April 2023

Recommendations

1. To agree that the Board's work programme be updated in accordance with the decisions taken during consideration of this item and any further decisions taken during the course of the meeting.
2. That the Board reviews the information it wishes to receive in the Performance Information Pack, which is currently as follows:
 - Repairs
 - Gas Servicing
 - Rent Collection
 - Rent Arrears Percentage of Annual Rent Debit
 - Tenancy Management
 - Anti-social Behaviour
 - Supported Housing
 - Customer Satisfaction
 - Rent Arrears and Universal Credit

Reasons

1. To ensure that the information contained within the work programme is up to date.
2. A review of this matter has been requested by the Chair.

HOUSING MANAGEMENT ADVISORY BOARD - WORK PROGRAMME

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
SCHEDULED:			
Every meeting	Work programme		To review the Board's work programme.
Every meeting	Questions from members of the Board		<p>Questions on matters within the remit of the Board (if any), for response at the meeting.</p> <p>Members will be asked in advance of the agenda being published for each meeting whether they have any such questions, for listing on the agenda.</p>
Every meeting	EXEMPT - Update on Future Arrangements for the Delivery of Planned Works, Voids, and Associated Works	Head of Landlord Services	Exempt report
Quarterly	Performance Information	Head of Landlord Services	<p>As Requested at the meeting of 14th July 2021</p> <p>See also HMAB minute 14.4, 9th November 2016. Also minutes from 4th February 2021.</p> <p>To enable the Board to ask questions, if any, on the performance information pack sent out with the agenda for the meeting.</p>
Annual	Budget Setting and Priorities for Next Year	Head of Landlord Services	To be considered in November with an update in January.
Annual	HRA outturn	Head of Landlord Services	

MEETING DATE/ FREQUENCY	ISSUE	INFORMATION REQUIRED/ INVITEES/ OFFICERS	NOTES
Annual	Housing Ombudsman's Complaint Handling Code - Self-Assessment	Head of Landlord Services	To be considered every September
7 th September 2022	Housing Ombudsman's Complaint Handling Code - Self-Assessment	Head of Landlord Services	
7 th September 2022	Current Structures	Head of Landlord Services	
9 th November 2022	HRA outturn	Head of Landlord Services	
9 th November 2022	Budget Setting and Priorities for Next Year	Head of Landlord Services	
9 th November 2022	Contractors Performance	Head of Landlord Services	Contractors to be invited to meeting.
22 nd March 2023	Repair Guide	Head of Landlord Services	Requested at meeting on 12 th May 2021

TO BE SCHEDULED:			
To be scheduled	Re-designation of Stock	Head of Landlord Services	Requested at meeting on 10 th November 2021
To be scheduled	Housing Strategy	Head of Strategic and Private Sector Housing	Rescheduled from November Meeting
To be scheduled	Sheltered Accommodation	Head of Landlord Services	
To be scheduled	Asset Management Strategy: Investment Priorities.	Head of Landlord Services	Q2 2022/23

To be scheduled	Garages Review	Head of Strategic and Private Sector Housing	Requested at meeting on 10 th November 2021
To be scheduled	Service Provided Code of Conduct	Head of Landlord Services	Requested at meeting on 12 th May 2021

Notes:

1. All reports must include an explanatory list of any acronyms used.
2. *Performance information pack will include (a) Repairs; (b) Gas Servicing; (c) Rent Collection; (d) Rent Arrears Percentage of the Annual Rent Debit; (e) Tenancy Management; (f) Anti-Social Behaviour; (g) Supported Housing; (h) Customer Satisfaction and (i) Rent Arrears and Universal Credit.