



## Report to Policy Committee

### Author/Lead Officer of Report:

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**Report of:** Executive Director, Operational Services

**Report to:** Housing Policy Committee

**Date of Decision:** 10<sup>th</sup> March 2023

**Subject:** Housing Performance Report (Quarter 3) 2022/23

Has an Equality Impact Assessment (EIA) been undertaken?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
If YES, what EIA reference number has it been given? <i>(Insert reference number)</i>				
Has appropriate consultation taken place?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Has a Climate Impact Assessment (CIA) been undertaken?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Does the report contain confidential or exempt information?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

### Purpose of Report:

This report provides the Committee with an overview of housing performance for a range of services within the remit of the Committee. This report covers the period up to quarter 3 (October - December) of 2022/2023. The first part of the report provides an analysis of the performance, setting this within both the national and local context in which services are delivered. This part of the report also contains a detailed report about the performance of the Repairs and Maintenance Service which includes performance information up to January 2023.

More detailed appendices are included with data showing comparative data from other landlords and regulatory performance. The report allows the Committee to understand and comment on the performance delivery of housing services to both tenants and citizens.

**Recommendations:**

It is recommended that the Housing Policy Committee:

1. Notes the Performance Report update provided for up to quarter 3 of 2022/2023
2. Notes the detailed performance report for the Repairs and Maintenance Service
3. Highlights any issues of concern that they may wish to discuss in future performance reports.

**Background Papers:**

*Appendix 1 – Repairs and Maintenance Performance Dashboard*

*Appendix 2 – Housing Performance Report Q3 2022/23*

Lead Officer to complete: -		
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.	Finance: Helen Damon
		Legal: Stephen Tonge
		Equalities & Consultation: n/a
		Climate: n/a
	<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>	
2	<b>EMT (Executive Management Team) member who approved submission:</b>	<i>Ajman Ali</i>
3	<b>Committee Chair consulted:</b>	<i>Cllr Douglas Johnson</i>
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Committee by the EMT member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.	
	<b>Lead Officer Name:</b> <i>Janet Sharpe</i> <i>Tom Smith</i>	<b>Job Title:</b> <i>Director of Housing</i> <i>Director of Direct Services</i>
	<b>Date:</b> 27 <sup>th</sup> February 2023	

# 1. PROPOSAL

## 1.1 Background

The Constitution of Sheffield City Council delegates to the Housing Policy Committee the responsibility for regular monitoring of data including performance and financial information, and for monitoring the performance of Housing (public sector, private sector, and related functions) services. This report summarises the performance information for Housing services up to the end of quarter 3 of the 2022/2023 financial year. It also contains a detailed report about the performance of the Repairs and Maintenance Service which includes performance information up to January 2023. The report highlights areas of note, providing explanation where possible, to facilitate the Committee in carrying out its role in monitoring Housing performance.

## 1.2 Key performance areas to note

The Housing Performance Report for quarter 3 highlights several key areas for the Committee to be aware of. We have broken these down into the property and tenant focused areas.

The key **property focused** areas are:

- Repairs and Maintenance performance
- Our performance in health and safety compliance
- Fire and building safety work
- Our delivery of new council housing

The key **people focused** areas are:

- The cost-of-living crisis and its impact on tenants and our services
- How we are managing our neighbourhoods and how tenants feel about where they live
- Tenant contact and how tenants feel about their interactions with us

## 1.3

Additional information on performance of the Housing and Neighbourhoods Service can be found in appendix 2 to this report. This is also shared with the tenant-led Housing and Neighbourhoods Advisory Panel (HANAP) to facilitate the monitoring of the delivery of the [Landlord Commitments](#) to tenants. This is an important opportunity for tenants to scrutinise our performance and provide feedback and thoughts. The appendix report also captures all the performance measures we will be required to collate and submit to the Regulator of Social Housing (RSH) from April

2023. Further details about current repairs performance information is provided in Appendix One.

## **2. How are our property-related services performing?**

### **2.1 Repairs and Maintenance**

#### **The service is on an improvement journey.**

The Repairs and Maintenance Service was brought back into the Council from a private sector provider in 2017. Since then, the service has developed a new Target Operating Model, recruited a new management team, aligned terms and conditions of the workforce to Sheffield City Council, and implemented a new IT system. Throughout this transition, progress was impacted by the Covid-19 pandemic of 2020 and 2021. We are continuing to drive performance in challenging circumstances - we have seen a year-on-year increase in demand for repairs, changes in legislation focusing on building safety, macro-economic factors around the cost of living and fuel poverty, skills shortages, material and labour inflation.

#### **There is a significant demand on the service which is challenging.**

There continues to be a significant demand on the service. Demand has increased by 40% post lockdown, which is affecting the number of jobs completed within expected timescales. Many repairs are larger and more expensive, and we are working with investment colleagues to reduce this through the capital delivery programme. This means that the time that tenants must wait for repairs is too long, impacting upon tenant satisfaction and budget.

#### **There are a number of challenges which have impacted on performance.**

Ongoing challenges facing the construction industry include both the supply and availability of materials, and challenges in the labour market. Delays with manufacturing and supplying materials has meant longer than usual waiting times for work to be completed. Waiting times on internal and external doors (including fire doors), kitchen units, glazing, bath panels, tiles and fascia boards has affected productivity and waiting times.

National skills shortages in the construction industry have impacted on the service's ability to recruit and retain suitably skilled technical staff and trade operatives and to attract additional, appropriately skilled supply chain partners. The service has been proactive in recruiting a significant number of apprentices over the last four years in recognition of the skills shortages in the sector. We are developing our workforce to reflect the communities we serve and to meet the demands of future demands on the service.

#### **Rising inflation has resulted in significant**

The rise in product and material prices over the last two years is having a significant impact. In some areas price increases

**increases in the cost of delivering the service and demands upon the service have risen year on year.**

of 20-30% have been seen, meaning a real term reduction in the repairs budget.

The demand for our responsive repairs service has increased by 30-40% post lockdown. The last three months has covered the peak period in repair requests as we entered the winter months. We continue to complete as many repairs each week as we can, however the increase in repair requests has put pressure on our services. We have responded to this increase by prioritising responsive repairs above scheduled and planned work. This might result in delays to planned work as we continue to divert resources to meet demand.

**We are still tackling high volumes of disrepair.**

There has been an increase in disrepair claims across the social housing sector in recent years. Due to delays dealing with these claims (made worse by delays caused by the pandemic) we have a significant volume of disrepair cases. As we are now working through this caseload, our performance in disrepair works orders being completed and signed off within target time has dropped over the financial year (17% in quarter 2 to 8% in quarter 3). This is because we are still dealing with many older cases and are struggling to complete newer cases within the target time. It is likely that performance for this measure will remain low as volume pressures continue.

More positively, during quarter 3 we moved to a new triage process of dealing with disrepair cases. We are now completing earlier assessments to identify when claims can be dealt with through basic repairs. It is hoped that this new process will help us to resolve disrepair claims at an earlier stage, therefore improving the customer experience and reducing our costs.

**We are making great strides in void property performance.**

Reletting our empty properties quicker is a key area of focus for reducing our rent loss in 2022/2023 as well as having more council homes available. We have gradually reduced the average calendar days taken to re-let empty properties during the financial year so far. In quarter 3 it was brought down to 98 days (from 121 days in quarter 2). Our target remains at 49 days.

As a result of the average calendar days reducing to re-let, the percentage of rent we are losing from all vacant properties has also reduced slightly. During quarter 3 it was 3.3% (down from 3.4% in quarter 2). Though only slight, it is hoped that if we can continue this trend, we will be making positive progress towards sustainably reducing our rent loss.

The repairs service has prioritised resources to reduce the number of void properties to minimise rent loss and provide much needed homes for tenants.

Cleaning and clearing properties and the scope of work to bring the properties up to a lettable standard has significantly increased throughout this year which has proved challenging.

The number of voids with the Repairs Service has reduced from 532 in April 22 to 317 at the end of Q3. The average days a void property is with the Repairs Service has reduced from 80 days in April 22 to 35 days at the end of Q3.

**More work is being completed on time, but more to do on right first-time repairs.**

The proportion of repairs completed on time is improving across both responsive and planned workstreams. This is supported by an increase in appointments made and kept, with January seeing performance more than 95%. This service has implemented a dynamic scheduling system, providing total visibility over appointments and each operative's diary. The system ensures the service knows exactly which operative resource is allocated to each repair and the volume of appointments being kept.

Performance on completing repairs right first time has improved over recent months, however there is more to do, and the service will continue to focus on achieving improved efficiency in this area and better outcomes for customers.

**The volume of overdue work is reducing, but more slowly than we would like.**

The volume of overdue work in the service is reducing and has fallen significantly across most service areas since the last financial year. The numbers have reduced from 4,000 planned repairs and 4,000 responsive repairs at the end of 2021/22 to 2,800 and 1,650 repairs respectively at the end of Q3 2022/23.

The service is working hard to speed up the completion of repairs and have employed several private sub-contractors to support this work, alongside additional resources in the service. Sub-contractor mobilisation and performance has however not been as good as we would have expected and is being robustly managed.

**Further work to be done on accessing properties for essential fire stopping works.**

There is a considerable volume of works identified through Fire Risk Assessments and this is of concern given the potential impact on tenants. Whilst this has reduced over the last few months, it needs to reduce more quickly given its importance. The issues have been exacerbated due to very high level of properties where access is a problem (with a number not being able to be accessed for many months), delays in manufacturing fire doors, and a lack of appropriately skilled staff to undertake the work, e.g., appropriately qualified joiners.

**Customer satisfaction is improving, but contact centre performance has deteriorated.**

Results from the repairs transactional survey (where tenants who have had a repair completed in the last few weeks) shows an improving picture with 83% of tenants satisfied with the repairs service (see Appendix One).

However, there is a gap in satisfaction levels when we compare this to perceptions of the repairs service as reported through our tenant satisfaction survey. This asks tenants who have had a repair in the last 12 months about their satisfaction with the service received and time taken to complete the repair. These questions are a requirement as part of performance reporting to the RSH.

Housemark (the leading data and insight company for the UK housing sector), have reported that results from transactional surveys are typically around 15% higher than perception survey results. Our challenge is to close the gap and to turnaround perceptions of our repairs service building upon recent performance improvement. These measures help to demonstrate we are adhering to our Landlord Commitment of “Your repairs will be done right first time, to a good standard and within agreed timescales”.

The average waiting time to report a repair via Customer Services has extended as we enter the busiest time of the year for repairs. Current average waiting times are more than half an hour, and we will work with the contact centre to try to reduce the level of avoidable contact.

## **2.2**

### **What are we doing about it?**

**A Service Plan is in place to deliver ongoing improvements to the service.**

We have a robust service plan in place to deliver continuous improvement in the service. This includes:

- Ongoing system development to enhance the customer experience and performance management.
- Benchmarking the service with best in class in terms of quality, cost and performance
- Developing our talent through skills development and our apprentice programme
- Continuing to work with sub-contractors to address service pressures, with an emphasis on local supply chains where possible

**Ensuring the council is compliant.**

We will continue to prioritise service resources to keep tenants safe in their homes. We have developed specific plans to improve performance in gas and's fire safety. A Damp and Mould Task Force is in place to review the council's approach, with the aim of reducing damp and mould in our homes and improving how reports of damp and mould are managed.

We will improve our response to managing disrepair through redirecting cases through the complaints process where appropriate, thereby providing a swift and effective response.

**Developing our teams and instilling a high-performance culture**

The service has an improved focus on performance, quality and efficiency and is implementing several initiatives to improve performance and productivity management in the service. We are developing our reporting framework to align with Local Area Committees to provide improved performance information and service to local communities.

We need to ensure that managers are consistently managing performance, both in relation to operational delivery and customer services. Key performance management activities include:

- i. Daily review of jobs scheduled, jobs completed, and appointments kept
- ii. Weekly review of work in progress: including analysis by workstream of volume demand (new repair orders), orders completed and orders overdue
- iii. Weekly review of individual operative performance, including productivity, number of repairs completed, number of appointments kept and customer feedback
- iv. Weekly review of customer satisfaction, compliments, and complaints
- v. Fortnightly performance meetings with senior managers to review work in progress and key performance issues
- vi. Fortnightly Contact Centre operational meetings
- vii. Individual operative one to ones
- viii. Team meetings and toolbox talks
- ix. Monthly Contract Review Meetings
- x. Monthly joint meetings with Housing and Legal Service on key property compliance issues and disrepair
- xi. Quarterly review of Repairs and Maintenance Service Plan

**Improving the customer experience and support tenants to help themselves.**

We have developed a Customer Improvement Plan aimed at directly impacting on improving customer experience. This includes

- i. An increase in the number of right first-time repairs and the speed of our response to repair requests
- ii. Offering improved support, guidance, and advice to customers – for example in relation to damp and mould, fuel poverty, and broader tenancy support
- iii. A reduction in the time taken to turnaround Void properties
- iv. Closer working with Housing where repairs and housing management issues overlap



Working with Housing Services to focus the capital programme to the housing types where larger improvements will deal with persistent repair issues, e.g. roofing, damp.

## 2.3

### Health and Safety Compliance

**We are focusing on improving our gas safety performance.**

There has been a sustained focus on improving performance over the financial year, with the percentage of properties with a valid gas safety certificate increasing from 92% at the end of quarter 1 to 98.36% at the end of quarter 3. At the time of writing compliance stands at 99%, with 505 properties having had at least one no access visit in the last year or are in a legal process to gain access.

Gaining access to some properties remains a significant issue and the service continues to work in partnership with Housing and Legal Services to deliver 100% compliance.

Since quarter 1, significant steps have been taken to address the issues around gas servicing. This has included agreeing a new Gas Safety Policy in December 2022, putting in place a new fast track process for dealing with access issues, additional resources to manage backlog cases and working more closely with Neighbourhood Teams to help address access issues. We have also been working with the Regulator of Social Housing (RSH) as we will be required to report on our performance in this area to them from April 2023. We also need to ensure that we can meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes as part of requirement for the RSHs consumer standards, one of which relates to the standard of homes.

**We are responding to concerns around damp and mould in social housing.**

There has been a significant increase in damp and mould reports following the increased media attention and recent tragic case of Awaab Ishak, who died due to prolonged exposure to excessive mould growth in his Rochdale home. The service has responded positively by creating a dedicated damp and mould team who are treating cases within 5 days. However, this has caused unprecedented pressure on the service, particularly with the onset of colder weather.

This position has been compounded by the current cost of living crisis and more customers falling into fuel poverty. Some customers cannot afford to heat their homes effectively, or run mechanical extractor fans, which is leading to higher levels of condensation and damp and mould within council homes. It is anticipated that future damp and mould reporting will remain significantly higher than it has in the past.

## 2.4

### Fire and building safety

**There are external issues affecting our fire risk assessment repairs**

Fire risk assessments were all completed on time during quarter 3, which is an improvement on our performance at the start of the financial year. This is positive and we will continue to work to an 100% completion rate, particularly given it is an area which the Regulator is expected to scrutinise.

Our fire risk assessment repairs performed significantly below target during quarter 3. This is mainly due to repairs relating to fire doors and delays in the manufacturing and delivery of these. We will continue to monitor how external delays are affecting our fire risk assessment repairs during quarter 4.

**We are helping tenants in private rented housing by identifying and removing serious hazards**

As well as ensuring our council homes are safe for our tenants, the Housing and Neighbourhoods Service also supports tenants in private rented accommodation across the city, ensuring landlords are complying with health and safety standards.

For quarter 3, the service helped to make 153 private rented occupants' homes safer through the removal of Category 1 hazards or high scoring Category 2 hazards. Category 1 hazards are defined as a hazard that is a serious and immediate risk to a person's health and safety. Category 2 hazards are defined as less serious or less urgent but still required attention to resolve. A total of 634 private rented occupants' homes have been safer by the end of quarter 3. The annual target is 1,500 occupants, however this is not a target that can be achieved by putting measures in place to improve performance, as it is based on reactionary work and is reliant on several factors including officers encountering hazards in properties: timeframes for abatement of hazards, and occupancy numbers. A total of 79 fire safety hazards in the private sector had also been resolved at the end of quarter 3.

## **2.5**

### **Delivery of new council homes**

**We are continuing to deliver new council housing despite some delays**

Our stock increase programme includes both acquiring and building our own new council homes. The overall target for 2022/2023 is 283 new homes (98 acquisitions and 185 new builds). This is a revised target as the initial target of 350 new homes in 2022/2023 slipped due to market conditions and resourcing impacts.

As at quarter 3, a total of 61 acquisitions have been completed (52 general acquisitions across the city and 9 new build acquisitions at Baxter Court for Temporary Accommodation). This falls short of the expected delivery in quarters 2 and 3 of 40 additional new build acquisitions (Handsworth Road - general needs and Owlthorpe - shared ownership) and 4 general acquisitions. This is due to construction industry delays experienced by the developers of the new builds.

Expected delivery for the shared ownership units at Owlthorpe has moved into quarter 4. The general needs new build acquisitions at Handsworth Road are now expected to be delivered in quarter 1 in 2023/24. Delays to the general acquisitions have been due to resourcing impacts (both internal and external) and it is hoped that resources are now in place to exceed original in-quarter targets and achieve 25 completions in quarter 4, with 3 completions slipping into quarter 1 2023/24.

For New Build delivery, 142 homes were delivered against the expected target of 175 in quarters 2 and 3, a total of 150 homes to the end of quarter 3. This is due to further drainage, highways and utilities delays currently occurring on the Daresbury and Berners sites, including delays caused by thefts of materials. These 33 delayed completions are now expected to be delivered in quarter 4 2022/23 and quarter 1 2023/24. Even though the numbers subject to delay are less than 20% of target, the number of tasks and processes involved in the delivery of new builds, regardless of the numbers of homes to be delivered, are numerous.

### **3. How are our people-related services performing?**

#### **3.1 The Cost-of-living Crisis**

**We know that the cost-of-living crisis is affecting our tenants.**

We know that the cost-of-living crisis continues to impact our tenants with many tenants being forced to make tough decisions around eating, heating, and debt during these difficult times.

In quarter 3, we awarded an increasing number of Hardship Fund payments to our tenants (a total of 57), amounting to around £34k. This added with payments awarded in previous quarters has meant that we have awarded over £75k in Hardship Fund payments so far in 2022/23. These payments are helping those tenants who are struggling financially to remain in their homes and help with some of the financial burdens they may be facing at this time. This is in addition to other support that includes targeted help for our most vulnerable tenants; training housing staff on how to use the Council's Cost of Living toolkit and working with partners such as foodbanks, Citizen Advice and charities.

**We prioritised supportive income collection this quarter**

An increase in rent arrears at the start of 2022/2023 (£16.2m in quarter 1) placed additional pressures on our services as it threatened our priority around reducing rent loss. However, during quarter 3 the total number of arrears has been reduced (£15.5m in quarter 3). We also performed well with our rent collection rates in quarter 3, partially due to the two rent free weeks that fall at the end of December each year. During the rent-free weeks many tenants in arrears take the opportunity

to continue making payments, therein reducing their arrears, and improving our collection rate.

This reflects that despite additional pressures, our officers are working closely with tenants to support them through the cost-of-living crisis whilst also helping the service to reduce rent loss. It will be important to monitor if and how the number of arrears change during quarter 4, as it typically proves a challenging time of year for some tenants following the costs of the Christmas period.

**Challenges remain for our homelessness services**

Demand for the Council's homelessness services remains high with homeless presentations and acceptances being at their highest ever levels during 2022/2023. This is in line with what Council's across England are reporting, with the withdrawal of pandemic protections (e.g. the eviction ban, universal credit uplift), alongside the broader cost-of-living crisis being amongst the reported reasons for this rise. We continue to monitor the demand for our homelessness services and work to our 2022/2023 priority of preventing homelessness and providing safe and affordable homes for those who need to move.

There has been a continued increase in Temporary Accommodation occupancy in Sheffield. We are responding to rising demand through our plans to increase the Council's Temporary Accommodation stock, which includes plans to temporarily block-book hotel spaces for a two-year period to reduce our costs during this high demand period. Despite this, we continue to work to the target of eliminating all family Bed and Breakfast usage.

**3.2**

**Managing our Neighbourhoods**

**Tenants are generally happy with where they live**

It is important for us to ensure that our tenants feel happy and safe in the neighbourhoods in which they live. Tenants have been reporting higher satisfaction levels specifically with their neighbourhood as a place to live (74% as at the end of quarter 3). Our current performance in this area is just below the annual target of 75% and Housemark benchmark of 79%.

There are still some areas that need focus including satisfaction around communal cleaning. We have been asking our tenants specifically living in our flats and maisonette blocks as part of our tenant satisfaction survey about this and we are reviewing the comments we have received about our cleaning standards and feeding this back to the neighbourhood teams.

**Shared green spaces and satisfaction**

Satisfaction relating to green shared spaces improved in quarter 3, although remains below a target of 78%. We ask tenants who live in our flats and maisonette blocks as part of

**with waste management facilities is improving**

our tenant satisfaction survey how satisfied they are with communal waste management and recycling facilities. These areas are performing well with satisfaction levels increasing in quarter 3. Our Estates and Environmental Service team are also using this information to help feed into work they are carrying out looking at current provision and issues around waste management.

**Improvements in how we handle ASB complaints is still needed**

Despite good performance around satisfaction with neighbourhoods as a good place to live, the main reason for dissatisfaction against this relates to anti-social behaviour (ASB). Satisfaction in how we handle ASB complaints has steadily decreased across the year so far. This is a perception question, therefore will include responses from tenants who may have never had to make a report of ASB to us. This presents an additional challenge for us to improve that perception moving forwards as this will be a performance area we will need to submit to RSH from April 2023. Our Landlord Commitment "*We will deal with breaches of tenancy including neighbour nuisance as quickly as possible, fairly and effectively*" means we are also monitoring our performance around the speed of service and contact which are captured by a transactional survey the Tenancy Enforcement and Sustainability Team administer. This survey specifically asks tenants who have had direct experience with the service and generally satisfaction from this survey tends to be higher, again demonstrating transactional survey results tend to result in higher scores.

### 3.3

#### Tenant Contact

**Tenants remain frustrated with getting through to us on the phone**

Satisfaction with how we listen to tenant views and keep them informed continue to perform well. However, it is evident that tenants remain frustrated with the call centre, with average tenant satisfaction with the contact centre falling during the financial year (satisfaction was 59% for quarter 3, well below our target of 80%). Responses consistently indicate that around half of calls are chasing an existing request, and that people find contacting us difficult. This is also reflected in comments reflected in response to satisfaction with the overall service as part of our tenant satisfaction survey.

A lot of tenant calls to our call centre relate to repairs, and we know that many find reporting repairs in this way frustrating. During 2022, we introduced a new web-based system for repairs reporting that allows tenants to take a self-serving approach to reporting their repairs. Housemark has identified that landlords with a greater take-up of electronic media generally are more likely to have higher satisfaction rates for ease of contact. It is hoped that as we move forwards into quarter 4 and the next financial year, the use of this system will give many tenants a better experience with reporting

repairs in the ways that suit them, whilst potentially relieving some pressure on the call centre. We hope that diversifying the ways tenants can contact us will contribute to us becoming a more inclusive landlord as is one of our priorities for 2022/2023.

**We are performing better in some areas of tenant contact**

Despite ongoing challenges around contact centre volumes, the average contact centre call waiting time for housing has fallen consistently during the financial year so far (16.3 minutes in quarter 1 to 13 minutes in quarter 3). When tenants do have interactions with staff, they tend to be satisfied that we treat them fairly and with respect (80%). This is our highest satisfaction score from our tenant satisfaction survey which is an excellent reflection on our staff and tenant's experiences with them. We are also scoring reasonably well on tenant satisfaction with being kept informed about the things that matter to tenants (68% with a 70% target). This is a positive reflection on our efforts to continually develop our communication methods. For example, in the Housing and Neighbourhoods Service we are increasingly utilising e-bulletins, our Facebook page, and direct emails. During quarter 3 the Housing and Neighbourhoods Service Facebook page had 38,200 Facebook reaches. This is the number of people who saw the page or content in their news feed. This is a promising sign that our efforts to increase our digital presence are constructive and helping us to better reach those customers who prefer to engage digitally.

We also continue to develop our other engagement methods, working closely with Tenant and Residents Associations (TARAs), utilising consultation and surveys. It is important that we offer tenants a range of engagement methods as we know that people have a range of needs and preferences.

**Tenants feel slightly more satisfied with our complaints handling**

Tenant satisfaction around the handling of complaints has slightly improved during the financial year so far (increased from 44% in quarter 2 to 51% in quarter 3). Though this remains below target we continue to work to improve our handling of complaints and are developing an action plan to ensure we are managing complaints effectively.

Tenant knowledge of how to make a complaint remains high which is positive (76% in quarter 3, above our target of 70%). The RSH has confirmed that this measure will no longer form part of its set of tenant satisfaction measures we will be required to report on. Despite this, the results of this measure show tenants feel they have a good understanding in this area. We will continue to keep tenants informed on the complaints process in our wider communications with them.

4.

**HOW DOES THIS DECISION CONTRIBUTE?**

- 4.1 **Our Sheffield – Priorities and Delivery Plan 2022-23**  
The Council have developed a new set of strategic priorities for 2023/2024 ([Our Sheffield – Administration Priorities](#)) with the intention for these priorities to form the basis of the new medium term Corporate Plan which is currently in development. To help support this, the Our Sheffield Delivery Plan 2022-23 has been developed. The plan focuses on some of the key challenges the Council need to address before more longer-term strategic goals can be achieved. There are several areas in which housing performance feeds into broader corporate priorities, and as the new Corporate Plan emerges from the administration priorities, we will continue to monitor and report on how we are performing against broader corporate priorities.

**5. HAS THERE BEEN ANY CONSULTATION?**

- 5.1 There has been no consultation on this report, however, it is anticipated that the Committee’s response to issues documented in the report may necessitate future consultation. We do regularly report to the Housing and Neighbourhoods Advisory Panel (HANAP) wherein we seek input and feedback from our tenants on our performance reporting, and our targets for performance. The Repairs and Maintenance Service also report to their reference group of tenants around performance, and similarly gain input and feedback on a range of performance areas.
- 5.2 As part of our Engagement Strategy, we will look at other ways we can involve tenants and share our performance information more widely.

**6. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION**

- 6.1 There are no direct **equality implications** arising from this report. There are likely to be equality implications arising from the Council’s response to many of the issues documented in this report equality impact assessments will be undertaken for these as needed.
- 6.2 There are no direct **financial and commercial implications** arising from this report. There may be financial and commercial implications arising from the Council’s response to many of the issues documented in this report. Any budgetary implications that arise will need Member approval and decisions around this may to be made at a future Housing Policy Committee.
- 6.3 Specific **legal issues** arising for consideration have been correctly explained at the relevant points in the report. Save for those no legal implications arise from this report.

6.4 There are no direct **climate implications** arising from this report. There are likely to be climate implications arising from the Council's response to many of the issues documented in the first part of this report: climate impact assessments will be undertaken for these as needed.

6.5 There are no other **direct implications** of this report. There may be other implications arising from the Council's response to many of the issues documented in this report.

## 7. **ALTERNATIVE OPTIONS CONSIDERED**

7.1 The Housing Policy Committee has delegated responsibility for the regular monitoring of data including performance and financial information, and the performance monitoring of Housing (public sector, private sector, and related functions) services. Therefore, no alternative options to the production of this report have been considered.

## 8. **REASONS FOR RECOMMENDATIONS**

8.1 The Housing Policy Committee has delegated authority to monitor the performance of Housing services to ensure that:

- The service is delivering for tenants, and that tenant satisfaction is closely monitored
- Limited resources are maximised due to budgetary pressures
- The Council is delivering on corporate priorities
- Performance information is shared with external organisations such as the Regulator of Social Housing and the Housing Ombudsman for scrutiny



<b>Appendix One - Repairs and Maintenance Performance</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>December</b>	<b>January</b>	<b>Monthly trend</b>
<b>Gas Compliance</b>						
Properties with a valid gas safety certificate (%)	92%	95.80%	98.18%	98.18%	98.36%	0.18%
Properties with a valid Gas Safety Certificate (excluding no access) %	95%	99.61%	99.59%	99.59%	99.70%	0.11%
Number of properties awaiting access	3300	1476	630	630	555	-75
<b>Repairs completed on time (%)</b>						
Responsive Repairs	80.89%	81.47%	87.74%	88.97%	91.78%	2.8%
Planned Repairs	37.20%	38.22%	31.86%	38.76%	45.05%	6.3%
Disrepair (also included in the planned figure)	16.22%	9.41%	8.30%	16.67%	10.53%	-6.1%
Appointments made and kept (%)	90.25%	90.82%	90.76%	94.21%	95.27%	1.1%
Repairs completed on the first visit (%)	72.03%	68.88%	70.35%	71.89%	73.74%	1.8%
<b>Overdue orders</b>						
Gas repairs	58	88	74	74	115	41
Fire stopping	442	336	425	425	423	-2
Void repairs	148	209	117	117	137	20
Working at Height (WAH)	1397	1424	1601	1601	1605	4
Responsive repairs (not including WAH and Fire stopping)	622	1289	1651	1580	1039	-541
Planned repairs	3556	2974	2829	2829	2783	-46
Damp work (also included in Planned Repairs)	162	156	139	139	134	-5
<b>Damp work</b>						
Total open damp work jobs	221	178	149	149	166	17
<b>Customer Services</b>						
Average call waiting time to report a repair (minutes)	14	12		23	33	10
Overall satisfaction with the repairs and maintenance service (%)	81.81%	82.81%	79.92%	82.12%	83.00%	0.88%
<b>Fire Safety</b>						
% of fire risk assessment repairs completed on time (high-rise)	68.23%	85.07%	77.08%	73.08%	82.76%	9.68%
% of fire risk assessment repairs completed on time (low-rise)	79.07%	79.43%	58.81%	58.68%	53.24%	-5.44%
% of fire risk assessment repairs completed in time (sheltered)	74.60%	90.56%	88.02%	84.44%	92.00%	7.56%

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