

Policy Committee Decision Report

Title of Report:	Housing and Repairs Performance Report (Quarter 1 2024/25)
Date of Decision:	19 September 2024
Report To:	Housing Policy Committee
Report Of:	Ajman Ali, Executive Director, Neighbourhood Services
Report Author:	Chris Ellison, Interim Director, Housing Tom Smith, Director, Operational Services

Executive Summary:

This report provides the Committee with an overview of housing and repairs performance for a range of services within the remit of the Committee. This report covers the period up to quarter 1 2024/25 (April – June 2024).

A detailed appendix report is included with comparative data against other landlords where available and regulatory performance. The report allows the Committee to understand and comment on the performance delivery of housing and repairs services to both tenants and citizens.



Council Plan outcomes:

[Great neighbourhoods that people are happy to call home](#)

[People live in caring, engaged communities that value diversity and support wellbeing](#)

Policy Committee remit:

This report is to be considered by the Housing Policy Committee as its remit includes responsibility for regular monitoring of data including performance information and financial information. This includes monitoring the performance for both housing repairs and maintenance services and housing (public sector, private sector, and related functions) services.

Does the report contain confidential or exempt information? [No]

Recommendations:

Housing Policy Committee is recommended to:

- 1 Note the performance report update provided for quarter 1 2024/25 (April – June 2024)
- 2 Highlight any issues of concern that they wish to receive focussed analysis on in future performance reports

Financial Implications: [Yes/No] [Approved by: Paul Foster]

Legal Implications: [Yes/No] [Approved by: Rebecca Lambert]

Equality and Inclusion Implications: [Yes/No] [Approved by: Bashir Khan]

Initial Equalities Impact Assessment completed with EIA number: 2802

Climate Change Implications: [Yes/No] Approved by: Peter Brown

Background Papers: None

Appendices: Appendix 1 – Housing and Repairs Performance Report
Quarter 1 2024/25

1. Background

- 1.1 This report summarises performance information for the Housing Policy Committee up to the end of quarter 1 2024/25 (April – June 2024). The report highlights areas of note, providing explanation where possible, to facilitate the Committee in monitoring housing and repairs performance.
- 1.2 The performance report is structured around the 3 main [Landlord Commitments](#) set out at points a – c below and aligns with the [Tenant Satisfaction Measures \(TSMs\)](#) as required by the Regulator of Social Housing (RSH), with the [Council Plan outcomes](#) and the Housing and Neighbourhoods service priorities for the year ahead.
- a. [We will offer a range of quality homes](#)
 - How we deliver high quality repairs, health and safety compliance, fire and building safety
 - b. [We will take care of your neighbourhood](#)
 - How we manage our neighbourhoods and how tenants feel about where they live
 - c. [We will provide a good service to you](#)
 - How tenants get in touch with us and how tenants feel about their interactions with us
- 1.3 The performance information contained in this report builds on previous performance reports presented to the Committee in 2023/24 as well as the annual performance data submitted to the Regulator in June 2024 and presented to the [Housing Policy Committee 20th June 2024](#).
- 1.4 Targets for TSM performance measures have been determined through benchmarking against a comparative group of peers (larger landlords similar to Sheffield). Targets are based on our 2023/24 annual performance and have been set against either a quartile 1 target (higher than average performance); the median average; or a quartile 3 target (lower than average performance). For other non-TSM performance measures, targets have been set internally based on 2023/24 performance.
- 1.5 Additional information can be found in the Housing and Repairs Performance Report Quarter 1 2024/25 that accompanies this report at Appendix 1. This is also shared with our tenant-led Tenant Voices Matter Panel and the Communication and Tenants Satisfaction Panel (CATS). This provides the opportunity for tenants to scrutinise our performance and provide feedback and thoughts prior to this report being presented to the Committee.

2. Housing and Repairs Performance – Quarter 1 2024/25

2.1 Overview of Quarter 1 performance

2.1.1 Performance in quarter 1 has generally been positive and represents an improving trend in satisfaction, as expressed by our tenants, and in the delivery of our services. Appendix 1 provides a detailed performance breakdown, but Members are asked to note the following key performance points:

- There has been noticeable improvement within the repairs and maintenance service, with tenants reporting increased overall satisfaction with the repairs service, and increased satisfaction specifically with the time taken to complete a repair and the general maintenance of their homes.
- There is a significant increase in the percentage of emergency repairs completed within timescales – over 20% improvement since 2023/24.
- Satisfaction levels from tenants about their homes being safe has also improved and this aligns with continuing 100% performance on most of the health and safety compliance indicators.
- The exception to this is gas safety, which despite not yet achieving 100% performance has shown improvements in quarter 1 and reflects the additional work that the service has been undertaking.
- Improvements taking place across our neighbourhoods and the hard work of our front-line teams is reflected in quarter 1 performance in this area. Satisfaction levels have increased over 5% in how tenants feel as a landlord we positively contribute to neighbourhoods, that we keep communal areas clean and well-maintained and how we look after shared green spaces.
- There has been a 13% increase in tenant satisfaction with how easy it is to contact us, exceeding our target this quarter for this measure. Tenants are continuing to tell us when they do contact us, they feel they are treated fairly and with respect – this continues to be our highest performing tenant satisfaction measure.
- Tenants feel we are improving how we handle their complaints – an increase of 7% in satisfaction levels, exceeding our benchmarked target for this measure.
- Feedback from tenants is that their biggest areas of dissatisfaction with the overall service is with responsive repairs and with contacting the Council. Both these areas

have shown improvements in quarter 1 as highlighted above and this is also now reflecting in our overall satisfaction which has an improved score of 65% for quarter 1.

2.2 We will offer a range of quality homes

2.2.1 Performance within this area relates to the Regulator's Safety and Quality Consumer Standard. This standard requires landlords to provide safe and good-quality homes for their tenants, along with good-quality landlord services. Performance in this area also feeds into the Council Plan outcome "Great neighbourhoods that people are happy to call home" and the service priorities and areas of focus for the year ahead.

2.2.2 Key areas that we have been working on to improve performance include:

- We are soon launching a new Repairs Policy (which was approved by [Housing Policy Committee in March 2024](#)) explaining the types of repairs that the Council is responsible for, making it clearer to tenants what they can expect from us and providing greater clarity around response times repairs.
- We have improved our approach to communicating with tenants about delays to their repairs so that they are kept better informed.
- We have delivered training and put better tools in place to support our operatives to deliver more repairs right first time, providing tenants with a better experience.
- We are also looking to increase our workforce to meet high demand for repairs.
- We have commissioned additional stock condition surveys to better understand which property types need more of a focus to achieve greater satisfaction that our homes are well maintained.
- We are working with an external consultant to review and update our gas servicing policy and to produce a customer friendly information sheet for tenants which is a more accessible summary of the information contained in the revised gas servicing policy.
- We are also reviewing our gas servicing procedure to help improve our working practices.
- Our new High Rise and Homes Panels are now meeting regularly, using tenant views to help us better understand what tenants want to see from us to improve satisfaction related to safety and quality.

2.2.3 In July 2024 Sheffield City Council received a regulatory judgement from the RSH confirming a consumer grading of C3 indicating

serious failings in the landlord. Despite improvements in this area as detailed in the bullet points above, we understand further significant work is needed to be undertaken to improve in this area as highlighted by the regulatory judgement. A separate report containing further detail on our response to this judgement will also be presented at September's Housing Policy Committee alongside this report.

2.3 We will take care of your neighbourhood

2.3.1 Performance in this area relates to the Neighbourhood and Community standard. This standard requires landlords to keep the neighbourhood and communal areas associated with the homes they own clean and safe, co-operate with relevant partners to promote the wellbeing of local areas, and help prevent and tackle anti-social behaviour. Performance in this area also feeds into the Council Plan outcome "People live in caring, engaged communities that value diversity and support wellbeing".

2.3.2 Key areas that we have been working on to improve performance include:

- We recently agreed our new Neighbourhood Management Policy which sets out our approach to maintaining and improving our neighbourhoods. The new policy will give us a renewed focus on good neighbourhood management.
- We have launched our new city-wide Anti-social Behaviour Policy which clearly sets out our approach and policy for dealing with reports of anti-social behaviour.
- Our "Being a good neighbour" webpage now offers guidance on what you can do to be a good neighbour, particularly in relation to resolving anti-social behaviour issues.
- From next month we will be asking tenants for comments on the communal cleaning satisfaction measure as part of our tenant satisfaction survey to better understand what we can do to improve in this area.
- We have started to put extra resources into the cleaning of our communal areas to improve satisfaction.

2.4 We will provide a good service to you

2.4.1 Performance in this area relates to the Regulator's Transparency, Influence, and Accountability Standard. This standard sets expectations for landlords to provide appropriate information, choices, communication and involvement opportunities that meet the diverse needs of their tenants. It also sets out the landlord's role

in making information accessible to tenants including roles and responsibilities, meaning tenants know who is responsible for matters relating to consumer standards. Performance in this area also feeds into the Council Plan outcome “People live in caring, engaged communities that value diversity and support wellbeing”.

2.4.2 Key areas that we have been working on to improve performance include:

- We have increased our communications around performance and regulation to staff to raise their awareness of how we are performing across all tenant satisfaction measures.
- We are refreshing our approach to tenant communications through developing a detailed Tenant and Leaseholder Communications Plan.
- We recently launched our interactive [Tenant Satisfaction Dashboard](#) which is publicly available for our tenants and shows our performance against each of the 12 Tenant Satisfaction Measures.
- We are doing more analysis of demographic and geographic information collected as part of the tenant satisfaction survey responses. This will help us better inform service improvements.
- We have raised the profile of Equality Impact Assessments that are completed as part of decision-making processes, making sure that they are approached more consistently across the service.
- Our volunteer Mystery Shoppers recently tested our Contact Centre and gave us some useful feedback that we’ll use to inform improvements.
- The Council’s Customer Experience Programme is currently looking at optimising our customer contact centre, which we know is important to our tenants.
- We hold regular complaints surgeries for investigating managers with a focus on improving how we handle complaints.
- We are developing a Temporary Accommodation Strategy which will set out more clearly how we plan to cope with increased demand for temporary accommodation amidst rising homelessness.

3 How does this decision contribute to the Council Plan?

Council Plan outcomes

3.1 The main Council Plan outcomes that our housing and repairs services feed into are:

- Great neighbourhoods that people are happy to call home
- People live in caring, engaged communities that value diversity and support wellbeing

Performance in these areas is aligned with Council Plan performance reporting and service priorities for the year ahead – as detailed in Housing Policy Committee Year Ahead 2024/25 report.

People – Prosperity - Planet

- 3.2 Improving our performance and the quality of the homes that we provide will have a positive impact on the wellbeing of tenants. A stable, secure home provides the basis for all citizens to contribute to the prosperity of the local economy and their own economic wellbeing. In developing our improvement plans, the Council will take a sustainable approach to the procurement of services and in particular construction materials, that create a minimal impact on the planet. This includes a focus on working towards net zero for our Council homes – benefiting tenants and the planet.

City Goals

- 3.3 The City Goals include themes around thriving communities, and a green and resilient Sheffield, areas that our housing and repairs services feed into. We also work collaboratively with other partners across the city to deliver in these areas. We remain mindful of the important role we play in supporting our city goals so that we can collectively achieve the shared vision for Sheffield.

4 What community or partner engagement has been undertaken and how has it informed the proposal?

- 4.1 We are committed to transparency about our performance. We regularly share performance information for our tenants through both our tenant newsletter and on Facebook. We have recently set up several new tenant-led groups such as: Tenant Voices Matter Panel, High Rise Panel, Communications and Tenant Satisfaction Panel, Homes Panel. These groups give tenants the opportunity to continually scrutinise our performance in specific areas, which helps us to gather informed feedback and better understand areas for improvement.

5 What alternative options did we consider?

- 5.1 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

6 How has equality, diversity and inclusion been actively considered?

- 6.1 An Initial Equality Impact Assessment has been prepared and highlights that there are no direct equality implications arising from this report.

However, if there are any equality implications arising from the Council's response to any of the areas highlighted within the report, individual Equality Impact Assessments will be undertaken as and when required to assess impact.

7 Financial and Commercial Implications

- 7.1 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 need to be made at a future Housing Policy Committee meeting.

8 Legal Implications

- 8.1 The Social Housing (Regulation) Act 2023 (2023 Act) received Royal Assent on the 20th July 2023 and lays the foundations for changes to how social housing is managed. The 2023 Act brings forward a stronger and more proactive regulatory regime to improve standards in the sector and hold Landlords to account for the services they provide to their tenants. The 2023 Act also provides the Regulator of Social Housing with the additional powers needed to deliver an enhanced consumer regulation role.
- 8.2 One of the key changes introduced by the 2023 Act are the Regulator of Social Housing, new Consumer Standards which came into effect on 1st April 2024. The new Consumer Standards form a key part of the new regulatory framework for Social Housing. They set out the outcomes that landlords must deliver so that homes are decent, safe, and well-maintained and to ensure that tenants receive quality services from their landlord and are treated with fairness and respect. The new Consumer Standards apply to all registered Social Landlords including Local Authorities. The Council is therefore required to deliver the required outcomes and specific expectations which the Regulator of Social Housing has set for each of the new Consumer Standards. Since the new Consumer Standards came into effect in April 2024 the Council has now aligned its Housing and Repairs performance monitoring to reflect the required outcomes and specific expectations of the relevant Consumer Standards that apply to each of the Landlord commitment categories.
- 8.3 Section 193 of the Housing and Regeneration Act 2008 (HRA 2008), as amended by the Schedule 5, Part 1, paragraph 17 of the 2023 Act provides the Regulator of Social Housing with the powers to set standards

relating to consumer matters that registered providers must meet. Section 193 (1) states:

'The regulator may set standards for registered providers as to the nature, extent, safety, energy, efficiency and quality of accommodation, facilities or services provided by them in connection with social housing.'

8.4 An original suite of 4 consumer standards were initially introduced in 2012. These were the Home Standard, the Neighbourhood and Community Standard, the Tenancy Standard and the Tenant Involvement and Empowerment Standard. Amendments were then made to the Tenant Involvement and Empowerment Standard in 2017 and then in 2022 the Tenant Satisfaction Measures Standard was introduced. A public consultation was undertaken in respect of the revised new consumer standards between 25th July 2023 and 17th October 2023. Following the outcome of the consultation the new Consumer Standards came into effect on the 1st April 2024.

8.5 The 4 new Consumer Standards are:

- **Neighbourhood and Community Standard** – which requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.
- **Safety and Quality Standard** – which requires landlords to provide safe and good quality homes and landlord services to tenants
- **Transparency, Influence and Accountability Standard** – which requires landlords to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints, when necessary, influence decision making and hold their landlord to account. This standard incorporates the Tenant Satisfaction Measures requirements.
- **Tenancy Standard**- which sets requirements for the fair allocation and letting of homes and for how those tenancies are managed and ended by landlords.

8.6 The new [Transparency, Influence and Accountability Standard](#) incorporates the published requirements on TSMs and now replaces the original Tenant Satisfaction Measures Standard introduced in September 2022. This new consumer standard requires all registered providers including local authorities to meet the RSH requirements in relation to the tenant satisfaction measures set by the Regulator. These requirements are detailed in the following RSH guidance documents which contain significant information as to how TSMs must be defined, calculated and reported:

- [Tenant Satisfaction Measures - Technical Requirements.](#)
- [Tenant Satisfaction Measures - Survey Requirements.](#)

8.7 As this report is for noting, there are no additional direct legal implications arising from this report, but the report does provide an overview of the achievement of targets in the past quarter and highlights risk management considerations where appropriate. Any further legal implications arising out of matters raised in this report will be considered in detail in any future reports to the Housing Policy Committee.

9 Climate and Environmental Implications

9.1 There are no direct climate implications arising from this report. If there are any climate implications arising from the Council's response to any of the areas highlighted within the report, individual climate impact assessments will be undertaken if required.

10 Other implications

10.1 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.

11 Reasons for decision

11.1 The Housing Policy Committee has delegated authority to monitor the performance of Housing and Repairs 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.

This page is intentionally left blank