

Policy Committee Decision Report

Title of Report:	Housing and Repairs Performance Report (Quarter 2 2024/25)
Date of Decision:	5 December 2024
Report To:	Housing Policy Committee
Report Of:	Ajman Ali, Executive Director, Neighbourhood Services
Report Author:	Chris Ellison, Interim Director of Housing

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 2 2024/25 (July – September 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 2 2024/25 (July – September 2024)
- 2 Highlight and record 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: Darryl Smedley

Background Papers: None

Appendices: Appendix 1 – Housing and Repairs Performance Report
Quarter 2 2024/25

1. Background

1.1 This report summarises performance information for the Housing Policy Committee up to the end of quarter 2 2024/25 (July – September 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.

- [We will offer a range of quality homes](#)
 - How we deliver high quality repairs, health and safety compliance, fire and building safety
- [We will take care of your neighbourhood](#)
 - How we manage our neighbourhoods and how tenants feel about where they live
- [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, the annual performance data submitted to the Regulator in June 2024, presented to the [Housing Policy Committee 20th June 2024](#) and the quarter 1 report presented to Committee in September 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 Our TSM benchmarking peer group is:

- Berneslai Homes
- Birmingham City Council
- Gateshead Council
- Hull City Council
- Kirklees Metropolitan Borough Council

- Leeds City Council
- Rotherham Metropolitan Council
- Sandwell Metropolitan Council
- Southampton City Council
- St Ledger Homes of Doncaster
- Stoke on Trent City Council
- Your Homes Newcastle

1.6 The Regulator is yet to publish the 2023/24 TSM responses for all social housing providers. Once this is published, we will look to review our current performance targets for our TSMs and re-align against our reporting peer group if required.

1.7 Additional information can be found in the Housing and Repairs Performance Report Quarter 2 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 2 2024/25

2.1 Overview of Quarter 2 performance

2.1.1 Performance in quarter 2 has 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:

- Performance across all our 12 TSMs, collected via our monthly tenant perception survey has improved in quarter 2.
- There has been noticeable improvement with tenant satisfaction particularly around repairs and the time taken to complete most recent repairs– both measures seeing an increase of over 7% in satisfaction levels since quarter 1
- Significant increases in the percentage of emergency and non-emergency repairs completed within timescales, since quarter 1 – a 9% increase in emergency repairs and a 25% increase in non-emergency repairs. These improvements reflect the vast work the service is undertaking in this area and correlates with improved satisfaction levels with repairs this quarter.
- Satisfaction levels from tenants about their homes being safe have also improved this quarter (7% increase) and this aligns

with continuing 100% performance on most of the health and safety compliance indicators.

- The exception to this continues to be gas safety, which is performing consistently, however not yet achieving 100% performance. Ongoing improvement work is continuing in this area, and we expect to see further improvements in gas safety performance by the end of 2024/25.
- Improvements taking place across our neighbourhoods and the hard work of our front-line teams continues to be reflected in quarter 2 performance. Satisfaction levels that we keep communal areas clean and well maintained have increased a further 5%. There have also been improved satisfaction in how tenants feel as a landlord we positively contribute to neighbourhoods, and how we manage communal waste and recycling facilities in our council housing blocks.
- Tenant satisfaction with how easy it is to contact us, continues to exceed 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 – following on from improved performance in quarter 1 this positive trend has continued in quarter 2, 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 are continuing to show improvements in quarter 2 as highlighted above and this is also now reflecting in our overall satisfaction which has an improved score of 66% for quarter 2.

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 have launched a new Repairs Policy 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 plans to recruit additional gas operatives and establish a revised gas safety procedure which will help us make all of properties safe and gas compliant.
- We are working 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 recruiting additional staff into the repairs service to ensure we have the right skilled staff to deliver the repairs needed.
- We have commissioned additional external specialists to complete work on our long-term empty properties. This will help increase the number of council homes we have available to let.
- We have started to carry 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 have improved communications and written to tenants regarding up-and-coming property surveys and further information of what this will involve.
- Our new High Rise and Homes Panels are 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 was presented at [September's Housing Policy Committee](#). We are meeting regularly with RSH, updating them on our compliance performance and giving us the opportunity to demonstrate progress in delivering the required improvements.

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 are asking tenants to provide further feedback about our communal cleaning as part of our tenant satisfaction survey. Our Neighbourhood and Estate Teams are using this feedback to identify key areas for improvement in communal cleaning which will help us to identify any specific improvement areas needed in this area.
- Our volunteer mystery shoppers, who look at the quality of our services and help us make improvements, recently completed an exercise collecting feedback about the look and feel of our communal areas. We will be using this feedback to help us understand how we can take better care of our neighbourhoods and communal areas going forwards.
- We have launched a new Criminal Exploitation and Cuckooing Procedure and have delivered training to hundreds of staff across the service on handling cuckooing and criminal exploitation and cuckooing.
- We developed a regular timetable for neighbourhood walkabouts, which will be attended by Neighbourhood Teams, local Councillors, and community groups to discuss important issues in local neighbourhoods. The walkabouts will help contribute to creating cleaner, safer, and more attractive neighbourhoods.

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 continue to promote our interactive [Tenant Satisfaction Dashboard](#) which is publicly available for our tenants to use and shows our performance against each of the 12 Tenant Satisfaction Measures.
- The Council's Customer Experience Programme is currently looking at optimising our customer contact centre, which we know is important to our tenants.
- We are renewing our approach to tenant communications, developing a seasonal communications plan that will keep tenants better updated on our seasonal programmed works, and provide more timely information on key seasonal issues.
- We are currently producing this year's Annual Report, which looks back at our performance over the previous year and outlines our plans for the year ahead. The report was produced with input from our tenants, who provided suggestions and ideas that helped us shape the report.
- We are regularly reporting on performance and regulation in staff and tenant bulletins. This is to increase awareness of the key steps we need to take to respond to the Regulator of Social Housing's concerns.
- We are developing a Temporary Accommodation Strategy which will set out more clearly how we plan to cope with increasing demand for temporary accommodation amidst rising homelessness. The Strategy will be brought to Housing Policy Committee in early 2025.
- A city-wide [Housing Strategy](#) was recently approved at Strategy and Resources Policy Committee. It sets out some key aims for improving and making the best use of council homes in Sheffield.

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, which 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's, 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.