



North Kesteven
DISTRICT COUNCIL

Housing and Property Services Assurance Report 2023/24

Accountable to you
Our Tenants, Customers, Colleagues, Members and Partners

DRAFT - V2

Overview

The Assurance Report is a new report to advise on the Housing and Property Service compliance for 2023/24. Providing timely and accessible information across key areas to enable accountability for the services delivered.

Housing and Property is a varied service that brings together housing management of the Council's housing stock regarding the landlord functions of estate management, income collection, tenancy sustainment, allocations and void management repairs and maintenance, and aids and adaptations. As well as the non-landlord functions of homelessness, a county wide wellbeing service, private sector assistance and disabled facilities grants.

The report provides compliance across various areas, which are:

- The Consumer Standards - the Regulatory Framework for Social Housing
- Tenant Satisfaction Measures (TSM) - our performance against the TSM for the perception survey and management information
- Risk Management - demonstrating our awareness, planning and mitigation
- Health and Safety - ensuring safety to our homes and for our residents
- Statutory Returns - meeting our requirements in provision of accurate data within timescales
- Equality and Diversity - understanding our communities and service delivery

It is our intention to develop this Assurance report further during 2024/2025, to encompass more areas of our service delivery such as compliance against the Housing Ombudsman Complaints handling code and our non-landlord functions.

Regulator of Social Housing Consumer Standards

The Council has self-assessed against the Consumer Standards (2012) for 2023/24, outlined below:

- Home (HOM)
- Tenure (TEN)
- Neighbourhood and Community (NAC)
- Tenant Involvement and Empowerment (TIE)

These are broken into the 75 areas for the standards and these can be seen on the next pages along with the services compliance to the standards.

The Social Housing (Regulation) Act 2023 received Royal Assent on 20th July 2023, which amends the Housing and Regeneration Act 2008 and one 1st April 2024 introduced the revised set of consumer standards. This set the requirement that all registered providers must meet, this includes the Council, which the Regulator will seek assurance of regulating against the new framework.

These are the new Consumer Standards introduced from April 2024 are:

- The Safety and Quality Standard (SAQ)
- The Transparency, Influence and Accountability Standard (TIA)
- The Neighbourhood and Community Standard (NAC)
- The Tenancy Standard (TEN)

The self-assessment against each of these new consumer standards areas is underway and will be presented within the 2024/2025 report.

Overall Compliant for Consumer Standards (2012)



Tenant Satisfaction Measures 2023/24

The Regulator for Social Housing introduced the Tenant Satisfaction Measures mandatory requirement from 2023/24, the Council has previously measured satisfaction levels and adapted the questions to match the anticipated questions from the Regulator for 2022/23.

This survey focuses on tenant satisfaction regarding tenants homes, communal spaces and the Housing Service the Council provides and allows for effective scrutiny, for 2023/24 there were 977 valid responses received equaling a response rate of 26%.

North Kesteven District Council, as a social housing landlord, submitted the Tenant Satisfaction Measures results to the Regulator in June 2024 and the results can be seen below.

We will use this baseline information to inform actions within our HPS Challenge Plan, setting out our improvement aspirations.

Measure	Results
Agreement that the landlord treats tenants fairly and with respect	73.60%
Overall Satisfaction with the Housing Service	72.10%
Satisfaction that communal areas are kept clean and well maintained	61.70%
Satisfaction that home is well maintained	69.10%
Satisfaction that the home is safe	71.80%
Satisfaction that the landlord keeps tenants informed	65.90%
Satisfaction that the landlord listens to tenants views and acts upon them	57.10%
Satisfaction that the landlord makes a positive contribution to neighbourhood	56.30%
Satisfaction with approach to Anti-Social Behaviour	50.20%
Satisfaction with complaint handling	29.20%
Satisfaction with repairs	67.60%
Satisfaction with time taken to complete repairs	63.90%

Complaints

Measure	Collection	Results
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	Complaints	70.30%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	Complaints	92.30%
Measure	Collection	Results
Number of stage one complaints received per 1,000 homes	Complaints	29.00
Number of stage two complaints received per 1,000 homes	Complaints	10.00

Compliance and Repairs

Measure	Collection	Results
Proportion of non-emergency responsive repairs completed within the landlord's target timescale	Repairs	70.00%
Proportion of homes that do not meet the Decent Homes Standard	Decent Homes Standard	1.20%
Proportion of homes for which all required legionella risk assessments have been carried out	Legionella	100.00%
Proportion of homes for which all required gas safety checks have been carried out	Gas Safety	99.30%
Proportion of homes for which all required fire risk assessments have been carried out	Fire risk assessments	100.00%
Proportion of homes for which all required communal passenger lift safety checks have been carried out	Lift safety checks	100.00%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	Asbestos	100.00%
Proportion of emergency responsive repairs completed within the landlord's target timescale	Repairs	97.30%

Anti-Social Behaviour

Measure	Collection	Results
Number of anti-social behaviour cases, opened per 1,000 homes	Anti-social behaviour	7.70
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	Anti-social behaviour	0.00

Housing and Property Risks Overview

Housing and Property Services have given appropriate regard to the Regulator for Social Housing's Sector Risk Profile 2023, published November 2023. Identifying the following as emerging risks to the Councils ability to deliver its landlord functions and service standards, under strategic, operational and emerging risks.

Strategic Risks

Risk Area	Risk Description	Score	RAG	Mitigating Actions (for Red and Amber)
Financial Environment	Recognition of the uncertainty due to the absence of a long term national rent policy for 2025/2026 onwards	Med	Amber	Current viable HRA BP
Stock Decency	Recognition of the current unknown detail of the anticipated Decent Homes Standard #2, along with any potential timescale for achieving that standard together	Med	Amber	Refresh HRA BP detailing investment plans to maintain decent homes standard, risk associated with the currently unknown DH#2
Contracts	Performance of contractors and suppliers, together with their financial viability	Med	Amber	Appropriate contracts now in place, risk associated with early close of contract and embedding of governance arrangements

Emerging Risks

Risk Area	Risk Description	Score	RAG	Mitigating Actions
Funding	Services within Housing Options are funded by General Fund, Housing Revenue Account and direct grants from DLUHC.	Med	AMBER	Furthermore, our services work in partnership with many other providers and organisations that are reliant on other public funding, which are subject to continuing government cuts. Some key areas have potential significant impact on housing services delivery
Representative Tenant Involvement	Resignations from Tenant Representatives will lead to Tenant Liaison Panel being non quorate.	Med	AMBER	Formal involvement structures such as Tenant Liaison Panel have been reviewed. Pilot menu of involvement agreed for 2024/2025
Wellbeing Service	Procured by LCC, currently delivered by district council partnership. Current contract ends 30/09/2024.	High	RED	Active partner in partnership and procurement process
Decent Homes Standard 2	Inability to meet the proposed Standard and not achieving the 30-year Capital Programme	Med	AMBER	Refresh HRA BP detailing investment plans to maintain decent homes standard, risk associated with the unknown DH#2
Increases in building costs	Affecting the delivery of HRA new build schemes and delivery of the planned and responsive maintenance programmes	Med	AMBER	2024/2025 action to introduce annual scheme viability reviewed
LCC Public Health Services	A range of accommodation based and floating support services within the district that are at risk and will have implications to our services and residents within the	Med	AMBER	Key role for North Kesteven is to ensure representation through LHHN and HHSCDG and involvement in the shaping of any new contracts so that residents of North Kesteven have equitable access as other areas

Operational Risks

Risk Area	Risk Description	Score	RAG	Mitigating Actions (for Red and Amber)
Team Resources	Access to appropriately skilled technical workforce ie: quantity surveyors, building surveyors,	Med	AMBER	Succession planning and career development is in place, lack and restricted access to immediate resources, often long vacancies. HPS Our People action plan to be implemented
Meeting regulatory requirements	Expanded Housing Ombudsman Complaint Handling Code; could result in Complaint Handling Failure Order, and/or consumer standards resulting in negative regulatory judgement with both financial and reputations risks for the Council as a landlord	Med	AMBER	2023/2024 self assessed compliance. At present (February 2024) the final standards are yet to be published. Recognition of significant development needed on Transparency, Accountability and influence
Income Recovery	Failure to ensure collection of rent, services charges and other income will impact on ability to fund all HRA related services. Reliance on further NEC development	Low	AMBER	Income Policy consistent with corporate policies. Income Policy, robust supporting procedures and management oversight in place. 2023/2024 Housing Services review ensured appropriate resources within Income Team. Range of discretionary assistance to support tenants
Homelessness increase	Increase in number of homeless households, which could put a strain on this service's resources	Med	AMBER	Homelessness and rough sleeping strategy in place along with Temporary accommodation policy and action plan. SDP includes action to implement temporary accom action plan
Disrepair Claims	Lack of clear procedure and expertise, failure of contractor and reputation of Council as a landlord.	HIGH	RED	Identified 2024/2025 action to develop procedure and improve responses
Stock Decency	Responsive repairs and planned maintenance delivery, incorporating HHSRS	Med	AMBER	Refresh HRA BP detailing investment plans to maintain decent homes standard, risk associated with the unknown DH#2
Safeguarding Assessments and Audits	The Council is subject to an external audit for children related activity every 3yrs, s11 the Childrens Act. Care Act 2014 annual self-assessment for adults at risk, Lincolnshire Assurance Framework.	Low	GREEN	Both assessments measure strategic and case work compliance. In addition, the Council must show compliance with Domestic Abuse operating protocols and quarterly thematic case reviews. 2023/2024 Housing Services review ensured appropriate resources within Income Team. Feb 2024 assessment outcome green

Health and Safety Position Statement 2023/24

The purpose of this assurance report is to provide you with assurance on the Council's compliance with Health & Safety matters relating to your homes. The Regulator for Social Housing sets out their requirements in the consumer standards detailed under the Home Standard. In accordance, we provide the KPIs listed on the next page to the Regulator.

To provide assurance, we record data on the following:

- Gas safety checks
- Asbestos safety checks
- Fire safety checks
- Water safety checks
- Lift safety checks
- Electrical safety checks

Our housing management system lists properties that require the above checks to be completed and we compare this number against the number of properties that these checks have been completed at. This gives us the percentages that we then report to the Regulator.

By Law we are required to undertake these checks to ensure your safety and so it is important if you get requested to make an appointment you do so. It is important that we carry out these above checks for the following reasons.

The equipment in your property and those providing you services such as lifts, electrical outlets and your gas boiler need to be made sure they are in a safe working order, so they are not a danger to you in your home. The water systems (sprinklers) in your properties need to be checked for the presence of Legionella bacteria, which can cause Legionnaires Disease if left untreated, and treated accordingly. Likewise, we must ensure that we are aware of every piece of Asbestos containing materials that are present in your homes, this way we can manage them during repairs and installations. We must also ensure that our Fire Risk Assessments are kept up to date so that the correct and safe evacuation plans are present for those properties that need it.

Health and Safety Survey Information 2023/24

The following table show the amount of surveys and inspections required for each compliance area and those that were successfully carried this financial year (2023/2024).

Compliance Area	Amount of surveys required	Amount of surveys completed
Asbestos	3576	3576
Gas	2691	2672
Electrical	699	628
Legionella	84	84
Fire Risk Assessments	47	47
Lift Safety Checks	1	1
Total	7098	7008

Statutory Data Returns

Title	Description	Frequency	System	Collection deadline	Date submitted
Fire safety remediation survey (FSRS) - September 2023	Fire Safety Remediation Survey to be completed for building over 11 metres. NKDC currently have no buildings over the requirement.	Quarterly	NROSH	15 September 2023	14 September 2023
Disabled Facilities Grant 2022-23	The Disabled Facilities Grant (DFG) is an annual data return to the Department for Housing and Communities.	Annual	DELTA	01 December 2023	07 December 2023
Fire safety remediation survey (FSRS) - December 2023	Fire Safety Remediation Survey to be completed for building over 11 metres. NKDC currently have no buildings over the requirement.	Quarterly	NROSH	31 December 2023	04 December 2023
Fire safety remediation survey (FSRS) - April 2024	Fire Safety Remediation Survey to be completed for building over 11 metres. NKDC currently have no buildings over the requirement.	Quarterly	NROSH	22 April 2024	03 April 2023
Complaints Handling Code	The Housing Ombudsman Complaint Handling Code become statutory from 1 April 2024, and landlords are required to publish a self-assessment of their complaints process.	Annual	Housing Ombudsman	28 June 2024	28 June 2024
Tenant satisfaction measures (TSM) return	The Tenant Satisfaction Measures (TSM) were introduced in April 2023 by the Regulatory of Social Housing. This contains data provided from the perception survey completed by NKDC and management information for services.	Annual	NROSH	28 June 2024	19 June 2024
Local Authority Data Return (LADR) - 2024	The Local Authority Data Return (LADR) is an annual census conducted by the Regulator of Social Housing and completed by all registered Local Authority providers in England. The data submitted details the stock owned by NKDC and has an overview of the stock including the number of bedrooms per unit and details the low cost and affordable rent (there is no supported stock) for each of these.	Annual	NROSH	01 July 2024	13 June 2024
Local Authority Housing Statistics (LAHS) 2023 - 2024	Local Authority Housing Statistics (LAHS) is an annual data return submitted to Department for Levelling Up, Housing and Communities. That covers stock information (including gains and losses), allocations, lettings, void properties, stock condition / management, rent arrears and new builds.	Annual	DELTA	19 July 2024	12 July 2024

Equality and Diversity Position Statement 2023/24

We are committed to providing services which embrace diversity, encourage inclusion, and promote equality of opportunity.

As a division we recognise our customers are diverse and with a significant level of vulnerability, we aim to meet the varied and individual needs of our customers, being accountable to you. As an employer, the Council is committed to ensuring equality and valuing diversity within its workforce. The Council will not tolerate any discrimination, directly or indirectly.

We will demonstrate this by

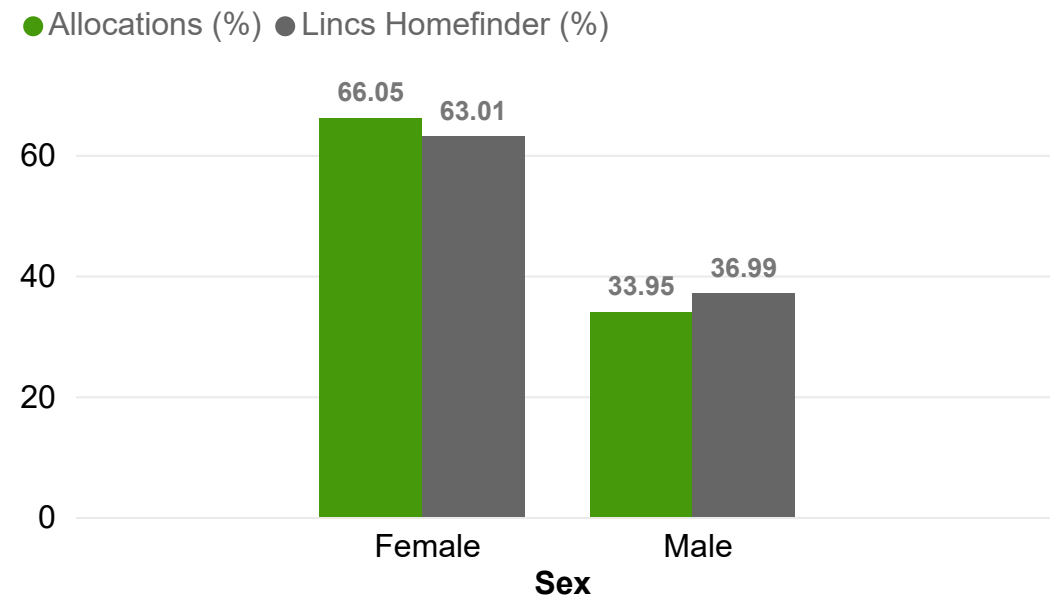
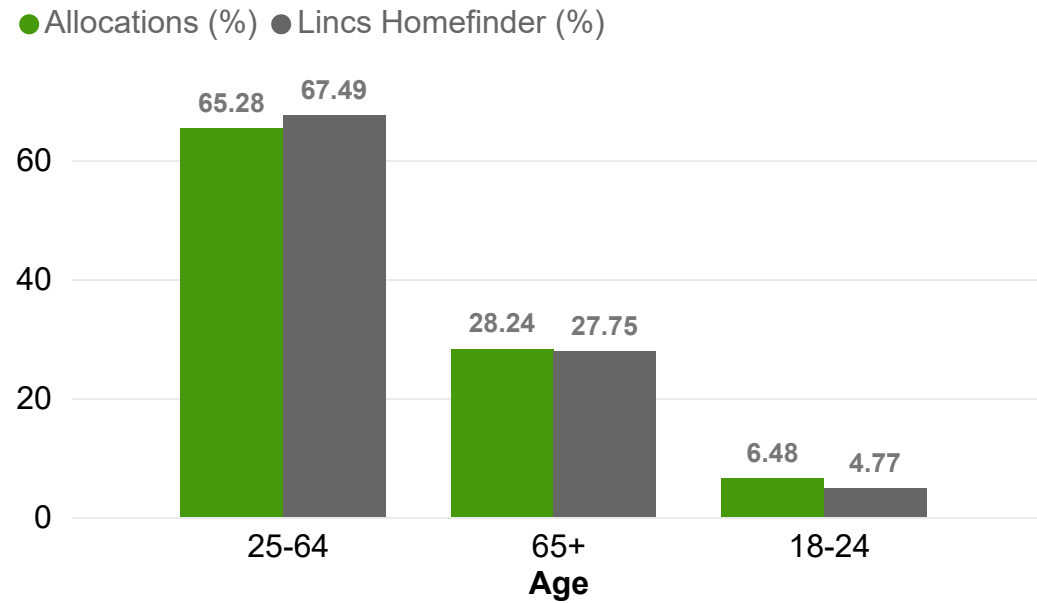
- Using our Tenant Satisfaction Measures survey to understand the views and needs of our community.
- Active learning from complaints.
- By promoting other Council services, such as the Wellbeing Service, to promote equality of opportunity.
- Ensure equality impact assessments are undertaken for policies supporting the decisions.
- Through our resident engagement strategy, enabling opportunities for involvement and active engagement.
- Implementing transactional satisfaction surveys across key service areas for a real time health check of provision and access.
- Monitor and review equality actions against the Regulator's Transparency, Influence and Accountability Standard.
- We have a corporate equality and diversity work group, to which HPS actively participates, ensuring a link into wider Council activities.

We still need to

- Engage with more tenants to ensure information is easily accessible in relevant formats.
- Undertake a tenant census in 2024/25, to ensure accurate and improved information on our tenants.

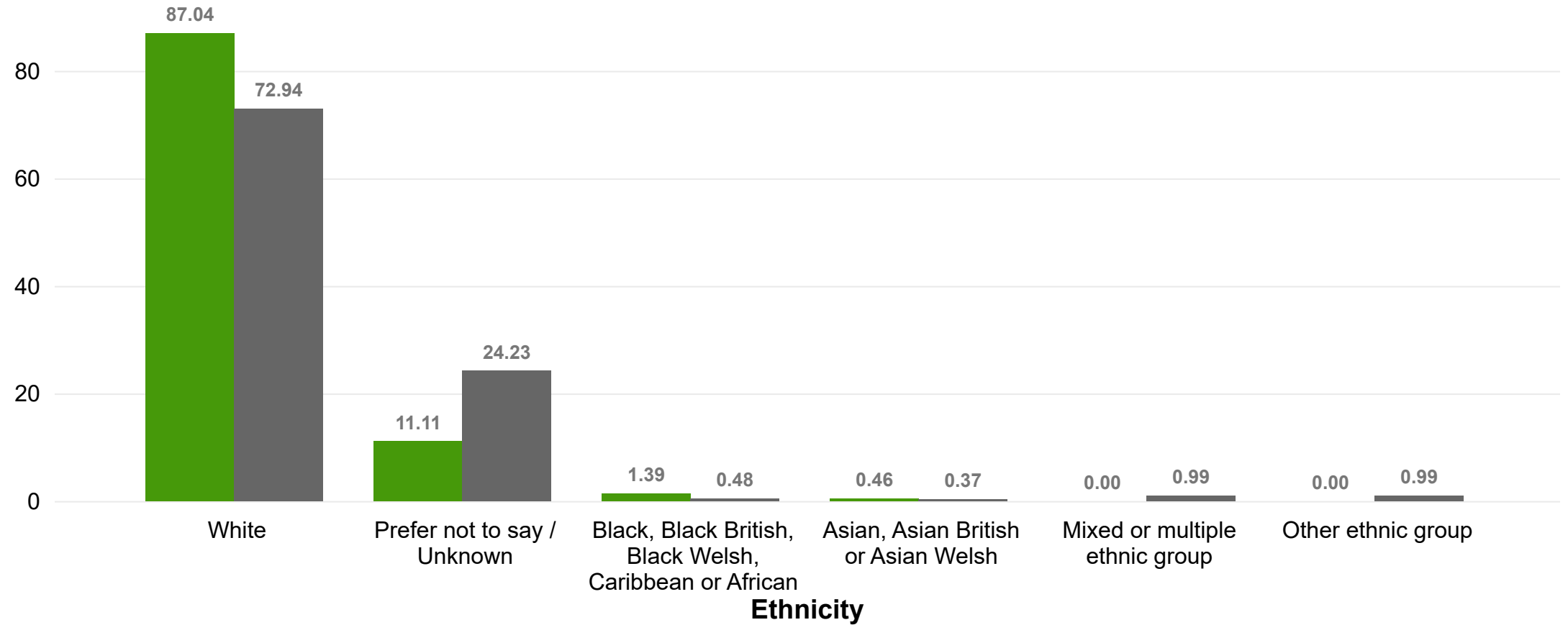
Allocations and Lincs Homefinder

To ensure we are allocating our properties fairly we match the information we hold about Lincs Homefinder applicants against those we have allocated properties to.



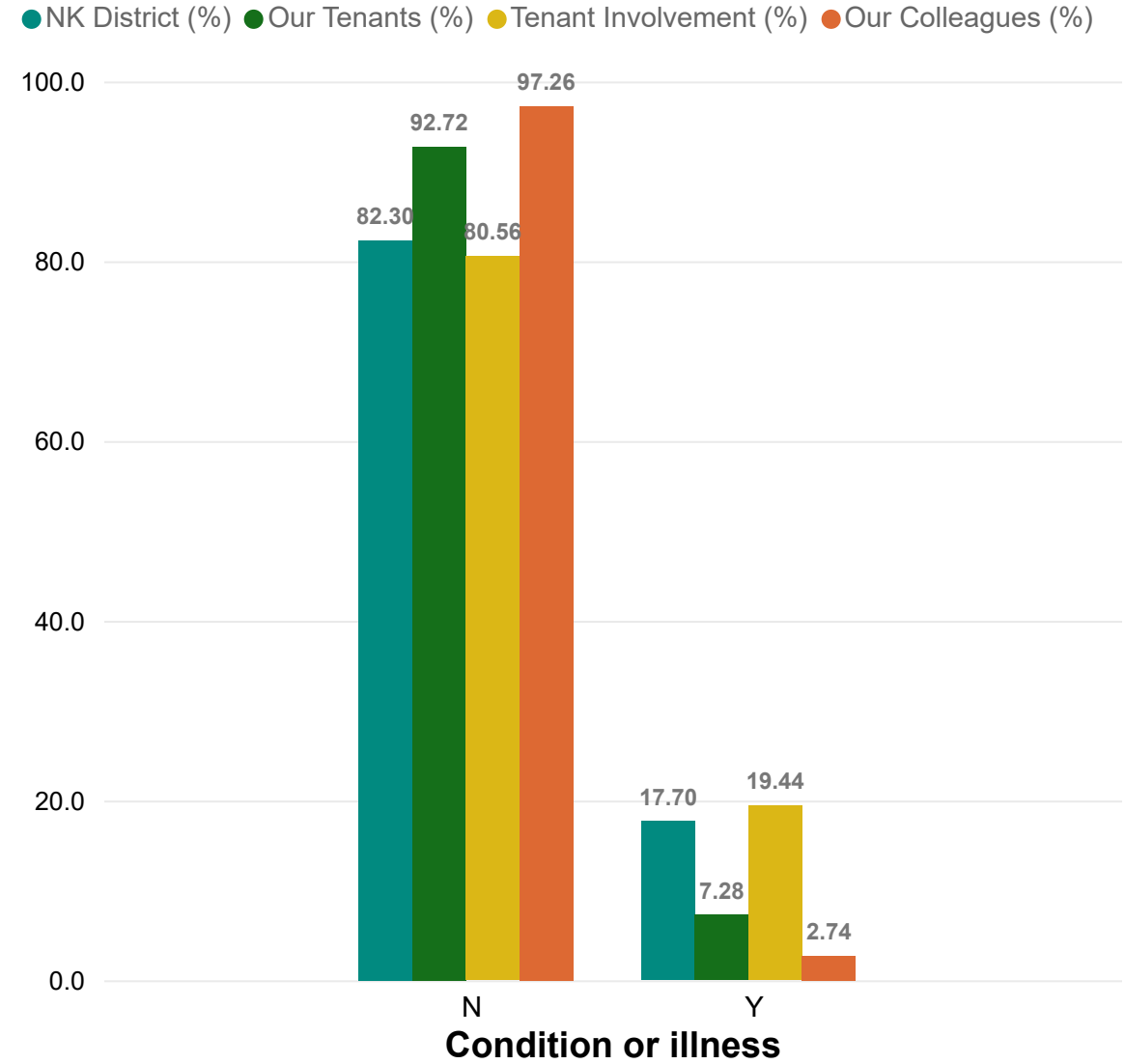
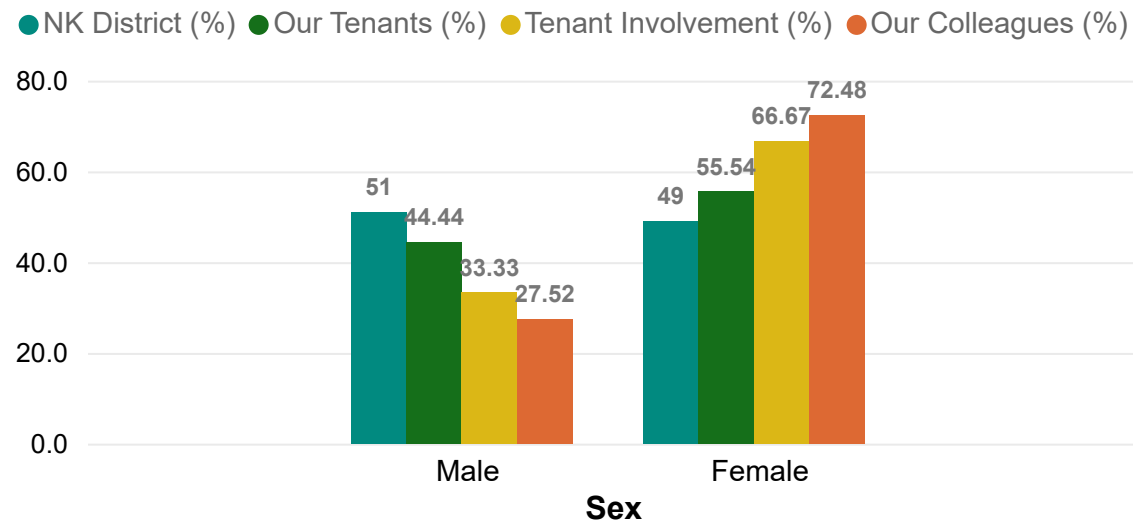
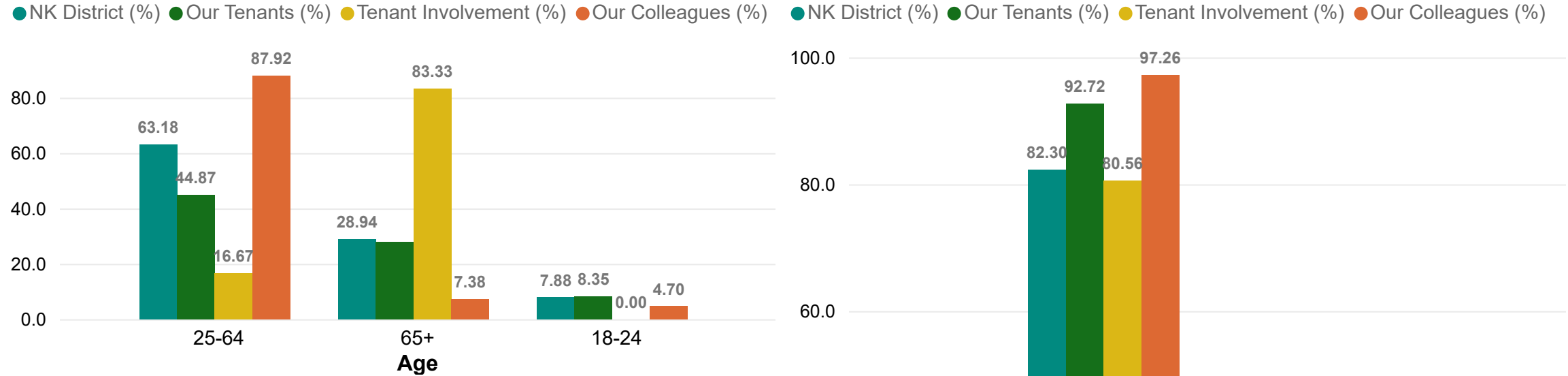
Allocations and Lincs Homefinder

● Allocations (%) ● Lincs Homefinder (%)



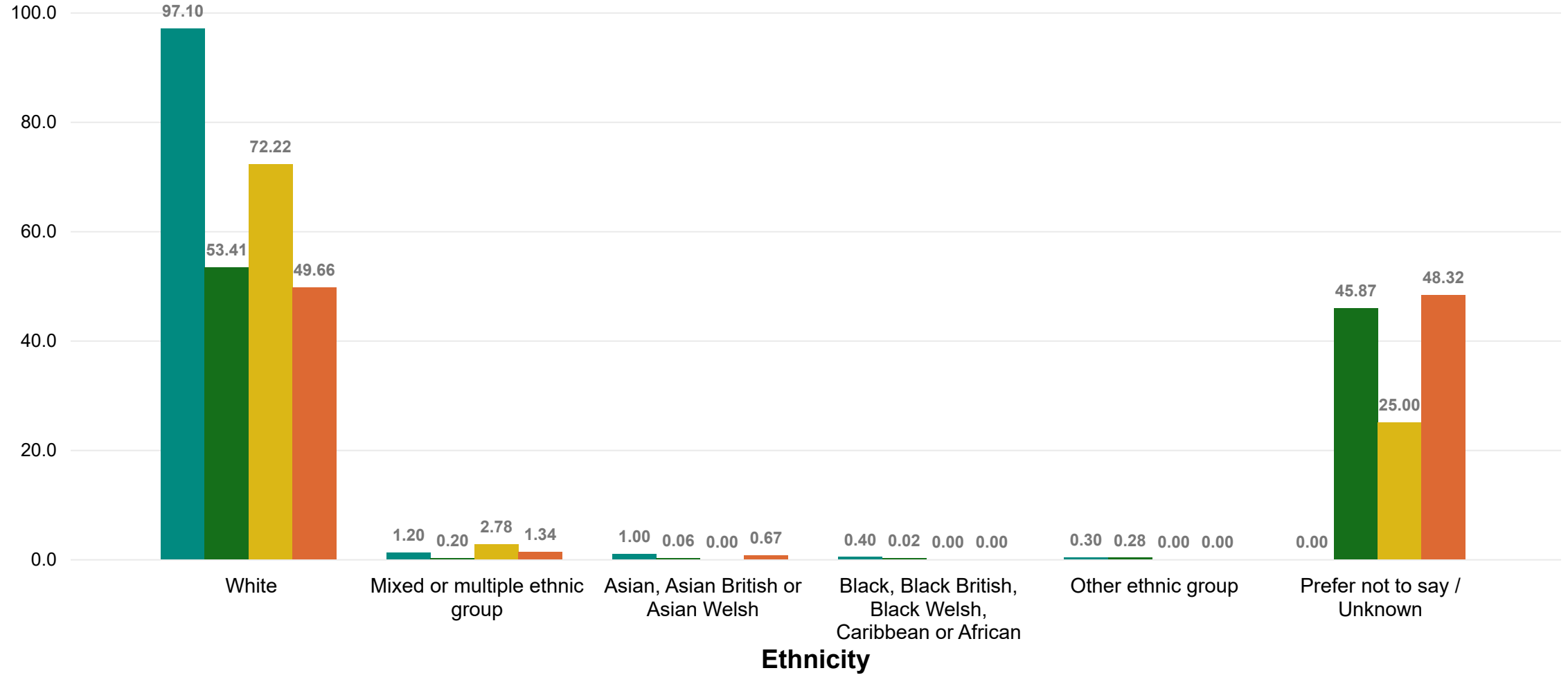
Our District - Our Tenants - Our Colleagues

We can look at the diversity of our customers, tenant involvement, and housing colleagues, by comparing the responses we have been given against the 2021 census.




Our District - Our Tenants - Our Colleagues

● NK District (%) ● Our Tenants (%) ● Tenant Involvement (%) ● Our Colleagues (%)



Graph sources: Allocations: NEC / Lincs Homefinder / NK District: ONS 2021 / Our Tenants: NEC (March 2024) / Tenant Involvement: Resident Engagement Team / Our Colleagues: Personnel (March 2024)



Our HPS Assurance Report 2023/2024 summarises our delivery against key service areas and outcomes. This report will be considered by our Tenant Liaison Panel and the Councils Executive Board. This report and our future assurance reports will be available on our corporate website, key items will also be included within our Annual Report to Tenants.

Accountable to you

Our Tenants, Customers, Colleagues, Members and Partners