

**HOMES POLICY DEVELOPMENT GROUP**  
**20 SEPTEMBER 2022**

**MID DEVON HOUSING SERVICE DELIVERY REPORT**

**Cabinet Member(s):** Councillor Stuart Penny  
**Responsible Officer:** Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing

**Reason for Report & Recommendation:** To provide an update to Members on enforcement and other activity undertaken by Mid Devon Housing.

**Recommendation: That Members note the report**

**Financial Implications:** The activity of the landlord service, known as Mid Devon Housing (MDH) is accounted for with the Housing Revenue Account (HRA). The HRA is ring fenced and subject to specific financial controls.

**Budget and Policy Framework:** Policies agreed by the Homes Policy Development Group govern the work of the landlord service. The HRA is funded in large part by rental income and therefore maintaining the revenue stream must be a key priority for the Housing Service. Nonetheless, this report makes no budget or policy recommendations.

**Legal Implications:** The Housing Act 1985 applies with regard to the management of Council housing. The relationship with tenants is set out in our Tenancy Agreement. This details the rights and responsibilities of both parties including those obligations relating to repairs. The tenancy agreement also takes account of other relevant legislation including that which amended the original Housing Act, the Localism Act 2011 and the Anti-Social Behaviour, Crime and Policing Act 2014.

Following publication of the Social Housing White Paper in late 2020, the Social Housing Regulation Bill is currently on its way through Parliament and, once implemented, this will impact the regulatory framework for social housing with the aim of giving tenants a greater say in service delivery.

**Risk Assessment:** The Council has approximately 3,000 homes in management which represents a huge investment. Failure to provide an effective housing management service has the potential to result in failure to meet legal and statutory obligations including those relating to health and safety issues, repairs obligations tenancy fraud, and reputational issues which could result in our tenants feeling stigmatised. Failure to collect rental income could impact the ability to fund necessary management and maintenance activities.

**Equality Impact Assessment:** There is a suite of housing related policies. The use of these helps to ensure that Service delivery is consistent and fair. These are subject to ongoing review with the aim of more closely aligning them with the regulatory standards as set out in the Regulatory Framework for Social Housing. There is a regulatory requirement for registered providers of social housing to tailor their service to meet the needs of the tenants and the diversity data is requested from tenants at sign up to enable compliance to be monitored

**Relationship to Corporate Plan:** Homes and the environment are a priority for the Council and this includes increasing the supply of affordable homes in the District and also supporting and growing active tenant engagement

**Impact on Climate Change:** We recognise that the provision of sustainable communities is important. As part of our commitment to meeting the provisions of the Tenant Involvement and Empowerment Standard within the Regulatory Framework, the Council offers a menu of involvement which provides opportunities for tenants to get involved in Service delivery. We will be reviewing our offer to tenants with regard to their involvement in the running of the Housing Service and as part of this we will be looking at ways to allow people to get involved online thereby reducing travelling expenses. We use social media to promote sustainability and publish information relating to a variety of topics including fuel efficiency, recycling and healthy living.

With regard to the homes in our management, our repairs and improvements strategies are informed by the need to reduce carbon emissions with a decarbonisation programme; and the need to reduce fuel poverty is also a key consideration.

## **1. Introduction**

- 1.1 Mid Devon Housing (MDH) has approximately 3,000 homes in its management. Responsibility for repairs and maintenance lies with the Operations Manager for Building Services. The Operations Manager for Housing Management oversees work relating to income recovery, tenant engagement, and tenancy and estate management.
- 1.2 Annexes 1 to 3 in this report show performance against certain indicators during Q4 of 2021/22 (that is, during the three months starting on 1 January 2022) and also the position at the end of the year, that is, at the end of March 2022.
- 1.2 Annexes 4 to 6 show a range of different activities during Q1, that is, the period from 1 April 2022 until 30 June 2022.

## **2. Regulatory changes and impacts and focus**

- 2.1 As highlighted in the previous service delivery report (Homes PDG March 2022), the regulation of social housing providers is going through a period of unparalleled change leading to the implementation of a much more proactive regulatory regime that firmly places the tenant at the very heart of what we do. In doing so it places an even greater emphasis on engagement / transparency alongside performance and the provision of information.
- 2.2 Within the particular context of service delivery and performance, further influencing how we measure core service delivery in the future are the new Tenant Satisfaction Measures (TSMs). These TSMs will provide data about social housing landlords' performance and the quality of their services. As such, they will be national benchmarks that are intended to help tenants hold their landlord to account and help RSH in its future proactive consumer

regulation role, as part of implementing the package of changes to consumer regulation set out originally in the Social Housing White Paper.

2.3 TSMs will be mandatory and apply to all social housing landlords, including local authorities, housing associations and other registered social housing providers over a certain size and will therefore apply to Mid Devon Housing. The Government have now closed its recent consultation on the draft TSMs which put forward some 22 proposed measures across the five themes within the Social Housing White Paper:

- keeping properties in good repairs
- maintaining building safety
- effective complaints handling
- respectful and helpful tenant engagement, and
- responsible neighbourhood management.

2.4 In setting out some early feedback on this consultation, the RSH has been clear that it's focus will be consumer-led and place the greatest emphasis on tenant satisfaction and communication, property safety, decent homes and stock management/sustainability, repairs performance and complaints management rather than on the more traditional measures such as void times, debt recovery or high profile projects such as new build development programmes. Landlords will be expected to move their own focus to work consistency with this.

2.5 Furthermore, the RSH has indicated it will be looking closely at how social landlords develop their staff and sector professionalism alongside how they understand their tenants as well as their stock in order ensure the voice of the silent majority of tenants including the most vulnerable is heard.

2.5 Legislation is in place to implement the TSMs with the RSH anticipating publishing a definitive statement in Q3 of this year. The regulator has confirmed that data collection under the TSMs must commence from April 2023 for the year 2023/24 with first reporting from April 2024.

2.6 As result of the above, a new format for reporting our overarching performance in the future will be informed by the consultation outcomes and further guidance from the RSH and therefore remains in development presently. Nonetheless, the RSH have indicated they expect social housing providers to develop a public facing, tenant friendly performance dashboard incorporating the TSMs as well as any other local performance metrics that will be useful for tenants to hold it account. This dashboard will therefore need to be developed in direct consultation with our tenants as well as members whilst taking into account the regulators formal requirements.

2.7 Over time, given the changes being implemented by the new regulatory regime, the TSMs and wider requirements of the RSH there will be an opportunity to use the emerging dashboard and updated Annual reports to bring routine performance reporting into one place under a shared platform. We can use this platform to communicate coherently and consistently to tenants, members and the regulator how well we are performing in way we've not done so before. As part of this we are exploring the use of 'infographics' to present information in an accessible and user-friendly way.

- 2.8 It should be also noted that the statutory Decent Homes Standard is also currently under review and is likely to be expanded to include decarbonisation and further safety measures under the provisions of the Social Housing White Paper and subsequent Bill.
- 2.9 All of these changes set out above will combine to set out an unprecedented level of change. This change represents a fundamental rethink of what is important within social housing that both staff and members will need to embrace in order to provide effective assurance to tenants and continue to improve service delivery.
- 2.10 In the meantime, following on from the previous report, Members are asked to note the following performance information which shows how the different teams are performing generally in relation to core areas of work that will always have a level of relevance around managing tenancies, income and keeping the homes in our management safe and well maintained.

2021/22 out-turn including Q4 data:

- Annex 1 – Tenancy enforcement activities
- Annex 2 – Tenancy safeguarding activities
- Annex 3 – Building repairs and maintenance

2022/23 Q1 to date:

- Annex 4 – Tenancy enforcement activities
- Annex 5 – Tenancy safeguarding activities
- Annex 6 – Building repairs and maintenance

- 2.11 In addition to providing PDG members with this regular quarterly service report, more in-depth information is available in our month-by-month service performance report as well as our Annual Report which are published on our website at <https://www.middevon.gov.uk/residents/mid-devon-housing/your-community/our-performance/>. These reports also contain data that cross-references to the indicators and performance information reported here.

### **3. Performance activity, priorities and challenges**

#### **3.1 Tenancy teams**

- 3.1.1 The Neighbourhood team is divided in to two. Those Neighbourhood Officers working within the team responsible for tenancy and estate management are largely required to deliver performance associated with the responsibilities set out in the Neighbourhood and Community Standard.
- 3.1.2 Those employed to manage income are bound to maximise income, as much as possible. The existing Rent Standard applies to rent setting, and the work of the Neighbourhood Officers who are tasked with rent collection is governed by housing-related law and the provisions of the tenancy agreement. They report to the same Neighbourhood Team Leader as the Allocations Officers.

This results in the better management of risk as the team can flag any particular issues associated with affordability which may impact new tenants.

- 3.1.3 The Allocations Officers are expected to allocate and let homes in such a way as to minimise void loss, whilst at the same time ensuring that any risks associated with new tenants are mitigated. These will include those associated providing quality accommodation that can be treated with respect through to challenging behaviour as well as issues arising from a potential inability to sustain a tenancy. In such cases, the team can identify any support needs, as required.
- 3.1.4 Devon Home Choice (DHC) is the system through which homes in our management are allocated and let. It provides a needs assessment framework and enables housing applicants to bid for homes suitable for their needs, and in their areas of preference. The aim of DHC is to deliver sustainable communities where people want to live. The policies contained within our Tenancy Standard Framework relate to this area of work; these include the MDH allocations policy, which must be read alongside the DHC policy, the tenancy management policy and the decant policy. It should be noted that there are provisions within the policy framework to enable Officers to effectively tackle tenancy-related fraud, which is a key requirement as stated within the Regulator of Social Housing's (RSH's) Tenancy Standard.
- 3.1.5 During the latter part of 2021/22, there were challenges in terms of resourcing the Neighbourhood teams. To a large extent these mirrored challenges being faced across the Council and the Public Sector more broadly around recruitment and retention, however the impact was disproportionately high in specific teams within Mid Devon Housing and continued during Q1 of 2022/23.
- 3.1.6 In particular, those team members required to manage tenancy and estate issues were affected although staffing is finally more stable following the addition of a new Neighbourhood Officer role to the establishment for 2022/23 and the recruitment to that role and a further 3 roles within the team.
- 3.1.7 During Q1 of 2022/23, the headcount in the teams managed by the Operations Manager for Housing Management was 24 and the turnover rate was 8.33% compared to a turnover rate of 4.09% across the whole of the Council. Some of this can be attributed to the positive changes seen within the service over the last 12 months following the restructure which is designed to prepare the landlord service for a new, proactive regulatory regime (under the Social Housing Bill) and to bring both sides of the business together to work more closely. Officers in the tenancy teams did not take a lot of annual leave during Q1 highlighting a commitment to ensuring service delivery continued during a turbulent period, as far as resourcing was concerned.
- 3.1.8 Officers in the Estates team, that are dedicated to work associated with tenancy and estate management, continued to work in a very reactive way during Q4 of 2021/22 and Q1 of 2022/23. This saw the team need to continue to prioritise work relating to safeguarding, issues arising from serious anti-social behaviour and health and safety concerns. This is reflected by the lack of activity reported in Annexes 1 and 4, 2 and 5. Sometimes, the work

involved in managing delicate and sensitive cases cannot be measured by performance indicators alone. Attendance at Early Help triage meetings, Team around the Family meetings (TAFs), multi-agency meetings, including MARAC, and a regular Police liaison meeting is hugely time-consuming whilst at the same time supporting inter-agency working relationships. Furthermore, such activity mostly delivers good outcomes for service users; however, it is difficult to reflect that time where Officers are actively engaged with other partners in support of problem-solving by figures in statistical information.

3.1.9 With regard to income recovery, our tenants continue to try to work collaboratively with our tenants in an effort to support them to sustain their tenancies and to deliver more cohesive communities. The Neighbourhood Officers in the income team work closely with other partners including the Department of Work and Pensions (DWP), local advice agencies in the District and more widely, as well as colleagues in our Revenues and Benefits Service.

3.1.10 The income stream is being impacted by cost of living rises and also by the continued migration of those in receipt of benefits onto Universal Credit. Rent debt is increasing; at the end of Q4 (2021/22), it stood at 2.04% of annual rent debit, and at the end of Q1 (2022/23), it stood at 2.42% of annual rent debit.

3.1.11 The Courts are now working through their backlogs and it is beginning to get easier to refer cases and have them heard. Nonetheless, any eviction is seen as a last resort but in cases where someone is failing to engage, sometimes action needs to be escalated in an effort to make someone understand the seriousness of the matter. The one eviction on the grounds of rent arrears reported in Q1 of 2022/23 relates to a case where the tenant could not return home and where this was used as a mechanism to bring about the ending of the tenant quickly.

3.1.12 The Allocations team has been hit by resourcing issues but is now back to full capacity (there are two Officers in the team in line with the provisions of the establishment) with an additional Officer working on a temporary basis to manage mutual exchanges. One Officer, supported by her line manager, and another Officer with relevant experience, who did some additional work in relation to the management of allocations, was required to juggle priorities during Q4 of 2021/22 and into Q1 of 2022/23. We are hoping to see performance improve to a large extent now that the resourcing issues have been resolved and when the new Officer has completed her induction and training.

## **3.2 Repairs and Maintenance teams**

3.2.1 The Building Service is required to manage repairs and maintenance, all the work designed to ensure that health and safety issues are minimised, and to develop new homes on brownfield sites. The work of this service is largely governed by the need to meet the requirements of the existing Home Standard within the regulatory framework.

3.2.2 The Building Service has seen its own pressures in terms resourcing and turnover of staff. However there has been recent success in appointing into

difficult to fill roles. Recent changes in the Technician posts has resulted in the advertisement of a new Electrical Technician at a new grade, with the bulk of existing technicians moving to the new roles. Advertisement is also out for an apprentice to join the team, which follows the recent advertisement of two 'trade' based apprenticeships. The recent resignation of the Office Manager has resulted in advertisement of the post.

3.2.3 In addition to these staffing pressures and changes, the availability of key materials continues to be problematic leading to longer lead times for some core supplies which turn may impact works performance in all areas of activity (voids, planned maintenance, decarbonisation / modernisation works and reactive repairs whether delivered in-house or via an approved contract.

3.2.4 The Voids team continue to achieve high levels of performance against records levels of voids coming into the service. In this regard, members will be aware of an ongoing separate process and policy review of the voids that is considering the rolling balancing act of achieving efficient void turnaround times against repair damage and unapproved modifications by previous tenants, cosmetic refurbishment and redecoration alongside stock modernisation and undertaking key new safety or decarbonisation works or make land available for redevelopment to build more Council Houses. The review and its recommendations is due for completion in October for reporting into the PDG in November.

#### **4. Combined resourcing pressures and solutions**

4.1 Overall, those changes and challenges set out above together with a combined turnover and recruitment challenges has resulted in a current vacancy rate of 14 FTE or around 15% of staff across Mid Devon Housing. This puts a stress on existing teams to cover work and meet increasing needs in a way that will not be sustainable in the medium-long term.

4.2 Where we can we are seeking solutions including temporary staff and contractor cover and triaging service delivery as effectively as possible. This is alongside a process of reviewing roles/job descriptions to ensure pay grades remain current, fair and relevant within a balanced housing revenue account and the existing job evaluation framework whilst also seeking to 'grow our own' through more apprenticeship roles. The service team and operational leads work closely with all our staff to help manage pressures, provide opportunities to develop and work together to create a supportive environment.

4.3 We have also restructured much of the service bringing teams together the newly unified Mid Devon Housing banner and increased resource in new areas in preparation for the new regulatory regime which the teams have very much welcomed and responded positively towards.

4.4 Nonetheless, in common with other local authority registered providers, we remain pressured where delivery demands and costs continue to rise all within the context of increasing regulation and intervention alongside rising numbers of complex cases and challenging tenancies. This is combining to place more pressure on staff and in a recruitment and retention arena where we remain

uncompetitive (at least in take-home salary terms) in comparison with private sector housing associations who are competing for the same staff.

- 4.5 Despite this, the strong level of performance the MDH service has achieved as set out below is hugely welcome and testament to the commitment and professionalism of our teams.

## **5. Performance headlines**

### **Tenancy enforcement including Anti-social behaviour and safeguarding**

#### **5.1 2021/22 out-turn**

- 5.1.1 The level of formal interventions is below average. However, the focus on early interventions and 'informal' activity is creating better outcomes around complex cases. Such interventions include the Early Help triage meetings, Team around the Family meetings (TAFs), other multi-agency meetings and a regular Police liaison meeting whilst hugely time-consuming are increasingly important and also support key inter-agency working relationships and partnerships.

- 5.1.2 Safeguarding referrals remain at a stable level compared to previous years.

#### **5.2 2022/23 Q1**

- 5.2.1 Limited data but encouraging evidence of proactive work around potential tenancy fraud and with ASB. Rent arrears continue to rise slightly despite the proactive activity of the team due to cost of living pressures and increased migration across to Universal Credit.

### **Building repairs and maintenance**

#### **5.3 2021/22 out-turn**

- 5.3.1 Decent Homes Standard for our properties and estates is very close to target.

- 5.3.2 Emergency, urgent and routine repairs are all at or above target.

- 5.3.3 All core safety standards are at or very close to target. Where there is gap below target this is due to small number of properties where tenants are persistently refusing access and we are having to take formal action.

- 5.3.4 Void activity and performance remained high with the number of void properties stabilising over the year. This is despite the overall number of void presentations rising sharply, especially in Q3 and Q4 of the year.

#### **5.4 2022/23 Q1**

- 5.4.1 Repairs performance remains very strong and continued efforts to target hard to access properties where safety checks are due. Voids have increased overall due to unprecedented numbers being presented to the team. Above



average numbers are being returned for re-letting (allocation) to manage the situation and resourcing is being considered under the ongoing voids review.

## **6. Recommendation**

6.1 Members are recommended to note the report.

**Contact for more Information:** Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing [snewcombe@middevon.gov.uk](mailto:snewcombe@middevon.gov.uk)

### **Circulation of the Report:**

Members of the Housing PDG  
Cllr Stuart Penny, Cabinet Member for Homes  
All Leadership Team  
All Corporate Management Team  
Group/Operations Managers  
Legal Services

### **Further information:**

Mid Devon Housing Strategies and Policies:  
<https://www.middevon.gov.uk/residents/mid-devon-housing/help-and-support/strategies-and-policies/>

National Regulatory Framework for Social Housing:  
<https://www.gov.uk/government/collections/regulatory-framework-requirements#regulatory-standards>

Annex 1 2021/22

Service Delivery – Enforcement Activities

Neighbourhood & Community Standard – Housing Revenue Account – Estates Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Fraud cases opened	0	0	0	0	0	There was a high turnover of staff in this team during the whole of 2021/22. New staff recruited had transferrable skills and knowledge but no direct experience of housing management and therefore the team had to focus on management of key priorities including safeguarding, the management of serious anti-social behaviour and health and safety issues.
Fraud cases referred to an external investigator	0	0	0	0	0	
Acceptable Behaviour Agreements signed	2	1	0	0	3	The nil return for Qs 3 & 4 reflects the fact that there were real staffing issues over the six months and those experienced Officer were required to deal with more pressing priorities including more serious issues involving anti-social behaviour.
Good Neighbourhood Agreements signed	2	0	0	0	0	
Community Protection Notice warnings issued	0	0	0	0	0	
Community Protection Notices issued	0	0	0	0	0	
Possession Actions commenced on grounds of ASB	0	0	0	1	1	The management of serious anti-social behaviour can be delicate and tricky. There is a need to work in partnership with other agencies including the Police and those which work with vulnerable children, families and adults. Tenants must be given every opportunity to modify their behaviour and any action taken must be both reasonable and proportionate. The figures do not reflect the amount of work undertaken throughout 2021/22 but some of this work is now coming to fruition and it is expected that the outcomes will be reflected more in the performance data for 2022/23.
Closure Orders – obtained	0	0	0	0	0	
Injunctions sought	0	0	0	0	0	
Evictions on grounds of anti-social behaviour/ other tenancy breach	0	0	0	0	0	

Income Recovery – Housing Revenue Account – Income Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Current dwelling rent arrears at Q end %	1.53	1.46	2.10	2.04	2.04	There was a large increase in the level of the arrears during the year but some of this can be explained by cost of living increases. Furthermore, welfare reform has meant that many tenants have migrated from Housing Benefit (HB) onto Universal Credit (UC). To put this into context, there were 690 current tenants receiving UC at the end of 2020/21 and this increased during 2021/22 to 836 at the end of 2021/22. Tenants in receipt of HB are paid by way of rebate directly onto their rent accounts on a weekly basis. Tenants in receipt of UC are mostly paid directly four weekly in arrears, and are required to make payments themselves once they have received their housing costs as part of their larger UC payment. Staffing in the team was relatively stable during the year.
Notice of Seeking possession served	35	23	12	29	99	Notices of Seeking Possession are served to highlight to tenants that they owe rent with the aim of prompting engagement. Following the pause on possession action at the start of the pandemic, Officers started serving these again in line with policy and procedure in order to make tenants aware of the tenancy breach, and in an effort to establish contact with those who may be experiencing financial difficulties. It should be noted that there was an extended notice period applicable from the start of 2021/22 which only ended on 25 March 2022. There were changes in the amount of notice required with six months' notice being required until 31 May 2021. The restrictions changed as the year progressed.
Judgement obtained	1	0	0	0	1	Since the start of the pandemic, our Officers have tried to reach out to those experiencing financial issues in an effort to help them to better sustain their tenancies. During 2021/22, there was an eviction ban until 31 May 2021 to safeguard vulnerable people during the pandemic. Evictions are seen very much as a last resort and are mostly used in cases where the tenant has abandoned the tenancy.
Warrants issued	0	0	0	0	0	
Evictions on grounds of rent arrears	1	1	0	0	2	

Annex 2 2021/22

Service Delivery – Safeguarding Activities

Neighbourhood & Community Standard – Housing Revenue Account						
	Q1	Q2	Q3	Q4	YTD	Comments
Domestic abuse cases opened	1	1	1	0	3	These statistics reflect the priority given to resolving serious issues even at a time when staffing issues were impacting the Neighbourhood teams.
Domestic abuse cases referred to Multi-agency Risk Assessment Conference (MARAC)	0	0	0	0	0	Although there were no referrals made, it should be noted that those Neighbourhood Officers who work in the Estates team now attend the MARAC on a weekly basis in order to assist in cases involving MDH tenants.
Safeguarding referrals made (to all agencies)	2	7	7	0	16	These statistics again demonstrate the priority given to this area of work.

## Service Delivery - Building Repairs and Maintenance

Home Standard – Housing Revenue Account						
	Q1	Q2	Q3	Q4	YTD	Comments
Decent Homes Standard %	99.9	99.7	99.7	99.8	99.8	Access has proved difficult on a small number of properties, which has resulted in a small dip below the target of 100%
Emergency repairs completed on time %	100	100	100	100	100	Target 100% - 937/937 repairs.
Urgent repairs completed on time %	99.7	99.2	99.3	99.3	99.3	Target 95% - 1336/1327 repairs
Routine repairs completed on time %	98.7	98.4	98.4	98.6	98.6	Target 95% - 4990/4919 repairs
Repairs completed first visit %	98.7	98.7	98.8	98.9	98.9	Target 95% - 6788/6715 repairs
Gas safety checks %	99.4	99.4	99.5	99.4	99.4	Access has proved difficult on a small number of properties, which has resulted in a small dip below the target of 100%
Fire risk assessments %	100	100	100	100	100	Target 100%
Asbestos safety checks %	99.7	99.9	99.8	99.5	99.4	Access has proved difficult on a small number of properties, which has resulted in a small dip below the target of 100%
Water safety checks (Legionella) %	99.1	99.5	99.3	99.3	99.3	Access has proved difficult on a small number of properties, which has resulted in a small dip below the target of 100%
Number of void properties at Quarter end	n/a	52	34	38	40.1	

## Tenancy Enforcement Activities

Home Standard – Housing Revenue Account – Estates Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Fraud cases opened	4					These figures demonstrate that the teams are alert to the need to investigate fraud and to escalate as appropriate. Tenancy fraud deprives vulnerable people of affordable homes which is why all staff are given training on this.
Fraud cases referred to an external investigator	4					
Acceptable Behaviour Agreements signed	0					The Estates team experienced staffing issues during Q1 and those staff available focussed on managing the priority areas of work in order to minimise risk to tenants and the organisation as a whole.
Good Neighbourhood Agreements signed	0					
Community Protection Notice warnings issued	0					Resourcing issues meant that the type of nuisance which can be addressed by means of these actions were given lower priority but now that the Estates team is fully staffed, we anticipate seeing more use of these tools going forward.
Community Protection Notices issued	0					
Possession Actions commenced on grounds of ASB	0					Work to manage serious anti-social behaviour was ongoing over the quarter but did not result in any formal action to address issues being investigated although the close working relationship with the Police and other agencies resulted in joint working and other outcomes.
Closure Orders – obtained	0					
Injunctions sought	0					
Evictions on grounds of anti-social behaviour/ other tenancy breach	0					

Income Recovery – Housing Revenue Account – Income Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Current dwelling rent arrears at Q end %	2.42					Rent arrears continue to rise but over the quarter the number of current tenants claiming Universal Credit rose from 836 at the end of 2021/22 to 858 at the end of week 12. In June, inflation hit a 40 year record high of 9.4%.
Notice of Seeking possession served	50					These are being served to highlight to tenants that they have breached their conditions of tenancy and to prompt them to contact their Neighbourhood Officer to discuss their rent arrears.
Judgement obtained	1					This small number demonstrates how our team is trying to reach out to tenants and to engage with them in an effort to help them to sustain their tenancies.
Warrants issued	0					There were no evictions during the quarter.
Evictions on grounds of rent arrears	1					The one eviction related to the home of someone who was unable to return home and our Legal Service was involved in ending the tenancy in an effort to bring about a swift resolution.

Annex 5 2022/23

Tenancy Safeguarding Activities

Neighbourhood & Community Standard – Housing Revenue Account						
	Q1	Q2	Q3	Q4	YTD	Comments
Domestic abuse cases opened	0					Officers receive training and are able to identify any issues although none were reported during this quarter.
Domestic abuse cases referred to Multi-agency Risk Assessment Conference (MARAC)	0					Officers attend the MARAC to offer support and advice as necessary.
Safeguarding referrals made (to all agencies)	0					Officers receive training and will make referrals as required.



## Service Delivery - Building Repairs and Maintenance

Neighbourhood & Community Standard – Housing Revenue Account						
	Q1	Q2	Q3	Q4	YTD	Comments
Decent Homes Standard %	99.8					Access has proved difficult on a small number of properties, which has resulted in a small dip below the target of 100%
Emergency repairs completed on time %	100					Target 100% - 204/204 repairs.
Urgent repairs completed on time %	99.5					Target 95% - 219/218 repairs
Routine repairs completed on time %	99.1					Target 95% - 1131/1121 repairs
Repairs completed first visit %	99.4					Target 95% - 1563/1554 repairs
Gas safety checks %	99.5					Access has proved difficult on a small number of properties, which has resulted in a small dip below the target of 100%
Fire risk assessments %	100					Target 100%
Water safety checks (Legionella) %	99.9					Access has proved difficult on a small number of properties, which has resulted in a small dip below the target of 100%
Number of void properties at Quarter end	59					Very high numbers being presented but also above average numbers being returned whilst team resource remains under pressure due to current vacancies. Issues with lead in times on materials and prioritising availability for repairs to tenanted properties alongside the condition of void properties are also seriously affecting the times taken to carry out the necessary works