

## O&S task group – Quality of Social Housing - Update report March 23

Task / Activity	Previous update	March 23 Update
<p>1.1 To run a Members Learning Session on housing issues at the beginning of each Municipal Year</p>	<p>Members learning sessions have taken place (last one November 2021 which was also recorded for distribution) and the next is scheduled for 12<sup>th</sup> September 2022. This covers the Housing Solutions service broadly. Now Select Move Co-Ordinator is in post we also propose a detailed session solely on social housing allocations, though this will be of benefit once Select Move Scrutiny and the allocations policy review has been concluded (Autumn of 2022).</p>	<p>Members learning sessions have taken place with the most recent one being in January 2023 by the Select Move Co-Ordinator. The session was to update members on the new Select Move policy and recommended changes along with a demonstration of the system from a customer perspective. There will be further follow up sessions throughout the year.</p>
<p>1.2 To promote the take up of Disabled Facilities Grants with RP's</p>	<p>The private sector team work co-operatively with the main RPs operating within the borough of Chorley and there has been a recently renewed Service Level Agreement in place with the largest RP in the borough – Jigsaw Homes.</p> <p>We also have cost share arrangements in place with Accent, Progress, Onward Homes, Your Housing Group and Anchor Hanover.</p> <p>In the last 3 or 4 years significantly more RP referrals for DFG and most years now it is almost 50% of cases that are for RP tenants</p>	<p>Partnership working via the Private Sector team continue to be positive with no major changes to the previous update. A further development is that we are now in talks with Places for People to develop a joint working arrangement to speed up the process of providing adaptations in their properties. This will in addition create some capacity in the private sector team to concentrate on the continual demand for adaptations.</p>
<p>1.3 To lobby the Government for greater regulation of RP's</p>	<p>There is legislative reform on the horizon regarding the regulation of Registered Provider landlords. The Green paper referenced in the final report from Scrutiny has subsequently led to a White paper (The Charter for Social Housing Tenants 2020) and on 8 June 2022, the Social Housing Regulation Bill was introduced to Parliament. The Bill aims to deliver the proposals set out in the Social Housing White Paper by introducing a number of measures to give tenants greater powers, improve access</p>	<p>The implementation of the Social Housing White Paper is still making its way through parliament and has been delayed due to the sad death of Awaab Ishak in Rochdale. There is a diagram at the end of this report to show the journey the White Paper needs to take to become active.</p> <p>The Regulator of Social Housing has implemented the need for registered providers to provide quarterly customer satisfaction feedback to them which has commenced in March 2023.</p>

	<p>to swift and fair redress, and enhance the powers of the Regulator of Social Housing (RSH).</p>	<p><a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/107141/social_housing_white_paper.pdf">The charter for social housing residents: social housing white paper - GOV.UK (www.gov.uk)</a></p>
<p>1.5 Introduction of a Chorley Good Homes Charter - a charter that RPs are encouraged to sign up to. The charter could include Customer Service, Property Maintenance and Standards Engagement and Communication, and Neighbourhood.</p>	<p>An individual Charter for Chorley has not been designed or implemented having been delayed by the challenge of responding to the Covid-19 pandemic. While the anticipated implantation of the legislation is welcomed, Chorley Council will look to take this action forward via the Select Move Steering Group withing the partnership of RPs in the locality and across central Lancashire.</p> <p>The council (Communities Director and Council Leader) meets with Jigsaw Homes quarterly as they are the largest provider (being the LSVT previously Chorley Community Homes) and when asked about their approach at the meeting June 2022 they responded by saying;</p> <p><i>We welcome the proposals and have already begun to prepare for their introduction.</i></p> <p><i>To date we have:</i></p> <ul style="list-style-type: none"> <li>• <i>Reviewed and simplified our Complaints Policy.</i></li> <li>• <i>Reviewed our Resident Engagement Strategy.</i></li> <li>• <i>Introduced a new reporting dashboard so that board can easily monitor complaints, customer feedback and disrepair cases.</i></li> <li>• <i>Reflected on whether the board was adequately sighted on the themes of “repairs, redress,</i></li> </ul>	<p>An individual Charter for Chorley was drafted following O&amp;S recommendation containing the list of recommendations. This was provided to Jigsaw Homes and Places for People at the Registered Provider review meeting that is in place between the Council and both RP’s. These meetings are attended by the Leader of the Council and the Director for Communities. At the meeting where the Charter was discussed the RP’s acknowledged the report but requested that the Council waited for the publication of the white paper which was anticipated to contain measures that aligned with the recommendations.</p> <p>It is still proposed to take the action of implementing a Charter for Chorley forward via the Select Move Steering Group partnership of RPs. At this point any gaps from the recommendations made by the O&amp;S task group that are not covered by the legislation, other legislation, or other work underway by the Council or it’s partners, will be proposed in the local Charter.</p> <p>The list of recommendations made by O&amp;S are listed at 1.6 of this update.</p> <p>Since the last update, the Council’s has increased capacity in the Public Protection team to recruit a dedicated Housing Environmental Health Officer. This post will focus on pro-active inspection and investigation into environmental health related housing standards.</p>

	<p><i>respect and transparency”.</i></p> <ul style="list-style-type: none"> <li>• <i>Improved our transparency to tenants with respect to the trade offs the board considered in agreeing the 2022/23 rent increase.</i></li> <li>• <i>Revised our KPIs as part of this year’s Corporate Plan to align our satisfaction measure with that proposed by the Regulator and to also introduce a new measure which highlights customers who are dissatisfied due to a lack of politeness from our employees.</i></li> <li>• <i>Consulted with residents on their priorities for transparency and discussed these at the board strategy event of 8 June.</i></li> </ul> <p><i>We already plan to:</i></p> <ul style="list-style-type: none"> <li>• <i>Publish to the general public our performance dashboards for overall Corporate Plan KPIs, Complaints and Customer Feedback and Corporate Plan Projects.</i></li> <li>• <i>Undertake wide-ranging Customer Care training.</i></li> <li>• <i>Implement a Data Quality Strategy to ensure that data to help us identify the diverse needs of residents is more accurate.</i></li> <li>• <i>Test the collection of the perception Tenant Satisfaction Measures in 2022/23.</i></li> <li>• <i>Align our KPI reporting to board during 2022/23 with the new Tenant Satisfaction Measures.</i></li> </ul>	<p><b>Update from Jigsaw</b></p> <p>Jigsaw had already implemented changes in June 2022 and have also now implemented the following:</p> <ul style="list-style-type: none"> <li>• Publish performance dashboards - We had progressed this to a late stage of development with our website designers at end of Q3 but have just reported to board that replicating our existing performance dashboard as a customer facing dashboard has created significant challenges to us. Therefore, we have decided to undertake a Jigsaw Rewards consultation (this is our resident consultation tool) to establish the KPI’s that are of most importance/interest to our residents. The intention will then be that our Comms team will create content on the website each quarter on this performance/feedback.</li> <li>• Undertake Customer Care training - In Q4 we have undertaken 2 pilot sessions (managers and staff) to refine this course content and the sessions will roll out to all frontline staff from end of April 23.</li> <li>• Implement a data Quality Strategy - We have a data quality strategy in place that will help us identify the diverse needs of our residents.</li> <li>• Test the collection of tenant satisfaction Measures - We have completed a pilot of for the collection of the draft TSM’s. The outcomes have been reported to board and a summary and full report published on our website - <a href="https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2022/12/Tenant-Satisfaction-Survey-2022-summary.pdf">https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2022/12/Tenant-Satisfaction-Survey-2022-summary.pdf</a> <a href="https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2022/12/Tenant-Satisfaction-Survey-full-report.pdf">https://www.jigsawhomes.org.uk/wp-content/uploads/sites/2/2022/12/Tenant-Satisfaction-Survey-full-report.pdf</a> Residents who participated in the pilot were advised of this at the time of publication.</li> <li>• Align KPI reporting to board during 2022/23 with the new Tenant Satisfaction Measures – This has been done so that the</li> </ul>
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		<p>alignment begins from Q1 23/24</p> <p>We are awaiting an update from Places for People however an update on their general performance is available via their 2022 Annual Report <a href="https://www.placesforpeople.co.uk/customer-annual-report">https://www.placesforpeople.co.uk/customer-annual-report</a></p>
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<p>1.6 O&amp;S task group suggestions for the charter to include;</p> <p>Customer Service</p> <ul style="list-style-type: none"> <li>• Customer representation should be involved in the complaints process.</li> <li>• To provide a VIP mail service or a point of contact at a senior level to enable Councillors to represent their constituents on housing issues.</li> </ul> <p>Dealing with complaints</p> <p>Residents must be able to obtain high quality, timely and local responses to complaints that they raise.</p> <ul style="list-style-type: none"> <li>• To acknowledge letters within 5 working days and respond fully within 7 working days. If this is not possible to write to tell residents why and to let them know how long it is expected to take to respond fully.</li> <li>• To answer the phone within 20 seconds.</li> <li>• To respond within 1 working day to emails (this may be an automated acknowledgement).</li> <li>• There should be a clear, concise and user-friendly complaints procedure which is advertised on the website and available to all tenants.</li> <li>• Residents should have a nominated person to deal with an official complaint.</li> <li>• To undertake and publish annual satisfaction surveys from local residents and use this information to improve services.</li> <li>• The Council to be proactive in supporting residents in dealing with RP's.</li> </ul> <p>Communication and engagement</p> <ul style="list-style-type: none"> <li>• To use all forms of communication, e.g. emails, website, apps, texts, newsletters, noticeboards and face to face.</li> </ul>
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- Following consultation with residents for large- and small-scale investment information should be provided about planned maintenance 14 days in advance.
- To create a resident's association for Chorley Borough and invite all Chorley RP's.
- To establish a social sector housing forum for Chorley Borough and invite all Chorley RP's and Chorley Borough Councillors.
- To provide a quarterly update to Members, including planned maintenance, updates and events etc.
- To undertake walks of RP managed areas with ward Councillors, annually as a minimum.
- To have available and promote to residents a Local Residents Engagement Strategy.

#### Property maintenance and standards

- Properties should meet the Decent Homes Standard (or equivalent), which requires social properties to be free of hazards that pose a risk to residents, to be in a reasonable state of repair, to have reasonably modern facilities and services such as kitchens and bathrooms and efficient heating effective insulation and damp proofing. This should be monitored.
- To have 60% of properties energy efficient in two years.
- For non-emergency repairs a visit should be undertaken in 2 working days and completed within five working days and guaranteed for a year. This will be measured by a key performance indicator.
- There should be a standard for emergency repairs, from point of report to fully completed repair should be completed within 2 days and guaranteed for a year.
- To install smoke alarms on every storey, and carbon monoxide alarms in every room containing solid fuel burning and gas appliances.
- The exterior of the properties should be included when considering health and safety responsibilities of RP's.
- To decorate and undertake large scale maintenance when a property is void where possible, when a new kitchen, bathroom or boiler is required in the next year.
- To endeavour to use locally based and appropriately qualified tradespeople where possible.

#### Neighbourhood issues

- To demonstrate value for money and full transparency in relation to service charges, their administration and show how residents can be involved in what

the service charge is spent on.

- To be proactive in organising community sessions (these could include litter picks and community events) and encourage residents to take ownership of their properties and their community environment locally.
- To increase parking provision for tenants where there is the greatest need, following consultation with residents.
- To engage in a proactive and preventative approach to resolve issues and work with residents, partners and neighbourhoods to show the safety of the community is paramount.
- To assist and support tenants to fulfil the obligations of their tenancy agreements, and where appropriate enforce tenancy agreements as a last resort.

For Registered Providers

- To adopt the Chorley Good Homes Charter, following its creation by Chorley Council, to ensure consistency of housing services across the Borough.
- To support the Youth Zone with the aim of reducing anti-social behaviour.

