


APPENDIX B: KPI Performance Plans

These plans provide further context behind the outturn and management response where performance flags as red at the quarter point and where they can improve performance.

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| Indicator | HS28: % of Properties with a Valid Electrical Installation Condition Report | | |
| Quarter Target | 100% | Quarter outturn | 91.4%  |
| Reason(s) for not meeting target | | | |
| Outstanding electrical safety certificates are principally as a result of access issues. | | | |
| Additional commentary / background | | | |
| <p>Whilst this performance indicator does not relate to a statutory requirement it is considered best practice to demonstrate electrical installations are kept in a good condition. It relates to public buildings, communal areas and homes.</p> <p>6,180 reports were due as at the end of June 2024 and 5,608 had been completed. Failure to meet the target was principally due to issues gaining access into council housing.</p> <p>The performance will improve as we gain access to the properties. A legal process based on the gas access procedure is in place with external legal support. A change is the legal process is being investigated and that is the use of warrant of entry. The Building Safety Team met with Rotherham Council who have been using the warrant of entry under paragraph 2 of Schedule 3 to the Environmental Protection Act 1990 (statutory nuisances) since 2016 with excellent results, they currently use this process for gas no access but are trialling it with electrical safety as this is currently not a legal requirement.</p> <p>Additionally, the new Customer Liaison officers in the Repairs and Servicing team has doubled the numbers of staff dealing with No-Access issues. There are 5 properties currently with Court dates, all in August.</p> <p>Ongoing processes in place:</p> <ul style="list-style-type: none"> • Pursue access rigorously, as per gas procedure, including legal action and liaise with the legal department regarding the introduction of the warrants of entry. • Continue with ongoing attempts to gain access in parallel with legal process including home visits. • Review of recommendations following Tenants Advisory Group meeting for No Access • Validation of stock reports • Weekly monitoring of progress • Weekly reporting at the Compliance meetings with Housing and Legal representatives <p>As well as the processes in place above, the action plan below details some specific additional tasks.</p> | | | |
| Tasks to be undertaken | | Task completion due date | |
| Work with Legal to implement the Warrants of entry for No Access procedures for both Gas and Electrical safety | | Date to be set if successful trial outcome at Rotherham. The Director of Housing and the Building Safety Assurance Manager have meet with Lancashire Police who have agreed accompany the engineer as support the warrant of entry. | |
| Start the re-surveys early to ensure adequate time to resolve access issues prior to expiry. Survey restart date has been scheduled for 6 months prior to expiry and no access properties are having evidence of visits and contact gathered for the Legal packs. | | Complete - this is now part of regular process. | |

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| <p>Training identified - 2 staff members for the Building Safety Assurance team have been booked on an HQN run webinar relating to access issues to:</p> <ul style="list-style-type: none"> • Understand what a landlord and tenant's obligations are for access to a property. • Be able to identify reasons why access may not be provided. • How to deal with a case where there are mental health and vulnerability issues present. <p>Understand how to support a resident in providing access.</p> | <p>Complete - training completion date 8 May 2024, initially schedule for February but postponed due to oversubscription.</p> |
| <p>Tenant & Leaseholder Advisory Group - Scrutiny Review around "No Access"- presentation on No Access for Gas and Electric. Address and respond to recommendations from meeting held on the 4th of April 2024.</p> | <p>Complete – recommendations for implementation take to Landlord Services Committee.</p> |
| <p>Plan prepared by: Building Safety Assurance Manager</p> | |