

BERNÍCIA



**Customer
Focused**



**Respect for
our People**



Leadership



Accountability



Performance Report – Quarter 4



**Delivering an
exceptional
housing service**



Section 1

Housing Management and Customer Service

This section covers:

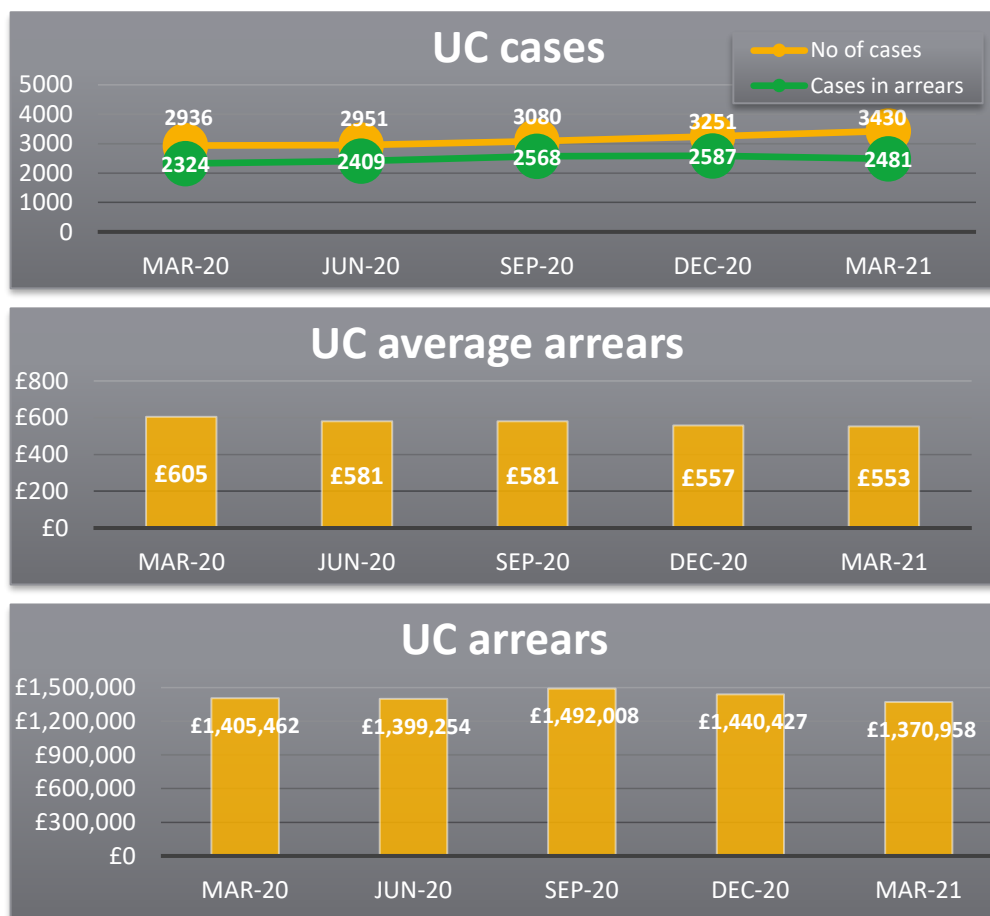
- Income Management.
- Evictions, tenancy sustainment and safeguarding
- Anti-social behaviour.
- Lettings and Voids.
- Customer Service and Complaints.

Income Management

Good performance across all financial performance is reported, with all indicators exceeding both operational targets and budget allowances. It is particularly pleasing to report current arrears have fallen within target and despite an extremely challenging year arrears have only increased by 0.16% since 31 March 2020.

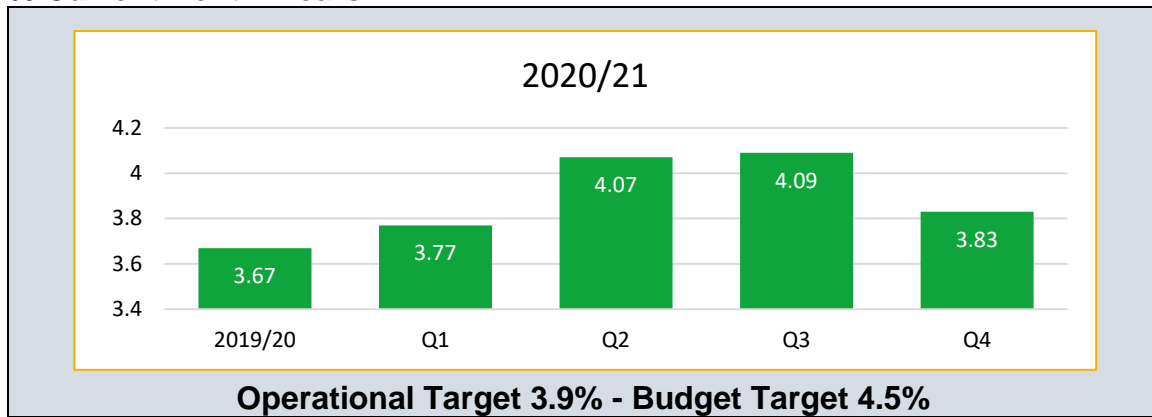
Given the unforeseen and unprecedented challenges imposed by COVID-19 and the continuing growth in Universal Credit cases, it is a real testament of the hard work and care colleagues have demonstrated to support people through these difficult times.

This increase in Universal Credit cases has been relatively consistent over the year as has average and overall arrears.

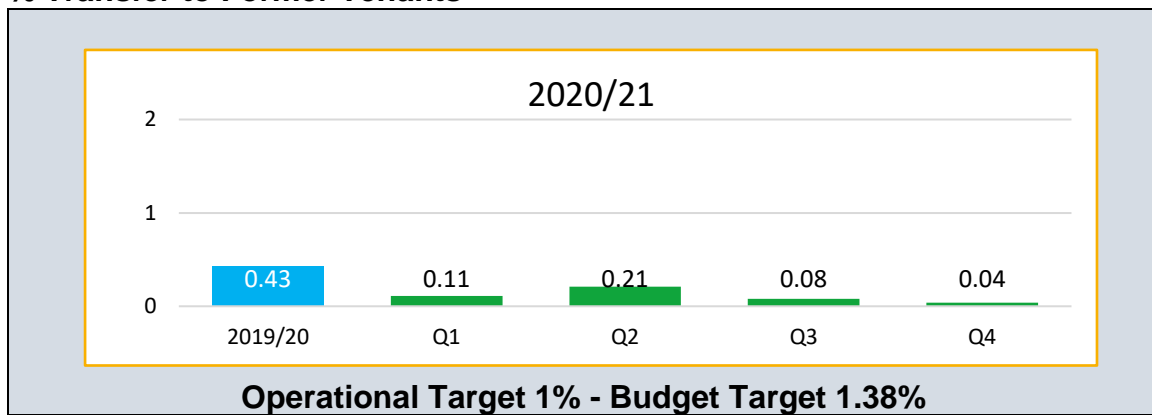


Rents

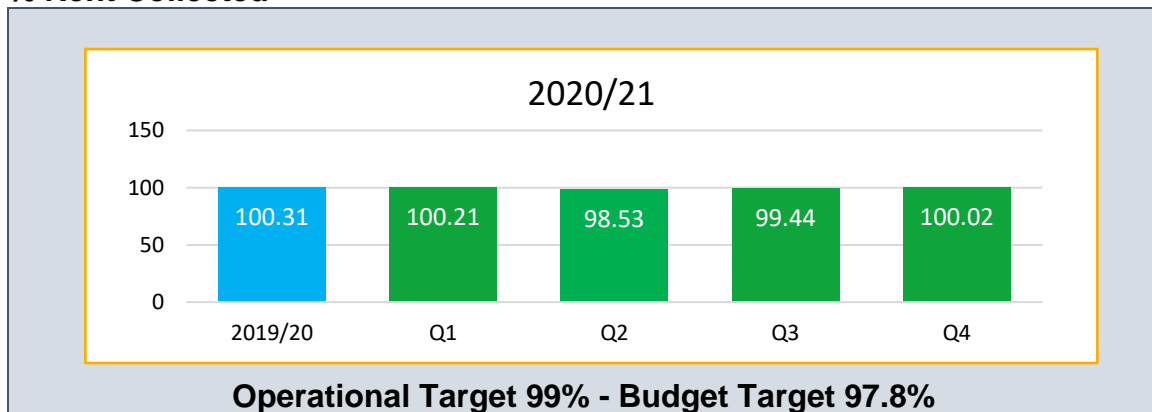
% Current Rent Arrears



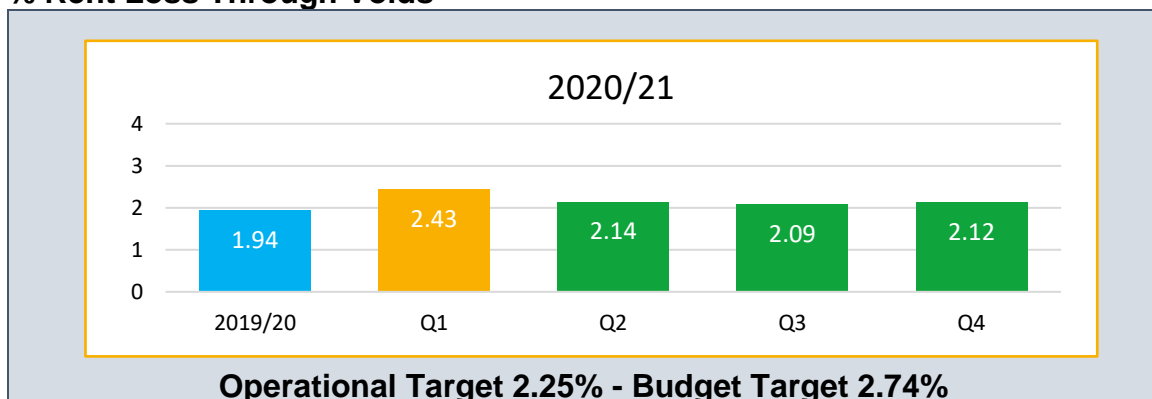
% Transfer to Former Tenants



% Rent Collected



% Rent Loss Through Voids



Eviction, tenancy sustainment and safeguarding

Evictions

As expected there have been no evictions for rent arrears over the year. Only four court hearings took place during 2020/21 all of which progressed to court with the appropriate internal authorisation and compliance with the government COVID-19 legislation and guidance. Of these cases two resulted in suspended possession orders with the remaining two ending in termination of tenancy.

A further two cases were heard during April 2021 with a suspended order and outright possession being granted respectively.

Most evictions, with the exception of where a tenant owes 6 months' rent or more or has committed serious anti-social behaviour remain paused until 31 May 2021.

The requirement to serve 6 months' notice of intention to seek possession has also been extended to 31 May 2021, with again limited exceptions.

The government is also funding a mediation pilot scheme integrated into the court process, which will be free for landlords and renters to use. The pilot will run for 6 months from February 2021.

Intensive Housing Management

Caseload and engagement has incrementally increased over the year. Successful outcomes for standalone quarter 4 returned at 81% which is a great achievement. For the full year, 72.5% of closed cases resulted in a successful outcome.

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to date
Cases closed	78	118	131	150	477
Tenancy managed successfully	32	88	105	121	346
Tenancy ended	5	4	2	3	14
None engagement / other	41	26	24	26	17
Tenancies sustained	41%	75%	80%	81%	72.5%

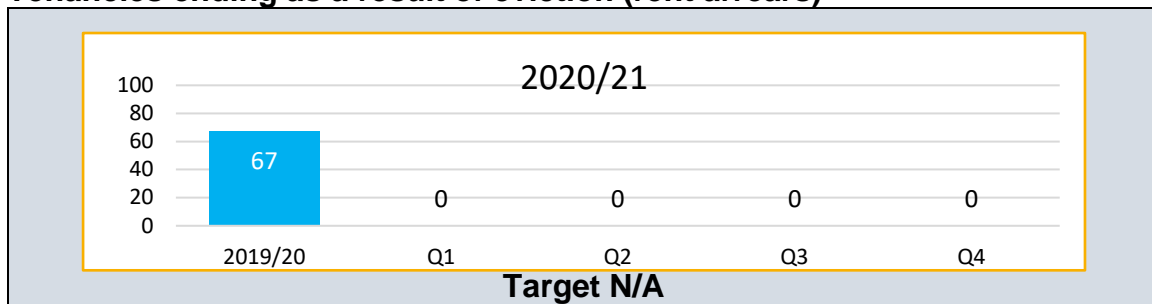
Safeguarding

Safeguarding numbers and types of referrals are shown in the table below.

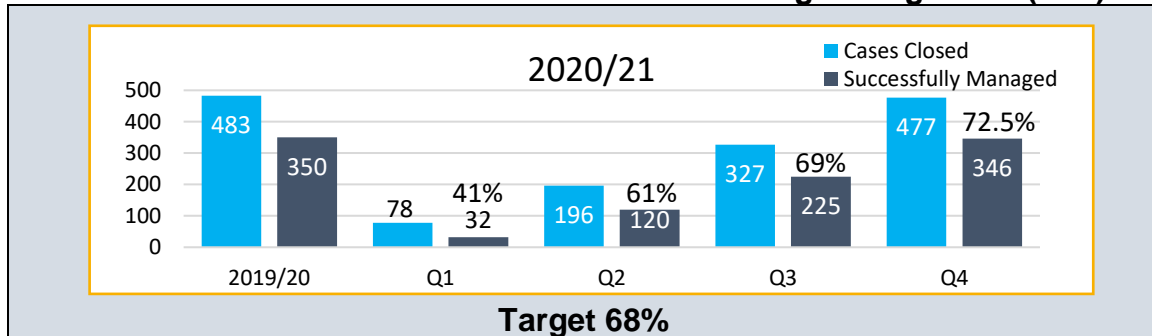
Type of Referrals made	Q1		Q2		Q3		Q4	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
Discrimination	2	0	1	0	2	0	2	0
Emotional	17	7	13	12	8	12	9	16
Self Neglect	42	0	44	0	47	0	49	0
Sexual	3	3	1	1	1	1	1	0
Domestic Abuse	12	0	8	0	14	0	8	0
Physical	2	1	10	1	1	2	1	0
Neglect	6	60	8	60	3	58	6	68
Financial	5	0	5	0	3	0	5	0
Organisational	0	0	0	0	1	0	1	0
Total	89	71	90	74	80	73	82	84

At the end of the quarter there were 56 adult safeguarding cases open and 71 for children.

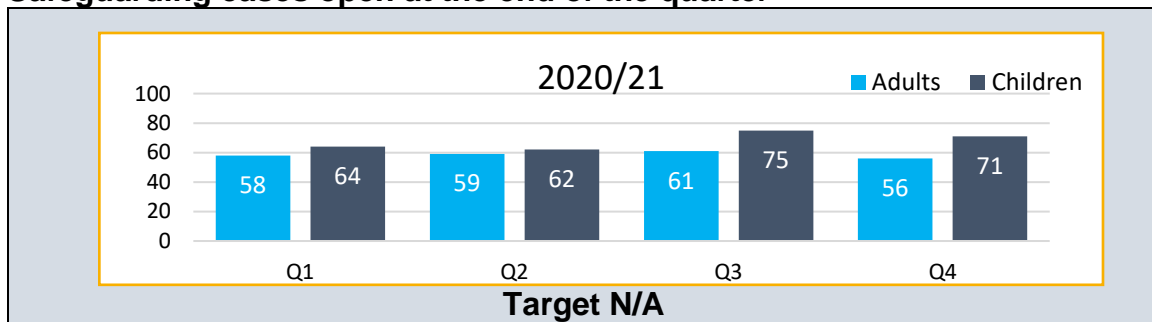
Tenancies ending as a result of eviction (rent arrears)



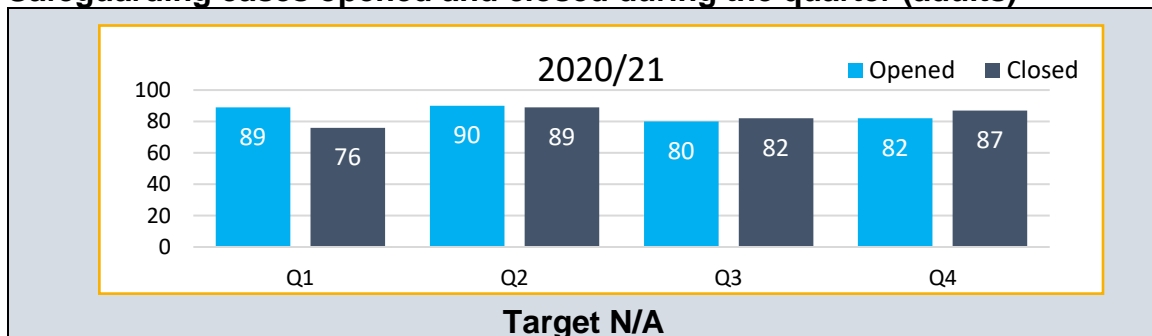
Tenancies sustained as a result of Intensive Housing Management (IHM)



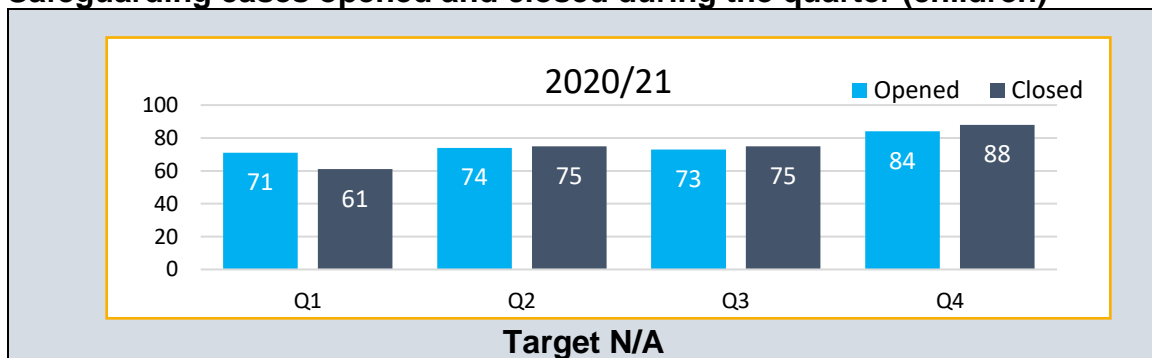
Safeguarding cases open at the end of the quarter



Safeguarding cases opened and closed during the quarter (adults)



Safeguarding cases opened and closed during the quarter (children)



Anti-social behaviour

The number of open ASB cases at the end of the quarter has decreased significantly. Trends / spikes shown in quarters 1 and 2 are consistent with the national picture reported during the first lockdown.

Good performance continues in successful resolution and timescales met.

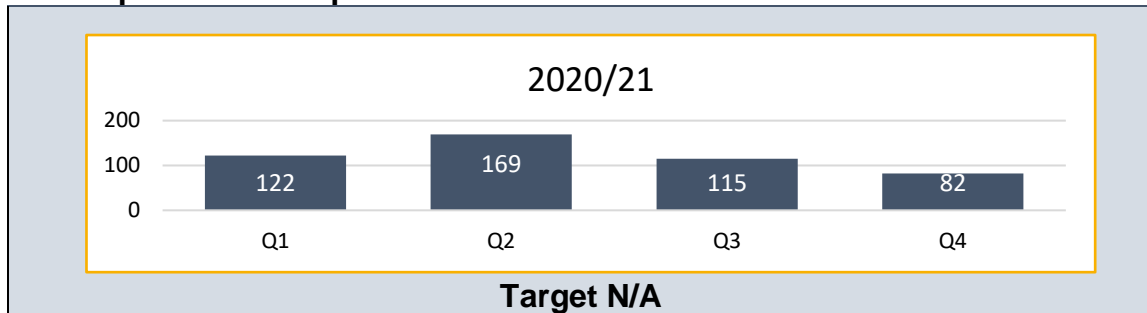
During the quarter 1 hate crime was reported. This involved harassment of a disabled tenant with learning difficulties and resulted in a Notice Seeking Possession being served on the father of the perpetrator.

An exception to the current stay on eviction is serious anti-social behaviour, and 3 evictions were executed during quarter 4 on this basis. All 3 cases involved proven drug dealing and behaviour including noise and harassment.

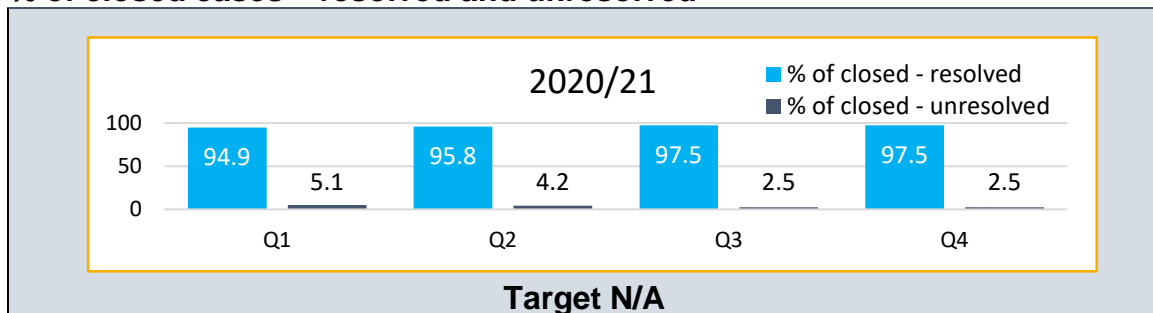
Whilst unfortunate, it is again a testament to the determination and commitment of colleagues to bring such cases to a conclusion and that courts are taking a firm stance on anti-social behaviour.

Anti-social behaviour

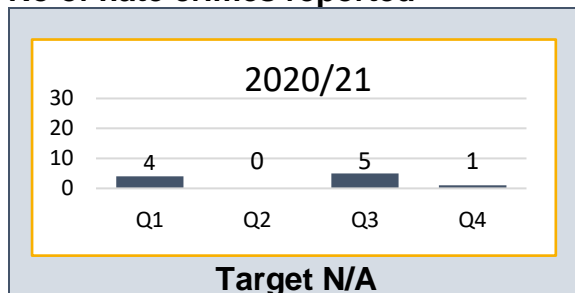
No of open cases at quarter end



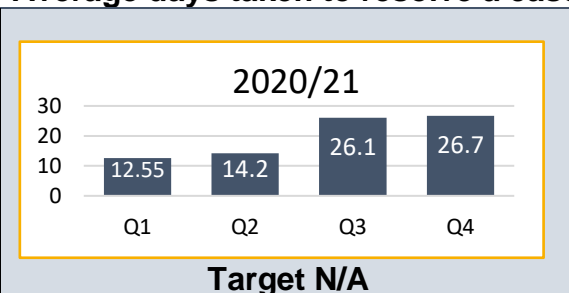
% of closed cases – resolved and unresolved



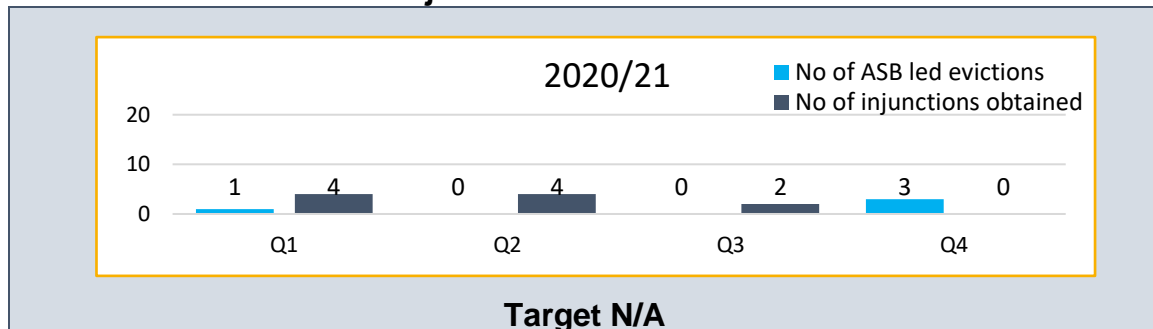
No of hate crimes reported



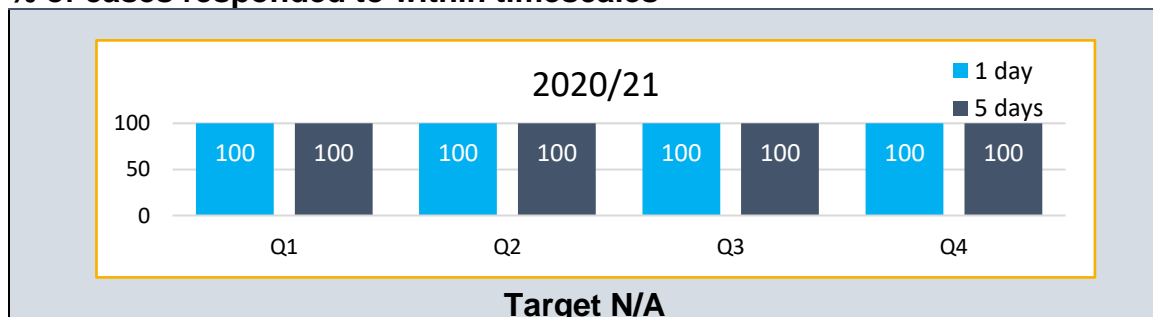
Average days taken to resolve a case



No of ASB led evictions / injunctions obtained



% of cases responded to within timescales



Lettings and Voids

Average relet time has decreased slightly to 54.93 days at the end of the quarter in comparison to 56.09 days at the end of quarter 3. Excluding the period when no house moves could take place (23 March to 21 May 2020) average relet times for the year would fall to 43.23 days which is an increase from 40.77 days reported at the end of quarter 3. The reason for this increase is due to a combination of factors including successes in letting longer term voids and properties waiting to be relet being delayed by the festive period. Relet times continue to be affected by COVID-19 safe working practices ie not entering properties for 72 hours after vacation.

The following table shows longer term voids affecting relet times would include:

Profile	Q2	Q3	Q4
Average relet times (year to date)	60.66 days	56.09 days	54.93 days
Average relet times (year to date) excluding lockdown	37.71 days	40.77 days	43.23 days
Average relet times (standalone)	42.97 days	46.41 days	51.36 days
% relets within 42 days (standalone)	71.74%	68.85%	63.50%
% relets within 21 days (standalone)	34.52%	40%	33.94%

Difficulties in reletting retirement housing continues although interest is starting to increase. During the quarter 55 retirement properties were relet which is the highest number when compared to the previous 3 quarters. In total 193 retirement properties have been relet during 2020/21 in comparison to 249 last financial year.

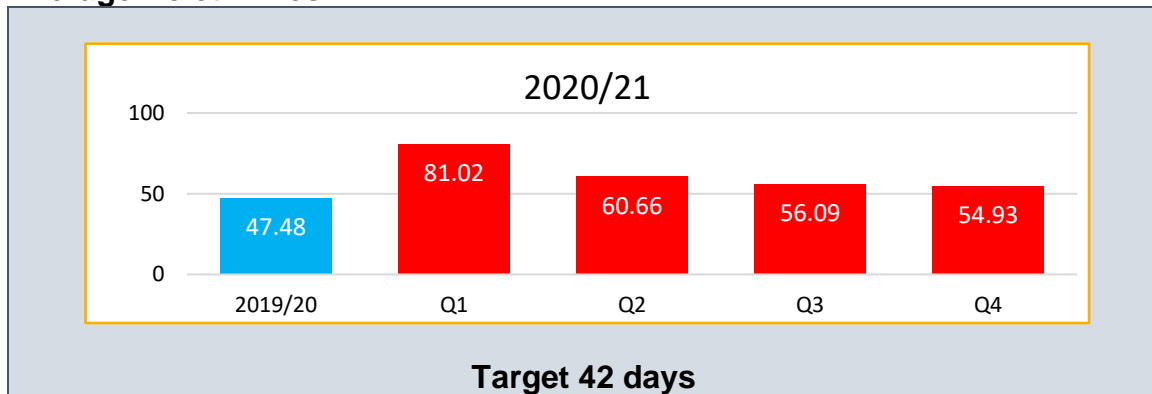
Overall (general needs and retirement properties) relets are down from 1275 in 2019/20 to 1055 for 2020/21. Turnover is lower than previous years. Properties available to let have been brought in line with target.

Examples of longer term vacancies relet during quarter 4 would include:

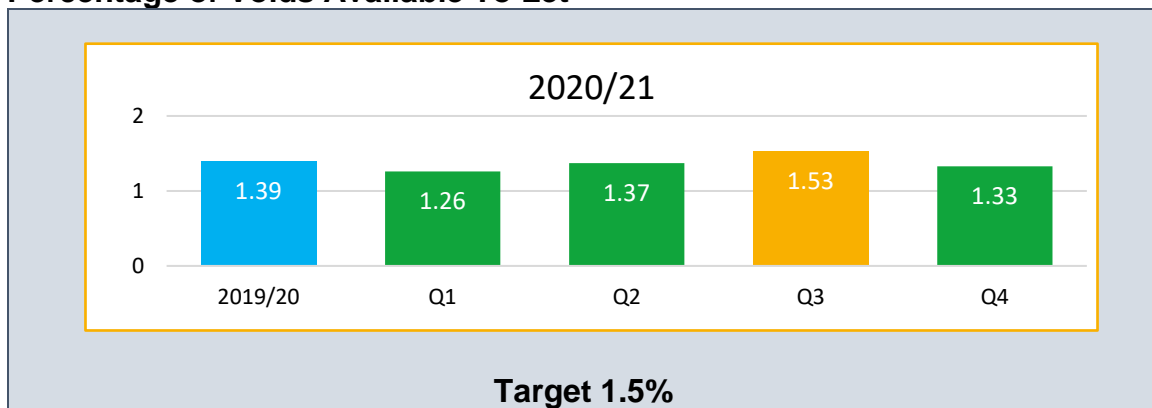
- Hirst Newbiggin Road / Lane End flats – Ashington.
- Ferryhill, Durham ex coalfield houses.
- Various – sheltered flats.

Lettings

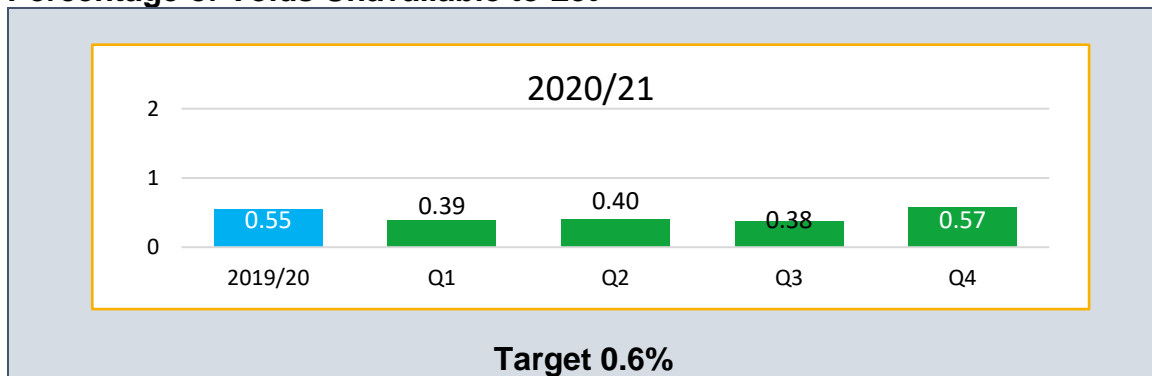
Average Relet Times



Percentage of Voids Available To Let



Percentage of Voids Unavailable to Let

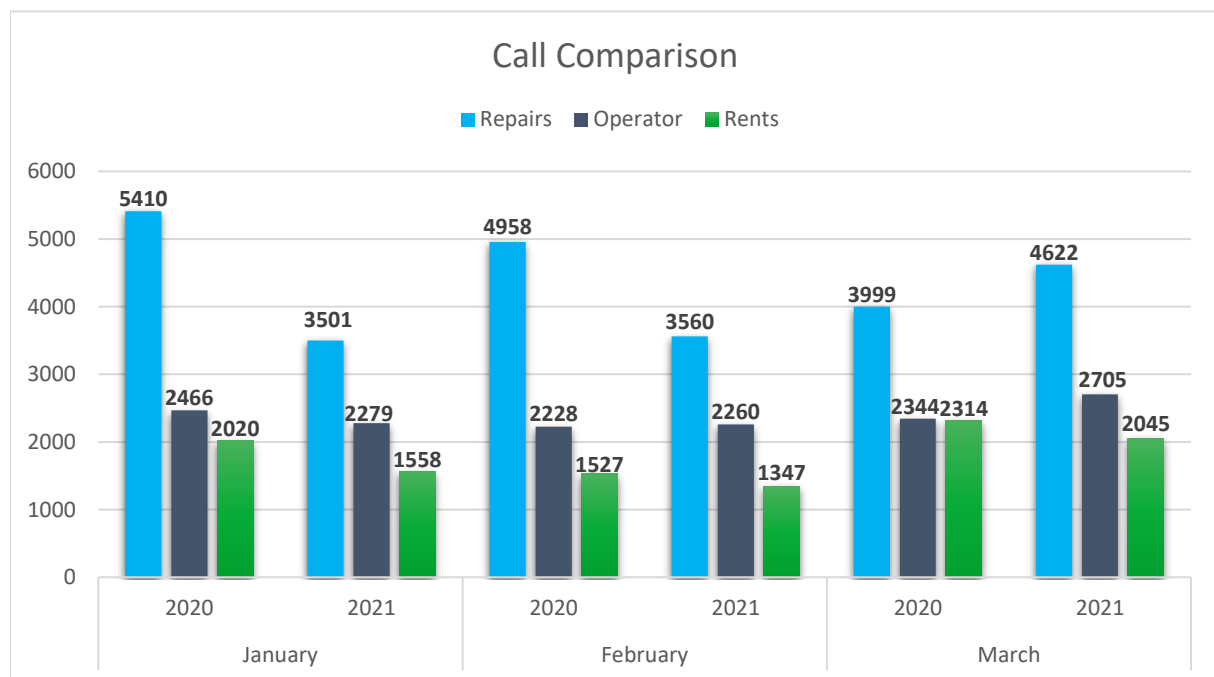


Customer Service and Complaints

Telephone call handling and community alarm responses continue to perform well although slightly down when compared to quarter 3.

The comparison between telephone calls handled during quarter 3 2019/20 and 2020/21 is shown below. As the third lockdown began to ease and the full repairs service resumed, an increase in call traffic can be seen in March 2021. During February / March 2021, to support the Contact Team with additional enquiries generated by the rent increase letters, overflow lines were used to divert calls to a team of Housing Officers.

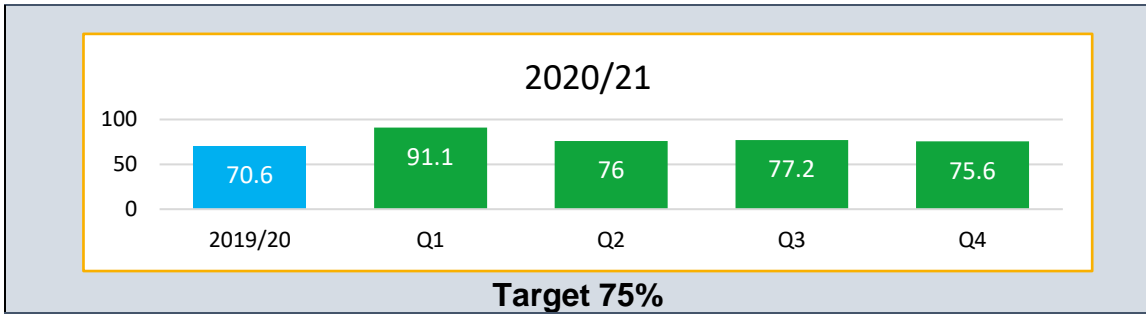
Contact Advisors, in the main, continue to work from home.



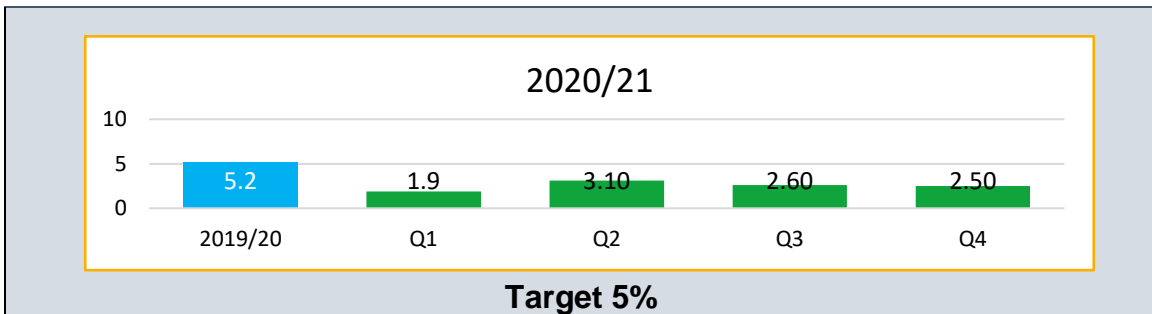
The percentage of complaints handled within timescales remained consistent at 97% against a target of 97%.

Customer Service

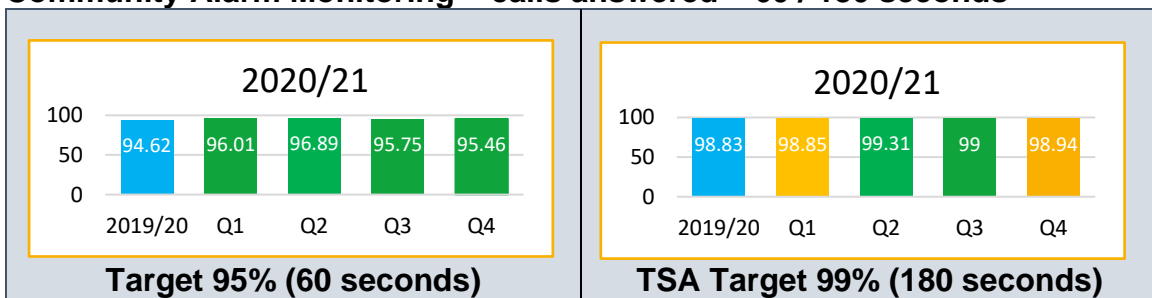
% Calls Answered Within Service Standard 40 Seconds



% Calls Abandoned



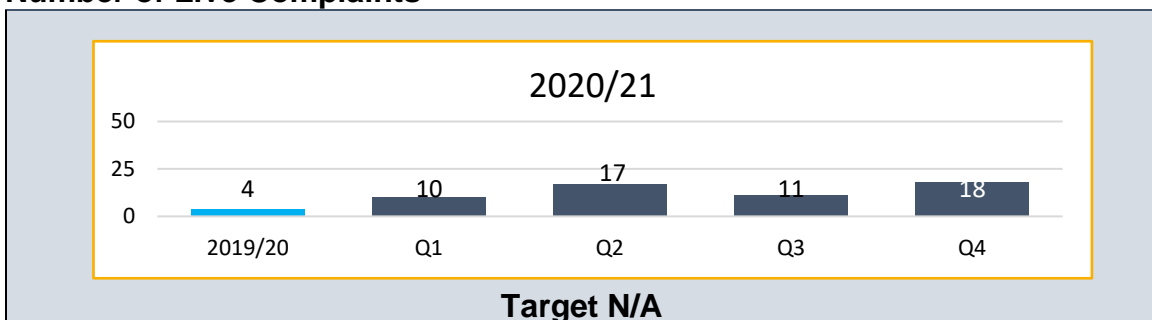
Community Alarm Monitoring – calls answered – 60 / 180 seconds



% Complaint Timescales Met



Number of Live Complaints





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Section 2

Responsive Repairs

This section covers:

- Performance.
- Quality (tenant satisfaction).

Responsive Repairs

At the beginning of January 2021, the government announced a third lockdown. Whilst non-essential repairs did not fall within restrictions a decision was made, based on the safety of tenants and staff, to cancel existing non-essential repairs and suspend taking any new non-essential repairs until COVID-19 transmission rates reduced and the vaccination programme was rolled out.

This essentially meant no appointed non-essential repairs were undertaken between the first week in January until mid March 2021.

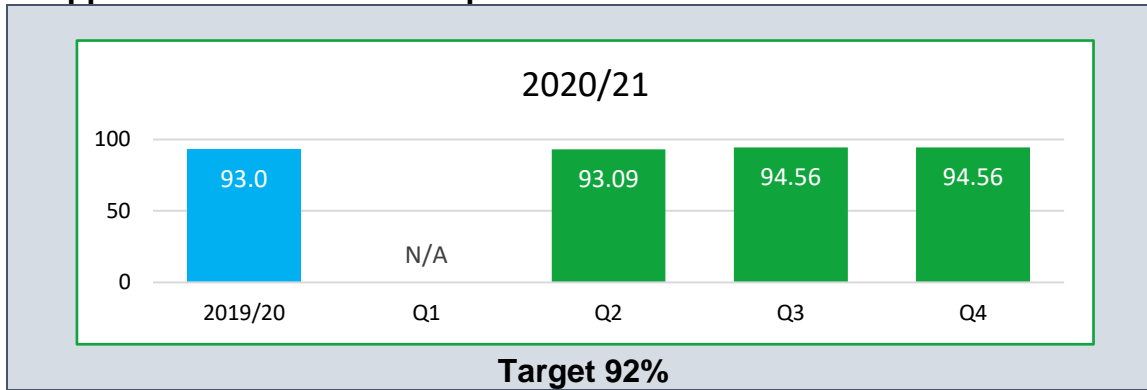
Therefore performance on appointments made and kept cannot be reported for quarter 4. The figure reported at quarter 3 will be used to represent performance for the year 2020/21.

Arrangements put in place for responsive repairs in the last lockdown differed to those during the first, in that tenants were asked to ring back to report repairs, once the full service resumed, as opposed to recording repairs and creating a backlog. This has meant that demand and reports increased once the repairs service resumed, particularly for joinery. To cope with demand, a short term measure to outsource work such as fencing has been put in place. This will allow appointment slots to be opened up for more general repairs in homes.

Good performance is returned for emergency repairs attended to within 24 hours at 99.72%.

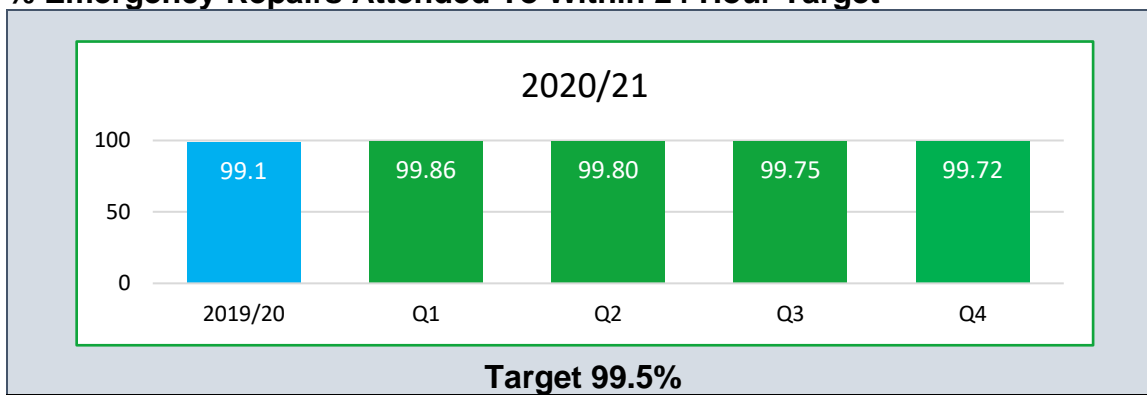
Repairs

% Appointments Made and Kept

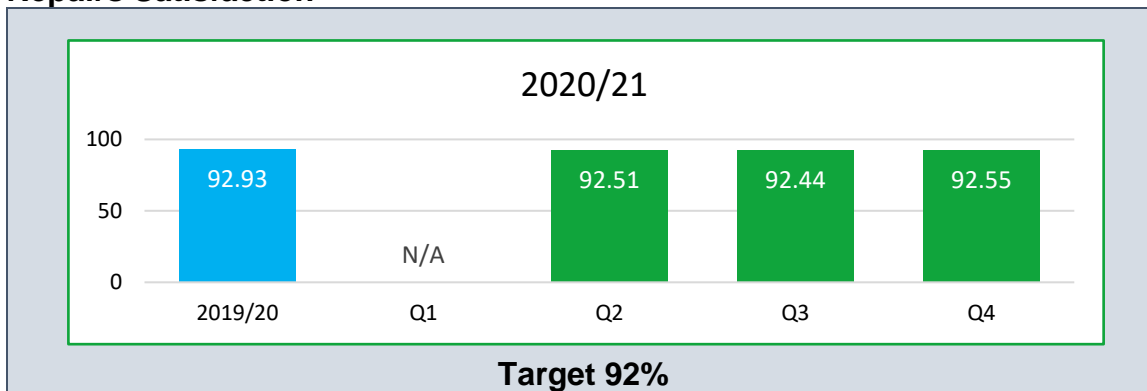


* Q1 – These KPI's are currently not able to be collated due to Covid19.

% Emergency Repairs Attended To Within 24 Hour Target



Repairs Satisfaction



* Q1 - Due to Covid19 no satisfaction surveys took place.



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Section 3

Servicing (Health and Safety)

This section covers:

- Gas.
- Solid fuel / oil.
- Electrical Testing.
- Water Hygiene
- Asbestos
- Fire Risk Assessments

Health and Safety

Gas

Target 100% - Actual 99.87%

99.87% of properties had a valid landlord gas safety record at the end of Quarter 4. There were 15 gas services outstanding at the end of the quarter due to no access, of which 1 was due to Covid-19 and 14 were due to standard tenant no access and are with enforcement. Since 31 March 2021, we have completed 1 property from the 15 outstanding. The attached table (Appendix 1A) provides further details of all properties with access issues.

Member's attention is particularly drawn to the gas servicing, with performance classified as red. Within January there were 7 properties in the North which were completed outside of timescale that were not linked to tenant access. This was caused by a manual error in entering a date and was identified as a part of our standard reconciliation and validation checks. All 7 properties were completed within 2 weeks of the expiry of the LGSR and it was our robust reconciliation process and review of data that allowed us to identify these errors in a timely manner. Further measures have been implemented to refine our validation process and prevent any reoccurrence.

Within the Quarter 69 properties were serviced after their due date, 23 of which were due to Covid-19 and the rest all due to standard no access. The longest of these overdue services overran by 215 days due to tenant access issues and is now complete.

Our longest overdue LGSR is with tenancy management/enforcement. A court hearing went ahead on 31 March 2021 and an order was granted in Bernicia's favour and is in place for the life of his tenancy. The tenant has asked for an inspection to be arranged after Easter and confirmed they will allow access; this has been booked for Wednesday 21st April 2021.

An audit of "Fuel Servicing" in February 2021 returned a result of Substantial Assurance with no recommendations, stating "the Board can take substantial assurance that the controls upon which the Group relies to manage the identified risk is suitably designed, consistently applied and operating effectively."

Solid Fuel / Oil

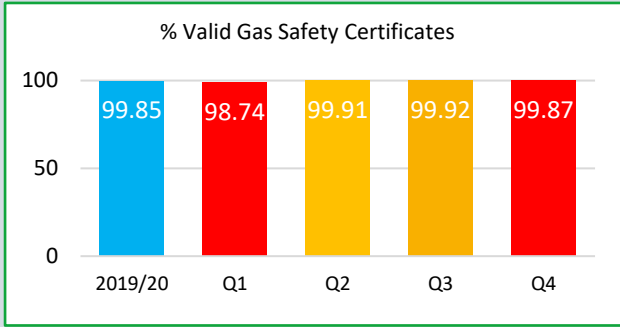
Target 100% - Actual 98.10%

98.10% of the required solid fuel/oil services were complete at the end of Quarter 4, with a total of 3 services outstanding. These 3 services relate to 2 properties at Burnside Court, with one requiring both a solid fuel and oil service and the other solid fuel service only. The tenants in both properties have continued to refuse access due to issues relating to Covid-19 and we have provided additional carbon-monoxide alarms to these tenants. The oil servicing at one property was 339 days over its renewal date and we have continued to work with this tenant to gain access. Both solid fuel and oil services were completed in April 2021.

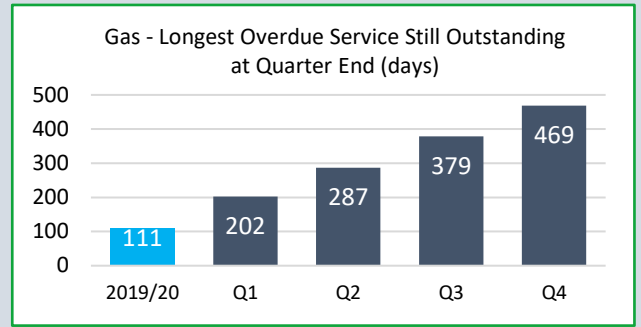
Within the Quarter, 3 properties were serviced after their due date, which was due to Covid-19. The longest overdue service completed within quarter was 326 days overdue, with additional carbon monoxide detectors provided to this tenant.

An audit of "Fuel Servicing" in February 2021 returned a result of Substantial Assurance with no recommendations, stating "the Board can take substantial assurance that the controls upon which the Group relies to manage the identified risk is suitably designed, consistently applied and operating effectively."

Gas Servicing as at Quarter End

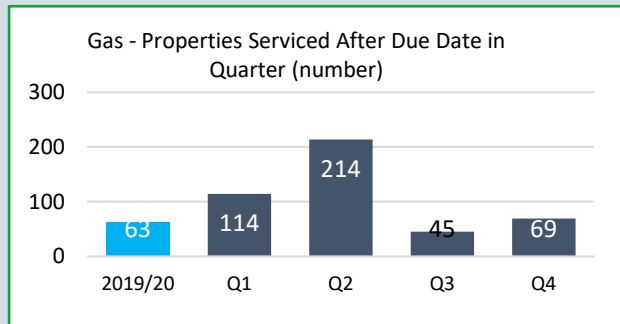


Target 100%

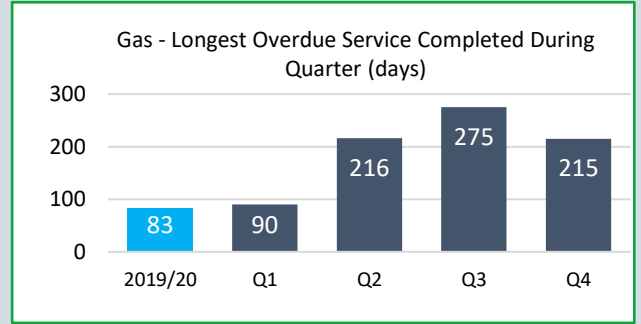


Target N/A

Gas Servicing Position During Quarter

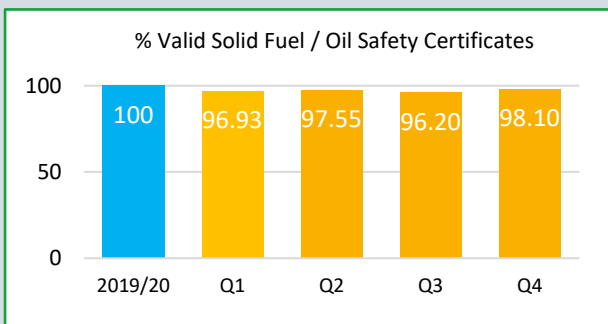


Target N/A

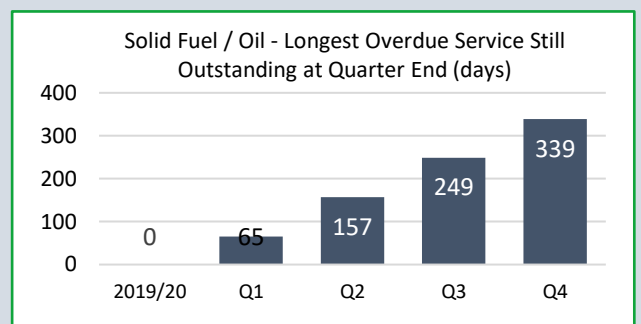


Target N/A

Solid Fuel / Oil Servicing as at Quarter End

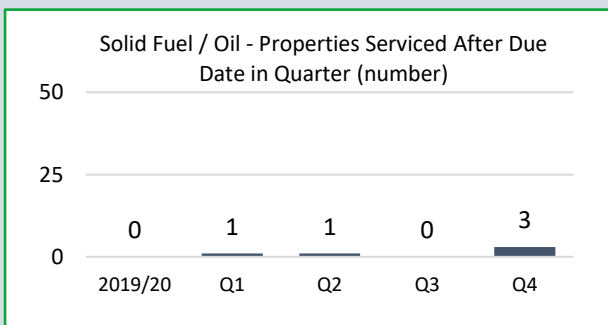


Target 100%

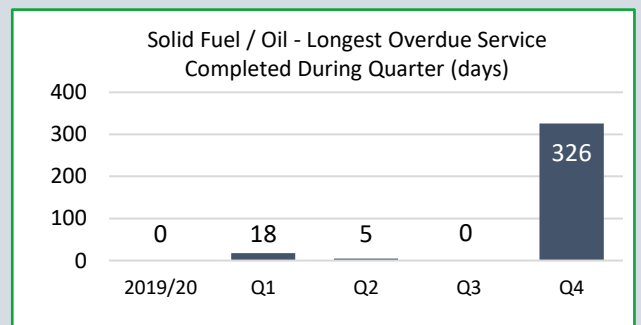


Target N/A

Solid Fuel Servicing Position During Quarter



Target N/A



Target N/A

Domestic Periodic Electrical Testing

Target 100% - Actual 99.98%

At the commencement of 2018/19 Bernicia, like most RPs, had a 10-year inspection regime. In January 2019 the Investment Committee agreed, in line with best practice, to transition our inspection regime from a 10-year cycle to a 5-year cycle over the period up to March 2023.

10 Year Cycle: 99.98% of the 100% target was attained for properties having a valid electrical inspection condition report within 10 years of the previous report. A total number of 2 electrical services were outstanding at the end of March due to no-access, both of which are currently with enforcement.

Our longest overdue EICR is with tenancy management/enforcement. A court hearing went ahead on 31 March 2021 and an order was granted in Bernicia's favour and is in place for the life of his tenancy. The tenant has asked for an inspection to be arranged after Easter and confirmed they will allow access; this has been booked for Wednesday 21st April 2021.

As we move to a five-year cycle, at the end of Q4 98.60% of domestic properties had a valid EICR. 192 properties were outstanding, 157 were due to general no access and 35 due to issues linked to Covid-19.

An audit in March 2020 resulted in a 'Substantial Assurance' (Green) conclusion for this service area.

Water Hygiene

Target 100% - Actual 100%

100% of properties within programme have a valid water hygiene inspection.

All actions resulting from the inspections have been responded to.

An audit in March 2020 resulted in a 'Substantial Assurance' (Green) conclusion for this service area.

Passenger Lifts

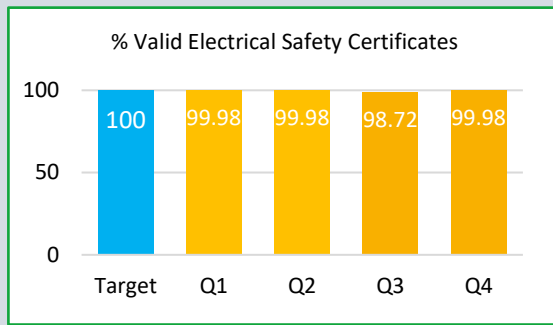
Target 100% - Actual 100%

At the end of Quarter 4, 100% (41 of the required 41) of LOLER inspections have been carried out within programme

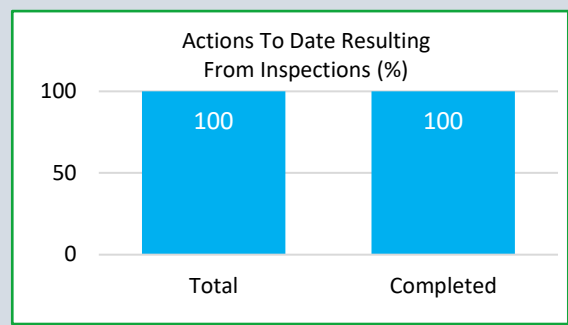
All urgent actions resulting from the inspections have been responded to. Minor repairs are completed by contractors as part all-inclusive contract.

Our last audit resulted in a 'Substantial Assurance' (Green) conclusion for this service area.

Domestic Periodic Electrical Testing

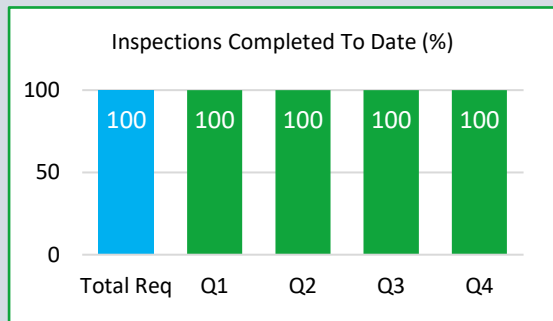


Target 100%

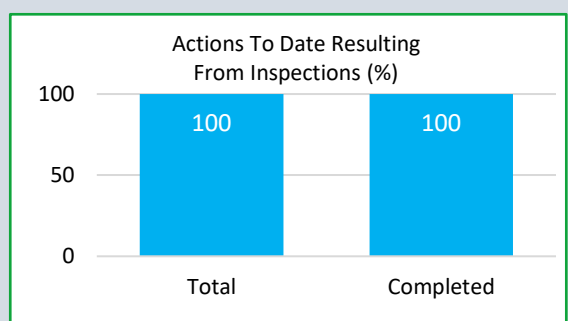


Target N/A

Water Hygiene

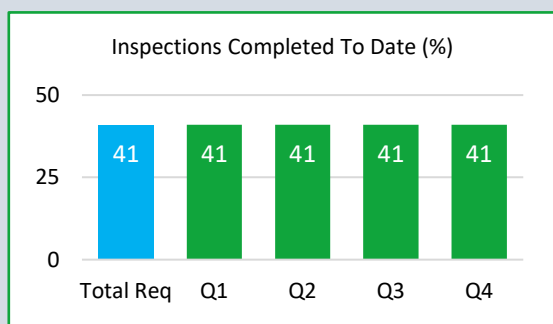


Target 100%

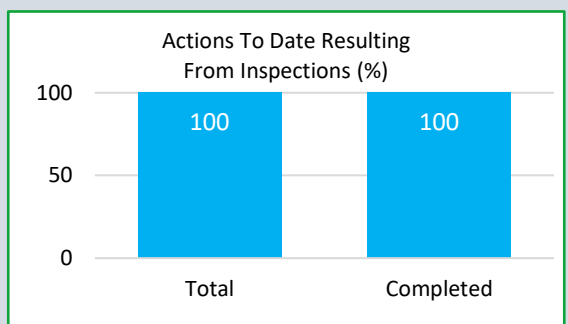


Target N/A

Passenger Lifts



Target 100%



Target N/A

Asbestos – Re-inspection of Communal Areas

Target 100% - Actual 99.38%

At the end of Quarter 4, 99.38% of communal areas had been re inspected in line with the programme.

There are 325 properties which require an asbestos re-inspection and at the end of Quarter 4 there were 2 re-inspections incomplete due to access issues.

Any actions arising from the re-inspections are being responded to.

An audit in February 2021 was carried out to ensure that we have a compliance framework in place to allow Bernicia to understand and fully meet its statutory obligations under Control of Asbestos Regulations (CAR) 2012, Health and Safety Work Act and Housing Act. This audit focussed on the non-domestic properties (including the common parts of domestic blocks) and returned a result of Substantial Assurance with no recommendations. A further audit of asbestos management will be carried out in March 2022, with this specifically focussing on the management of asbestos within our domestic properties.

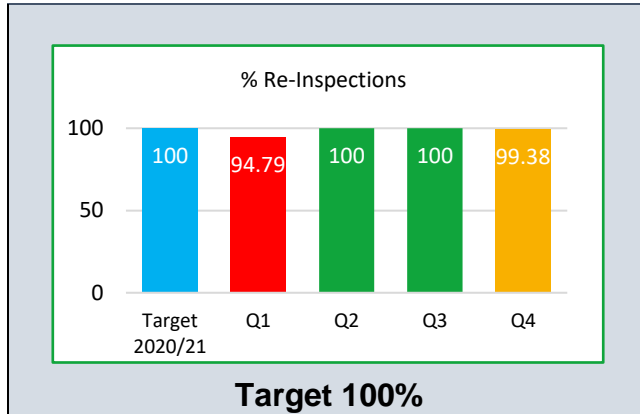
Fire Risk Assessments

Target 100% - Actual 100%

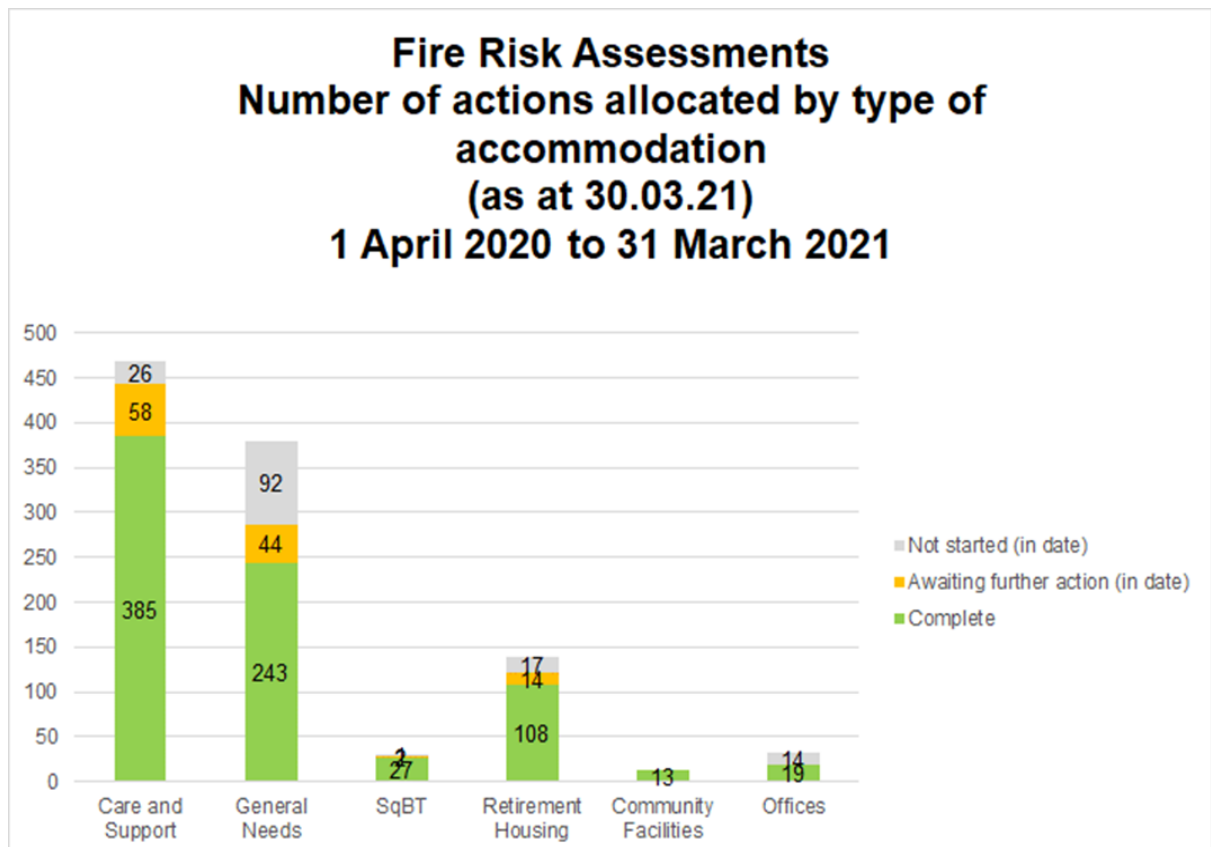
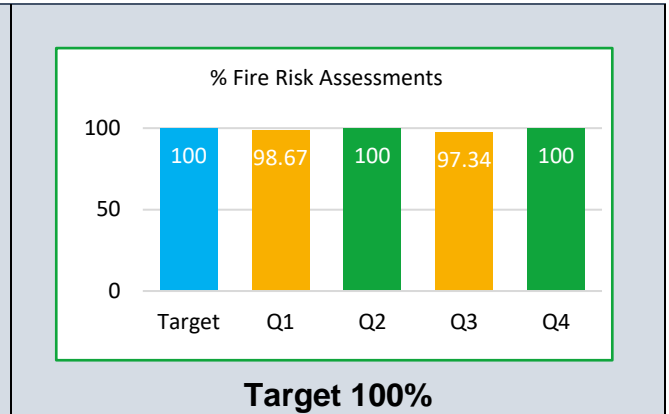
There are 229 properties which require a fire risk assessment, but this is subject to change due to de-registration of learning and physical disability schemes and procurement and disposal of assets. The frequency of the fire risk assessments (FRA) is based on risk profile. In the quarter four period 56 fire risk assessments were due, all completed within timescales.

Of the 1064 actions arising out of the fire risk assessments for the period April – March 2021, 86% are either complete or in progress and within target. 796 actions are complete (223 completed within quarter), 118 are under way and in date and 150 are to start but are within timescale. The completion of these actions has been impacted by Covid-19.

Asbestos



Fire Risk Assessments





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Section 4

Stock Investment

This section covers:

- Quality (tenant satisfaction).
- SAP Ratings 2019/20.

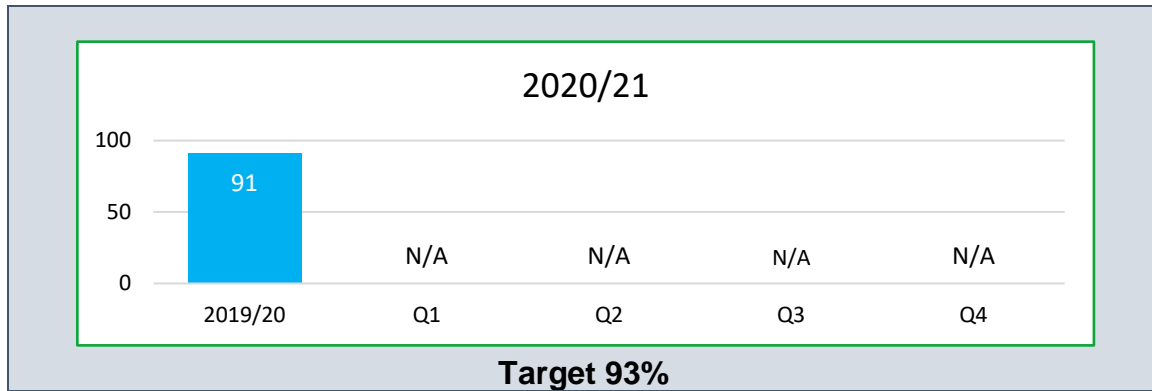
Stock Investment

SAP ratings

Average SAP rating returns at 71.55% for the year which achieves target and demonstrates a good level of thermal efficiency in the majority of properties.

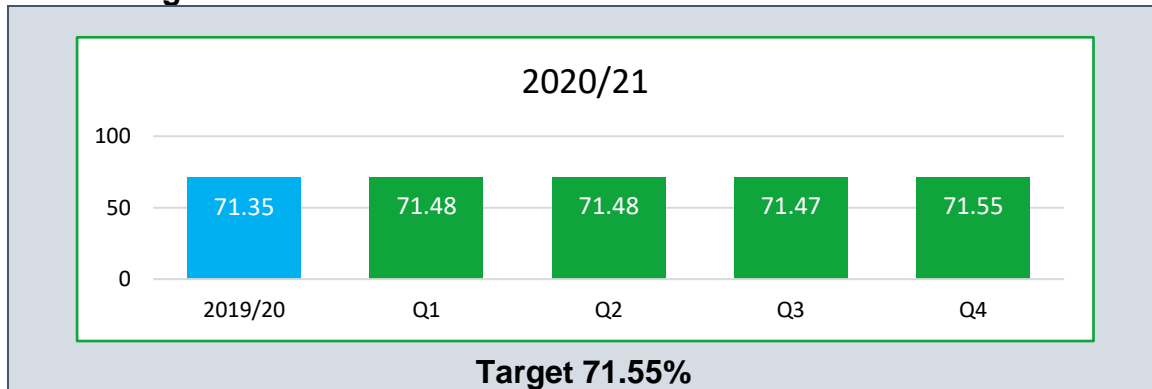
Satisfaction and SAP Ratings 2019/20

Satisfaction



* Q1/Q2/Q3/Q4 - Due to Covid19 there are currently no satisfaction surveys taking place until further notice.

SAP Rating



BERNIA

T: 0344 800 3800
F: 01670 819844
E: contact@bernicia.com
W: www.bernicia.com

Oakwood Way, Ashwood Business Park, Ashington, Northumberland NE63 0XF