



Regulator of
Social Housing

Coronavirus operational response survey results

August 2020 data

17 September 2020



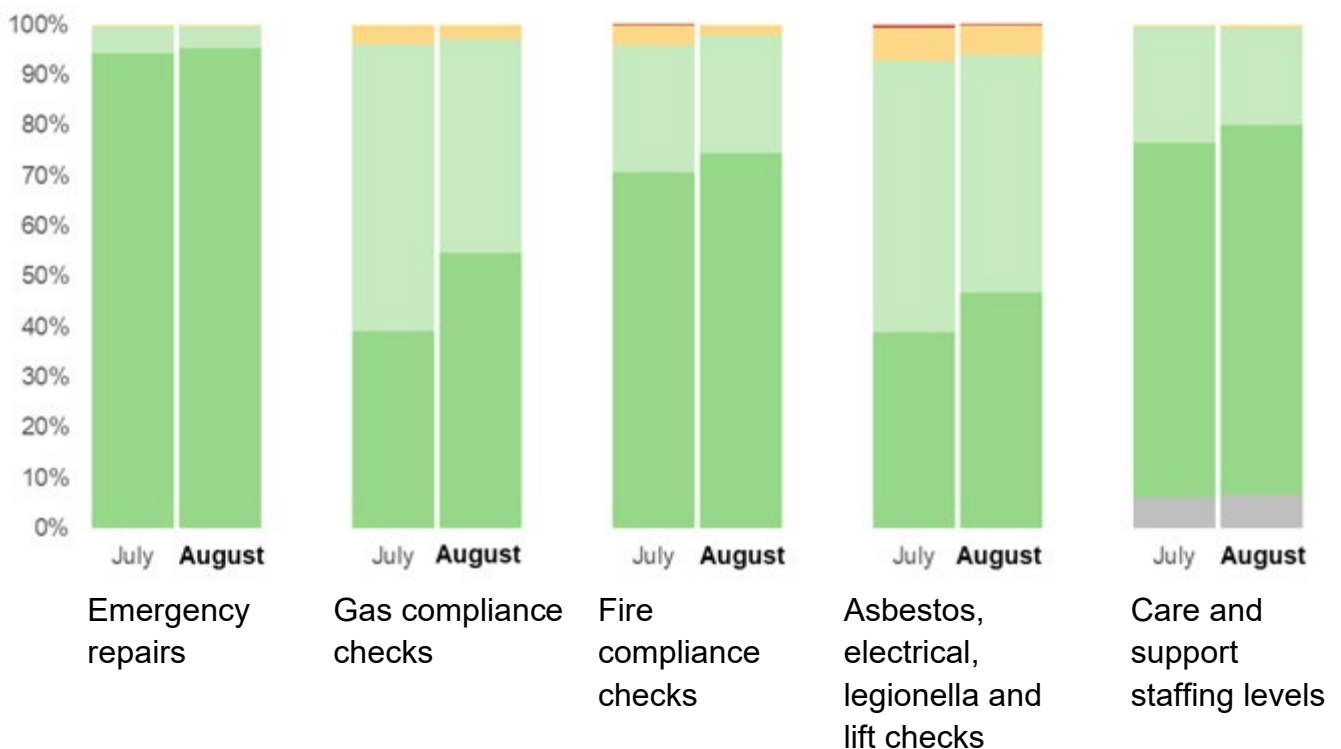
OFFICIAL

Results from the August survey

This is the summary from the fifth of our temporary monthly surveys about how providers are coping with some of the challenges they face as a result of the coronavirus pandemic. Providers were asked to submit survey responses covering the period up to and including 31 August, by Friday 7 September. The response rate was 97% and we are grateful to all providers who responded.

The survey responses are shown below, and the survey questions are shown in full in Appendix 1.

Survey responses for July and August (as a % of total submissions)



Key

- All complete OR maintaining safe staffing levels and essential service delivery
- Most complete without a material backlog developing OR maintaining safe staffing levels and essential service delivery with some pressure
- Some complete but a material backlog OR maintaining safe staffing levels and essential service delivery but at material risk of falling below safe levels
- Few or no complete and a material backlog OR not maintaining safe staffing levels and essential service delivery
- Not applicable - no care, supported or other accommodation for vulnerable people

Providers' responses show that the delivery of services remained stable. The number of providers completing all statutory gas safety checks rose substantially, as illustrated in the graph above, and access to properties continued to improve. The graph also shows that providers reported completing more fire compliance, asbestos, electrical, legionella and lift checks.

On care and support, most providers continued to report no issues with staffing. Face-to-face support services are resuming, and communal areas are being reopened.

Providers reported that backlogs in repairs and health and safety checks were improving overall. In areas with local lockdown restrictions, a small number of providers have reverted to an emergency-only repairs service, and reported some increasing backlogs in health and safety checks.

The vast majority of providers were working through backlogs of non-emergency repairs, as repair reporting continued to revert to normal levels. Many providers have extended normal response times for routine repairs as they deal with backlogs. Some providers reported that they have already cleared backlogs of routine repairs and have returned to business as usual.

Providers reported that they have concerns about a potential second wave of coronavirus and additional lockdown restrictions. In care and support settings, some providers have said that this could increase their usual winter challenges and put additional pressure on staffing and supplies. Many providers have begun preparing by increasing stocks of personal protective equipment (PPE) and other materials, carrying out health and safety checks earlier than scheduled, and making contingency plans to address any staffing pressures.

Next steps

We will repeat this survey every month until at least December 2020, and we will publish our analysis of the responses shortly afterwards. The survey will be launched in NROSH+ on the last Friday of each month, and the dates for submission are shown in the table below.

Data up to and including	Submission by
30 September	7 October
31 October	6 November
30 November	7 December

These CORS surveys are not regulatory returns. If a provider believes tenant safety is threatened or viability is under strain, they should not wait for the survey but should speak to their key contact at the regulator, or our Referrals and Regulatory Enquiries team, via enquiries@rsh.gov.uk or 0300 124 5225. Providers with fewer than 1,000 homes should use our dedicated email address SmallProviders@rsh.gov.uk.

Appendix 1: About the coronavirus operational response survey and our analysis

We asked private registered providers with 1,000 or more homes, local authority social housing landlords and those providers with fewer than 1,000 homes which have a high proportion of supported accommodation to respond to the survey. The information in this report is based on our initial analysis of registered providers' survey responses.

The survey asks providers to answer a single multiple-choice question on each of five key areas. For each area it also asks them to identify any key constraints, risks and mitigating actions and the scale of any backlog and how this has changed since the previous survey.

1. Emergency repairs

- All complete
- Most complete without a material backlog developing
- Some complete but a material backlog
- Few or no complete and a material backlog.

2. Statutory gas safety checks

- All complete
- Most complete without a material backlog developing
- Some complete but a material backlog
- Few or no complete and a material backlog.

3. Statutory fire safety checks

- All complete
- Most complete without a material backlog developing
- Some complete but a material backlog
- Few or no complete and a material backlog.

4. Asbestos, electrical, legionella and lift checks

- All complete
- Most complete without a material backlog developing
- Some complete but a material backlog
- Few or no complete and a material backlog.

5. Care and support staffing levels

- Maintaining safe staffing levels and essential service delivery
- Maintaining safe staffing levels and essential service delivery with some pressure
- Maintaining safe staffing levels and essential service delivery but at material risk of falling below safe levels
- Not maintaining safe staffing levels and essential service delivery.



© RSH copyright 2020

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at: www.gov.uk/rsh

Any enquiries regarding this publication should be sent to us via enquiries@rsh.gov.uk or call 0300 124 5225.

or write to:

Regulator of Social Housing

1st floor – Lateral

8 City Walk

Leeds LS11 9AT

RSH regulates private registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver homes that meet a range of needs.