



Regulator of
Social Housing

Coronavirus operational response survey results

January 2021 data

25 February 2021



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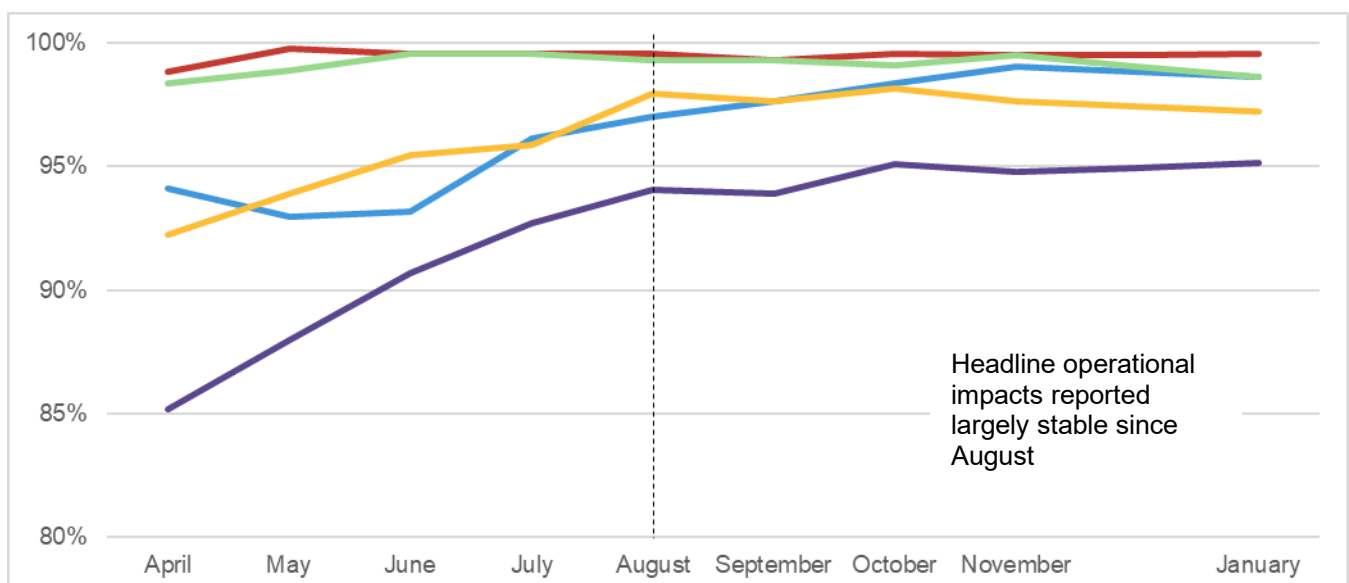
Results from the January survey

This is the summary from the ninth of our temporary surveys about how providers are managing some of the challenges they face as a result of the coronavirus pandemic. It is the first summary since we moved to bi-monthly data collection and reporting. Providers were asked to submit survey responses covering the period up to and including 31 January by 5 February. This includes the period under the national lockdown announced on 4 January 2021. 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.

The graph below shows the trends in survey responses since April 2020 where providers indicated that all or most checks were complete without a material backlog OR that they were maintaining safe staffing levels and essential service delivery in care and support settings, despite some pressure.

Trends in survey responses since April (as a % of total submissions)



Key

- Emergency repairs
- Gas compliance checks
- Fire compliance checks
- Asbestos, electrical, legionella and lift checks
- Care and support staffing levels

Despite the introduction of a further national lockdown, providers' responses showed that the delivery of services has remained broadly stable since August 2020, with little evidence of significant deterioration.

The majority of providers reported completing all or most safety checks, although slightly fewer reported completing all, rather than most, gas safety and fire compliance checks. The vast

majority of providers have not reported any material issues with asbestos, electrical, legionella or lift checks. Across the sector, the reported gas safety compliance continues to be broadly back to pre-coronavirus levels.

Almost all providers reported they had no material backlog in emergency repairs. However, during the national lockdown, more providers reported moving to emergency repairs only. Some providers report they have extended their target timescales for completing non-emergency repairs, reflecting current challenges.

Most care and support providers reported that staffing was at normal levels. Some providers have reported staffing pressures and are implementing measures to maintain safe levels of staffing. Providers reported continuing to use practices such as the closure of communal areas and remote delivery of services, where appropriate, during this lockdown, and a number stated that vaccination of staff should help transition to more normal ways of working.

The national lockdown has meant that providers have reported increased constraints. Providers reported being unable to access a small number of properties where vulnerable tenants are voluntarily shielding. Some providers reported higher levels of staff absence due to illness, self-isolation, and increased caring commitments and home schooling. However, these providers are not reporting material backlogs or staffing pressures and reported mitigations including redeploying staff and adjusting working practices. Overall, providers appeared confident that they had the appropriate systems and processes in place to manage the significant operational impacts of the national lockdown.

Next steps

The submission dates for the next CORS are shown in the table below.

Data up to and including	Submission by
31 March	9 April

Subject to what we see in CORS returns in for the period up to and including 31 March 2021, we intend to withdraw CORS at that time. We will confirm our position before the end of April 2021.

CORS is not a regulatory return. 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.



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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.