

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE: Performance on compliance (housing portfolio) – Q2 2023/24	
REPORT OF: Director of Property Management	
FOR SUBMISSION TO: Housing & Fire Safety Advisory Panel	DATE: 25 January 2025
SUMMARY OF REPORT: <p>This report provides an update on compliance across fire, legionella, asbestos, gas, electrics, and lifts (FLAGEL) for the housing portfolio for Quarter 2 of 2023/24 (end of September 2023). This update is coming to the panel in line with the revised terms of reference and provides additional detail behind the information that is summarised each year as part of the fire and building safety charter.</p> <p>The report also provides the January 2024 update on Fire Risk Assessments (FRAs) and FRA actions.</p> <p>Local Government Act 1972 – Access to information No documents that require listing were used in the preparation of this report.</p> <p>Contact Officer: Hannah Ashley Fraser, Head of Property Asset Management, Supporting Communities, email: hannah.ashleyfraser@camden.gov.uk</p>	
RECOMMENDATIONS: <p>The panel is asked to note:</p> <ol style="list-style-type: none"> 1. Performance on compliance for Q2 2023/24 2. Latest position on fire safety actions 	

Signed: 

Director of Property Management

Date: 15th January 2024

1. INTRODUCTION

- 1.1 This report provides an update on compliance across fire, legionella, asbestos, gas, electrics, and lifts (FLAGEL) for the housing portfolio for Quarter 2 of 2023/24 (end of September 2023). This update is coming to the panel in line with the revised terms of reference and provides additional detail behind the information that is summarised each year as part of the fire and building safety charter. Detailed data on performance is provided in Appendix 1.
- 1.2 The report demonstrates the substantial progress that has been made on the installation of smoke and CO detectors, and the completion of high-risk Fire Risk Assessment (FRA) actions with full details on FRA completion and FRA actions provided in Appendix 2.
- 1.3 In our last report on the safety charter, we highlighted internal electrical testing and water hygiene as areas of focus where improvement is needed. Solid progress has been made on both.
- 1.4 On electrical safety, there is continued work to make sure all tenanted homes have an up-to-date electrical certificate. The Council is moving to a five-year testing cycle and appointed Savills in April 2023 to pick up 3,500 properties where access had been an issue, or the certificate was due to expire. Savills are aiming to complete the backlog of certification work by the end of March 2024.
- 1.5 On water hygiene, a focussed programme of work has been undertaken with GEM to gain access to the street properties that were overdue. This work gathered momentum in September and October 2023 and needs to be sustained.

2. PERFORMANCE ON COMPLIANCE (END OF QUARTER 2, 2023/24)

2.1 Fire Risk Assessments

At the end of Q2, 100 (3%) FRAs were outside the review period recommended by the Council (there are no legislative timescales). At the present date this has reduced to 80, one of which is a high-risk block. The completion of FRAs is monitored closely by the team and the supplier so that the Council keeps as close as it can to the programme it has developed.

2.2 Water Hygiene

The Council has 913 water systems in its housing stock requiring inspection and risk assessment on a cyclical basis. In line with our Water Hygiene Policy, water risk assessments are completed either on a 2, 3 or 5 yearly cycles.

- 2.3 Compliance performance for Legionella Risk assessments at the end of Q2 was 96.59% with 43 properties having no current Water Risk Assessment, of these 42 were Category C and 1 was Category A.
- 2.4 In addition to the risk assessments, the Council carries out servicing on a 6 monthly basis for water tanks/system. Performance was consistently between 60% and 70% for several months but by the end of Q2 performance had risen to 96.59%. This followed intensive work on non-access by the team and the contractor.

- 2.5 The contractor, M&E team and Neighbourhood Housing Officers will continue to work collaboratively to get access, record location of the tanks and use this intelligence to manage this servicing regime more effectively moving forward.
- 2.6 The team is also working to secure a specialist water services contractor as the performance of the current term contractor could be much improved. The Council will also be assessing how its IT system can support better data management and workflow.
- 2.7 **Asbestos**
Camden is managing communal area data on asbestos across 3,852 blocks and has information available for 100% of these buildings. A programme is underway to refresh our asbestos register for these locations and the programme is due to complete by March 2024
- 2.8 **Gas**
We have 13,309 homes with individual boilers that required annual servicing. Performance has remained consistent at above 99% across Q1 and Q2 with current performance at 99.31% (92 overdue).
- 2.9 Consistent performance is due to collaborative working across property and housing teams to secure access. It is noted that there has been a change in the court process for obtaining warrants which has caused a delay in our processes. This requires Councils to obtain warrants in bulk via the Court remotely, and our first court date under this new process was set for mid-December 2023
- 2.10 **Electricity**
Electrical safety - communal area fixed wire testing
- 2.11 This statutory obligation is maintained through the Council's measured term contractor. There are 2,828 communal electrical systems and 1,513 estate lighting systems that require testing every five years. At end of Q2, 98.87% of communal systems had a valid certificate. Any overdue certificates are followed up by the M&E team to make sure the Council remains compliant.
Electrical safety - internal fixed wire testing
- 2.12 The Council has committed to a five-year testing cycle for the internal wiring of its tenanted properties. This is not statutory, but it is accepted as best practice, and the Regulator expects to see landlords in compliance with this. The aim is to have a 'flat-line programme' in place by 2025, from which point one-fifth of the Council's tenanted units will be tested each year.
- 2.13 At end of Q2, the certification on the system is shown as follows:
- 89.64% Council homes had a valid 10-year certificate
 - 70.55% Council homes had a valid 5-year certificate
- 2.14 Savills continue to focus on completing tests to homes without a valid 10-year certificate, Savills approach to managing appointments has seen an improved access rate, however access remains to be an issue with cases rising during Q2. Savills were due to complete the programme by end of December 2023, this extended to March 2024, with any remaining cases being referred to legal services.

2.15 In parallel, the Council has introduced revised contract terms for its contractor Openview to maintain the new 5–year testing programme. This requirement will also form part of any new contract and / or in house service when the Openview contract expires March 2026.

2.16 Lifts

The Council's insurer, Zurich, carries out statutory "LOLER" inspections which involves each lift being inspected at 6 months and annually to make sure they are compliant, and insurance is in place. The Council has a monitoring role to make sure inspections are completed and any identified actions undertaken. At the end of Q2 all lifts had a valid certificate loaded. This progress reflects solid work by the Council's Insurance and M&E teams.

2.17 Camden maintains 559 passenger lifts which are inspected either monthly (lifts older than 5 years) or bi-monthly (lifts less than 5 years old) as part of its servicing contract. At the end of Q2, performance for all Camden lifts was at 100%.

3.0 FIRE SAFETY ACTIONS LATEST POSITION (8 JANUARY 2024)

3.1 The Council has closed 12,420 actions this calendar year to date and has 22 Category A actions still to close. Much of the progress on Category A actions is due to intensive work between the repairs service and landlord services to progress the clearance of combustible items and taking a firmer line on enforcement. The repairs service has also completed a large number of items such as individual door repairs or replacements.

	2020	2021	2022	2023 (ytd)	Total
Actions closed	10,231	15,531	10,923	12,420	49,105

3.2 The remaining Category A actions have either a date for the job to be completed, a date booked for any survey or other enabling works (e.g. asbestos removal), or are in a no access process.

3.3 The Council's monthly updates on FRA actions to Housing Scrutiny Committee and fire safety panel members has been maintained. The current position on all remaining overdue actions is summarised below and the detailed figures are in Appendix 2.

Team(s)	Overdue actions	Current position
Capital works	4,334	Ten packets have been scoped, tendered and awarded. The programme includes mains powered smoke alarms to tenanted properties, communal alarms in 750 street properties, installation of 5,110 flat entrance doors. A range of other actions will also be completed in communal areas. Most of this work is programmed to completed in the financial year 2024/25 subject to access. An approach to non-access properties has been agreed with legal which the team are now using to address any refusals or non-access properties.
Repairs	2,857	Following the re packaging of our repair works to specialist suppliers we are reviewing completion against programmed targets, and internal resources required to close jobs to ensure delivery by March 2024
Landlord services	582	Combustible items being cleared effectively with casework managed proactively. Front door grilles remain the most challenging element and the Council is reviewing how to progress this work in the most effective way.

Estate services	439	These primarily relate to improvements required to bin-stores and refuse areas. The aim is for actions are to be closed by March 2024.
Building safety / fire safety teams	316	These actions generally require commissioning of further investigative surveys to provide further assurance, the aim is for these to be closed where feasible by March 2024

- 3.4 With regards the installation of carbon monoxide alarms and smoke detectors, the latest figures are provided below. CO alarms programme have been completed with 14 no access cases being managed; the smoke detectors programme will be completed by March 2024 subject to access (just under half (47%) of the remaining properties are classed as no access cases).

	Tenanted homes with Gas / Solid Fuel assets	CO Alarms	Tenanted Homes	Smoke Detectors
Number required	13,147		23,159	
Total installations		13,133		20,194
% installed		99%		87%

4.0 OTHER KEY COMPLIANCE AREAS

Structural surveys

- 4.1 The Council was fined after a wall it owned collapsed in high winds and caused a fatality in 2007. Camden implemented a structural inspection programme to check and maintain walls via an external contractor. This led to a range of make safe works and the rebuilding of a number of walls. The Council is now picking up the ongoing inspection regime through its cyclical stock condition surveys.
- 4.2 The Council's latest stock condition survey recently completed; this included an external review of all Council-owned residential blocks including accessible external areas of street properties. A review is to be held to make sure all items on our previous structural inspection programme have been picked up.
- 4.3 It is noted that external walls within non-communal gardens had limited inspections carried out through the recent external stock condition surveys. The Council will work to address this as part of its rolling internal stock condition survey programme. This new survey programme will cover all tenanted homes and is being introduced from 2024/25 to meet the Regulatory standards.
- 4.4 **Building Safety cases**
Camden has 188 High Rise Residential Building's (HRRBs) which are required to be registered with the building safety regulator and require a golden thread of information and building safety case reports which must be reviewed periodically depending on the building risk and and occupier needs.
- 4.5 All 188 of the Council's HRRBs have been registered with the building regulator together with any related key building data required. Building Safety Cases have been prioritised and are being delivered in tranches in line with the programme below. An update on the safety cases will be brought to the next Panel meeting.

Tranche	Number of blocks	Delivery date
1	39	April 2024
2	25	April 2025
3	46	April 2026
4	37	April 2027
5	41	April 2028
Total	188	

5.0 COMMENTS OF THE BOROUGH SOLICITOR

5.1 The Borough Solicitor has been consulted and has no comments to add.

6.0 COMMENTS OF THE EXECUTIVE DIRECTOR OF CORPORATE SERVICES

6.1 The Executive Director of Corporate Services has been consulted and has no comments to add.

7.0 ENVIRONMENTAL IMPLICATIONS

7.1 There are no environmental implications arising from this report.

ENDS

Appendix 1 – Performance on Compliance (Housing)

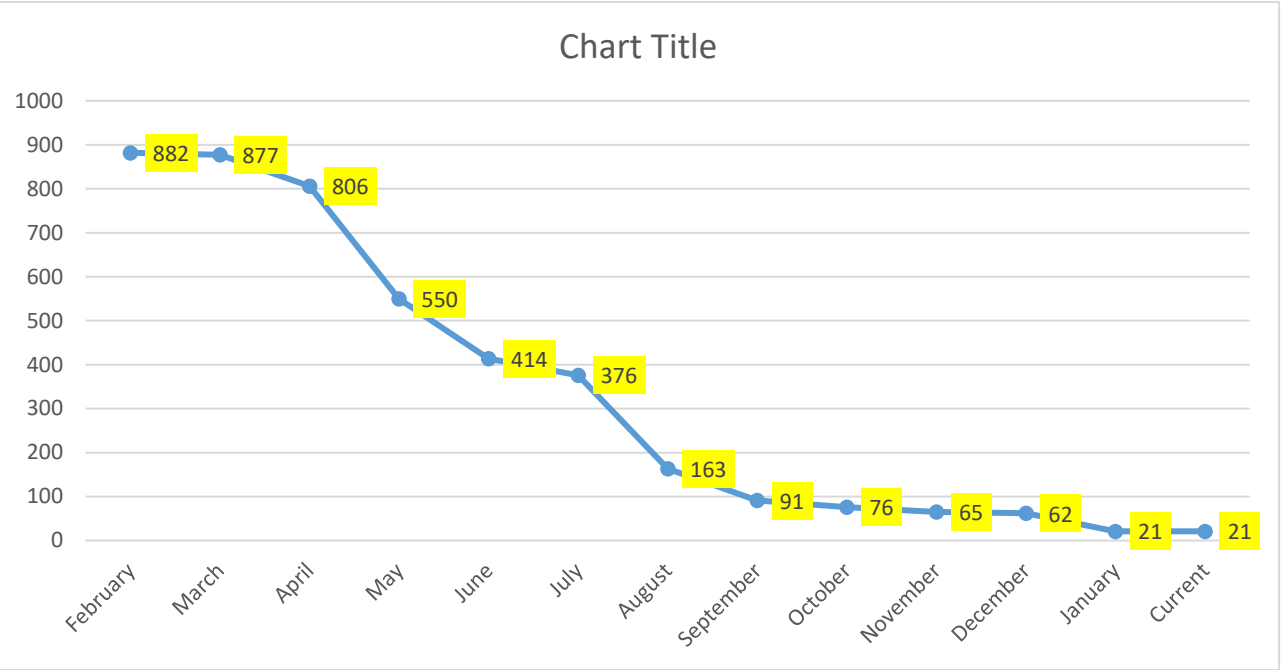
Area/Measure	01/04/2023 (%)	01/05/2023 (%)	01/06/2023 (%)	01/07/2023 (%)	01/08/2023 (%)	01/09/2023 (%)	01/10/2023 (%)	01/11/2023 (%)	01/12/2023 (%)	01/01/2024 (%)	01/02/2024 (%)	01/03/2024 (%)	01/04/2024 (%)	RAG
Annual Landlords Gas Safety Checks (CP12) - Number of properties with valid LGSC %	99.30%	99.2%	99.52%	99.24%	99.27%	99.23%	99.31%							Amber
	13213/1330	13124/13229	13197/1313	13343/13241	13333/13236	13318/13216	13309/13217							
Percentage of fire risk assessments completed within their risk cycle (excl. TRA halls)	94.50%	92.60%	97.11%	97.11%	97.42%	97.42%	96.90%							Amber
	3044/3221	2987/3223	3130/3223	3130/3223	3140/3223	3140/3223	3122/3222							
Passenger lifts servicing completed within schedule (1 Within Cycle)	100.00%	100.00%	99.46%	98.01%	99.8%	99.09%	100.00%							Green
	521/521	553/553	550/553	542/553	553/552	546/551	551/551							
6 monthly LOLER Inspection (Insurance)	99.10%	99.20%	99.64%	93.04%	99.29%	95.89%	100.00%							Green
	549/554	556/560	551/560	521/560	556/560	537/560	560/560							
Class A - Water Hygiene (stored hot water site) Risk Assessment	93.02%	95.35%	95.35%	95.35%	97.3%	100.00%	97.37%							Amber
	40/43	41/43	41/43	41/43	43/44	44/44	43/44							
Class B - Water Hygiene Larger domestic properties (individual Risk Assessment)	100.00%	100.00%	100.00%	100.00%	100.00%	98.57%	100.00%							Green
	69/69	70/70	70/70	70/70	70/70	69/70	70/70							
Class C - Water Hygiene Low risk domestic (scattered properties)	100.00%	94.51%	94.51%	89.02%	88.58%	53.18%	90.54%							Amber
	438/438	413/437	413/437	389/437	388/438	234/440	401/444							
Water Tanks - 6 monthly servicing regime	66.94%	64.46%	63.54%	65.36%	65.84%	78.41%	96.56%							Amber
	563/841	546/847	535/842	551/843	555/843	661/843	822/851							

Area/Measure	01/04/2022 (%)	01/05/2022 (%)	01/06/2022 (%)	01/07/2022 (%)	01/08/2022 (%)	01/09/2022 (%)	01/10/2022 (%)	01/11/2022 (%)	01/12/2022 (%)	01/01/2023 (%)	01/02/2023 (%)	01/03/2023 (%)	01/04/2023 (%)	RAG
Communal Electrical Inspection Programme (5 yearly cycle)	99.96%	99.89%	99.72%	99.47%	98.48%	98.90%	98.87%							Amber
	2820/2821	2816/2819	2817/2825	2803/2818	2780/2823	2797/2828	2796/2828							
Domestic Electrical Inspection Programme - Tested within last 10 Years	87.67%	87.1%	87.80%	88.27%	88.42%	89.05%	89.74%							Red
	19624/22385	19519/22409	19691/22428	19797/22427	19834/22432	19976/22432	20118/22419							
New Five-Year Cycle Domestic Electrical Inspection Programme – Tested within last 5 years	68.86%	64.75%	65.15%	65.02%	67.75%	68.67%	70.55%							Red
	15414/22385	14511/22409	14611/22428	14583/22427	15197/22432	15404/22432	15817/22419							

Appendix 2 – FRAs and FRA actions at 8th January 2024

Workstream		Blocks in FRA programme	Blocks with FRA completed in target time	Blocks with FRA outside target time	% of blocks with FRA in target time	
FIRE SAFETY	Fire Risk Assessments in high-risk buildings	168	167	1	99%	
	Fire Risk Assessments not in high-risk buildings	3123	3044	79	97%	
	Overall Fire Risk Assessments	3211	3211	80	98%	
Comments: Position on FRAs updated 08 January 2024. The appointed consultant seeks to adhere to target times but there can be delays – e.g. due to resourcing or access issues (street properties / TRA halls where universal key yet to be fitted). All blocks have an FRA in the Council’s currently approved format. The target time is set by the Council as follows: Category One - Purpose built blocks of flats over 10 stories in height, sheltered accommodation, hostels and/or where determined by the overall assessment of risk. Review/complete annually. Category Two - Purpose built blocks (below 10 stories in height) and/or where determined by the overall assessment of risk. Review/complete every 2 years Category Three - Street properties and/or where determined by the overall assessment of risk. Review/complete every 3 years						
	No. of high-risk actions		No. of medium risk actions	No. of low-risk actions		
	Not overdue		-	1641		1341
	Overdue FRA remedial actions (<3 months)		3	944		241
	Overdue FRA remedial actions (3-6 months)		2	655		369
	Overdue FRA remedial actions (6-12 months)		1	943		272
	Overdue FRA remedial actions (12 -24 months)		-	1508		1018
	Overdue FRA remedial actions (24 months +)		16	1625		1421
Comments: Position on actions updated 08 January 2024. All remaining high-risk actions have appointments booked or are in the no access process. Approximately 2,800 actions are being delivered by the repairs service this financial year and just over 4,500 capital works actions will be delivered this financial year and next.						

Movement in overdue category A actions over the last 12 months



Movement in all actions, overdue and pending, over the last 12 months

