

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE: Performance on compliance (housing portfolio) – Q3 2023/24	
REPORT OF: Director of Property Management	
FOR SUBMISSION TO: Housing & Fire Safety Advisory Panel	DATE: 17 April 2024
STRATEGIC CONTEXT <p>The Council is required by law to provide safe homes and places of work.</p>	
SUMMARY OF REPORT <p>This report provides an update on compliance across fire, legionella, asbestos, gas, electrics and lifts (FLAGEL) for the housing portfolio in Q3 2023/24.</p> <p>It also provides the latest progress made to complete fire safety 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: Paul Cansick, Acting Head of Property Asset Management Tel: 0207 974 2245 e-mail: Paul.cansick@camden.gov.uk</p>	
RECOMMENDATIONS <p>The Panel is asked to note and comment on:</p> <ol style="list-style-type: none"> 1. Performance on compliance for Q3 2023/24 2. Latest position on fire safety actions 	

Signed:



Date: 8th April 2024

1. INTRODUCTION

- 1.1 This report covers the performance in meeting statutory safety requirements for the Council's housing portfolio as at the end of Quarter 3 (December 2023). Detailed data against compliance indicators is provided in Appendix 1.
- 1.2 The report highlights good or improving performance in areas such as gas, lifts, communal electrical testing, water tank servicing, and areas where performance needs to improve, namely water hygiene risk assessments and internal electrical testing.
- 1.3 The report also considers the latest position on fire risk assessments (FRAs) and fire safety actions. The Council's March 2024 report to the Regulator is provided in Appendix 2.

2. FRAs AND FIRE SAFETY ACTIONS

2.1 Camden has a periodic FRA inspection regime for Council homes, with FRAs undertaken in line with the Council's recommended timescales as follows:

- annually for high-risk residential buildings
- every two years for medium risk buildings
- every three years for low-risk buildings.

2.2 At the end of Q3 (December 2023):

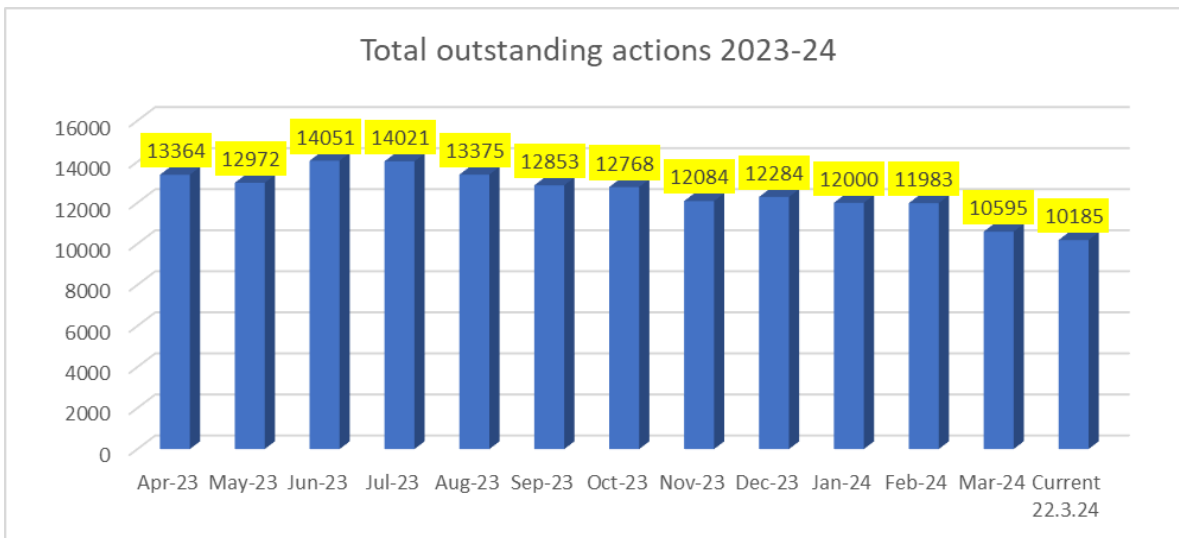
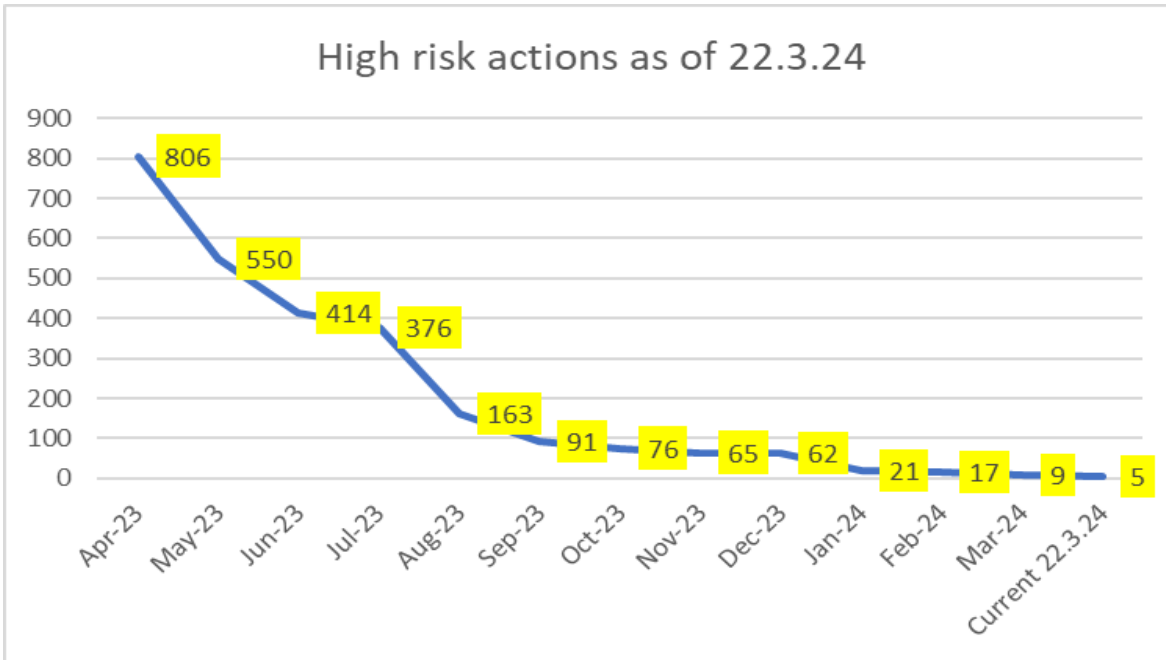
- 97.83% of all FRAs had been completed on target and 70 FRAs were outside the review period recommended by the Council (there are no legislative timescales), within this:
 - across 168 high risk buildings, 167 (99%) FRAs were completed on time and one FRA was outside its target timescale
 - on the 3,054 FRAs required for all other buildings, 2,985 (97.74%) were completed on time and 69 FRAs were outside their target timescale

2.3 In Appendix 2 it shows that by 22 March 2024, the position had moved slightly with 65 outside of their target timescale, of which 3 were for high-risk buildings.

Progress in completing fire risk actions

2.4 There was significant progress in Q3 in completing high-risk FRA actions and the number of overdue high-risk numbers had reduced by 65% with only 21 remaining. Progress has continued and by 22 March 2024 there were only five high risk actions remaining. Over the last 12 months a total of 11,360 FRA actions across all categories had been completed and closed. New actions continue to be added however and the net reduction in FRA actions over the last 12 months was 3,179.

2.5 Progress on high-risk actions and the overall number of actions is set out in the graphs overleaf and the March 2024 report to the Regulator is provided in Appendix 2.



Carbon Monoxide (CO) detectors

- 2.6 There are 13,147 tenanted Council homes with one or more fixed combustion (gas) appliances (gas boilers, fires and cookers) where a carbon monoxide detector must be installed. At the end of Q3 installation had been completed at 13,136 (99.9%) of these homes.
- 2.7 There were 11 homes where we have been unable to obtain access although 3 properties now have installation appointments booked with the tenant. The remaining 8 cases are going through the no access procedure in liaison with Legal Services and legal action may be required to arrange installations.

Smoke detectors

- 2.8 There are 23,159 tenanted Council homes where a smoke detector must be installed. At the end of Q3 smoke detectors were in place in 20,194 (87.2%) of these homes. Of the outstanding 2,965 homes, 53% were included in a programme to complete by end March 2024.

- 2.9 There are 1,393 homes (47%) being followed up through the Council's no access process in liaison with Legal Services and legal action may be required to arrange installations. These cases are being taken through the no access process which requires three attempted visits and the issue of no access letters.

	Tenanted homes with Gas / Solid Fuel assets	CO Alarms	Tenanted Homes	Smoke Detectors
Number required	13,147		23,159	
Total installations		13,136		20,194
% installed		99.9%		87.2%

3. GAS

Individual boiler servicing

- 3.1 There are 13,291 council homes with individual boilers that require annual servicing. Performance has remained consistently above 99% between April and December 2023.
- 3.2 This consistent performance is due to collaborative working across property management and housing teams to arrange access with tenants, however the Court process for obtaining warrants for access has been changed and is causing delays. The new court process requires the Council to obtain warrants in bulk via remote court hearings. Camden's first court date under this new process was mid-December 2023.

Camden's gas network

- 3.3 Camden is the largest local government gas transporter and supplier with a network of 118 gas mains providing a bulk gas service to approximately 7,000 homes and communal heating and hot water services to 15,000 homes. The network inspection programme includes riser inspections covering 200 properties per month. The latest program of inspections commenced January 2024 and should be completed January 2025.
- 3.4 The operation of a gas network requires the submission of a safety case to the Health and Safety Executive. The gas safety case is audited by both the Council's third-party advisor and by the Health and Safety Executive. The most recent audit by the HSE was carried out at the end of August 2023. Following their audit, the HSE wrote to the Council with queries and actions which have been responded to. The Council is on track to meet the set target dates for HSE actions.

4. LIFTS

- 4.1 Camden maintains 560 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. 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 that insurance is in place.
- 4.2 The Council has a monitoring role to make sure inspections are completed and any identified actions undertaken. At the end of Q3, 93.04% of lifts had a valid certificate loaded, 39 did not have a current certificate. Performance on lift servicing was 100% at the end of Q3.

5. ASBESTOS

- 5.1 Camden is managing communal area data across 3,852 blocks and at the end of Q3 continued to have information available for 100% of these buildings. A programme is underway to refresh the Asbestos Register for these locations with the programme due to complete in March 2024. At the time of writing, 81% of blocks had been reinspected with final performance to be reported to the July 2024 panel.

6. LEGIONELLA (WATER HYGIENE)

- 6.1 There are three separate regimes:
- Water tank servicing (6 monthly)
 - Water hygiene testing (monthly)
 - Water risk assessment (2, 3 or 5-year cycle depending on the system)

Water tank servicing (6 monthly)

- 6.2 This programme covers all properties where water is stored in a tank and includes street properties where access to tanks is often through individual homes. In 2023, a focussed programme of work was undertaken to gain access to street properties where inspections were overdue. The programme gathered momentum in September and October and at the end of Q3 (December 2023), performance on 6 monthly water tank servicing was 96.71%.

Water hygiene testing (monthly)

- 6.3 This programme covers Hostels and Sheltered properties, and performance remains at a reasonable level at 98.57%, however we always aim for this indicator to be at 100%.

Water risk assessment (2, 3 or 5-year cycle)

- 6.4 Performance continues to be challenging and at the end of Q3, 73.1% assessments were within their target period. A new sub-contractor has been mobilised to deliver the assessment programme and they will be closely monitored to improve compliance. Separately the Council has started a procurement process for a standalone water services contractor to provide additional direct control over this service area.

7. ELECTRICAL SAFETY

Communal area fixed wire testing

- 7.1 The Council has responsibility for 2,827 communal electrical systems and 1,513 estate lighting systems that require testing every five years. At end of Q3, 99.04% of communal systems had a valid certificate.

Internal fixed wire testing

- 7.2 The Council has been moving from a ten-year to a five-year inspection cycle 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. At the end of Q3, 89.25% Council homes had a test certificate issued within the last 10-years and 72.49% of properties had a test certificate issued in the last 5-years.

7.3 Performance was affected at the end of Q3 by the Council's main contractor de-mobilising its workforce as it was no longer economical to continue. The Council secured alternative providers in January and performance picked up in Q4 and the year-end position will be reported to the next meeting of the panel.

8. CONCLUSION

8.1 There is strong governance in place for the monitoring of compliance and strong or improving performance in most areas covered by the FLAGEL indicators. The Council is very focused on improving the position on water hygiene risk assessments and internal fixed wire testing. Year-end performance will be reported to the next meeting of the panel.

8.2 Significant progress has been made on completing high-risk fire safety actions and the Council is focused on completing all remaining actions within their programmed timescales. The Council is also putting in place changes to make sure it can complete actions more easily, for example changing its 'standing orders' so it can appoint specialist contractors more quickly. Progress on the overall action plan agreed with the Regulator will be reported as part of the next compliance report to the Panel.

8. COMMENTS OF THE BOROUGH SOLICITOR

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

9. COMMENTS OF THE DIRECTOR OF FINANCE

9.1 The report provides an update on the compliance position as at quarter 3 and progress in delivering fire safety actions.

9.2 Property Management Service is allocated a budget for fire safety compliance and for revenue and capital fire safety actions and works arising from fire risk assessments. The fire and building safety activities described in this update are funded from these resources.

9.3 The Council has allocated £4.7m per annum of its revenue budget to implement new building safety regulations and since 2017, £215m of its capital resources has been allocated to the delivery of fire and building safety capital works. But with limited revenue and capital funding, the increased spend on building and fire safety has resulted in the service doing less of other kinds of building repairs and maintenance with the consequence of a negative impact on building repairs and maintenance backlog.

10. ENVIRONMENTAL IMPLICATIONS

10.1 There are no environmental implications arising from this report.

11. APPENDICES

11.1 Appendix 1 – Performance on Compliance (Housing) Q3 2023/24.

11.2 Appendix 2 - FRAs and FRA actions at 22nd March 2024.

ENDS

Appendix 1 – Performance on Compliance (Housing) Q3 2023/24

FLAGEL Dashboard All Assets - 2023/24												
	Measure	Position close April 23	Position close May 23	Position close June 23	Position close July 23	Position close August 23	Position close September 23	Position close October 23	Position close November 23	Position close December 23	RAG	
Fire	% of FRA Surveys Completed	89.89%	81.16%	95.43%	95.37%	98.16%	93.52%	96.90%	96.96%	97.83%	Amber	
		1521/1692	1430/1762	3132/3282	3130/3282	3140/3199	3014/3223	3122/3222	3124/3222	3152/3222		
Gas	% of Domestic Gas Safe Certificates Issued	99.30%	99.14%	99.52%	99.24%	99.27%	99.23%	99.31%	99.35%	99.30%	Amber	
		13213/13306	13226/13341	13133/13197	13241/13343	13236/13333	13216/13318	3217/13309	13197/13283	13198/13291		
	% of Comm Boilers Serviced Within 12 months of last service	100.00%	86.81%	99.37%	99.37%	100.00%	96.20%	94.94%	99.37%	98.09%	Amber	
		159/159	928/1069	157/158	57/158	158/158	152/158	150/158	157/158	154/157		
Electrical	% of Properties with Domestic EICR Certificates Issued in the last 5 years (New 5 Year Cycle)	68.86%	66.58%	65.15%	65.02%	67.75%	68.82%	70.55%	71.64%	72.49%	Red	
		15414/22385	14920/22409	14611/22428	14583/22427	15197/22432	15404/22384	15817/22419	16055/22412	16267/22441		
	% of Properties with Domestic EICR Certificates Issued in the last 10 years	82.22%	79.21%	87.80%	88.27%	88.72%	89.24%	88.42%	88.73%	89.25%	Red	
		18405/22385	17750/22409	19691/22428	19797/22427	19897/22427	19976/22384	19822/22419	19886/22412	20029/22441		
% of Communal EICR Certificates issued in the last 5 years	99.96%	99.89%	99.72%	99.47%	98.48%	98.90%	98.87%	99.22%	99.04%	Amber		
	2820/2821	2816/2819	2817/2825	2803/2818	2780/2823	2797/2828	2796/2828	2801/2823	2800/2827			
Lifts	% of lifts serviced to schedule	100.00%	99.28%	99.46%	98.01%	98.75%	99.09%	100.00%	99.09%	100.00%	Green	
		554/554	550/554	550/553	542/553	553/560	546/551	551/551	546/551	556/556		
	% LOLER Insurance Certificates issued	99.10%	99.28%	99.46%	94.21%	99.29%	95.89%	100.00%	97.50%	93.04%	Amber	
549/554		550/554	551/554	521/553	556/560	537/560	560/560	546/560	521/560			
Asbestos	Number of blocks with asbestos surveys to communal areas (reg 4)	100%	100%	100%	100%	100%	100%	100%	100%	100%	Green	
		3852/3852	3852/3852	3852/3852	3852/3852	3852/3852	3852/3852	3852/3852	3852/3852	3852/3852		
Water Hygiene	Class A - Water Risk Assessment (Stored Hot Water Site)	93.02%	93.02%	95.35%	95.35%	95.35%	97.73%	100.00%	97.73%	97.73%	Amber	
		40/43	40/43	41/43	41/43	41/43	43/44	49/49	43/44	43/44		
	Class B - Water Risk Assessment Larger Domestic Properties - (Individual Risk Assessment)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.57%	100.00%	100.00%	Green
		69/69	69/69	69/69	69/69	69/69	69/69	69/69	69/70	69/69		
	Class C - Water Risk Assessment Lower Risk Domestic Properties - (Scattered Properties)	100.00%	97.26%	94.51%	94.51%	89.02%	88.58%	100.00%	64.19%	64.19%	Red	
		438/438	426/438	413/437	413/437	389/437	388/438	282/282	285/444	285/444		
	Class D - Water Risk Assessment (Street Properties)	100.00%	95.90%	92.12%	92.12%	83.90%	82.88%	100.00%	75.96%	76.66%	Red	
		293/293	281/293	269/292	269/292	245/292	242/292	282/282	218/287	220/287		
	Total % Compliance of WRA	99.64%	96.80%	92.97%	86.17%	86.84%	75.39%	86.73%	73.10%	73.10%	Red	
		840/843	816/843	847/911	785/911	792/912	634/841	732/844	617/844	617/844		
Water Tanks - 6 Monthly Servicing Regime	66.94%	65.33%	64.46%	63.54%	65.36%	65.84%	78.41%	96.59%	96.71%	Amber		
	563/841	554/848	546/847	535/842	551/843	555/843	661/843	822/851	822/850			
% of Water Hygiene Testing Completed	89.04%	97.26%	91.78%	90.54%	97.10%	98.55%	98.57%	98.57%	98.57%	Amber		
	65/73	71/73	67/73	67/74	67/69	68/69	69/70	69/70	69/70			

Appendix 2 – FRAs and FRA actions at 22nd March 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	High risk buildings	188	185	3	98%
	Non-high risk buildings	3,112	3,050	62	98%
	Grand Total	3,300	3,235	65	98%
<p>Comments: Position on FRAs updated 22nd March 2024. The appointed FRA 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 times set by the Council are: 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</p>					
		No. of high-risk actions	No. of medium risk actions	No. of low-risk actions	
	1. Overdue FRA remedial actions (<3 months)	1	553	111	
	2. Overdue FRA remedial actions (3-6 months)	2	607	192	
	3. Overdue FRA remedial actions (6-12 months)		864	384	
	4. Overdue FRA remedial actions (12 -24 months)		1,124	861	
	5. Overdue FRA remedial actions (24 months +)	2	1,943	1,439	
	Not overdue		1,069	1,033	
<p>Comments: Position on actions updated 22nd March 2024. All remaining high-risk actions have appointments booked and services are working to secure access. All medium and low risk actions are in a programme of work, assigned to a team (e.g. Landlord Services) or are with the repairs supply chain.</p>					