

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE: Performance on compliance Q1 2024/25	
REPORT OF: Director of Property Management	
FOR SUBMISSION TO: Housing & Fire Safety Advisory Panel	DATE: 22 nd October 2024
STRATEGIC CONTEXT The Council is required by law to provide safe homes and places of work.	
SUMMARY OF REPORT This report provides an update on compliance across fire, legionella, asbestos, gas, electrics and lifts (FLAGEL) for the housing portfolio for Q1 2024/25. It also provides: <ul style="list-style-type: none"> - an update on the latest progress made to complete fire safety actions, and an update on delivery against the Voluntary Undertaking agreed with the Regulator in November 2023. - Q1 performance on safety related Tenant Satisfaction Measures for 23/24 - An update on Building Safety Case File submissions Local Government Act 1972 – Access to Information No documents that require listing were used in the preparation of this report. Contact Officer: Sinéad Burke, Head of Property Asset Management Sinead.Burke@camden.gov.uk	
RECOMMENDATIONS The Panel is asked to note and comment on: <ol style="list-style-type: none"> 1. Performance on compliance for Q1 2024/25 2. Latest position on fire safety actions 3. Q1 performance on compliance TSMs 4. Tranche 1 buildings under the Building Safety Act 	

Signed



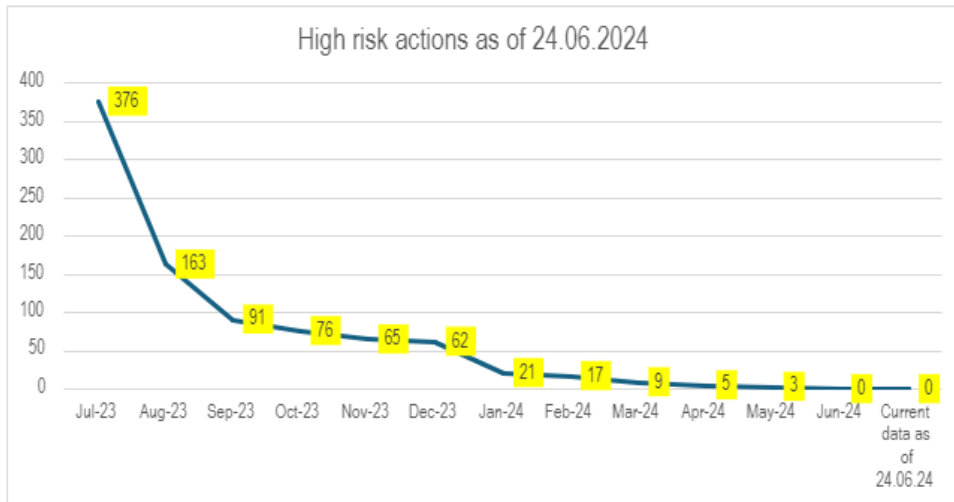
Date 10th October 2024

1. SUMMARY

- 1.1 This report covers the statutory safety compliance measures and best practice performance of the Council which apply to Council homes. This performance is monitored on a monthly basis by the Director of Property Management and the report provides an overview of the Q1 compliance position in 2024/25 (detailed in Appendix 1), with specific commentary on water risk assessments and lifts,
- 1.2 The report also details the progress on delivering against the Voluntary Undertaking agreed with the Social Housing Regulator, and the latest on the delivery of Fire Risk Actions, the Q1 position on Tenant Satisfaction Measures s related to safety and an update on the preparation of Building Safety Case files required for higher-risk buildings.

2.0 Delivery of Fire Risk Actions (FRA)

- 2.1 The Voluntary Undertaking with the Social Housing Regulator requires the Council to deliver an Action Plan and complete all outstanding FRA actions by the end of 2025. At the end of Q1 there are no high-risk actions remaining.



- 2.2 The total number of outstanding actions continues to reduce steadily. Our monthly reports are published here:

[Fire risk assessments for Camden housing - Camden Council](#)

Carbon Monoxide (CO) and smoke detectors

- 2.3 The table below shows the status as of 26 June on CO and smoke detectors. The CO programme is practically complete. The installation of smoke detection has progressed to 93% and the remaining homes are being focussed on with no access procedures to be progressed on remaining homes.

Gas Assets / Solid Fuel	CO Alarms	Residential Homes	Smoke Detectors	In Packet for Delivery	NO ACCESS
Number	Number	Number	Number	Number	Number
13,105	13,102	22,261	20,831	571	860
	99.98%		93.58%	2.57%	3.86%

Tenant Satisfaction Measures (TSMs)

- 2.4 In June the first set of TSMs were reported to the Social Housing Regulator. While only the year-end position requires reporting, they are calculated monthly to track and improve performance. Reporting is now fully integrated with the council's wider compliance reporting processes for data assurance, and is reviewed on a monthly basis by the Director of Property Management and Executive Director Supporting Communities.
- 2.5 The Q1 figures for 2024/25 are presented in the table below.

TSM	Year End 23/24	Q1 24/25	Direction / Comment
BS01: Gas Safety Checks	98.97%	98.70%	Down; voids remain an area of weakness
BS02: Fire Safety Checks	99.57%	96.36%	Down; due to flatlining of programme
BS03: Asbestos Safety Checks	96.36%	98.46%	Up; good progress accessing street properties
BS04: Water Safety Checks	95.83%	98.67%	Up; good progress accessing street properties
BS05: Lift Safety Checks	75.67%	72.57%	Down; no access issues are emerging faster than resolution

- 2.6 The year-end figures for 2023/24 were reported to the Social Housing Regulator in June and the Regulator will publish these results this Autumn, but for transparency the Council has already published them on the Camden website.

Water Risk Assessments

- 2.7 Water risk assessments were an area the Council focussed on improving and significant work was done to ensure that assessments were in place per the relevant legislation and managed properly. This improvement work is now largely concluded; compliance stands at 98.67% and good progress is now being made on difficult-to-access street properties.
- 2.8 An external audit is planned for later in the year to provide full assurance on FLAGEL compliance, including water risk assessments.

Lifts

- 2.9 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 have insurance is in place. The Council has a monitoring role to make sure inspections are completed and any identified actions undertaken. A detailed review in preparing Tenant Satisfaction Measures showed that the impact of 'No Access' inspections was higher than thought, and as at Q1 83.25% of lifts had a LOLER completed within the previous 6 months. Servicing levels are generally high however, with lifts serviced monthly or bi-monthly depending on age, and the Council closely monitors the completion of remedial works.
- 2.10 An internal working group has been established to ensure the issues causing 'no access' are rectified, that improved reporting and contract management procedures are put in place and that the risks of non-compliance are understood and acted on.

Building Safety Act 2022 – Building Safety Case files for Higher-Risk Buildings (HRBs)

- 2.11 The first 5 Building Safety Case Files were called in and submitted to the Building Safety Regulator (the HSE) in Q1. Over the next five years, Building Safety Case files will need to be produced for all 188 HRBs managed by the Council. Up to 37 building safety cases being called in by the end of the financial year. The Council has a strong team in place assembling its safety cases and these are being loaded at present on the building safety case IT platform and submitted when called in by the Regulator.

3. Q1 PERFORMANCE ON COMPLIANCE

Gas safety

- 3.1 Of Council homes with individual gas boilers 99.5% of have had gas checks within required timescales. Arising from TSM work, it was noted that within void properties, the certification is not always held centrally, and this has been the main area of non-compliance within the TSM data. These homes have now been added to the domestic gas programme but has meant that overall across 13,631 properties, 298 have overdue gas checks, meaning a compliance rate of 97.81%. A programme is in place to document the gas checks in void properties, and substantial improvement is expected soon. On occupied homes, where 62 gas certs are overdue, legal action is being pursued as necessary.

Fire risk assessments (FRAs)

- 3.2 At the end of Q1, 98.27% of all FRAs had been completed within target timescales. This represents 58 overdue FRAs, which is a significant increase on year end when only 4 were overdue. To some extent this is due to adjustments to 'flatline' the programme, however, this should not have such impact. A review of performance is being undertaken with the external surveyors.
- 3.3 Of the 188 HRBs, 8 were overdue. The team are meeting with the FRA surveyor to understand the reasons and ensure FRAs are all completed on time to HRBs.

Electrical safety - communal area fixed wire testing

- 3.4 The statutory obligation for fixed wire testing is delivered through the Council's measured term contractor. There are 2,829 communal electrical systems that require testing every five years. At end of Q1, 99.65% of communal systems had a valid certificate, up from 98.5% at year end. This increase has been the result of targeted work to access street properties.

Electrical safety - internal fixed wire testing

- 3.5 Over 90% of homes now have a valid 5-year certificate (up from 87.12% at 2023/24 year end). This year represents the last in a 5-year programme (which will renew as a rolling programme), and while progress has been strong, it is expected that the completion will become more challenging as many of the remaining homes are presenting no access challenges. Work is being done to understand all available options to secure access where this is being frustrated.
- 3.6 Progress on completing actions arising from EICRs is also measured. At Q4 there were 412 properties where an EICR was done, but the actions arising were not complete. This is being followed up by the delivery team.

Water hygiene

- 3.7 The Council has 844 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. Current compliance is at 97.87%. Only 18 street properties remain to be accessed. Servicing performance is variable for those assets on a 6-monthly regime and this is an area of focus to secure better consistency.
- 3.8 The Director of Property Management has established a task and finish group focussing on this area of work to provide assurance that the improvements to the water safety service are fully embedded.

Passenger lifts

- 3.9 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. A detailed review in preparing Tenant Satisfaction measures showed that the impact of 'No Access' inspections was higher than thought, and as at Q1 83.25% of lifts had a LOLER completed within the previous 6 months.
- 3.10 The task and finish group review is focussed on ensuring the issues causing 'no access' are rectified, that improved reporting and contract management procedures are put in place and that the risks of non-compliance are understood and acted on.
- 3.11 All passenger lifts are serviced either monthly (lifts older than 5 years) or bi-monthly (lifts less than 5 years old) as part of the Council's contract. At the end of Q1, the servicing level on the system had fallen to 70.25%, which is far lower than usual performance levels. This has been

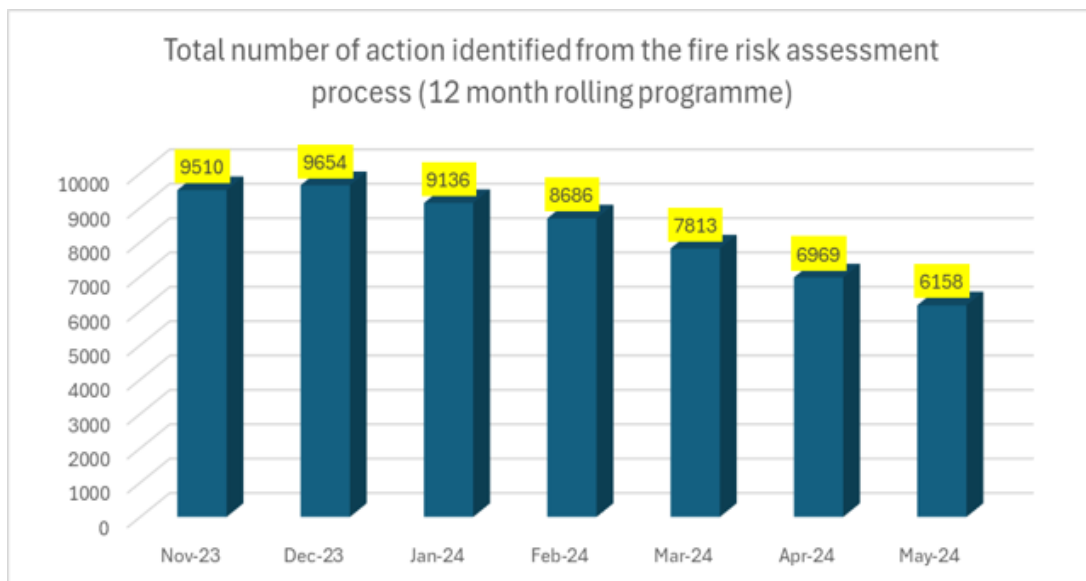
identified as an administrative issue with the contractor where servicing has been undertaken but reports were not filed on time.

Asbestos

- 3.12 The Council is managing communal area data across 3,852 blocks on the asbestos register and at the end of Q1 continued to have information available for 100% of these blocks. A programme is underway to refresh the asbestos register for these locations. This was due to be completed by March 2024, though when 90.44% of the register had been checked. At time of writing 96% of locations have been checked and the Register updated, this has been the result of extensive efforts to gain access to street properties; this programme continues to ensure that 100% is achieved.
- 3.13 Street properties are a common area of non-compliance for communal checks. The specific non-compliant properties across programmes have been cross-referenced to enable a more targeted approach to access. This is assisting in improving compliance performance.

4. FIRE RISK ASSESSMENT ACTIONS

- 4.1 By June 2024, all overdue high-risk actions were completed. There had been 400 of these in July 2023. Across such a large housing stock it will be expected that further high-risk actions will be reported in new FRAs, but officers have now good methods in place to respond quickly to these. Keeping the high-risk actions outstanding at zero will be an important target and is how we will demonstrate strong business as usual procedures. Focus is now turning to reducing medium and low risk actions which will be delivered in the main in large capital work packages. Most of these actions will have multiple elements (e.g. replacement of fire doors to a whole block) and the overall action will not be closed and until sufficient progress is made to address the risk.
- 4.3 The FRA programme is cyclical, and blocks will continue to be inspected on a 1, 2, or 3 year basis depending on the building risk. Due to the high number of FRA works taking place, there is a continuous reduction in the number of actions recorded in a 12-month period.



5. REGULATORY REPORTING

Tenant Satisfaction Measures – Safety

- 5.1 There are a total of 6 TSMs relating to safety; 5 of these are based on landlord data and 1 is a resident satisfaction score. The table below shows Q1 results compared to the year end figures which were reported to the regulator. Water Hygiene and Asbestos are showing an improvement, while Gas, Fire Safety and Lifts are slightly lower than at year-end.

TSM	23/24 Year End	Q1 24/25	Note
BS01: Gas Safety Checks	98.97%	98.70%	This is both communal and individual gas. Main gap is in voids, which is within scope of TSM, but separately managed internally. Work is ongoing to review this work.
BS02: Fire Safety Checks	99.57%	96.36%	This drop in performance has been caused by work to flatline the programme; in the short term it shows some FRAs as being slightly late but in the longer term will even out peaks in the service and consequently the actions arising from FRAs.
BS03: Asbestos Safety Checks	96.36%	98.46%	A programme to target difficult to access street properties has made good progress in this quarter; this will continue.
BS04: Water Safety Checks	95.83%	98.67%	A programme to target difficult to access street properties has made good progress in this quarter; this will continue.
BS05: Lift Safety Checks	75.67%	72.57%	While measures are being put in place to address the 'no access' issues which are causing non-compliance, this has not been in place long enough to show improvements. New no-access reports have slightly exceeded resolved ones in the period. A working group is established to improve this performance.

- 5.2 The table below shows the summary data for the production of the TSMs on safety, and their equivalent metrics in the internal FLAGEL report. The FLAGEL report is all measured by % of certificates due so it looks to the number of assets requiring the certificate (a boiler, lift, block or home). By contrast the TSMs are interested in the impact of the compliance programmes, and require all reporting in terms of the number of homes benefitting from a completed certificate or inspection.

	FLAGEL REPORT				TSM for REGULATOR		
	Assets – non-compliant	Assets – compliant	Assets in scope	% Compliance (FLAGEL)	Homes in compliant blocks	Homes in scope	% TSM
Gas Checks - Domestic	298	13,125	13,631	97.81%	22,570	22,868	98.70%
Gas Checks - Communal	0	158	158	100.00%			
Fire Risk Assessment	58	3,302	3,360	98.27%	20,460	21,232	96.36%
Asbestos Safety Checks	117	2,810	2,927	96.00%	20,907	21,234	98.46%
Water Checks - Domestic	300	23,014	23,314	98.71%	23,003	23,314	98.67%
Water Checks - Communal	18	826	844	98.86%			
Lift Safety Checks	97	470	567	83.25%	7,501	10,336	72.57%

Building Safety Case reports

- 5.3 The focus on the Building Safety Act at present is in preparing Building Safety Case files. In May the first 5 buildings were 'called in' by the Building Safety Regulator; this means the council has 30 days to submit a Building Safety Case File. These were submitted on time on 20 June. These buildings were:

Blocks

HRB07203J3J3: 9A York Way

HRB06927T3H3: 1-80 Dalehead

HRB07027Z5L0:1-80 Oxenholme

HRB06049P9R8: 1-80 Gilfoot

HRB07178S2R3: 1-161 Burnham

Estate

CIP New build block, Maiden Lane

All Ampthill Estate blocks

Chalcots Estate

- 5.4 The Council expects 37 buildings to require a Building Safety Case File to be produced in this financial year.

High Rise Buildings		
Item	No.	Definition
High Rise Building – Master Blocks	149	Properties that share a conjoined roof
High Rise Buildings – Sub Blocks	188	Properties that have separate entrances & exits
Building Safety Case Reports – Submitted	5	
Building Safety Case Reports – Tranche 1	37	Expected for submission in 24/25

6. Conclusion

- 6.1 There is robust governance in place for the monitoring of compliance and performance is strong or has improved in a number of areas. Issues highlighted in these reports are being logged and tracked. Performance needs to improve on lifts and water servicing, as described in the report.
- 6.2 In the next quarter, there will be a strong focus on improving TSM performance, lifts and ongoing building safety case file preparation. Progress on FRA actions will focus on medium and low risk actions as well as ensuring there are sufficient measures in place to retain the outstanding high-risk actions at zero.

7. COMMENTS OF THE BOROUGH SOLICITOR

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

8.0 COMMENTS OF THE EXECUTIVE DIRECTOR OF CORPORATE SERVICES

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

9.0 ENVIRONMENTAL IMPLICATIONS

- 9.1 There are none.

10.0 APPENDICES

- 10.1 Appendix 1 – Performance on Compliance (Housing) Q1 2024/25

ENDS

Appendix 1 – Performance on Compliance (Housing) Q1 2024/25

FLAGEL Dashboard All Assets - 2024/25						
	Measure	Position close Q2 2023'24	Position close Q3 2023'24	Position Close Q4 2023'24	Position Close Q1 2024'25	RAG
Fire	% of FRA Surveys Completed	93.52%	97.83%	99.88%	98.27%	Amber
		3014/3223	3152/3222	3229/3233	3302/3360	
Gas	% of Domestic Gas Safe Certificates Issued	99.23%	99.30%	99.20%	97.81%	Amber
		13216/13318	13198/13291	13125/13231	13333/13631	
	% of Comm Boilers Serviced Within 12 months of last service	96.20%	98.09%	100.00%	100.00%	Green
		152/158	154/157	157/157	158/158	
Electrical	% of Properties with Domestic EICR Certificates Issued in the last 5 years (New 5 Year Cycle)	68.82%	72.49%	87.12%	90.20%	Amber
		15404/22384	16267/22441	19535/22422	20181/22374	
	% of Properties with Domestic EICR Certificates Issued in the last 10 years	89.24%	89.25%	96.59%	98.37%	Amber
		19976/22384	20029/22441	21657/22422	22010/22374	
% of Communal EICR Certificates issued in the last 5 years	98.90%	99.04%	98.51%	99.82%	Amber	
	2797/2828	2800/2827	2786/2828	2816/2821		
Lifts	% of lifts serviced to schedule	99.09%	100.00%	99.64%	70.25%	Red
		546/551	556/556	560/562	392/558	
	% LOLER Insurance Certificates issued	95.89%	93.04%	99.47%	82.01%	Red
537/560		521/560	559/562	465/567		
Asbestos	Number of blocks with asbestos surveys to communal areas (reg 4)	100%	100%	100%	100%	Green
		3852/3852	3852/3852	3852/3852	3852/3852	
Water Hygiene	Class A - Water Risk Assessment (Stored Hot Water Site)	97.73%	97.73%	100%	100.00%	Green
		43/44	43/44	43/43	43/43	
	Class B - Water Risk Assessment Larger Domestic Properties - (Individual Risk Assessment)	100.00%	100.00%	95.74%	100.00%	Green
		69/69	69/69	45/47	47/47	
	Class C - Water Risk Assessment Lower Risk Domestic Properties - (Scattered Properties)	88.58%	64.19%	30.39%	97.63%	Amber
		388/438	285/444	141/464	453/464	
	Class D - Water Risk Assessment (Street Properties)	82.88%	76.66%	97.93%	97.59%	Amber
		242/292	220/287	284/290	283/290	
	Total % Compliance of WRA	75.39%	73.10%	60.78%	97.87%	Amber
		634/841	617/844	513/844	826/844	
Water Tanks - 6 Monthly Servicing Regime	65.84%	96.71%	86.72%	71.56%	Red	
	555/843	822/850	738/851	609/851		
% of Water Hygiene Testing Completed	98.55%	98.57%	100%	98.57%	Amber	
	68/69	69/70	70/70	69/70		