

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE: Performance on Compliance, Quarter Two 2024/25	
REPORT OF: Director of Property Management	
FOR SUBMISSION TO: Housing & Fire Safety Advisory Panel	DATE: 29 January 2025
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) across the housing portfolio for Q2 2024/25. It also provides an update on progress to complete fire safety actions and Q2 performance on safety-related Tenant Satisfaction Measures. 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 Q2 2024/25 2. Progress on fire safety actions 	

Signed



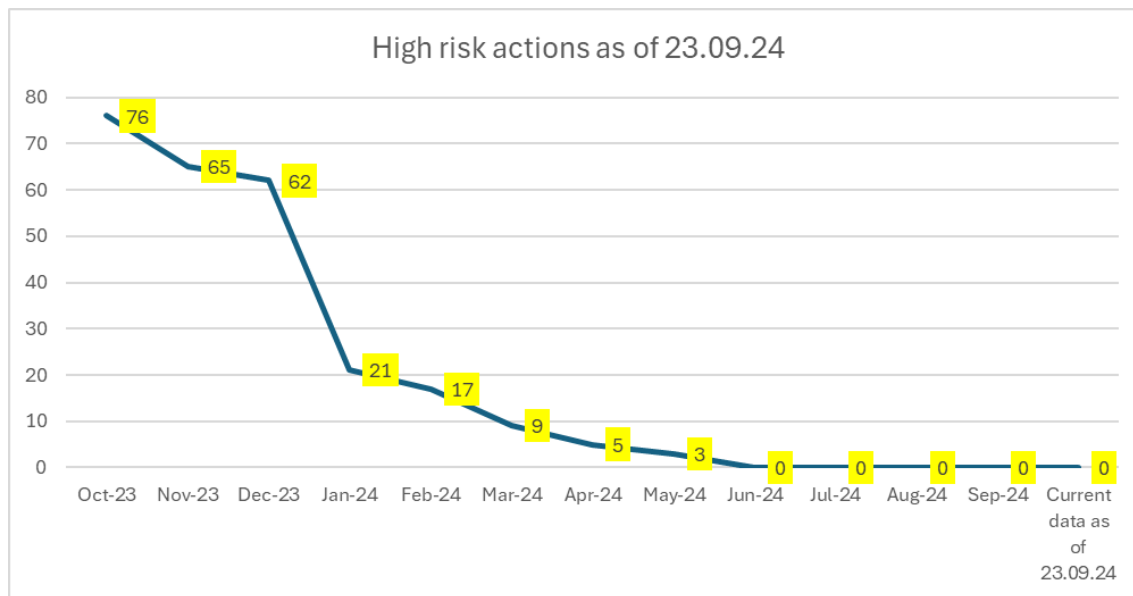
Date 17 January 2025

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 Q2 compliance position in 2024/25 (detailed in Appendix 1).
- 1.2 The report also details the progress on delivering fire actions in line with the Voluntary Undertaking agreed with the Social Housing Regulator, and the Q2 position on Tenant Satisfaction Measures related to safety.

Delivery of Fire Risk Actions (FRA)

- 1.3 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 Q2 there were no high-risk actions remaining and this remains the case.



- 1.4 The total number of actions to be completed continues to reduce steadily. At the end of Q2 (September 2024), there were 2,834 remaining low-risk actions and 4,186 medium-risk actions, giving 7,020 actions in total. This reduced from 10,095 total actions on 1 April 2024. Our monthly reports are published at the link below. The December report shows that the total number of actions had fallen further to 5,602 actions, of which 4,165 were outside their target time.

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

Carbon Monoxide (CO) and smoke detectors

- 1.5 The table below shows the Q2 status on CO and smoke detectors. The CO programme had one remaining home without a CO alarm and this was completed in October 2024. The installation of smoke detection was at 93.75% and the remaining homes are being focussed on with no access procedures to be progressed on remaining homes.

Gas Assets / Solid Fuel Number	CO Alarms Number	Residential Homes Number	Smoke Detectors Number	In Packet for Delivery Number	NO ACCESS Number
13,089	13,088	22,248	20,857	566	825
	99.99%		93.75%	2.28%	3.97%

Tenant Satisfaction Measures (TSMs)

- 1.6 In June 2024 the first set of TSMs were reported to the Regulator of Social Housing. 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 monthly by the Director of Property Management and Executive Director Supporting Communities.
- 1.7 The Q2 figures for 2024/25 are presented in the table below.

TSM	Year End 23/24	Q1 24/25	Q2 24/25	Direction / Comment
BS01: Gas Safety Checks	98.97%	98.70%	98.78%	Down; action plan in place to resolve voids
BS02: Fire Safety Checks	99.57%	96.36%	97.56%	Down; delays escalated with consultants
BS03: Asbestos Safety Checks	96.36%	98.46%	99.46%	Up; continued progress accessing street properties
BS04: Water Safety Checks	95.83%	98.67%	99.73%	Up; continued progress accessing street properties
BS05: Lift Safety Checks	75.67%	72.57%	81.77%	Up; back up contractor completed LOLERs to a batch of highest risk lifts

- 1.8 An external audit is planned for later in the year to provide assurance on FLAGEL and TSM compliance.

Lifts

- 1.9 An officer task and finish group was established to target improvement in this area of compliance after the production of the Tenant Satisfaction Measures for 23/24 showed that the impact of 'no access' inspections was much higher than thought. An action plan is in place, and a summary of this has been shared with the Social Housing Regulator at bi-monthly meetings on fire risk actions.
- 1.10 A risk review was carried out to consider the potential safety impacts of non-compliance and an additional contractor appointed to carry out LOLER inspections to 30 lifts which showed the highest risk. The risk criteria were a combination of building and resident factors and the time since the last inspection. This action has improved the TSM performance to 81.77% (from

72.57% at Q1) and substantially reduced the risk associated with overall non-compliance. In terms of lifts, it means that 88.45% of lifts have a valid LOLER in place.

- 1.11 In the period there has also been productive discussions with Zurich about reattending site and inspections where Camden has taken action to resolve the 'No access' cause (typically issues of needing environmental cleans or concerns about safe access). This is expected to yield further substantial improvement in compliance in Q3. Please note that the Council also has a servicing regime in place with its contractors, with lifts serviced monthly or bi-monthly depending on their age.

2. Q2 PERFORMANCE ON COMPLIANCE

Gas safety

- 2.1 99.58% of homes with individual gas boilers have had gas checks done in time. For void properties certificates were held for 60.53% (void properties have their services capped); this picture is improving, and the voids team have a detailed action plan in place to improve this. Across all 13,637 homes requiring a gas check 97.95% have these in place which is a slight improvement on the Q1 figure of 97.81%. On occupied homes, where 55 gas certificates are overdue, legal action is being pursued as necessary.
- 2.2 100% of communal boilers had gas safety checks up to date at the end of Q2.
- 2.3 The TSM for gas safety considers all relevant gas checks to a property; individual and communal. The performance is calculated based on the percentage of homes with all gas safety checks completed. For Q2 this figure was 98.78%. As noted above, an action plan is in place for certificates held for voids, which is the main area of weakness.

Fire risk assessments (FRAs)

- 2.4 At the end of Q2, 95.96% of all FRAs had been completed within the Council's planned timescale; this represented 136 FRAs outside their target time, which is an increase on year end when only 4 were overdue. The linked Tenant Satisfaction Measure is calculated as the % homes with a current FRA in place; this was 97.56%.
- 2.5 Focussed work meant that by 18 December 2024 this indicator had recovered and our report to the regulator showed 99.4% of blocks had FRAs completed within their planned timescale.

Water hygiene

- 2.6 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. Q2 compliance was at 99.17% and only 7 street properties remain to be accessed. This progress follows the establishment of a task and finish group focussing on this area of work. This remains in place to be assured the improvements to the service are fully embedded.

- 2.7 Servicing performance remains an area of focus and at the end of Q2, servicing within timescale was 86.56% and this is being looked at with the Council's contractor. One main challenge is access to street property tanks which is often in a loft space accessible through a dwelling.
- 2.8 The TSM for water hygiene is based on the percentage of homes with both a domestic and communal water risk assessment in place; at Q2 this was 99.73%. This is a significant improvement on the 2023/24 year-end figure of 95.83%

Passenger 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 insurance is in place. The Council has a monitoring role to make sure inspections are completed and any identified actions undertaken. The Council has a task and finish group in place to focus on improving performance in this area. At Q2 88.45% of lifts had a valid LOLER in place.
- 2.10 The TSM at Q2 is now 81.77% which is an increase from 75.67% reported at year end.
- 2.11 The reason for the non-compliance is that a range of circumstance that mean that the inspectors cannot gain access to the lift, including the motor room. Typical reasons include the lift being out of service, presence of environmental hazards such as sharps and pigeon mess, and repairs needed to safe access equipment. Note that if there are two lifts in a block, and one lift is out of service, the inspectors will not take the other lift out of service to complete an inspection. This is to avoid disruption to residents. However, it will mean that both lifts miss their scheduled LOLER inspection.
- 2.12 The Council continues to work closely with contractors and staff internally to:
- ensure the necessary repairs are appropriately prioritised and completed
 - working with LOLER inspectors to arrange repeat inspections once repairs are completed
 - engaging a backup contractor to complete additional inspections
 - putting in place improved processes internally to manage compliance information
- 2.13 It is noted that in Q2, reported performance on lift servicing had dropped to 57.09%. This is not acceptable and was escalated with the contractor. It was demonstrated that most servicing was being completed to schedule, but documents were not being issued on time. By the end of December 2024, performance had recovered and 94.67% lifts had been serviced and documents submitted within timescale.

Asbestos

- 2.14 Camden is managing communal area data across 3,852 blocks and at the end of Q2 continued to have information available for 100% of these blocks. A programme is underway to refresh our asbestos register for these locations. This was due to be completed by March 2024, though this was not achieved. At year end, completion of the new surveys was 90.44%, and by Q2 it was 98.12%. This improvement has been the result of extensive efforts to gain access to street properties; this programme continues to ensure that 100% performance is achieved.

Electrical safety - communal area fixed wire testing

- 2.15 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 Q2, 99.89% 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

- 2.16 90% of homes now have a valid 5-year certificate (up from 87.12% at 23/24 year-end). This year was 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.
- 2.17 Of the six major compliance areas, five are represented in the safety TSMs; only electrical safety checks were omitted. There are less specific regulations requiring them; a landlord is responsible for electrical safety but the EICR checks were not specifically required, though they are the industry standard way to demonstrate electrics are safe and in good condition. We anticipate that a TSM relating to electrical safety will be introduced in future, and in preparation have calculated a figure, presuming it follows the calculation method for other similar TSMs. At Q2 this estimate was 89.97%.

3. CONCLUSION

- 3.1 There is strong governance in place for the monitoring of compliance and performance is good or has improved in a number of areas. Issues highlighted in these reports are being logged and progress tracked.
- 3.2 For the remainder of 2024/25, the main areas of focus are to improve TSM performance (especially gas and lifts), water tank servicing in target timescales, and continuing completion of our medium and low risk fire safety actions.

4. COMMENTS OF THE BOROUGH SOLICITOR

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

5. COMMENTS OF THE EXECUTIVE DIRECTOR CORPORATE SERVICES

- 5.1 The purpose of this report is to provide an update on the following items: compliance across FLAGEL for the housing portfolio for Q2 2024/25, progress on fire safety action completion, and Q2 performance for TSM for 2023/24. There are currently no financial implications arising from this report.
- 5.2 Finance will work with the service to monitor and ensure as much as possible that associated costs are funded from existing resources

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 There are none.

7. APPENDICES

- 7.1 Appendix 1 – Performance on Compliance (Housing) Q2 2024/25

END

Appendix 1 – Performance on Compliance (Housing) Q2 2024/25

FLAGEL Dashboard All Assets - 2024/25						
	Measure	Position close Q3 2023'24	Position Close Q4 2023'24	Position Close Q1 2024'25	Position Close Q2 2024'25	RAG
Fire	% of FRA Surveys Completed	97.83%	99.88%	98.27%	95.96%	Amber
		3152/3222	3229/3233	3302/3360	3231/3367	
Gas	% of Domestic Gas Safe Certificates Issued	99.30%	99.20%	97.81%	97.95%	Amber
		13198/13291	13125/13231	13333/13631	13357/13637	
	% of Comm Boilers Serviced Within 12 months of last service	98.09%	100.00%	100.00%	100.00%	Green
		154/157	157/157	158/158	158/158	
Electrical	% of Properties with Domestic EICR Certificates Issued in the last 5 years (New 5 Year Cycle)	72.49%	87.12%	90.20%	90.00%	Amber
		16267/22441	19535/22422	20181/22374	21026/23362	
	% of Communal EICR Certificates issued in the last 5 years	99.04%	98.51%	99.82%	99.89%	Amber
		2800/2827	2786/2828	2816/2821	2826/2829	
Lifts	% of lifts serviced to schedule	100.00%	99.64%	70.25%	57.09%	Red
		556/556	560/562	392/558	322/564	
	% LOLER Insurance Certificates issued	93.04%	99.47%	82.01%	88.45%	Red
		521/560	559/562	465/567	498/563	
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%	100%	100.00%	100%	Green
		43/44	43/43	43/43	43/43	
	Class B - Water Risk Assessment Larger Domestic Properties - (Individual Risk Assessment)	100.00%	95.74%	100.00%	100.00%	Green
		69/69	45/47	47/47	47/47	
	Class C - Water Risk Assessment Lower Risk Domestic Properties - (Scattered Properties)	64.19%	30.39%	97.63%	99.35%	Amber
		285/444	141/464	453/464	461/464	
	Class D - Water Risk Assessment (Street Properties)	76.66%	97.93%	97.59%	98.62%	Amber
		220/287	284/290	283/290	286/290	
	Total % Compliance of WRA	73.10%	60.78%	97.87%	99.17%	Amber
		617/844	513/844	826/844	837/844	
	Water Tanks - 6 Monthly Servicing Regime	96.71%	86.72%	71.56%	86.56%	Red
		822/850	738/851	609/851	734/848	
% of Water Hygiene Testing Completed	98.57%	100%	98.57%	91%	Amber	
	69/70	70/70	69/70	64/70		