

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE: Performance on compliance Q3 2024/25	
REPORT OF: Director of Property Management	
FOR SUBMISSION TO: Housing & Fire Safety Advisory Panel	DATE: 23rd April 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) for the housing portfolio for Q3 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. - Q3 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 Q3 2024/25 (including compliance TSMs) 2. Latest position on fire safety actions 3. Tranche 1 buildings under the Building Safety Act 	

Signed

 GLENDINE SHEPHERD

Dated 8th April 2025

1.0 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 Q3 compliance position in 2024/25 (detailed in Appendix 1), with specific commentary on 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 Q3 position on Tenant Satisfaction Measures related to safety and an update on the preparation of Building Safety Case files required for higher-risk buildings.

2.0 Q3 PERFORMANCE ON COMPLIANCE (including Tenant Satisfaction Measures (TSMs))

- 2.1 The Q3 2024/25 figures for the five safety TSMs are as follows:

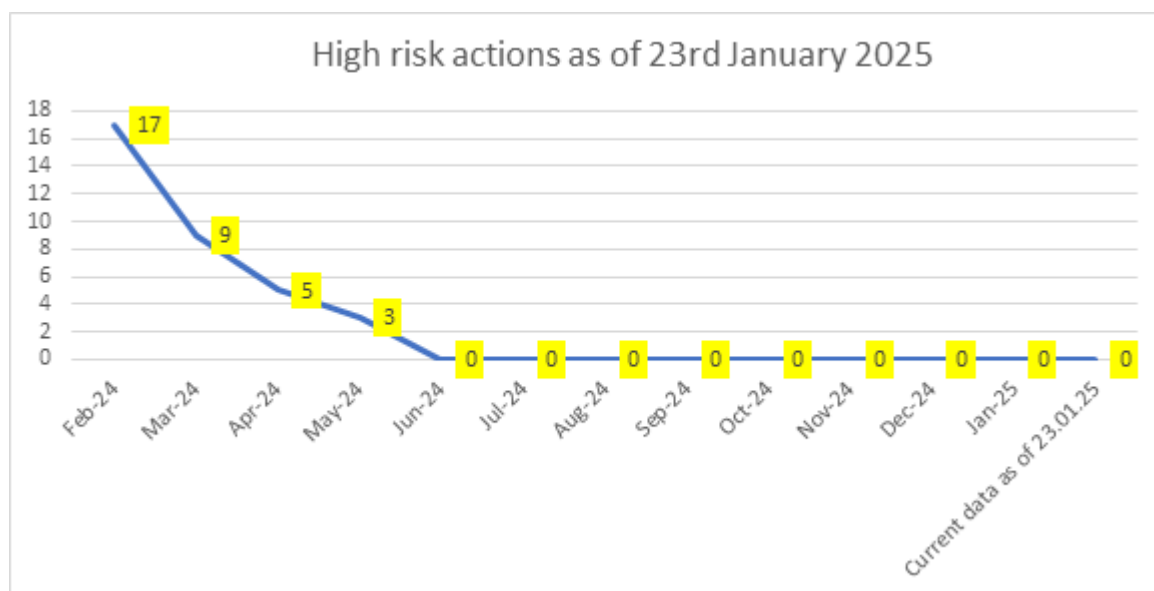
TSM	Year End 23/24	Q2 24/25	Q3 24/25	Performance Direction since Year End / Comment
BS01: Gas Safety Checks	98.97%	98.78%	98.72%	Down ; action plan in place to resolve voids which includes doing repeat certificates
BS02: Fire Safety Checks	99.57%	97.56%	98.46%	Down ; targeted work to access street properties planned in February
BS03: Asbestos Safety Checks	96.36%	99.46%	99.67%	Up ; continued progress accessing street properties
BS04: Water Safety Checks	95.83%	99.73%	99.99%	Up ; continued progress accessing street properties
BS05: Lift Safety Checks	75.67%	81.77%	84.43%	Up ; back up contractor completed LOLERs to a batch of highest risk lifts
NEW: Electrical Safety Checks	No data	89.97%	90.17%	Up ; slow continued progress on remaining domestic electrical checks

- 2.2 **Gas Safety Checks:** Compliance for communal system remains at 100%. A total of 99.52% of homes with individual gas boilers have had gas checks done in time with Voids performance remaining at 60% at Q3. Since then, the council has appointed a contractor to complete checks on these properties. The council is also working to improve its recording of decommissioning certificates; a review as part of the action plan has shown that many void properties do have gas disconnected, disconnections will not be formally logged until a clear protocol is documented.

- 2.3 **Fire Risk Assessments:** In Q3, 99.2% of council-managed blocks had an up-to-date fire risk assessment. This includes 100% of all high-rise buildings. The TSM includes blocks where Camden has a number of rented homes in management but is not responsible for completing the fire risk assessments. FRAs are only available for 56% of these homes, and the council now has an escalation plan in place.
- 2.4 **Asbestos checks:** 99.67% of homes have asbestos checks in place. This is a significant improvement from year-end 23/24 and is the result of ongoing efforts to ensure access is gained to street properties. This has been supported by a universal key programme for the communal doors to street properties, to ensure the council has access to communal areas to carry out essential repairs and inspections.
- 2.5 **Water safety checks:** Compliance is at 99.99% on the TSM, representing one remaining block where the water risk assessment is required. As with the asbestos checks, this improvement since the year end 23/24 position is the result of improved access to street properties. Water servicing, however, remains an area of weakness; at Q3 performance was 70%. A detailed review has shown that almost all the 6-monthly servicing is being carried out, however, where remedial works are identified, the system is considered 'non-compliant'. Officers are working with the contractor to ensure a programme is developed to deliver the completion of these actions.
- 2.6 **Lift safety checks:** 90% of lifts had a LOLER check within the past 6 months. This represents just over 84% as a TSM; the TSM measures the % of homes where all associated lifts have their LOLER certs in date. The council maintains an internal working group of key officers to ensure this compliance area reaches 100%.
- 2.7 **Electrical safety checks:** 99.61% of communal electrical systems have an EICR carried out within the past 5 years. Progress on domestic electrical checks remains relatively static against Q2 at 90%. However, the council has been undertaking procurement work for a new contract to complete the programme, as well as remaining and newly arising remedial works. Officers are also working to refresh the three stage process to assist in overcoming no-access challenges. We anticipate that electrical safety checks will be introduced as a formal TSM, and applying an assumed methodology are at just over 90%. In February, the government announced that they intend to make electrical checks mandatory in social homes (to match the status of gas checks) and officers are working to achieve 100% in preparation for that legislation.

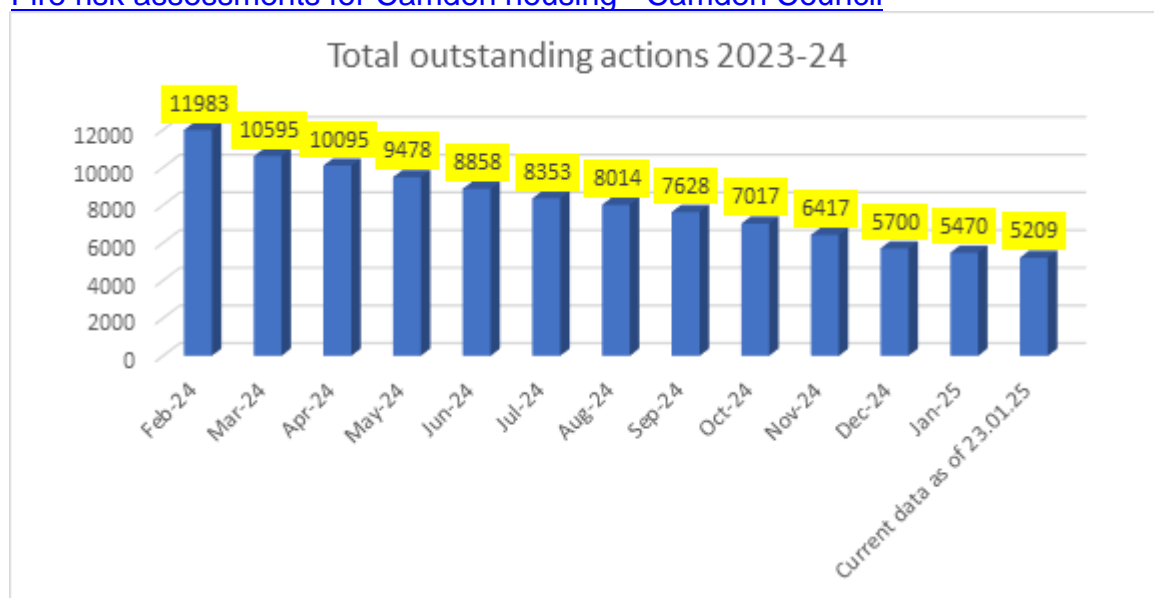
3.0 VOLUNTARY UNDERTAKING (VU)

- 3.1 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. As at Q3, there are still no high-risk actions remaining.



- 3.2 The number of outstanding medium and low risk actions is steadily decreasing: At 23rd January there were 3,235 medium risk and 1,974 low risk actions outstanding, giving 5,209 in total. This is down from 11,983 in February 2024. The council is working to complete this programme by December 2025 and is currently on track to achieve this. Our monthly reports are published here:

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



- 3.3 **Carbon Dioxide and Smoke Alarms:** 100% of homes with a gas boiler have a carbon monoxide alarm. Progress is continuing slowly on remaining smoke alarm installations; the council is investigating escalated access options.

Gas Assets / Solid Fuel Number	CO Alarms Number	Residential Homes Number	Smoke Detectors Number	In Packet for Delivery Number	NO ACCESS Number
13,071	13,071	22,244	21,121	411	712
	100.00%		94.95%	1.85%	3.20%

- 3.4 In February the council provided a formal update to the Social Housing Regulator on the 17-point Voluntary Undertaking action plan. A key action is the implementation of an IT system to manage FRA actions; the council now has a system at testing stage. The core risk to capital works projects has been identified as the need to secure Gateway Building Control approval for a number of actions to high rise buildings; this is a new process whereby the Building Safety Regulator must be the Building Control authority for works to High Rise Buildings. However, there are significant delays in processing applications. The council anticipates it will need to make about 70 Gateway applications arising from remaining fire risk actions.

4.0 BUILDING SAFETY CASE SUBMISSIONS

- 4.1 Camden had anticipated that up to 37 of its 188 blocks would be 'called in' by the Building Safety Regulator (BSR) in 2024/25, however, this now seems unlikely as only 13 have so far been requested. The 'call in' process is for the Building Safety Regulator to require that a building owner submit a Building Safety Case File for individual high-rise buildings for assessment and ultimately certification by the BSR.
- 4.2 The table below summarises the status of Building Safety Case reports submitted to the Building Safety Regulator, at the time of writing the Regulator has asked for additional information on individual buildings but has not provided an assessment response for any of the submitted safety case files.

High Rise Buildings (HRBs)		
Item	No.	Definitions
High Rise Building – Master Blocks	149	Properties that share a conjoined roof
High Rise Buildings – Sub Blocks	188	Properties that have separate entrances & exits; this is the definition used to register buildings with the BSR.
Building Safety Case Reports – Tranche 1	37	These were expected for submission in 2024/25, based on guidance provided by the BSR. These are the highest risk HRBs.
Building Safety Case Reports – Advance Notice	0	The BSR provides notice in advance of 'calling in' a Building Safety Case File.
Building Safety Case Reports – Submitted	13	These have been submitted and are being reviewed by the BSR. In some cases, the Council has been asked to provide additional details and clarifications.
Building Assessment Certificates Issued	0	This Certificate indicates that the BSR have accepted the building safe case.

5.0 CONCLUSION

- 5.1 There is strong governance in place for the monitoring of safety compliance and performance is strong or has improved in a number of areas. Actions are being tracked and issues highlighted in these reports are being logged and actioned. Performance needs to improve on smoke alarm installations and gas checks in voids properties.
- 5.2 In Q4, the main areas of focus will be on TSM performance, ongoing building safety case file preparation, and building control gateway applications where the Regulator approval is required to complete some FRA actions in high rise buildings. The council will also work to ensure that the completion of all FRA actions remains in line with the planned trajectory.

6.0 RECOMMENDATIONS

- 6.1 The Panel is asked to note and comment on:
1. Performance on compliance for Q3 2024/25, including TSM figures
 2. Latest position on fire safety actions
 3. Progress on Building Safety Case Files

7.0 COMMENTS OF THE BOROUGH SOLICITOR

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

8.0 FINANCE COMMENTS

- 8.1 The purpose of this report is to provide an update on the following items: compliance across FLAGEL for the housing portfolio for Q3 2024/25, progress on fire safety actions, delivery against Voluntary Undertaking, Q3 performance for TSM for 2024/25 and an update on the Building Safety Case File submissions. There are currently no financial implications arising from this report.
- 8.2 Finance will work with the service to monitor and ensure as much as possible that associated costs are funded from existing resources

.10.0 ENVIRONMENTAL IMPLICATIONS

- 10.1 There are none.

APPENDICES

Appendix 1 – Performance on Compliance (Housing) Q3 2024/25

FLAGEL Dashboard All Assets - 2024/25					
	Measure	Position Close Q1 2024'25	Position Close Q2 2024'25	Position Close Q3 2024'25	RAG
Fire	% of FRA Surveys Completed	98.27%	95.96%	99.19%	Amber
		3302/3360	3231/3367	3286/3313	
Gas	% of Domestic Gas Safe Certificates Issued	97.81%	97.95%	97.81%	Amber
		13333/13631	13357/13637	13001/13292	
	% of Comm Boilers Serviced Within 12 months of last service	100.00%	100.00%	100.00%	Green
		158/158	158/158	160/160	
Electrical	% of Properties with Domestic EICR Certificates Issued in the last 5 years (New 5 Year Cycle)	90.20%	90.00%	90.60%	Amber
		20181/22374	21026/23362	21049/23232	
	% of Communal EICR Certificates issued in the last 5 years	99.82%	99.89%	99.61%	Amber
		2816/2821	2826/2829	2818/2829	
Lifts	% of lifts serviced to schedule	70.25%	57.09%	94.68%	Amber
		392/558	322/564	534/564	
	% LOLER Insurance Certificates issued	82.01%	88.45%	92.73%	Amber
		465/567	498/563	523/564	
Asbestos	Number of blocks with asbestos surveys to communal areas (reg 4)	100%	100%	100%	Green
		3852/3852	3852/3852	3852/3852	
Water Hygiene	Class A - Water Risk Assessment (Stored Hot Water Site)	100.00%	100%	100.00%	Green
		43/43	43/43	43/43	
	Class B - Water Risk Assessment Larger Domestic Properties - (Individual Risk Assessment)	100.00%	100.00%	100.00%	Green
		47/47	47/47	47/47	
	Class C - Water Risk Assessment Lower Risk Domestic Properties - (Scattered Properties)	97.63%	99.35%	100.00%	Green
		453/464	461/464	464/464	
	Class D - Water Risk Assessment (Street Properties)	97.59%	98.62%	99.66%	Amber
		283/290	286/290	289/290	
	Total % Compliance of WRA	97.87%	99.17%	99.88%	Amber
		826/844	837/844	843/844	
	Water Tanks - 6 Monthly Servicing Regime	71.56%	86.56%	70.17%	Red
		609/851	734/848	595/848	
	% of Water Hygiene Testing Completed	98.57%	91%	100.00%	Green
		69/70	64/70	70/70	

ENDS