

Compliance Report

November 2023



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HOUSING

Overall RAG Rated summary of the
7 reported metrics

Direction of travel from
previous month

0



2



5



General Fund

Overall RAG Rated summary of the
6 reported metrics

Direction of travel from
previous month

0



0



6





Performance Summary November 2023

Ref	Compliance	Target	YTD Result	
GD	Percentage of properties with valid gas certificate - Domestic	100.00%	99.98%	↑
GC	Percentage of properties with valid gas certificate—Communal	100.00%	100.00%	↔
ED	Percentage of properties with satisfactory EICR	100.00%	99.65%	↓
FS	Percentage of non domestic assets covered by valid FRA	100.00%	100.00%	↔
AND	Percentage of known asbestos locations re-inspected (communal areas)	100.00%	100.00%	↔
WH	Percentage of water installations covered by risk assessment	100.00%	100.00%	↔
LI	Percentage of communal lifts that require examination (LOLER)	100.00%	100.00%	↔
Items of Additional Oversight				
FRA	Number of Fire Remedial actions		1854	
AR	Number of Asbestos Remedial actions		0	

Points for noting



Area of compliance	Comments
Building Safety	<ul style="list-style-type: none"> Major improvement works at Gade Tower and Lagley House progressed in November; completion due in December. Remedial works for balconies at Kylna Court have been completed. The roof terrace remedial works commenced in October with the non-compliant decking stripped and the scaffolding was struck in November. Work will continue in December Resident Engagement Strategies are being developed for high rise residential buildings with resident engagement events concluding in November. They were well received and the feedback will be used to inform the final strategies Quarterly door inspections at buildings over 11m are being completed by the Compliance Team with all activity captured using the Propeller software DLUHC have requested further information relating to buildings over 11 metres. We have until December 31st to provide Fire Safety Remediation Surveys for our 15 buildings in scope
Asbestos	<ul style="list-style-type: none"> We will complete all non-domestic re-inspection surveys this calendar year and the outcomes of these surveys and remedial actions are captured in the report. 99% (1069 blocks) of the required surveys have been completed since April
EICR Programme	<ul style="list-style-type: none"> The outstanding five no access properties continue to be the hardest to access and have numerous failed appointments. Three of the properties have been progressed to Legal proceedings as we continue to follow a robust six stage auditable access process to support legal proceedings. An additional 349 properties where the EICR is out of target was reported as non-compliant in May, this stands at 35 in November including the 5 no access properties. The additional contractor and dedicated Lead Officer are focusing hard on these properties in line with the agreed no access process
Gas	<ul style="list-style-type: none"> The Heating and Ventilation tender was carried out in November with five contractors progressing to ITT stage. The process will be concluded in December with mobilisation commencing in January 2024 for an April 2024 start date. We will bring in agency cover to focus on this whilst permanent recruitment processes are completed.



Percentage of properties with valid gas certificates

100%	Target
99.97%	Previous period (Oct 23)
99.98%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> Two properties were non compliant at the end of November All properties were subsequently serviced and compliant by 4 December

Percentage of properties with satisfactory EICR

100%	Target
99.67%	Previous period (Oct 23)
99.65%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> 10,206 properties require an EICR and in November we have 5 dwellings without an electrical test There are a further 30 properties where the EICR requires renewing. These 35 properties in total remain the focus of the team to access whilst ensuring future EICR's do not fall out of target - There are only 245 EICR's due in 2024 so we will be smoothing out the programme to prevent this peak in numbers. 4041 properties were due for EICR's this year, of which 546 are yet to be completed. For additional information so far this year the number of EICR inspections completed is 4932, which includes voids & mutual exchange properties. There are adequate resources to complete the required number for this financial year.



No access EICR Properties

Narrative

- Safer Homes and Tenancy teams collaborate on no access properties to gain access.
- If the tenant misses a booked appointment then they will be referred back to the 6 stage Tenancy process, picking up at the last stage relative to the case.

No Access Process

- Stage 1 Phone call between 9am- 5pm and 1st tenancy review audit
- Stage 2 Phone call after 6pm
- Stage 3 Phone call between 9am - 5pm and 1st letter
- Stage 4 Phone call after 6pm and 2nd tenancy review audit
- Stage 5 Phone call between 9am - 5pm and 2nd letter
- Stage 6 Phone call after 6pm, 3rd tenancy review audit and 3rd letter

Legal proceedings

	Current	Previous Month
Stage 1	10	7
Stage 2	1	5
Stage 3	0	4
Stage 4	5	0
Stage 5	2	1
Stage 6	3	0
Appointment Booked	6	11
Void	4	1
Follow On Works	0	0
Legal	4	3
Other *	0	1
To be progressed *	0	0
Total	35	33

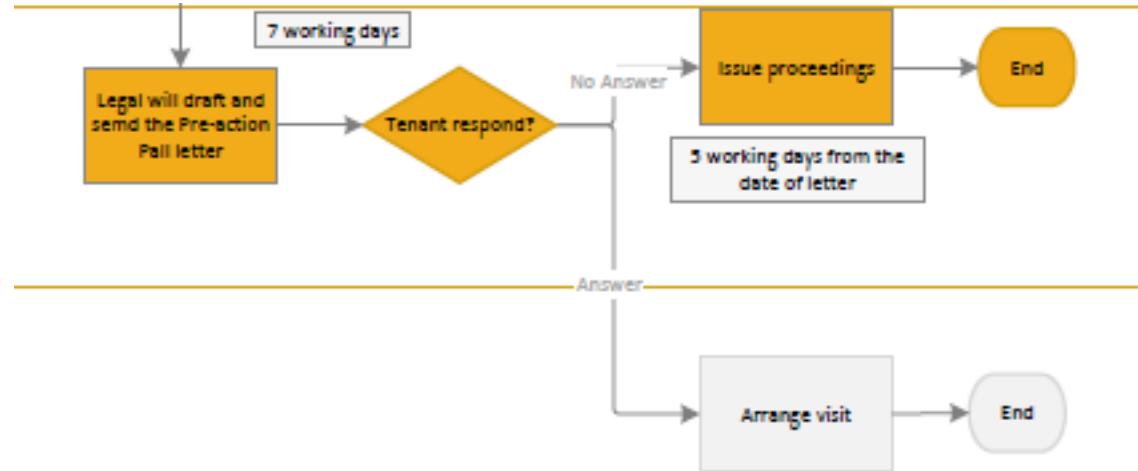
- * Hoarding or wider welfare issues that may require multi agency approach
- * Three stage contractor process has been completed, now with Lead Officer to commence No Access process.

Legal Cases

- 2 - Injunction secured
- 0 - Court date agreed
- 2 - Court date pending

No access Legal Process (Slide in development)

Legal Cases
 2 - Injunction secured
 0 - Court date agreed
 2 - Court date pending



14 Quartermass Close – injunction obtained and access gained.

Elderly vulnerable lady.

Arrangements being made to transfer her to supported housing. NOK found and is assisting.

25 Rosebery Way – injunction obtained but no access gained.

Will be serving a NoSP.

78 Eastwick Row – court hearing 22/12/23.

14 Candfield Road – sent to DBC legal 6/12/23. .

166 Great Elms Road – sent to DBC legal but subsequently **cancelled as access gained**.

Percentage of non domestic assets covered by valid FRA

100%	Target
100%	Previous period (Oct 23)
100%	Current
	YTD trend

Narrative	
<ul style="list-style-type: none"> All buildings (1,102) have an in date FRA 	

Percentage of known asbestos locations re-inspected (communal areas)

100%	Target
100%	Previous period (Oct 23)
100%	Current
	YTD trend

Narrative	
<ul style="list-style-type: none"> 1069 blocks, 99% of annual requirement have been surveyed 	

Percentage of water installations covered by risk assessment

100%	Target
100%	Previous period (Oct 23)
100%	Current
	YTD trend

Narrative	
<ul style="list-style-type: none"> All 42 properties have an in date Water Hygiene Risk Assessment In the month of November 86 Planned Preventative Measures (PPM) were all completed within target 	

Percentage of communal lifts that require examination (LOLER)

100%	Target
100%	Previous period (Oct 23)
100%	Current
	YTD trend

Narrative

- 42 passenger lifts were serviced on schedule



Asbestos Non-Domestic Survey Status

Pre 2000 Non-domestic assets	Completed Compliance Surveys	Compliance Surveys Outstanding	Access Issues
1,074	1069	5	0

Total number of actions to date	High Risk Actions	Medium Risk Actions	Low Risk Actions	Very Low Risk Actions
2,425	0	0	716	1709

Narrative

- With 1069 surveys completed this year we are 99% through the programme and on track to have all surveys completed before 2024. The consultant has had issues accessing all areas of the five remaining blocks and DBC are working with them to resolve this issue
- To date we have only identified 20 remedial actions. Two actions were identified in November's surveys and these have been issued to the LARC with an expected completion date of December. These low numbers are really positive and provide assurance that our processes are robust and that the buildings are managed well
- The 2,425 actions are classed as low or very low risk, meaning the Asbestos Containing Materials (ACM) can remain in situ as long as it is monitored and managed, which is what the annual re-inspection programme achieves

Number of Fire remedial actions

Priority High	Oct	Nov	Timescale to complete
For Review	0	0	1 Month
In Progress	60	37	3 Months
Planned	23	14	12 Months
Deferred / Further Investigation	0	0	3 Months
Total	83	51	

Narrative

1854 live actions within the system:

- 195 In Progress (issued to contractor)
- 0 Open (to be reviewed/issued)
- 1659 Planned (planned programme)
- 0 To be Planned (further investigation required)
- 0 Deferred

Of the live actions 51 are classed as high priority:

- 37 In Progress (issued to contractor)
- 0 Open (to be reviewed/issued)
- 14 Planned (planned programme)
- 0 Deferred/To Be Planned

Narrative

Building Classification:

- Category 1 - High rise residential buildings and large supported housing schemes
- Category 2 - Medium rise buildings and dispersed supported housing schemes
- Category 3 - Low rise buildings
- Category 4 - Buildings with no common parts

Buildings with no common parts do not require an FRA under the Regulatory Reform (Fire Safety) Order 2005

Number of buildings per category

Building Priority	Number	Fire Risk Assessment Frequency
Category 1	44	Annual
Category 2	427	Every three years
Category 3	321	Every five years
Category 4	310	No requirement
Total	1102	

High Priority Actions by building classification

Building Classification	Deferred	In Progress	Planned
Category 1	0	13	10
Category 2	0	24	4
Category 3	0	0	0
Total	0	37	14



Number of FRA Actions Completed

Completed in November	High	Medium	Low	On-going	Total
Category 1	9	49	5	1	64
Category 2	50	345	11	23	429
Category 3	4	45	0	0	49
Total	63	439	16	24	542

	Jobs Raised	Jobs Completed
Aug	92	144
Sep	154	225
Oct	114	393
Nov	121	542
Total	516	1820

FRA Actions

- On average we would expect to see approximately 100/150 FRA actions per month with the number of actions completed in month to be greater than the number created
- We are undertaking some closer analytical work of the outstanding actions in partnership with Manifest Consultants. This will allow us to better track and progress the medium risk actions
- SLT approved an additional programme to tackle historical actions that will commence in January 2024 - further information on next slide

Fire Remedial Assurance



Narrative

- In November SLT approved a short term FRA action remediation plan designed to target our oldest outstanding actions. This is in addition to the existing planned works programme that manages high risk actions as early as possible.
- Following SLT approval the Safe Homes Team have developed a remediation programme that focuses on moderate actions dating back to 2020 and have engaged Wates, who are the number one ranked contractor on our FRA framework, to undertake the work.
- 39 medium and low rise blocks have been targeted where there are approximately 200 actions. We are in the process of undertaking site visits with Wates to agree the full scope of works before agreeing prices and releasing orders. We have allocated an initial £500k of capital funds to the project. This allocation is subject to confirmation that the works required meet the capitalisation definition which will be established following the site visits and discussion with finance colleagues.
- Purchase orders will be issued to Wates in December so that materials can be ordered with a planned project start date of January 2024
- Wates have recently successfully completed works at Douglas Gardens and Lagley House and are competently managing the remediation work Kylna Court

Fire Safety Remediation Surveys - DLUHC letter



Narrative

- The Department for Levelling Up, Housing and Communities (DLUHC) the Regulator of Social Housing are seeking assurance from all registered providers (RP's) and Local Authorities (LA) that all buildings over 11 metres have the following:
 - ◆ All relevant parts of the building have been risk assessed in line with the Fire Safety (Regulatory) Order 2005
 - ◆ Where there are risks the RP/LA understands how they should be addressed, particularly in relation to cladding
 - ◆ Where life critical safety fire risks have been identified the RP/LA has plans in place to remediate them in a timely manner
- In order to capture this information DBC are required to complete a Fire Safety Remediation Survey for all buildings in scope
- In total this is relevant for 15 Council owned buildings where we are the landlord; five of those buildings are over 18 metres
- The submission portal launched on 1 December and the deadline is 31 December. We completed a similar exercise in September for the Regulator so this deadline will be achieved with the results being captured in December's Compliance Report.

TA Compliance Figures

	Gas Domestic
100%	Previous period (Oct 23)
100%	Current (122 assets)
	YTD trend

	Gas Communal
100%	Previous period (Oct 23)
100%	Current (7 assets)
	YTD trend

	FRA's
100%	Previous period (Oct 23)
100%	Current (8 assets)
	YTD trend

	Asbestos Surveys
100%	Previous period (Oct 23)
100%	Current (6 assets)
	YTD trend

	Water Hygiene RA
100%	Previous period (Oct 23)
100%	Current (2 assets)
	YTD trend

	Domestic EICR's
100%	Previous period (Oct 23)
100%	Current (129 assets)
	YTD trend

	Communal EICR's
100%	Previous period (Oct 23)
100%	Current (8 Assets)
	YTD trend

Narrative	
•	A strong compliance performance across all areas achieved by collaborative cross-departmental working



Damp and Mould Update

	Pre-2023	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Total
Cases Reported	93	45	73	194	119	75	52	51	43	26	82	123	976
No of Inspections Carried Out	29	14	20	56	59	79	134	172	112	59	77	130	941
Open Cases	0 (1)	0 (6)	12 (18)	82 (93)	46 (50)	27 (43)	33 (51)	30 (38)	34 (37)	25 (26)	72 (81)	121	482

Narrative

- The number of cases are starting to significantly increase as expected as we move into the winter period, we are currently receiving approx. 30 call per day
- B&D Civil Engineering have been appointed to support on damp and mould works and monthly meetings are in place to monitor performance.
- Recruitment has commenced for 2 x permanent Damp and Mould Surveyors and interviews should be taking place in January 2024
- Osborne are starting a recruitment exercise in January 24 to employ operatives to complete low level damp works
- All new reports have continued to have inspections carried out within 7 days of being reported (unless customer is not available)
- The new Damp and Mould Policy has been approved by Housing OSC on the 8 November 2024



Reinforced Autoclaved Aerated Concrete (RAAC) Update

	Pre-2023	Jan 23	Feb 23	Total
Properties Identified	49—61 Pheasant Close	1—29 Hilltop Road	33 –51 Hilltop road	3
Remediation Works Timescales*	7 working days	7 working days	7 working days	
Remediation Works Complete	31 January 2024	19 March 2024	28 February 2024	

Narrative

- Precautionary works were completed 11 September, safety platforms have been installed in all blocks where RAAC has been identified
- Weekly inspection continue to be carried out to ensure there is no deterioration in the condition of the building
- There will be non on-site activities prior to the end of the calendar year
- Full programmes have been finalised and target completion date for remedial works have now been agreed and remain on target
- Scaffold will be erected on the 15 January at Pheasant Close to enable RAAC remediation works to be completed by 31 January, and it is expected the estate improvement works will follow on immediately after
- Progress is being monitored at Bi-weekly operational meetings
- Remedial works have been programmed as part of estate improvement works which are scheduled for completion by 13 June 2024 and are currently subject to S20 processes.

General Fund Portfolio



Performance

Area	Description	Target	Performance	Trend
Fire	Percentage of properties covered by valid FRA	100.00%	100.00%	
Legionella	Percentage of water installations covered by risk assessment	100.00%	100.00%	
Asbestos	Percentage of known asbestos locations re-inspected	100.00%	100.00%	
Gas	Percentage of properties with valid gas certificate	100.00%	100.00%	
Electrical	Percentage of properties with satisfactory EICR	100.00%	100.00%	
Lifts	Percentage of passenger lifts with current examination certificate	100.00%	100.00%	

Key Points

- Excellent performance across all areas of compliance.

Commercial Portfolio FRA - Total number of assets 149 — (106 Council maintained, 43 leaseholder responsibility)



100%	Target
100%	Previous period (Oct 23)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> On-going process of reviews

Legionella Risk Assessments Total number of assets 149— (109 Council maintained, 40 leaseholder responsibility)

100%	Target
100%	Previous period (Oct 23)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> On going Review

Asbestos Inspections - Total number of assets 149 - (111 Council maintained, 38 leaseholder responsibility)

100%	Target
100%	Previous period (Oct 23)
100%	Current
	YTD trend

Narrative
<ul style="list-style-type: none"> Annual re-inspection surveys on 43 properties are near completion. No significant findings, minor remediation tasks have been completed by Cablesheer

Gas Safety — Total number of assets 149— (123 Council maintained, 26 leaseholder responsibility)



100%	Target
100%	Previous period (Oct 23)
100%	Current
	YTD trend

Narrative	
•	On-going process of servicing and inspections

Electrical Testing Total number of assets 149— (107 Council maintained, 42 leaseholder responsibility)

100%	Target
100%	Previous period (Oct 23)
100%	Current
	YTD trend

Narrative	
•	We are developing a rolling programme of cyclical electrical inspections

Passenger Lifts - Total number of assets 9, all Council maintained

100%	Target
89%	Previous period (Oct 23)
100%	Current
	YTD trend

Narrative	
•	Direct contact is now being made with local HSB engineers, to ensure inspections are completed on time