

Appendix Aii – ‘Business As Usual’ Current Compliance Performance Report – Q1 2024/25

The tables below outline the current BAU performance position at the end of Q1 2024/25 (up to end of June 2024). The narrative outlines; what the performance situation is, reasons for the current performance and what is / will be done to improvement performance if it’s under the target.

Measure	Target Performance	Previous performance (Apr 23 to Mar 24)	Current Performance Q1 24	Number Compliant	Total Number	Narrative
BS01 – Gas safety checks carried out within time	100%	99.75%	99.91%	20,721	20,739	<p>What:</p> <ul style="list-style-type: none"> Compliance with gas safety checks was 99.91% at the end of Q1. <p>Why:</p> <ul style="list-style-type: none"> The 0.9% of checks (18 homes) that were out of date were due to pending court action due to non-access issues. <p>Action Plan:</p> <ul style="list-style-type: none"> Contact has been made with all residents and BCC’s non access process will continue to be followed for the 18 homes with an out-of-date gas safety check.
BS02 – Fire safety checks completed within time	100%	97.88%	95.95%	10,244	10,676	<p>What:</p> <ul style="list-style-type: none"> Fire Risk Assessments (FRA’s) compliance was 95.95% at the end of Q1. The 4% of assessments not completed within time are scheduled to be completed by the end of September 2024. At the time of writing there were four blocks without an up-to-date FRA. <p>Why:</p> <ul style="list-style-type: none"> Some residents have changed communal locks that has prevented access to communal areas for surveyors to undertake inspections. <p>Action Plan:</p> <ul style="list-style-type: none"> We are working with the residents of the affected blocks to enable free access for the FRA’s to be undertaken.

Measure	Target Performance	Previous performance (Apr 23 to Mar 24)	Current Performance Q1 24	Number Compliant	Total Number	Narrative
BS03 – Asbestos safety checks completed within time	100%	26.17%	68.91%	7,194	10,440	<p>What:</p> <ul style="list-style-type: none"> At the end of Q1, asbestos management compliance to communal areas was 68.91%. <p>Why:</p> <ul style="list-style-type: none"> The asbestos survey programme is progressing well. <p>Action Plan:</p> <ul style="list-style-type: none"> The asbestos survey programme to communal areas is on target to complete by the end of December 2024. This is in line with the commitment made in the HH&CSP improvement Plan.
BS04 – Water safety checks completed within time	100%	100%	100%	7,170	7,170	<p>What:</p> <ul style="list-style-type: none"> Compliance with water safety checks was 100% at the end of Q1. <p>Why:</p> <ul style="list-style-type: none"> The programme has progressed well and data review confirmed a higher level of compliance an previously able to evidence. <p>Action Plan:</p> <ul style="list-style-type: none"> Not Applicable
BS05 – Lift safety checks completed within time	100%	100%	100%	5,150	5,150	<p>What:</p> <ul style="list-style-type: none"> Compliance with lift safety checks was 100% at the end of Q1. <p>Why:</p> <ul style="list-style-type: none"> The programme has progressed well. <p>Action Plan:</p> <ul style="list-style-type: none"> Not Applicable

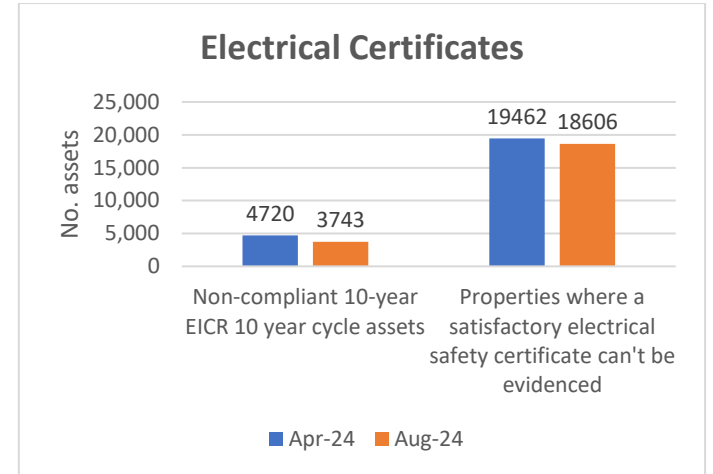
Measure	Target Performance	Previous performance (Apr 23 to Mar 24)	Current Performance Q1 24	Number Compliant	Total Number	Narrative
Electrical safety checks completed within time	100%	19.95%	19.88%	5,300	26,661	<p>What:</p> <ul style="list-style-type: none"> Compliance with electrical safety checks was 19.88% at the end of Q1. This is based on carrying out electrical safety checks every five years. The compliance level is showing a slight reduction during Q1. <p>Why:</p> <ul style="list-style-type: none"> The compliance reporting has changed from a ten year to a five yearly cycle which is impacting the compliance level as inspections become out of date earlier. Ongoing data cleansing of electrical inspections is also impacting on performance data. <p>Action Plan:</p> <ul style="list-style-type: none"> There are currently three electrical contractors carrying out inspections and the number of inspections completed per month has increased during Q1. A fourth contractor will start in October 2024 and this will increase the number of inspections being undertaken per month further.

Measure	Target Performance	Previous performance (Apr 23 to Mar 24)	Current Performance Q1 24	Number Non Compliant	Total Number	Narrative
RP01 – Homes that do not meet the Decent Homes Standard	0%	5.36%	5.07%	1,410	26,260	<p>What:</p> <ul style="list-style-type: none"> The number of confirmed decent homes failures has reduced in Q1. The figures don't include the ongoing stock condition survey findings which will increase non-compliance. <p>Why:</p> <ul style="list-style-type: none"> Data cleansing has been undertaken on historic decent homes failures. New information on failures due to the new stock condition survey programme has not yet been included in the reporting. <p>Action Plan:</p> <ul style="list-style-type: none"> New decent homes failures will be included in future reporting that will provide a more accurate position of the number of non-compliant homes.
HHSRS Failures (Housing Health & Safety Rating System)	0%	0.41%	0.25%	66	26,260	<p>What:</p> <ul style="list-style-type: none"> The number of confirmed HHSRS homes failures has reduced in Q1. The figures don't include the new stock condition survey findings which will increase non-compliance. <p>Why:</p> <ul style="list-style-type: none"> Data cleansing has been undertaken on historic HHSRS failures. New information on failures due to the new stock condition survey programme has not yet been included in the reporting. <p>Action Plan:</p> <ul style="list-style-type: none"> New HHSRS failures will be included in future reporting that will provide a more accurate position of the number of homes non-compliant.

H&CSP Backlog Delivery Performance Update (Comparing self-referral backlog position with August 2024 position)

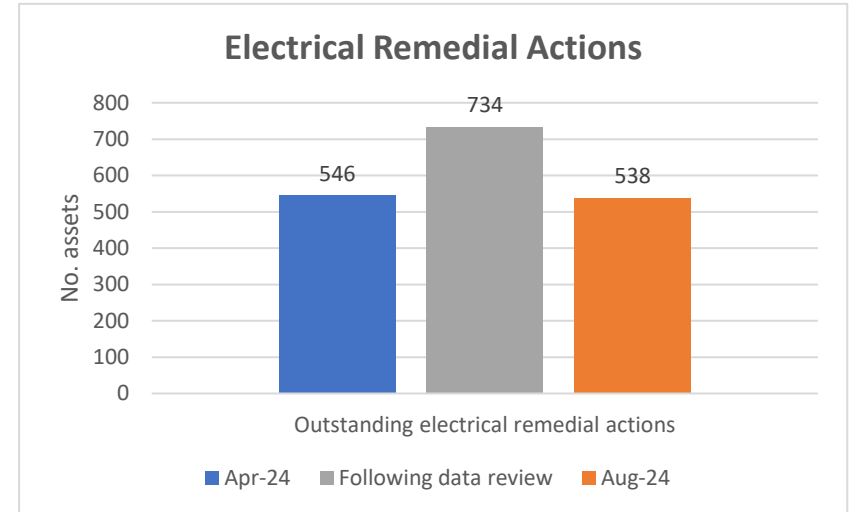
The bar charts and tables summarise performance against the non-compliance / backlog areas included in the self-referral to the RSH in April 2024 and their Regulatory Judgment. The bars in blue highlight the self-referral position and the bars in orange outline the current performance position. In some areas ongoing data analysis into BCC's compliance position has meant that larger backlogs have been identified than was known at the time of the Self-Referral. These are identified with a grey bar.

Electrical Safety Certificate (EICR) Backlog



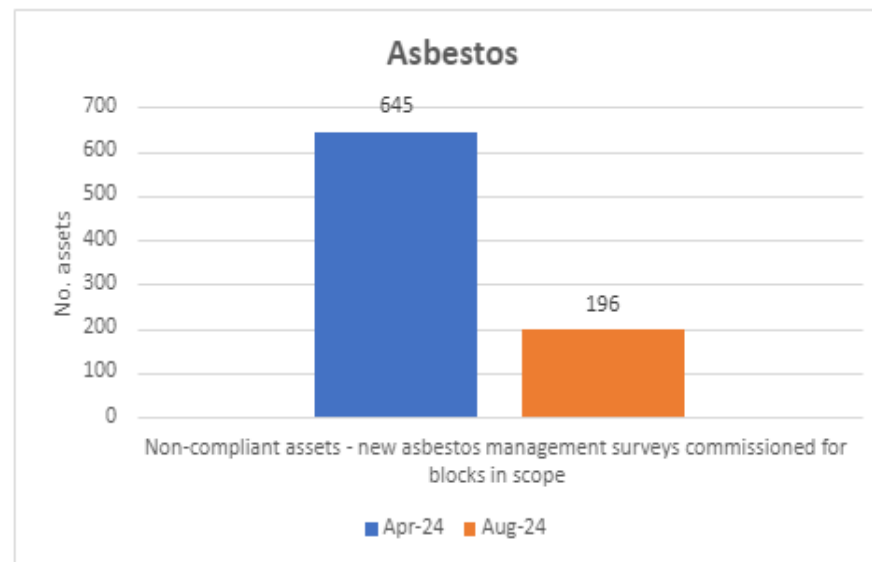
Measure	Self Referral Position	Current Position	Narrative
Electrical Safety Check Backlog	<ul style="list-style-type: none"> 4720 (non compliant 10 year test) 19462 (satisfactory certificate can't be evidenced) 	<ul style="list-style-type: none"> 3743 18606 	<p>What:</p> <ul style="list-style-type: none"> During Q1, 977 (4720 – 3743) inspections have been undertaken where we knew the home didn't have a certificate within 10 years. Where we haven't been able to evidence that we have a satisfactory certificate, we have been undertaking a data review. Through this data review we have been able to evidence 856 (19,462 – 18,606) additional certificates. <p>Why:</p> <ul style="list-style-type: none"> We have three contractors undertaking electrical inspections which has increased the number of inspections we are able to undertake each month. We have employed temporary staff to focus on reviewing our electrical safety data which is improving our understanding of our current compliance position. <p>Action Plan:</p> <ul style="list-style-type: none"> A fourth contractor will start in October 2024 and this will increase the number of inspections being undertaken per month further. The data review is continuing and will be completed in Q3 2024/25. Properties where we are unable to find satisfactory electrical certificates will be added to the electrical inspection programme.

Electrical Remedial Works Backlog



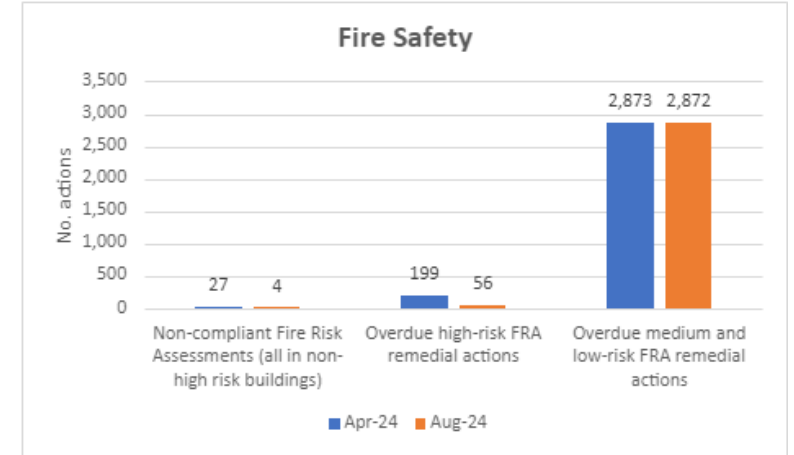
Measure	Self Referral Position	Current Position	Narrative
Electrical Remedial Works Backlog	<ul style="list-style-type: none"> 546 	<ul style="list-style-type: none"> 538 	<p>What:</p> <ul style="list-style-type: none"> The number of backlog electrical remedial actions is only slightly lower than the number reported at the time of the self-referral. Since the self-referral an additional 188 outstanding remedial actions were identified through a data review exercise. <p>Why:</p> <ul style="list-style-type: none"> The electrical data review has identified 188 additional remedial actions than were known about at the time of the self-referral. There have been 196 remedial actions completed since the self-referral. Non access has affected the speed of completing the remedial actions. <p>Action Plan:</p> <ul style="list-style-type: none"> Where we are unable to gain access to undertake the works we will progress the BCC non access progress. A fourth electrical contractor will start in October 2024 which will improve capacity to complete remedial actions.

Asbestos Survey Backlog



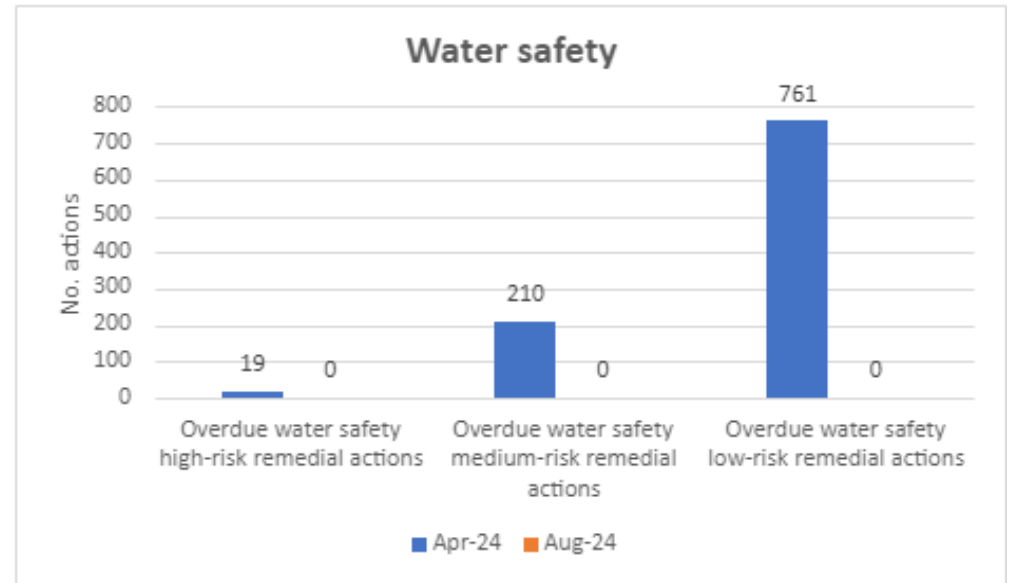
Measure	Self Referral Position	Current Position	Narrative
Asbestos Survey Backlog (communal areas)	<ul style="list-style-type: none"> 645 	<ul style="list-style-type: none"> 196 	<p>What:</p> <ul style="list-style-type: none"> At the end of August, there were 196 asbestos inspections outstanding. This has reduced from 645 inspections outstanding identified at the time of the self-referral. <p>Why:</p> <ul style="list-style-type: none"> The asbestos survey programme is progressing well. <p>Action Plan:</p> <ul style="list-style-type: none"> The asbestos survey programme to communal areas is on target to complete by the end of December 2024. This is in line with the commitment made in the Housing & Consumer Standards Programme improvement Plan.

Fire Risk Assessment and Remedial Works Backlog



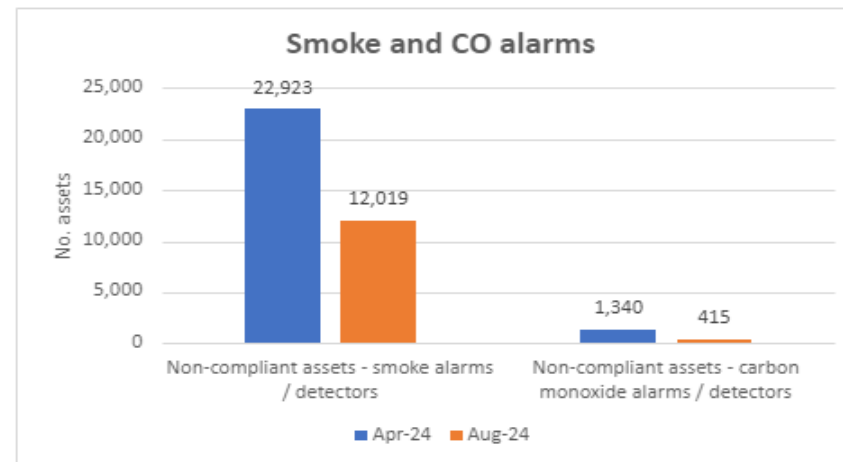
Measure	Self Referral Position	Current Position	Narrative
Fire safety Backlogs (Fire Risk Assessments and Associated Remedial Works)	<ul style="list-style-type: none"> 27 (Fire risk assessments) 199 (High risk actions) 2873 (medium & low risk actions) 	<ul style="list-style-type: none"> 4 56 2872 	<p>What:</p> <ul style="list-style-type: none"> There are currently four blocks without an in-date fire risk assessment. The number of high-risk fire remedial actions has reduced from 199 to 56 (<i>this is based on the position against the live actions reported in the self-referral in April</i>). There has been no reported progress on the reduction of medium and low risk actions so far in 2024/25. <p>Why:</p> <ul style="list-style-type: none"> Some residents have changed communal locks that has prevented access to communal areas for surveyors to undertake inspections. The majority of the reduction in high risk actions is due to a re-classification of the risk categorisation that was agreed with the fire risk assessor. There has been a focus on recruiting the remedial works teams to deliver the remedial actions. <p>Action Plan:</p> <ul style="list-style-type: none"> We are working with the residents of the affected blocks to enable free access for the FRA's to be undertaken. The priority is to complete the remaining high-risk actions. The new teams will focus on the delivery of all outstanding actions. Future reporting will include enhanced visibility on the delivery of both backlog and new fire remedial actions.

Water Inspection and Remedial Works Backlog



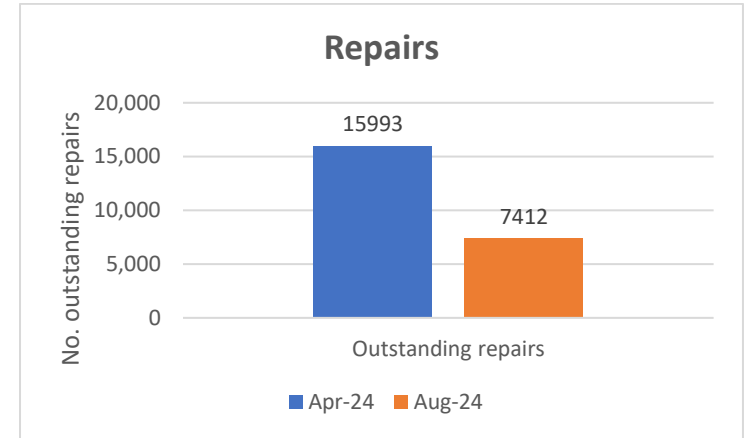
Measure	Self Referral Position	Current Position	Narrative
Water Safety Actions Backlog	<ul style="list-style-type: none"> • 19 (High risk actions) • 210 (Medium risk actions) • 761 (Low risk actions) 	<ul style="list-style-type: none"> • 0 • 0 • 0 	<p>What:</p> <ul style="list-style-type: none"> • Compliance with water safety checks and associated backlog remedial actions is currently 100%. <p>Why:</p> <ul style="list-style-type: none"> • The programme has progressed well and data review confirmed a higher level of compliance an previously able to evidence. <p>Action Plan:</p> <ul style="list-style-type: none"> • Not Applicable

Smoke and CO Alarm Backlog



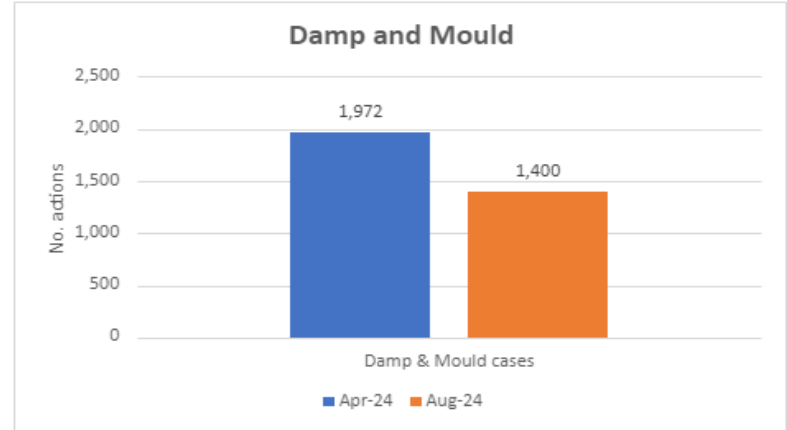
Measure	Self Referral Position	Current Position	Narrative
Smoke and CO Alarms Backlog	<ul style="list-style-type: none"> • 22,923 (smoke alarms) • 1,340 (CO alarms) 	<ul style="list-style-type: none"> • 12,019 • 415 	<p>What:</p> <ul style="list-style-type: none"> • There are currently 12,019 homes where there isn't confirmation that the required smoke detection is in place. This is reduced from 22,923 at the time of the self-referral in April 2024. • There are currently 415 properties where there isn't confirmation that a compliant CO detector is in place. This has reduced from 1,340 at the time of the self-referral. Of the 415 properties, 181 currently have the gas supply capped due to non-access (resulting in extremely low risk to residents) and 234 are being managed through BCC's access procedures. <p>Why:</p> <ul style="list-style-type: none"> • The smoke detection data review has evidenced a large number of additional smoke detector systems within homes. • CO detectors are being installed as part of gas services. <p>Action Plan:</p> <ul style="list-style-type: none"> • The inspection and installation of new smoke detection will form part of the electrical inspections and gas services. This will ensure regular checks and replacement of defective detection is undertaken. The stock condition survey programme also identifies where smoke or CO detection is non-compliant.

Response Repairs Backlog



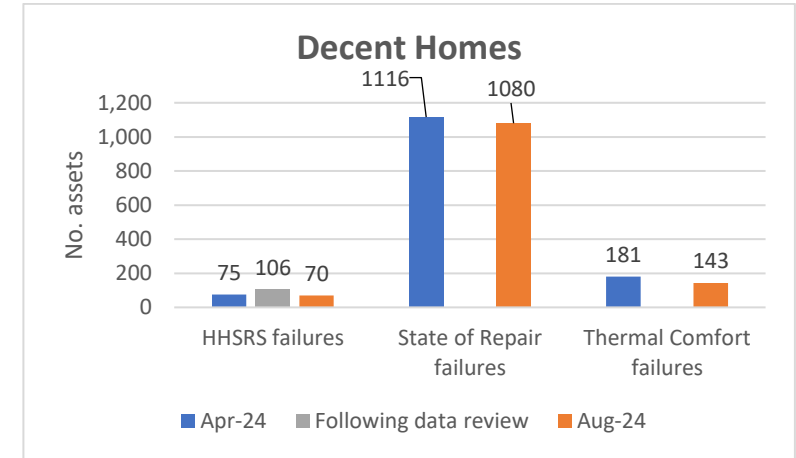
Measure	Self Referral Position	Current Position	Narrative
Response Repairs Backlog	<ul style="list-style-type: none"> 15,933 	<ul style="list-style-type: none"> 7,412 	<p>What:</p> <ul style="list-style-type: none"> The number of backlog response repairs identified at the time of the self-referral in April 2024 has reduced from 15,933 to 7,412. <p>Why:</p> <ul style="list-style-type: none"> The reduction is due to the ongoing delivery of response repairs and the repairs data review that has identified activities that aren't a response repair and works that had been completed. <p>Action Plan:</p> <ul style="list-style-type: none"> The remaining response repairs have been prioritised based on risk (incl. resident risk factors, the risk associated with the repair and the risk associated to the property type). While backlog repairs are being undertaken, residents with the highest risk repairs are being phoned to enable us to better understand the repair. Stock condition surveys are also being prioritised for the highest risk repairs.

Damp and Mould Backlog



Measure	Self Referral Position	Current Position	Narrative
Damp & Mould Case Backlog	<ul style="list-style-type: none"> 1,972 	<ul style="list-style-type: none"> 1,400 	<p>What:</p> <ul style="list-style-type: none"> The outstanding backlog of damp and mould cases has reduced from 1,972 at the time of the self-referral in April 2024 to 1,400. This figure doesn't currently include new damp and mould cases identified through the new stock condition survey. <p>Why:</p> <ul style="list-style-type: none"> The historic damp and mould backlog is being inspected through both internal surveyors and external consultants. Works are also being delivered through in-house trades operatives and external contractors. Reports of new damp and mould cases can come into BCC in a large number of ways including the new stock condition survey programme. The accurate capturing and tracking of all inspection and remedial works is not yet fully established. <p>Action Plan:</p> <ul style="list-style-type: none"> Additional dedicated resources are being put in place to effectively manage damp and mould. A risk assessment and prioritisation process is being undertaken to help the prioritisation of inspections and remedial works. Inspections and remedial works continue to be undertaken and will focus on the highest risk cases first. This will include a two tier response to mitigate risk for resident, involving the removal of the mould initially, then full repairs carried out. Systems and processes are being developed to enable better reporting of active damp and mould cases.

Decent Homes and HHSRS Backlog
(Housing Health & Safety Rating System)



Measure	Self Referral Position	Current Position	Narrative
Outstanding Backlog Decent Homes and HHSRS Failures <i>(Housing Health & Safety Rating System)</i>	<ul style="list-style-type: none"> 75 (HHSRS failures) 1116 (State of repair failures) 181 Thermal comfort failures) 	<ul style="list-style-type: none"> 70 1080 143 	<p>What:</p> <ul style="list-style-type: none"> The number of HHSRS failures (health & safety related issues) is reported to have slightly reduced from 75 to 70 following an increase to 106 as a result of a data review exercise. The numbers don't currently include the results of the stock condition survey programme. The 'state of repair' identifies non health and safety related remedial works required. This has reduced slightly from 1116 at the time of the self-referral to 1080. The numbers don't currently include the results of the stock condition survey programme. The thermal comfort failures represent heating or insulation related outstanding actions. Again, the numbers don't currently include the results of the stock condition survey programme. <p>Why:</p> <ul style="list-style-type: none"> The small reduction in actions is as a result of data reviews and remedial works being undertaken. There has been a focus on embedding the new stock condition survey programme which will significantly impact on these measures. Further work is required to improve the existing Decent Homes related data. <p>Action Plan:</p> <ul style="list-style-type: none"> Further work will be undertaken to improvement the quality of existing data and incorporate the findings of the current stock condition survey findings in future performance reporting.