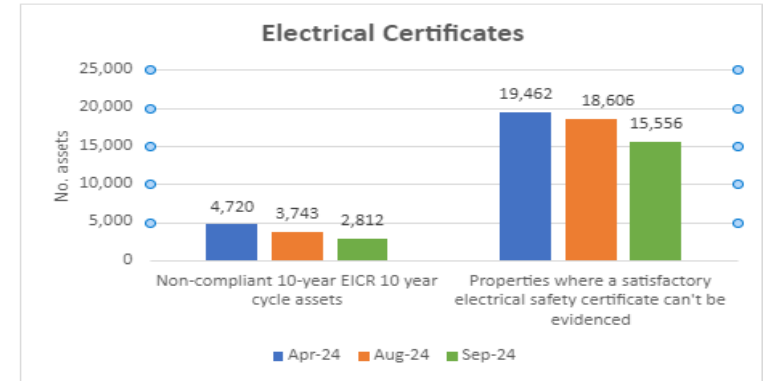


## **Appendix Aii - H&CSP Landlord Compliance Backlog Performance Report (Comparing self-referral backlog position with the mid-September 2024 position)**

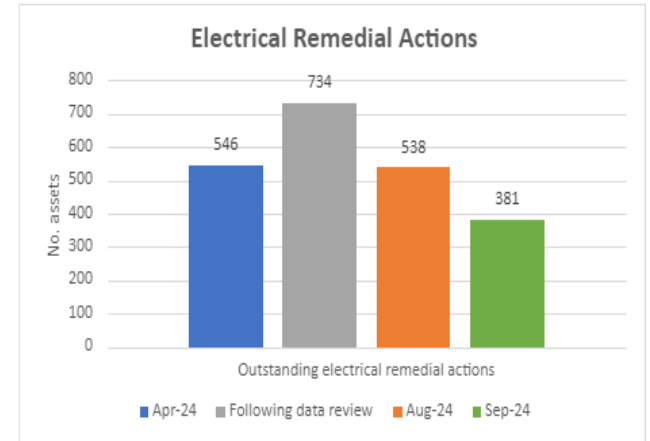
The bar charts and tables summarise performance against the non-compliance / backlog areas included in the self-referral to the RSH in April 2024 and their Regulatory Judgment. The bars in blue highlight the self-referral position and the bars in orange outline the current performance position. In some 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 Backlog



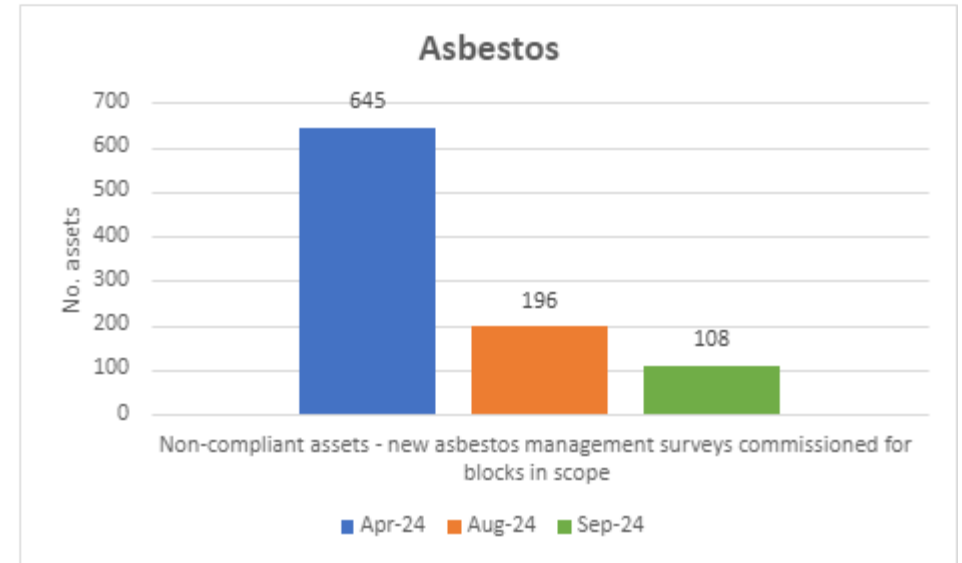
Measure	Self Referral Position	Current Position	Narrative
Electrical Safety Check Backlog	<ul style="list-style-type: none"> <li>4720 (non compliant 10 year test)</li> <li>19462 (satisfactory certificate can't be evidenced)</li> </ul>	<ul style="list-style-type: none"> <li>2812</li> <li>15,556</li> </ul>	<p><b>What:</b></p> <ul style="list-style-type: none"> <li>To date 1908 EICR tests completed providing satisfactory cert (4720 – 2812 =1908) where we know the home doesn't have a certificate within 10 years, leaving 2812 left to complete.</li> <li>Where we cannot provide evidence of satisfactory certs within 10 years, we have been undertaking a review of 19218 properties that have compliance anomalies. Through this data review we have been able to evidence compliance of 3406 EICR certs that are compliant within 10 years. leaving 15,556 to complete data review. Currently we have 1226 certs that have remedial actions which need to be assigned to contractors.</li> </ul> <p><b>Why:</b></p> <ul style="list-style-type: none"> <li>We have three contractors undertaking electrical inspections which has increased the number of inspections we are able to undertake each month.</li> <li>We have employed temporary staff to focus on reviewing our electrical safety data which is improving our understanding of our current compliance position.</li> </ul> <p><b>Action Plan:</b></p> <ul style="list-style-type: none"> <li>A fourth contractor will start mobilising in October and commence works in November / December 2024. This will increase the number of inspections being undertaken per month further.</li> <li>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.</li> </ul>

# Electrical Remedial Works Backlog



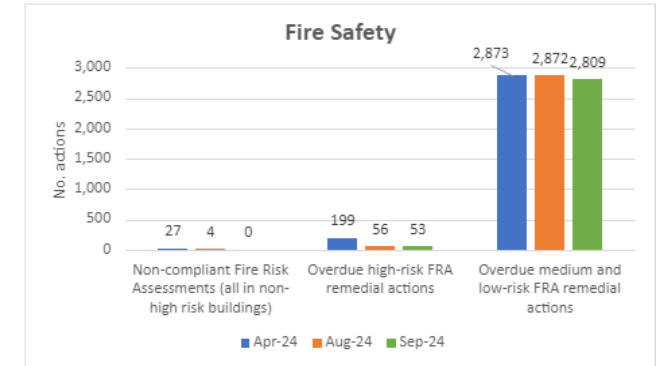
Measure	Self Referral Position	Current Position	Narrative
Electrical Remedial Works Backlog	<ul style="list-style-type: none"> <li>546</li> </ul>	<ul style="list-style-type: none"> <li>381</li> </ul>	<p><b>What:</b></p> <ul style="list-style-type: none"> <li>The number of backlog electrical remedial actions reported in self-referral was 546 an additional 188 outstanding remedial actions were identified through a data review exercise making the revised total 734. Contractors have undertaken 353 remedial orders making the current outstanding actions as 381.</li> </ul> <p><b>Why:</b></p> <ul style="list-style-type: none"> <li>The electrical data review has identified 188 additional remedial actions than were known about at the time of the self-referral. There have been 353 remedial actions completed since the self-referral. Non access continues to affect the speed of completing the remedial actions.</li> </ul> <p><b>Action Plan:</b></p> <ul style="list-style-type: none"> <li>Of the existing remaining outstanding actions, all issued to contractors. All actions have target completion dates in line with regulator commitments. Increased contract management oversight implemented with all contractors to monitor progress.</li> <li>Recruiting additional internal programme support supervisor with further dedicated support being recruited in the next four-week period.</li> <li>A fourth contractor will start mobilising in October and commence works in November / December 2024. This will increase the number of inspections being undertaken per month further.</li> <li>Where we have been unable to gain access to undertake the works all properties are following the no access procedure.</li> </ul>

# Asbestos Survey Backlog



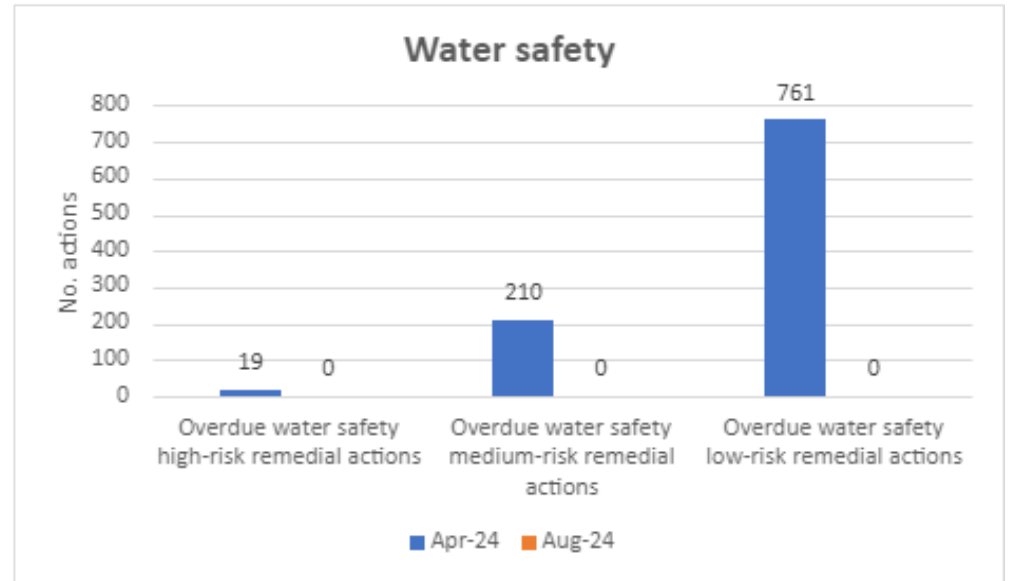
Measure	Self Referral Position	Current Position	Narrative
Asbestos Survey Backlog (communal areas)	<ul style="list-style-type: none"> <li>645</li> </ul>	<ul style="list-style-type: none"> <li>196</li> </ul>	<p><b>What:</b></p> <ul style="list-style-type: none"> <li>At the end of August, we incorrectly reported 108 which should have been recorded as 196., there were 196 asbestos inspections outstanding. Good progress is being made on the completion of non-compliant asbestos inspections.</li> </ul> <p><b>Why:</b></p> <ul style="list-style-type: none"> <li>The asbestos survey programme is progressing well.</li> </ul> <p><b>Action Plan:</b></p> <ul style="list-style-type: none"> <li>The asbestos survey programme to communal areas is ahead of target and will be completed by the improvement plan target date of end of December 2024. Remedial works identified through the inspection programme are also being progressed.</li> </ul>

# Fire Risk Assessment and Remedial Works Backlog



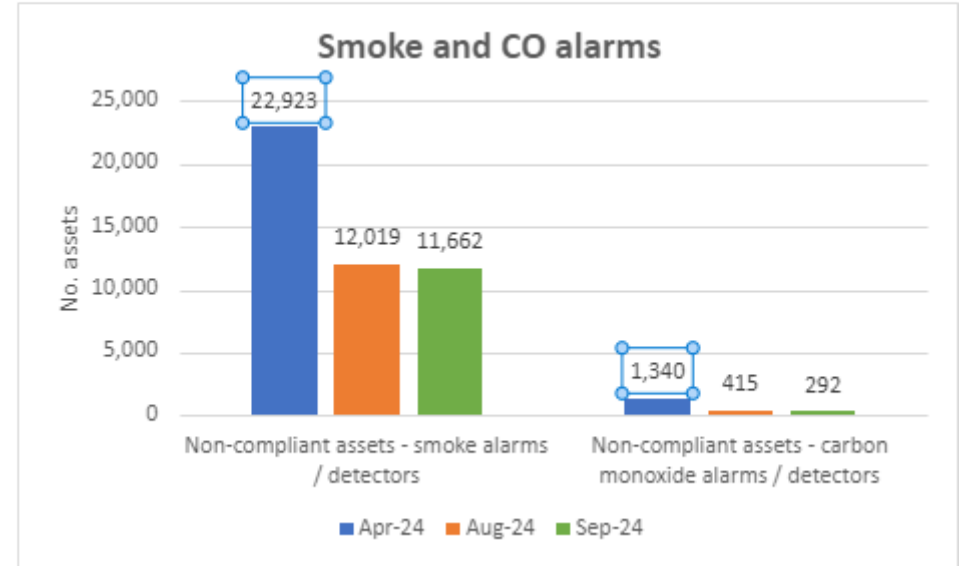
Measure	Self Referral Position	Current Position	Narrative
Fire safety Backlogs (Fire Risk Assessments and Associated Remedial Works)	<ul style="list-style-type: none"> <li>27 Fire risk assessments)</li> <li>199 (High risk actions)</li> <li>2873 (Medium &amp; low risk actions)</li> </ul>	<ul style="list-style-type: none"> <li>0</li> <li>53</li> <li>2809</li> </ul>	<p><b>What:</b></p> <ul style="list-style-type: none"> <li>There are currently no blocks without an in-date fire risk assessment.</li> <li>The number of high-risk fire remedial actions has reduced from 199 to 53 (<i>this is based on the position against the live actions reported in the self-referral in April</i>).</li> <li>There has been limited progress on the reduction of medium and low risk actions from 2873 to 2809 (<i>this is based on the position against the live actions reported in the self-referral in April</i>).</li> </ul> <p><b>Why:</b></p> <ul style="list-style-type: none"> <li>Successful engagement with residents with Housing and FRAs completed.</li> <li>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.</li> <li>There is a need for additional capacity within the delivery teams to assess, monitor and implement remedial actions</li> </ul> <p><b>Action Plan:</b></p> <ul style="list-style-type: none"> <li>New dedicated resources within the repairs delivery team will work with the BST to review, categorise and monitor enabling the completion of 'physical' actions or development of new programmes. Mitigation to known risk include closer collaboration between the BST and Tenancy Management Service by communicating interim measures with residents.</li> </ul>

## Water Inspection and Remedial Works Backlog



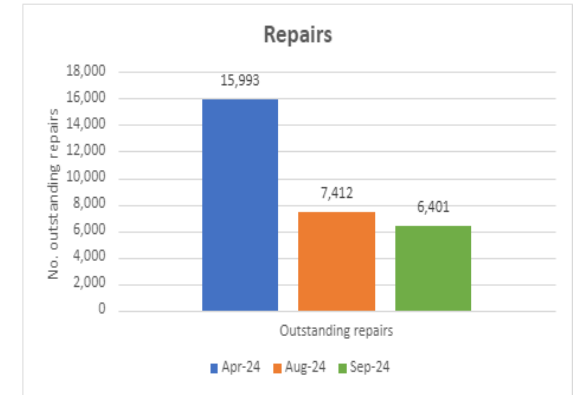
Measure	Self Referral Position	Current Position	Narrative
Water Safety Actions Backlog	<ul style="list-style-type: none"> <li>• 19 (High risk actions)</li> <li>• 210 (Medium risk actions)</li> <li>• 761 (Low risk actions)</li> </ul>	<ul style="list-style-type: none"> <li>• 0</li> <li>• 0</li> <li>• 0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

# Smoke and CO Alarm Backlog



Measure	Self Referral Position	Current Position	Narrative
Smoke and CO Alarms Backlog	<ul style="list-style-type: none"> <li>22,923 (Smoke alarms)</li> <li>1,340 (CO alarms)</li> </ul>	<ul style="list-style-type: none"> <li>11,662</li> <li>292</li> </ul>	<p><b>What:</b></p> <ul style="list-style-type: none"> <li>There are currently 11662 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.</li> <li>There are currently 292 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.</li> </ul> <p><b>Why:</b></p> <ul style="list-style-type: none"> <li>The smoke detection data review has evidenced a large number of additional smoke detector systems within homes.</li> <li>CO detectors are being installed as part of gas and electrical services.</li> </ul> <p><b>Action Plan:</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul>

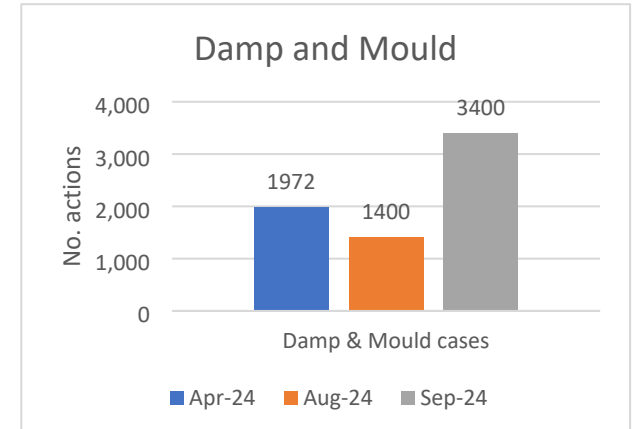
# Response Repairs Backlog



Measure	Self Referral Position	Current Position	Narrative
Response Repairs Backlog	<ul style="list-style-type: none"> <li>15,933</li> </ul>	<ul style="list-style-type: none"> <li>6,401</li> </ul>	<p><b>What:</b></p> <ul style="list-style-type: none"> <li>The number of backlog response repairs identified at the time of the self-referral in April 2024 has reduced from 15,933 to 6,401.</li> </ul> <p><b>Why:</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p><b>Action Plan:</b></p> <ul style="list-style-type: none"> <li>The risk priority tool has been applied over the 6,401 orders. There were 905 high priority backlog orders identified. Out of these the data review and resident contacts has resulted in identifying: 505 orders as complete and able to be closed, 220 where a review is still under way with the majority due to difficulty contacting the resident and 180 have works outstanding that have been issued to delivery teams to complete any repairs required.</li> </ul>



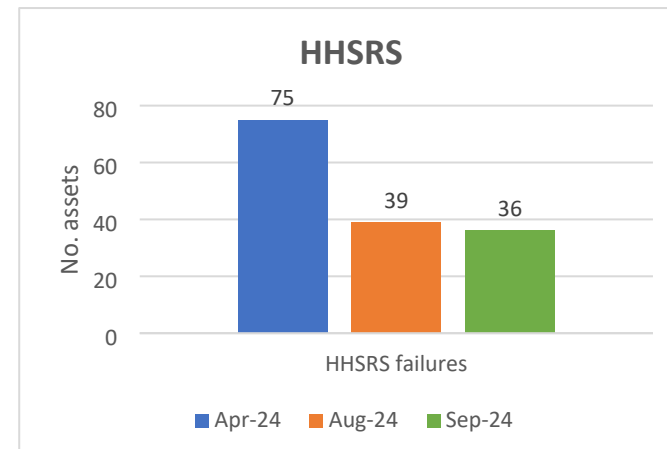
## Damp and Mould Backlog



Measure	Self Referral Position	Current Position	Narrative
Damp & Mould Case Backlog	<ul style="list-style-type: none"> <li>1,972</li> </ul>	<ul style="list-style-type: none"> <li>3,400</li> </ul>	<p><b>What:</b></p> <ul style="list-style-type: none"> <li>The outstanding backlog of damp and mould cases reported at the self-referral in April 2024 was 1972 cases. Further data review has identified circa 3400 damp cases. It is currently not known how many of these relate to a backlog. This figure doesn't currently include new damp and mould cases identified through the new stock condition survey. The figure presented is an estimation across various data sources.</li> </ul> <p><b>Why:</b></p> <ul style="list-style-type: none"> <li>The accurate capturing and tracking of all inspection and remedial works is not yet fully established and results in low assurance at this stage on data.</li> </ul> <p><b>Action Plan:</b></p> <ul style="list-style-type: none"> <li>Additional dedicated resources have been recruited and implemented to effectively manage damp and mould. Increased dedicated external contracted support mobilised to carry out inspections and hazard removal works as an interim to full remedial actions completed. Increasing our surveying and treatment capacity to 580 and 462 jobs respectively.</li> <li>Enhanced communication strategy to residents affected via phone call and letter drop with key information, what to do, what to expect and BCC's response actions.</li> </ul>

## HHSRS Backlog

### (Housing Health & Safety Rating System)



Measure	Self Referral Position	Current Position	Narrative
<p>Outstanding Backlog HHSRS Failures (Housing Health &amp; Safety Rating System)</p>	<ul style="list-style-type: none"> <li>75</li> </ul>	<ul style="list-style-type: none"> <li>36</li> </ul>	<p><b>What:</b></p> <ul style="list-style-type: none"> <li>The number of HHSRS failures (health &amp; safety related issues) is reported to have reduced from 70 to 36 further investigation is underway as these numbers reported to the programme board of outstanding HHSRS actions.</li> <li>The September 2024 figure of 36 outstanding backlog HHSRS failures is currently being reviewed due to concern with the accuracy of the data.</li> </ul> <p><b>Why:</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>There is uncertainty regarding the quality of data used to calculate the outstanding backlog HHSRS figures.</li> </ul> <p><b>Action Plan:</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>We are planning a reconciliation of the existing data to confirm the HHSRS backlog compliance position. An update will be given to the December H&amp;HDC.</li> </ul>