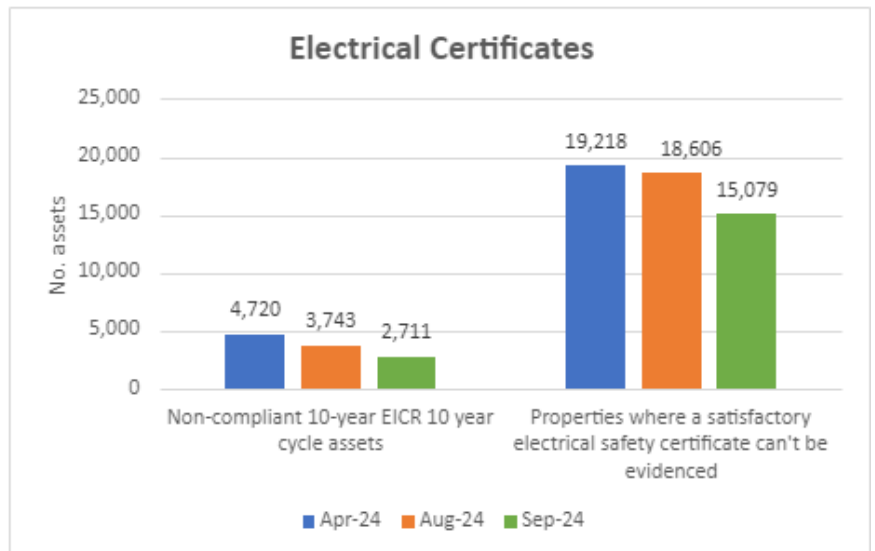


## **H&CSP Backlog Delivery Performance Update (Comparing self-referral backlog position with End of September 2024 position)**

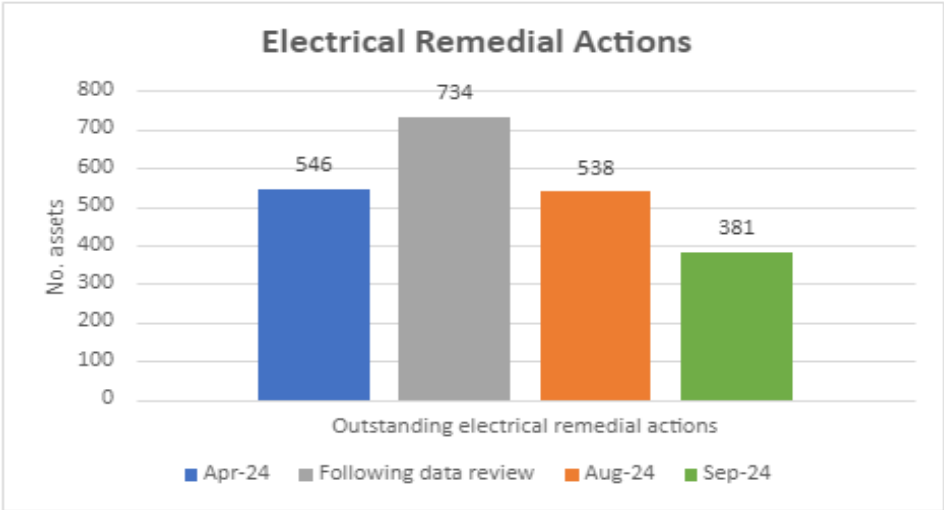
The bar charts and tables summarise performance against the non-compliance / backlog areas included in the self-referral to the RSH in April 2024 and their Regulatory Judgment. The bars in blue highlight the self-referral position and the bars in orange outline the current performance position. In some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



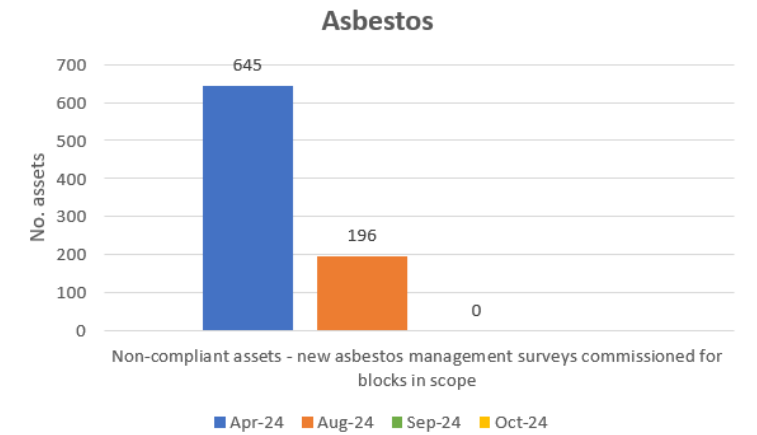
Measure	Self Referral Position	Current Position	Narrative
Electrical Safety Check Backlog	<ul style="list-style-type: none"> <li>4720 (non compliant 10 year test)</li> <li>19462 (19218) (satisfactory certificate can't be evidenced)</li> </ul>	<ul style="list-style-type: none"> <li>2711</li> <li>15,079</li> </ul>	<p><b>What:</b></p> <ul style="list-style-type: none"> <li>To date 2009 EICR tests completed providing satisfactory cert (4720 – 2009 =2711) where we know the home doesn't have a certificate within 10 years, leaving <u>2711</u> left to Fire remedial works 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 4318 satisfactory EICR certs that are compliant within 10 years. leaving <u>15,079</u> to complete data review. Currently we have <u>1307</u> 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 additional 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**



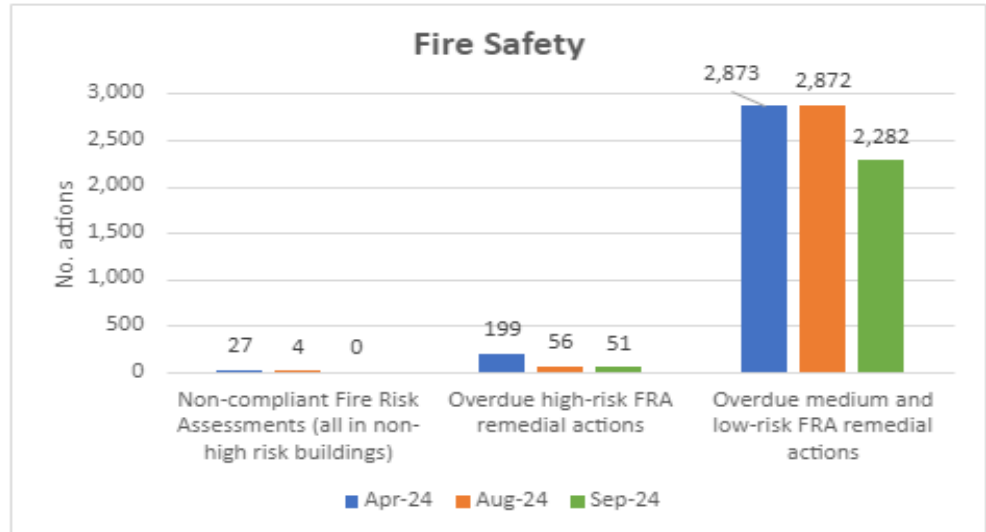
Measure	Self Referral Position	Current Position	Narrative
Electrical Remedial Works Backlog	<ul style="list-style-type: none"> <li>546 (Figure should be 734)</li> </ul>	<ul style="list-style-type: none"> <li>381</li> </ul>	<p><b>What:</b></p> <ul style="list-style-type: none"> <li>The number of backlog electrical remedial actions reported in self-referral was <u>546</u> an additional <u>188</u> outstanding remedial actions were identified through a data review exercise making the revised total <u>734</u>. Contractors have undertaken <u>353</u> remedial orders making the current outstanding actions as <u>381</u>.</li> </ul> <p><b>Why:</b></p> <ul style="list-style-type: none"> <li>Delayed due to access issues. All properties have been visited and are at different stages within the no access protocol, and additional constraints resolving hoarding related issues.</li> </ul> <p><b>Action Plan:</b></p> <ul style="list-style-type: none"> <li>All remedial works have been issued to four contractors. Increased contract management from 28<sup>th</sup> October, oversight will be implemented with all contractors to monitor progress.</li> <li>Recruited additional internal programme support supervisor, project engineers x3, customer liaison officer and one additional technical officer. All are due to start within the next four weeks.</li> <li>A fourth test contractor (currently 3 testing and 2 additional contractors completing rewires) will start mobilising in October and commence works in November / December 2024. This will further increase the number of inspections being undertaken per month.</li> <li>Where we have been unable to gain access to undertake the works all properties are following the no access procedure and liaising with the housing officers to support with hoarding related issues.</li> </ul>

**Asbestos**  
**Survey**  
**Backlog**



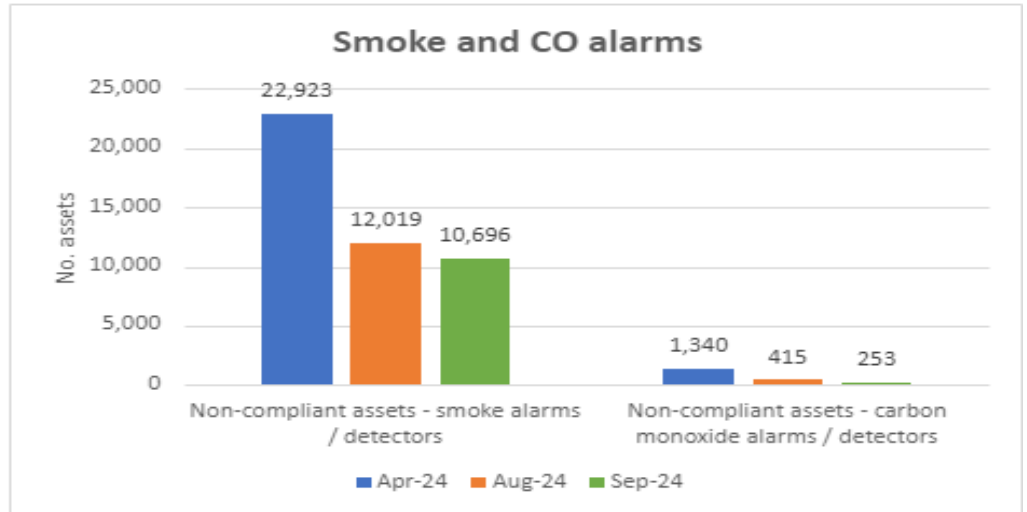
Measure	Self Referral Position	Current Position	Narrative
Asbestos Survey Backlog (communal areas)	<ul style="list-style-type: none"> <li>645</li> </ul>	<ul style="list-style-type: none"> <li>0</li> </ul>	<p><b>What:</b></p> <ul style="list-style-type: none"> <li>Compliance with asbestos management Regulations.</li> <li>At the end of August, we incorrectly reported 108 which should have been recorded as 196., there were 196 asbestos inspections outstanding.</li> </ul> <p><b>Why:</b></p> <ul style="list-style-type: none"> <li>Data reconciliation and management.</li> </ul> <p><b>Action Plan:</b></p> <ul style="list-style-type: none"> <li>The surveying and sampling of communal areas is now complete.</li> <li>Reconciliation of assets underway.</li> <li>On going review on the “How” the service is delivered and understanding key failures to be included within workflows and lessons learnt.</li> </ul>

**Fire Risk  
Assessment  
and  
Remedial  
Works**



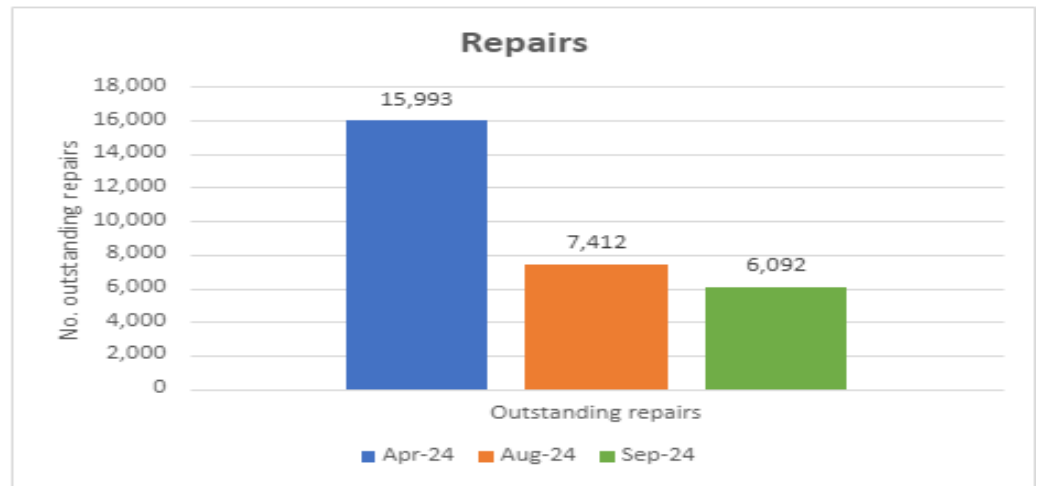
Measure	Self Referral Position	Current Position	Narrative
Fire safety Backlogs (Fire Risk Assessments and Associated Remedial Works)	<ul style="list-style-type: none"> <li>27 Fire risk assessments</li> </ul>	<ul style="list-style-type: none"> <li>0</li> </ul>	<p><b>What:</b></p> <ul style="list-style-type: 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 <u>199</u> to <u>51</u></li> <li>There has been progress on the reduction of medium and low risk actions from <u>2873</u> to <u>2282</u></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>A reduction of circa 500 medium and low, policy related actions, which were signed off following the approval of fire related policy.</li> </ul> <p><b>Acton Plan:</b></p> <ul style="list-style-type: none"> <li>New dedicated resources within the 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> <li>Proposal for interim measures to mitigate high-risk actions in HTF submitted for approval. If approved pilot programme will be progressed at pace.</li> <li>Weekly meeting has been established with the Interim Head of Tenancy Management and the new Fire remedial works manager to progress, manage and record the delivery of remedial actions.</li> <li>The fire door inspection programme to high rise blocks is in progress and will facilitate completion of remedial work at the time of the inspection, which will allow fire door related actions to be closed.</li> </ul>
	<ul style="list-style-type: none"> <li>199 (High risk actions)</li> </ul>	<ul style="list-style-type: none"> <li>51</li> </ul>	
	<ul style="list-style-type: none"> <li>2873 (Medium &amp; low risk actions)</li> </ul>	<ul style="list-style-type: none"> <li>2282</li> <li>0 low risk</li> </ul>	

**Smoke  
and CO  
Alarm  
Backlog**



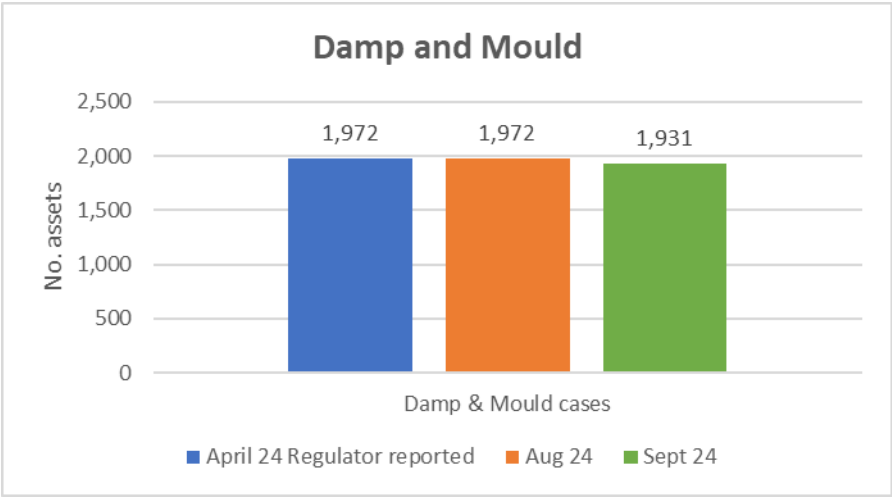
Measure	Self Referral Position	Current Position	Narrative
Smoke and CO Alarms Backlog	<ul style="list-style-type: none"> <li>22,923 (Smoke alarms)</li> <li>1,340 (CO alarms)</li> </ul>	<ul style="list-style-type: none"> <li>10,696</li> <li>253</li> </ul>	<p><b>What:</b></p> <ul style="list-style-type: none"> <li>There are currently 10696 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 253 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. (149 of 253 properties have capped gas supplies)</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 forms part of the electrical inspections and gas services. This ensures regular checks and replacement of defective detection is undertaken.</li> <li>The stock condition survey programme also identifies where smoke or CO detection is non-compliant, and a new team has been created installing detectors within 24 hours of notification.</li> <li>The newly created team will also carry out inspections of detector classifications of detectors where information is not available.</li> <li>For properties where we are not able to confirm if a detector is installed, we are issuing letters detailing the risk, how the tenant can mitigate the risk and how they can contact us to arrange to install a detector.</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>6,092</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 <u>15,933</u> to <u>6,092</u> (This includes repairs, planned works, adaptation installs)</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 <u>6,092</u> orders. The risk priority tool now identifies that there are 3911 outstanding repairs orders. There are <u>435</u> repairs related orders open under Priority 1. <u>204</u> of these have been referred to the delivery teams to complete the repairs required.</li> <li>We are attempting contact with <u>166</u> residents where we have not yet been able to make contact. The remaining orders have been identified for closure as the works have been completed. We are now contacting residents in the Priority 2 list.</li> <li>Work is ongoing with the Accessible homes team (1670 orders) and the Planned maintenance team (1633 orders) to identify resources to support the review of the open orders.</li> </ul>

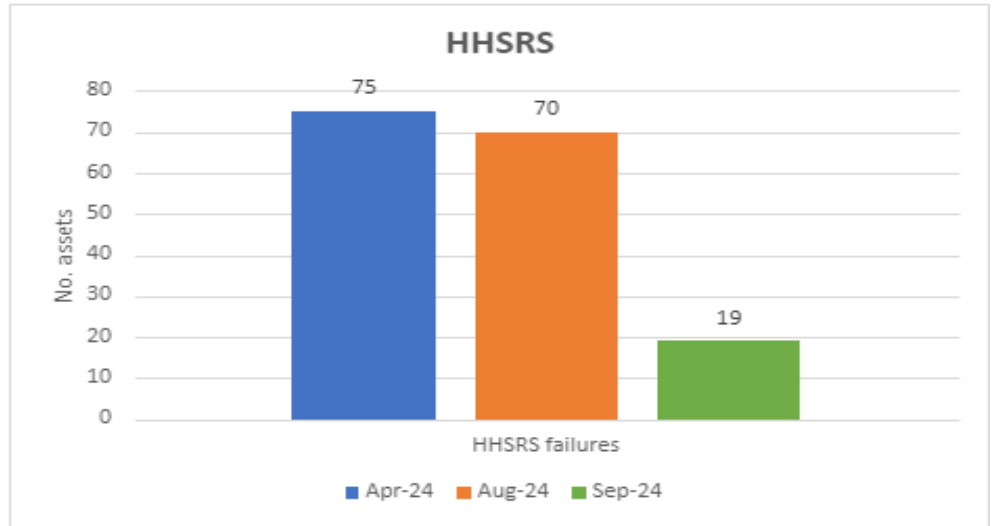
**Damp and  
Mould  
Backlog**



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>1,931</li> </ul>	<p><b>What:</b></p> <ul style="list-style-type: none"> <li>The current position of pre-April D&amp;M cases, excluding those from disrepair claims is 1931. This includes cases received from various data sources, including those received from residents and those referred from other departments.</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 <u>580</u> and <u>462</u> 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> <li>Procurement team activity - to resolve issues with the appointment of 3 new contractors. When resolved this will provide additional capacity to complete required works.</li> </ul>



## HHSRS Backlog



Measure	Self Referral Position	Current Position	Narrative
Outstanding Backlog HHSRS Failures <i>(Housing Health &amp; Safety Rating System)</i>	<ul style="list-style-type: none"> <li>75</li> </ul>	<ul style="list-style-type: none"> <li>19</li> </ul>	<p><b>What:</b></p> <ul style="list-style-type: none"> <li>The outstanding numbers have reduced from 75 to 19 due to the following:               <ul style="list-style-type: none"> <li>Closed due to lack of reasonable evidence: 2</li> <li>Downgraded based on new assessment criteria: 12</li> <li>No further reports of mould: 4</li> <li>Tenant access refusal: 2</li> <li>Resurvey - No hazard: 10</li> <li>Works completed: 1</li> </ul> </li> </ul> <p><b>Why:</b></p> <ul style="list-style-type: none"> <li>Ongoing work by Asset Management and Delivery to address the historic HHSRS failures.</li> </ul> <p><b>Action Plan:</b></p> <ul style="list-style-type: none"> <li>Progress the works to address the following outstanding HHSRS Failures               <ul style="list-style-type: none"> <li>Asbestos: 1</li> <li>Damp and Mould: 3</li> <li>Excess Cold: 1</li> <li>Falls between levels: 1</li> <li>Falls on stairs and steps: 10</li> <li>Fire: 2</li> <li>Hot Surfaces and Materials: 1</li> <li>This excludes 9 properties with tenant refusals.</li> </ul> </li> </ul>