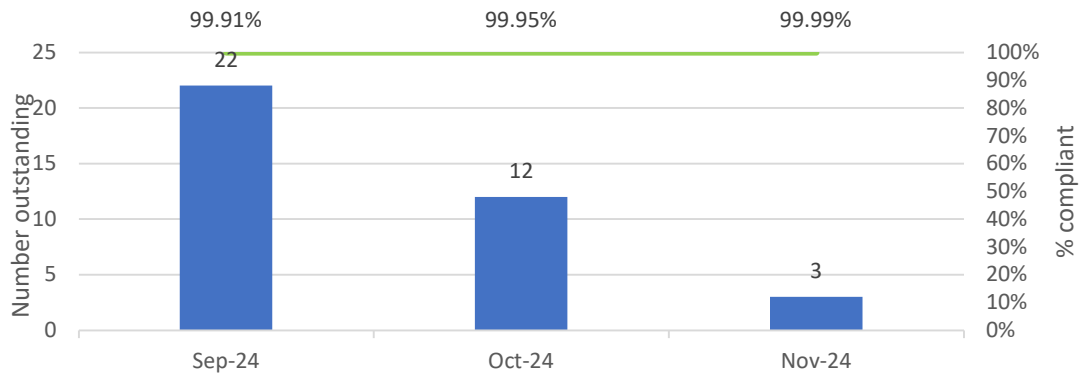


Combined Compliance Report - November 2024

Gas Safety

Gas Safety Check (domestic + communal)



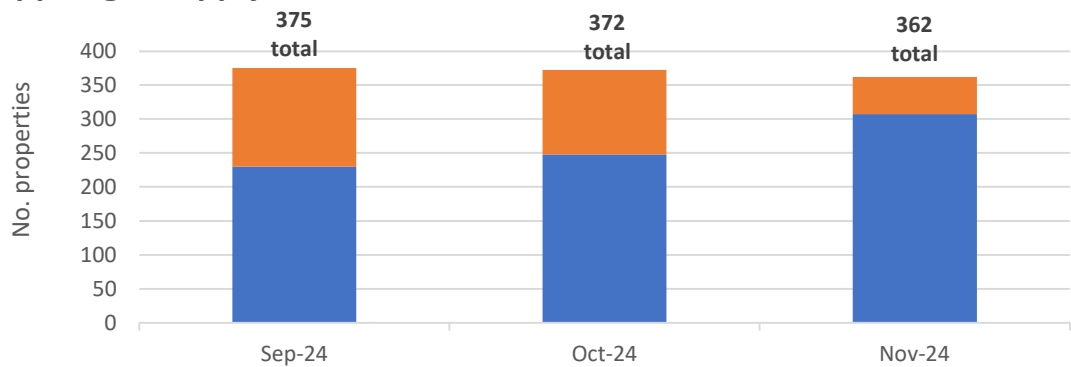
	Sep-24	Oct-24	Nov-24
Total number outstanding	22	12	3
% compliant	99.91%	99.95%	99.99%

What: There is no gas servicing backlog. Three properties had an out of date service at the end of November. All have been overdue for less than 1 month.

Why: We were unable to complete the three overdue services due to resident non access.

Action Plan: The overdue services are progressing through BCC's standard non access process.

Properties with a capped gas supply



	Sep-24	Oct-24	Nov-24
No. capped under 3 months	145	124	55
No. of capped properties over 3 months	230	248	307

What: There are a total of 362 capped properties which is a slight reduction from Sept & Oct 2024.

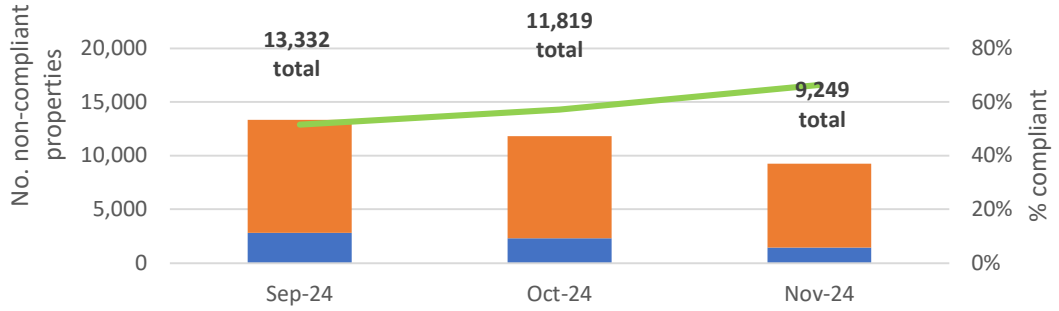
Why: The capped properties are due to a mixture of void, non access and long term non access properties. Capped properties are reviewed and reported to tenancy management supervisors monthly to take appropriate supportive action.

Action Plan: Long term capped gas properties will become a standing agenda item on cross departmental service meetings to ensure there is a joined up approach to respond to long term capped properties.

Combined Compliance Report - November 2024

Electrical Safety (Communal & Dwelling)

10 year non-compliant ECIR



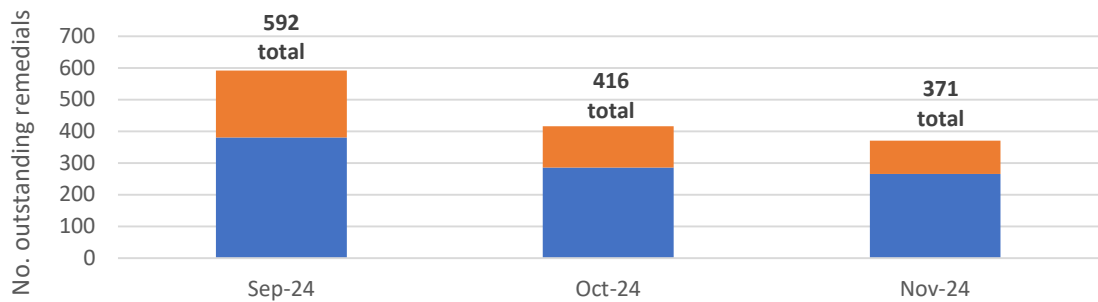
	Sep-24	Oct-24	Nov-24
10 year non-compliant ECIR (new since self-referral)	10,520	9,520	7,802
10 year non-compliant ECIR (reported to Regulator reported)	2,812	2,299	1,447
% compliant	51.5%	57.1%	66.4%

What: The number of non compliant electrical inspections continues to reduce. The backlog programme has reduced from c.5000 to 1447 at the end of November 24. The total number of outstanding inspections has been confirmed due to the completion of the electrical data review and has reduced to 9,249.

Why: The three established electrical contractors have increased delivery over recent months. A summary of the data review findings is in the February Committee update report.

Action Plan: The servicing programme and prioritisation of works is being reviewed following completion of the data review and will be taken to the January Programme Board for approval. A fourth contractor will start shortly to further improve capacity and delivery resilience.

Electrical Outstanding Remedials



	Sep-24	Oct-24	Nov-24
Remedials (new since self-referral)	211	130	105
Remedials reported to Regulator	381	286	266

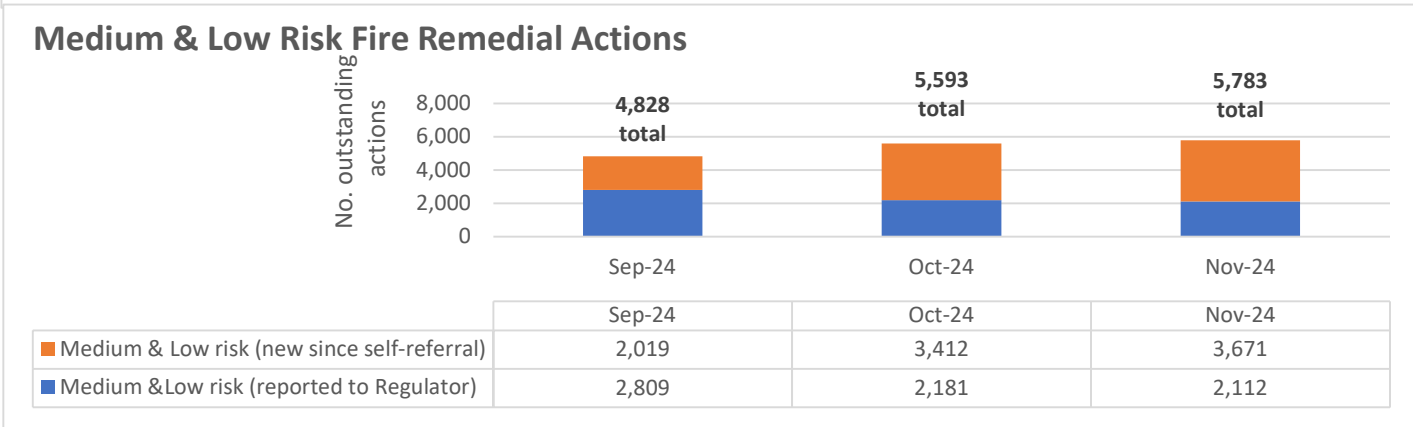
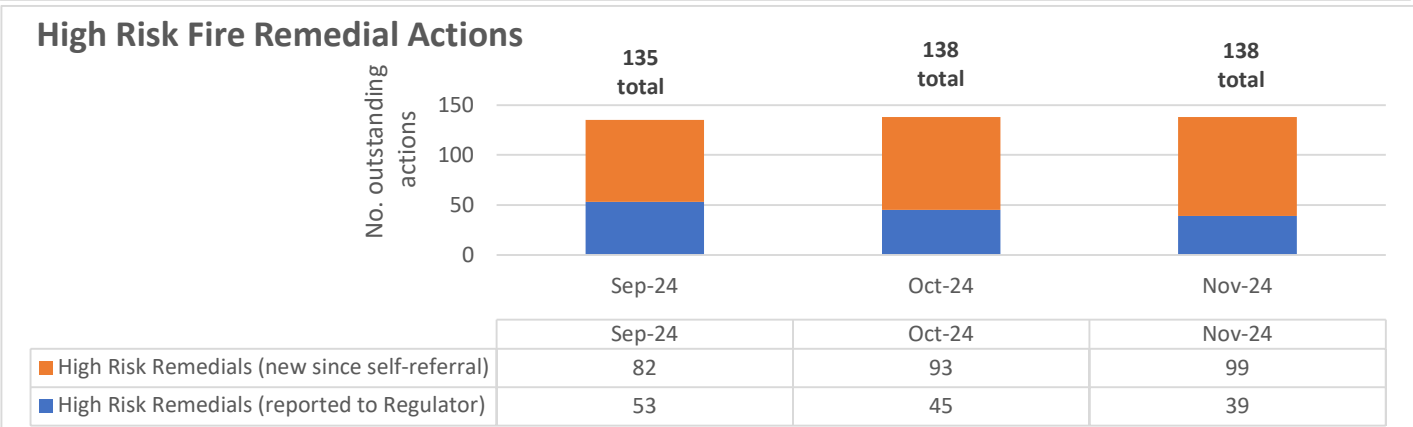
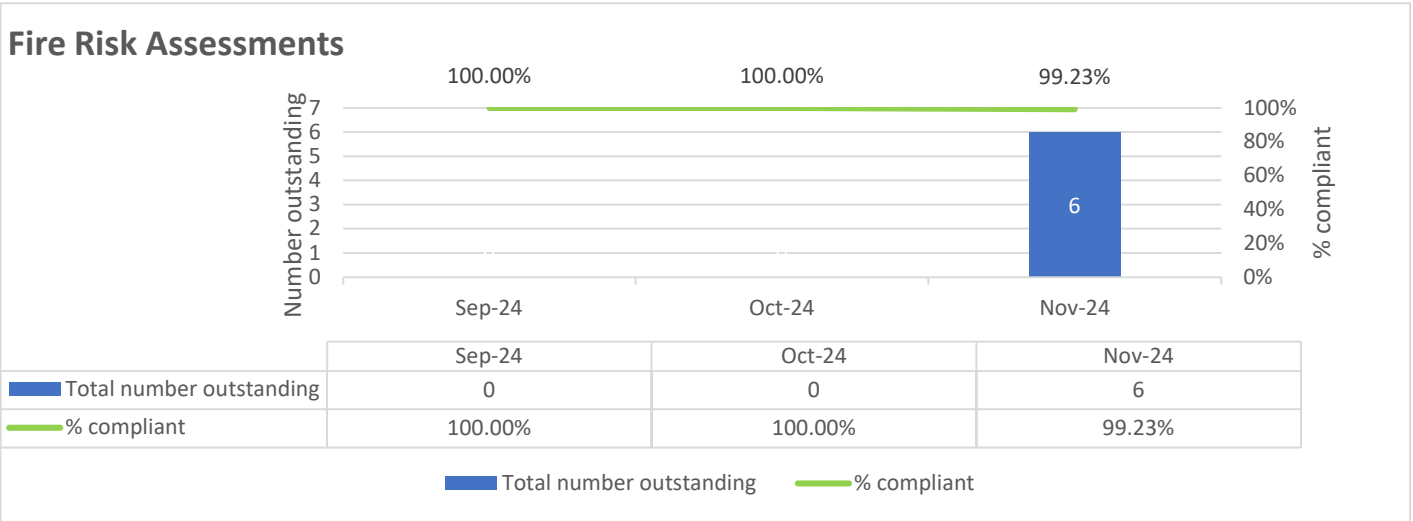
What: The number of outstanding backlog actions continue to reduce. The electrical data review identified c.1500 outstanding remedial works actions that aren't fully reflected in the chart (to be included in next report).

Why: The reduction in the outstanding electrical remedial works has slowed mainly due to resident access issues. All properties have been visited and are at different stages within the non access process.

Action Plan: The existing backlog remedial works have been issued to contractors. We have recruited additional internal programme support supervisor, project engineers x3, customer liaison officer and technical officer. The c.1500 additional confirmed electrical remedial works actions will be given the highest delivery priority. Of the c.1500 remedials, approximately 220 are rewires which have access and issues. To accelerate the pace of delivery the service is moving the programme into the specialist M&E team to provide more focused oversight.

Combined Compliance Report - November 2024

Fire Risk Assessments



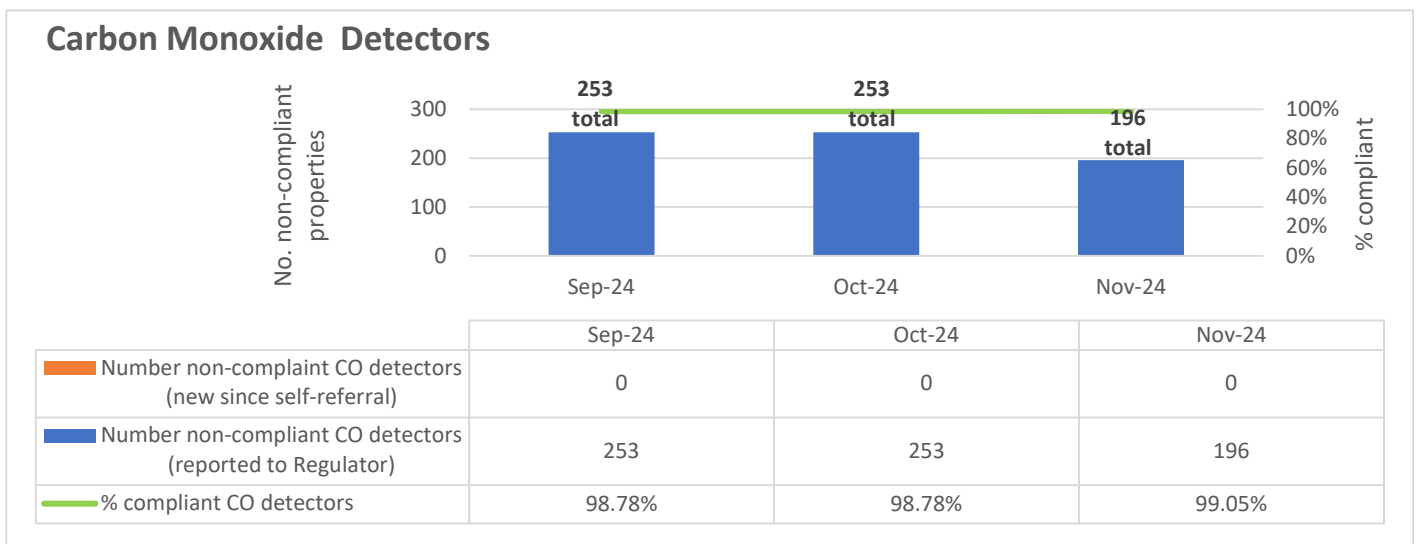
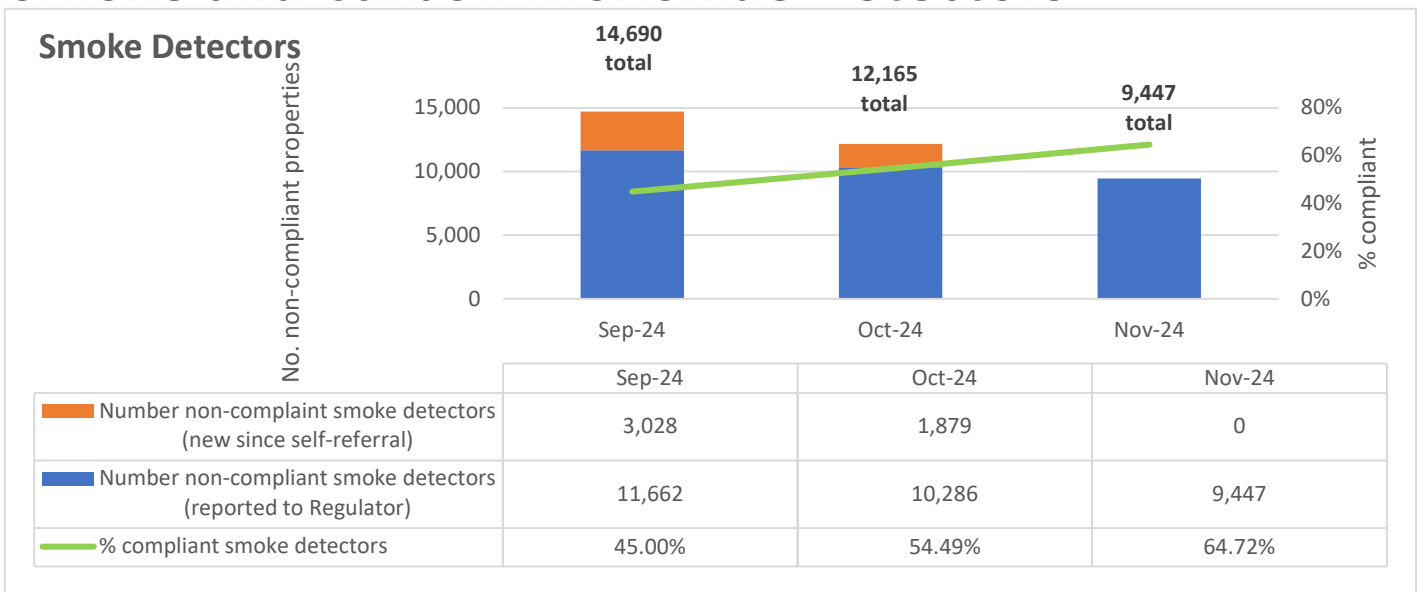
What: Six of the 778 required fire risk assessments have become overdue in November. There are no outstanding intolerable actions. The total number of high risk actions has stayed roughly the same at 138 with backlog actions reducing and new action increasing. The number of outstanding medium and low risk actions has increased to 5,783 due to an increase in new actions.

Why: The new cycle of fire risk assessments is leading to an increase in new actions. The backlog is reducing although not as fast as we would like resulting in an increase in outstanding actions.

Action Plan: A new Building, Fire & Safety board has been set up to enable more proactive monitoring and management of remedial actions. A new fire compliance IT system is in place that is improving the management of fire inspections and remedial actions. An exception report is being taken to the Programme Board outlining the challenges impacting the delivery of fire safety actions and any decisions required. An update on the outcome of this report will be brought to the April H&HDC.

Combined Compliance Report - November 2024

Smoke and Carbon Monoxide Detectors



What: There are 9447 properties that have non compliant detection. Of the 9447 properties, circa 6,000 have detection installed but is out of date. the remaining properties do not have detection recorded. The number non compliant is reducing each month and has dropped from 22,923 in April 2024. The number of non compliant CO detectors is also continuing to reduce to 196 in November.

Why: The smoke detection data review has evidenced a number of additional smoke detector systems within homes. CO detectors are being installed as part of gas and electrical services. The inspection programme is prioritising properties with no recorded detectors.

Action Plan: 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. The stock condition survey programme also identifies where smoke detection is non-compliant. A newly created team will carry out inspections to confirm detector details and compliance where information is not available. We will deliver a CO detector with installation guidance to properties where we are unable to gain access to fit the detector ourselves. We are progressing non access processes for the remaining property without CO detection and plan to complete the backlog In Feb 25. Missing smoke detectors in gas heated properties will be fitted by July 25. We are aiming to install all smoke detection to electrically heated properties in 2026.

Combined Compliance Report - November 2024

Water

Legionella Risk Assessments



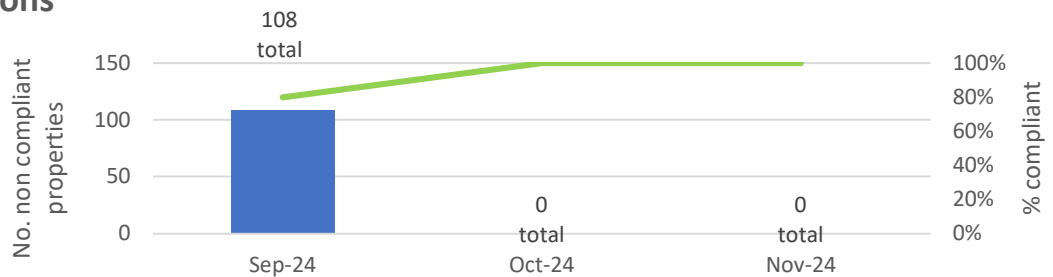
	Sep-24	Oct-24	Nov-24
Total non-complaint (new since self-referral)	0	0	0
High Risk Remedials (new since self-referral)	0	0	0
Medium & Low risk (new since self-referral)	0	0	0
% compliant	100.00%	100.00%	100.00%

What: All works are progressing to programme with no outstanding actions. Staff training completed within service by an external training provider.

Action Plan: A scheme of control for individual buildings which outlines a legionella safety plan for a block is being implemented across the 207 blocks, with 184 completed to date. The 23 remaining will be completed in early 2025.

Asbestos

Asbestos Re-inspections



	Sep-24	Oct-24	Nov-24
Number non-compliant (new since self-referral)	0	0	0
Number non-compliant (reported to Regulator)	108	0	0
% compliant	79.81%	100.00%	100.00%

What: The backlog programme of re-inspections has been completed and there are currently no outstanding inspections. A specialist asbestos review is planned to check our compliance position.

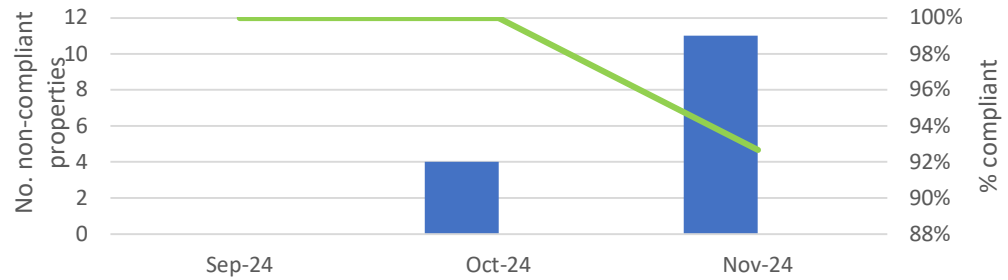
Why: The compliance position is based on our current information. The specialist asbestos review will check the accuracy of our information and our compliance position.

Action Plan: A procurement exercise is being undertaken to select a suitable specialist consultant to carry out the asbestos review. We hope to commence the review by March 2025.

Combined Compliance Report - November 2024

Lifts

Passenger lifts (LOLER) servicing



	Sep-24	Oct-24	Nov-24
■ Number non-compliant (new since self-referral)	0	4	11
■ Remedials Overdue high risk - No. of C1 (danger to life)	0	0	0
— % compliant	100.00%	100.00%	92.67%

What: There were eleven out of our 150 lifts where we couldn't confirm compliance at the end of November.

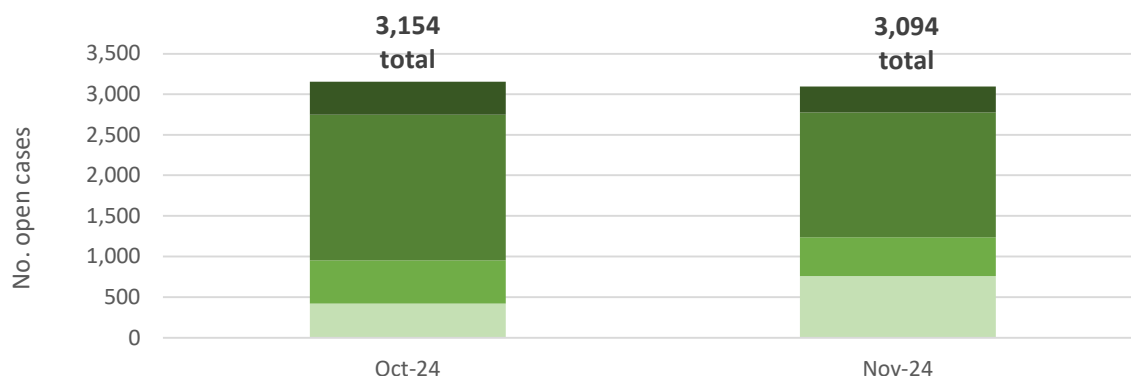
Why: The servicing team has confirmed that the overdue services were completed although there was a delay in the time taken to issue the certificates to BCC.

Action Plan: We will endeavour to reduce the time it takes between a service and the contractor issuing a certificate to a minimum.

Combined Compliance Report - November 2024

Damp and Mould

Damp and Mould Open Cases



	Oct-24	Nov-24
■ Cases overdue by 12+ months	408	320
■ Cases overdue by 6-12 months	1,792	1,539
■ Cases overdue 3-6 months	533	477
■ Cases overdue by <3 months	421	758

What: We have identified 3,094 open Damp & Mould cases. This doesn't include all the cases identified through the stock condition survey programme which will be included in future reporting.

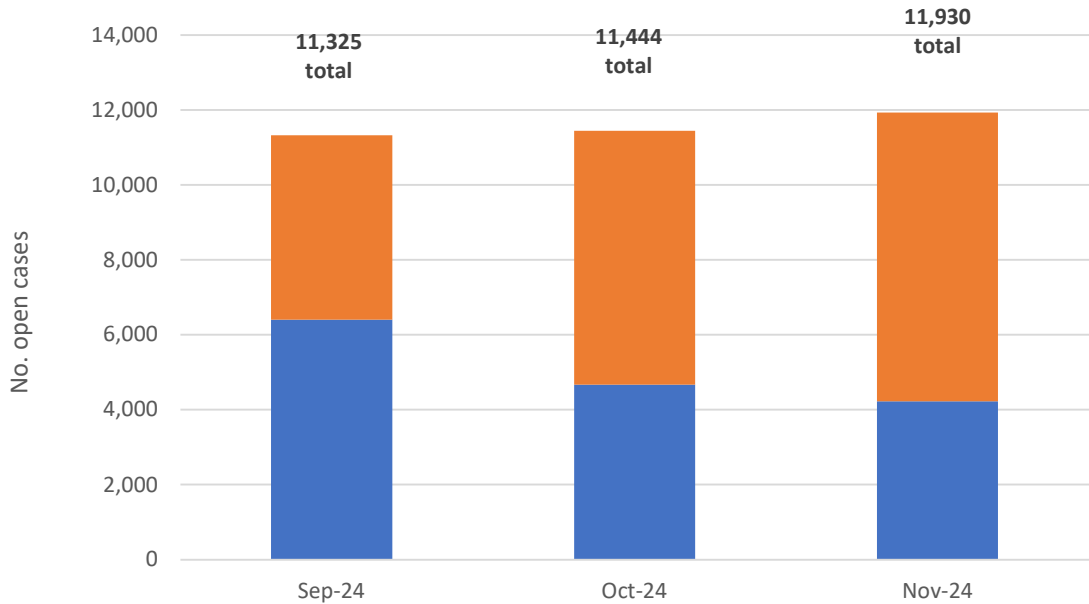
Why: Collating all damp & mould cases is complex due to the various ways in which they are identified and recorded. We have struggled to attract and retain staff and contractors to work on damp & mould related activities.

Action plan: Additional data, management, contractor and surveying resources are being progressed. Further work is underway to improve our risk identification and mitigation processes to ensure that cases are reviewed and prioritised based on risk. An exception report is being taken to the January Programme Board outlining the challenges impacting the delivery of damp & mould works and any decision required. An update on the outcome of this report will be brought to the April H&HDC.

Combined Compliance Report - November 2024

Repairs

Overdue Response Repairs



	Sep-24	Oct-24	Nov-24
Overdue Response Repairs (new since self-referral)	4,924	6,778	7,705
Overdue Response Repairs (reported to Regulator)	6,401	4,666	4,225

What: The number of backlog response repairs identified at the time of the self-referral in April 2024 has reduced from 15,933 to 4,225. The number of new response repairs has increased which has resulted in an increase in the total number of repairs.

Why: The reduction in backlog repairs is due to the ongoing delivery of historic response repairs and the repairs data review that has identified activities that aren't a response repair and works that had been completed but not closed on our IT systems. Progress on the data review slowed in November due to a focus on damp & mould data. We expect an increase in response repairs in the winter although we need to do more to improve how we monitor progress and close completed repairs.

Action Plan: The data review is ongoing and is likely to complete in February. The R&M service are reviewing BCC staff and contractor capacity to respond to the high level of response repairs. There is also ongoing work to improve the operational monitoring of response repairs and their delivery.