



PAC 14th Nov

Compliance Update & Keeping Residents Safe

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Introduction

- Overview of the current compliance position of H&F's Housing Stock (July – Sept 2022).
- Housing stock c17,000 properties, of which just over 12,000 are tenanted.
- Legal duty to repair, maintain & provide safe housing, associated assets and infrastructure.
- Health and safety law and regulations are wide ranging and following the Grenfell tragedy there have been many recent changes, which significantly impact on resource and expertise requirements.
- Compliance has been our **biggest priority for capital investment since 2018**. A strong compliance management system is in place, but we are not complacent.
- Duties continue to be extended - we need to work hard to stay compliant & keep residents safe.

Gas Safety

Current Position

- 11,165 gas appliances, we undertake a rolling programme of approx. 1,000 annual checks to required standards per month.
- We operate a 10-month rolling programme with a 2-month gap to do any required work to comply.
- **We currently have an excellent compliance level of 99.97%.**

Future Priorities/Challenges

- Continuing to work closely, with daily updates, with our contractor and gas enforcement team.
- Using the court where applicable, to gain access to any outstanding properties.

Electrical Safety

Current Position

- EICR (Electrical Installation Condition Report) 5 year rolling inspection programme includes checking fire detection systems (last upgraded in the Decent Homes programme) to ensure all systems are updated as required.
- Inspections are resulting in a high percentage of consumer unit upgrades to comply with current regulations.
- Performance exceeds the contractual requirement in line with our plan to accelerate electrical compliance works. Our internal annual target is 3,000 EICRs per annum.
- Our end Q2 performance position is 1,298

Future Priorities/Challenges

- Stay on track and deliver the full target of 3,000 reports by the end of the financial year.
- Continuing to deliver the high level of required upgrades

Fire Safety – management system

Current Position

- FRAG: fire and building safety residents group, chaired and up made of residents, many of whom live in tower blocks, meet monthly with officers
- The phase 1 Grenfell Inquiry report recommended the implementation of PEEPS (personal emergency evacuation plans).
- In H&F we offer all residents the option to have a PEEP. We have a dedicated resource who proactively approached residents, with disabilities or mobility issues, prioritising high rise buildings.

Future Priorities/Challenges

- Building Safety Act & Fire Safety Act introduced in 2022 places additional significant responsibilities on officers with the introduction of the Accountable Person to accompany those of the Responsible Person

Fire Safety – Fire Risk Assessments and management actions

Current Position

- Fire risk assessments are undertaken in line with the fire safety management system with higher risk buildings checked annually and others bi-annually or tri-annually.
- FRA actions identified completed on a risk-based approach, highest blocks & sheltered first.
- Many actions are part of wider programmes, e.g. emergency lighting or fire doors.
- Additional Fire Safety Plus Visits are continuing for general needs and sheltered housing.
- We are currently meeting all out targets for undertaking these assessments. **100% FRAs Type 1 are in place.**

Future Priorities/Challenges

- Staying on top of required actions
- Continuing to progress fire safety enhancements through expert provision

Fire Safety – complex buildings

Current Position

- Safety Case Files are now updated for all High Rise blocks over 6 stories.
- Building Safety Manager in place
- Highly competent fire safety team

Future Priorities/Challenges

- The new Building Safety Regulator expects to receive the first Safety Case Reports and issue assurance certificates from April/May 2023.
- The Fire Safety Act 2021, which came into force May 2022, clarifies the position on the requirements of the Responsible Person under the Fire Safety Order to assess the risk posed by the external façade of a building including walls, balconies, and windows.
- As part of our fire risk assessment process, we identified 28 buildings out of 36 that potentially had some form of combustible on the overall façade (e.g. compared to blockwork and windows).

Fire Safety – other key aspects

- **Minor Fire Safety Works Team:** undertakes compartmentation, fire stopping, door installation and other associated works resulting from FRAS. **We have upgraded more than 4,000 fire doors so far to the highest standards**
- **Sprinkler Installation Programme:** Sprinklers have now been installed at: Poynter House, Stebbing House, Norland House in Edward Woods and Drake Court and Shackleton Court. Works to install sprinklers at Michael Stewart House are due to start in the near future.
- **Evacuation Alarm Installation Programme:** We are installing evacuation alarms at: Poynter House, Stebbing House, Norland House in Edward Woods and Drake Court and Shackleton Court. We are unique in introducing this into a few of our buildings and one of the first in the country.
- **Dry Riser Programme:** All existing 71 dry riser inspections and tests are up to date and certified. All buildings of six storeys or more now have a dry riser.
- **Wet Riser Programme:** All wet riser inspections, tests and upgrades are up to date and certified. The conversion of six blocks, over 50m, from dry to wet has been commissioned. The wet riser upgrade at Norlands, Poynter and Stebbing is complete.

Water, Asbestos and Lift Safety

- Legionella monitoring in **water** is on-going, 488 risk assessments in place.
- Procurement for new legionella contract to be started. HSL contract finishes March 2023
- Annual **asbestos** survey programme up to date.
- We have 216 **lifts** that annually complete 21 million journeys. All lifts are independently inspected every six months. Our performance in lift availability is excellent (98.62%).

Responsive Repairs – Current Position

- Compliance with response times, particularly for emergency repairs and key categories of repair including damp & mould, leaks (through a new dedicated specialist team) health and safety management.
- Monthly levels of demand for these general repairs services are currently in the region of 3,600 – 4,100 repair orders per month. The 2022/3 annual budget for delivering all aspects of the service including customer services and contract management functions delivered by the Council's housing service is £28.7m
- The performance of the DLO and three specialist contractors for gas, electrical and asbestos is generally working well; providers are delivering reliable services, value for money and limited levels of complaints.
- Delivery of the general repair's services through Mears and Morgan Sindall has been inconsistent and we are working hard with our then contractors to improve.
- There has been an unrelenting focus on the management of these contractors including the evoking of financial penalties and evoking of formal notices - the most recent issued to Morgan Sindall in July this year.

Responsive Repairs – Current Position

Service is moving towards achieving its **performance targets**:

- appointments kept (91% against target of 97%),
- same day fix (79% against target of 85%)
- time to complete a routine repair (35 days against at target of 20 days) – improving position
- The % of emergency repairs made safe within 24 hours or less improved to 93% against its target of 100%.

Satisfaction levels

- For year Sept 21 – October 22 is 65%, and 92% for our DLO.
- Enhanced customer services has reduced numbers open and overdue complaints. These generally reflected issues with the performance position on required works.
- In January 22 there were 63 overdue Stage 1 Complaints and 113 Stage 2 complaints. These numbers were 89 and 14 respectively at the end of October 22.

Responsive Repairs – Priorities

- Focus on driving up general repairs contractor performance.
- Stronger management of overdue works, effectively managing complaints, improving customer contact, and resolving damp and mould cases and disrepair casework.
- Extending service capacity & resilience - through better sub-contractor arrangements and continuing to extend the Council's additional contract solutions for planned maintenance and key categories of repair.
- Use new contracts with 5 specialists, small to medium size, businesses for plumbing, drainage, roofing, voids delivery and general building works. Two specialist contractors have been onboarded to support areas predominantly around high-profile cases.
- Preparation for contract succession in 2025 including alignment of our Capital Investment Programme to the new responsive repairs delivery plan.