

## Annex F - Example compliance data template

PROVIDER: Tamworth Borough Council – Original submission unchanged 30/8/24. Update 27/9/24 below

Workstream		Total No. of Assets in prog.	No. of Compliant Assets	No. of Non-Compliant Assets	COMPLIANCE (%)
GAS SAFETY	Domestic gas (LGSR)	3637	3636	1	99.98%
	Communal gas (LGSR)	4	4	0	100%
		<b>No. of capped properties</b>	<b>No. of capped properties over 3 months</b>		
	Properties with a capped gas supply	<b>27</b>	<b>22*</b>		
		<b>No. of overdue checks</b>			
	Overdue gas safety checks (<1 month)	<b>0</b>			
	Overdue gas safety checks (1-3 months)	<b>1</b>			
	Overdue gas safety checks (> 3 months)	<b>0</b>			

\*All 22 have had a gas service and are capped. This includes the carcass and gas infrastructure. Capped properties have always been included in the gas programme. All capped properties are reviewed by the tenancy team as part of the vulnerable tenants procedure as we recognise that this is an indicator of a household in financial stress. There is a lead officer assigned to this, and all cases are subject to routine review including referrals to third parties for financial/pastoral support.

We currently have 1 overdue gas service; this property is included in the properties capped. We are following our no access process to gain access to the property to make this compliant. A notice has been served. Awaiting a court date for a warrant.

As part of the asset compliance improvement plan, there is a critical action to complete a reconciliation exercise across all the compliance areas, so the council has assurance that the assets in the programme are accurate.

**27<sup>th</sup> September Update Commentary**

**\*22 – confirmation that all capped properties have had an initial contact and where residents have engaged, they all now have a support plan to maximise their income and reduce fuel poverty. These agreed plans provide support with targeted assistance through the tenancy management team.**

**The one overdue has now been completed however, in accordance with the no access procedure there is now one different property going through the court process.**

Workstream		Total No. of Assets in prog.	No. of Compliant Assets	No. of Non-Compliant Assets	COMPLIANCE (%)
ELECTRICAL SAFETY	5 Year EICR domestic testing cycle	4316	2829	1487	65.5%
	10 Year EICR domestic testing cycle	0	0	0	0
	Domestic properties with no EICRs	0			
	Communal EICRs	78	29	49	37%
		<b>Overdue high risk - No. of C1 (danger to life)</b>	<b>Overdue medium risk - No. of actions C2 (potentially dangerous)</b>	<b>Overdue low risk - No. of actions C3 (improvement recommended)</b>	
	Overdue electrical remedials (< 3 month)	0	1	0	
	Overdue electrical remedials (3-6 months)	0	0	0	
	Overdue electrical remedials (6-12 months)	0	0	0	
	Overdue electrical remedials (12+ months)	0	0	0	

**Comments:**

A review of the stock list has taken place and the number of required EICRs is 4316. The change is a result of updating the EICR spreadsheet with new builds and sold properties. A new method of maintaining the spreadsheet with current properties has been introduced to ensure that no properties are missed. Ultimately it is the intention of the Council to track this through an upgrade in Orchard.

There are 2829 properties with a current EICR as of 1<sup>st</sup> September 2024. This number has been established from the live database in Orchard. This provided the completion dates of all EICRs for occupied properties in the last 5 years, all void properties and all mutual exchanges. All EICRs are stored on our Civica Document Management System and an audit of 1% of the properties with a current EICR has produced a valid certificate for all the properties. Whilst this verifies the information, the sample size was very small. The Council is aiming to complete a 10% check of the valid EICRs within the next 2 months.

There is an ongoing programme to address the backlog of 1487 properties and further work is needed to prioritise the addresses. The Council is also conscious that properties will be moving from compliant to non-compliant every day.

The increase in non-compliant properties from the 1386 reported on 16<sup>th</sup> May 2024 to 1487 on 1<sup>st</sup> September 2024 is a result of the robust approach to validation before an EICR is considered compliant.

There is a manual check of every EICR, remedial works are done whilst at the property, one Cat 2 has been picked up and works order has been raised to rectify this work. Background information has been checked and shown that works are being progressed through the system. There is no backlog of C1, C2 and C3s as these are affectively rectified during the EICR Inspection.

**27<sup>th</sup> September Updated Commentary**

Completed phase 1 of the EICR project and awarded the contract via Fusion 21 framework to Grooms. Mobilisation is underway with a target of 15<sup>th</sup> October for commencement. 320 estimated per month until the end of March 2025 resulting in 1919 EICR updates of which 1487 were overdue at 30<sup>th</sup> August 2024. Risk mitigations for no access includes dedicated TLO arrangements, mop up sessions planned for April to June 2025 and prioritised impact assessment informed by Staffordshire Fire and Rescue Service (attach in the pack).

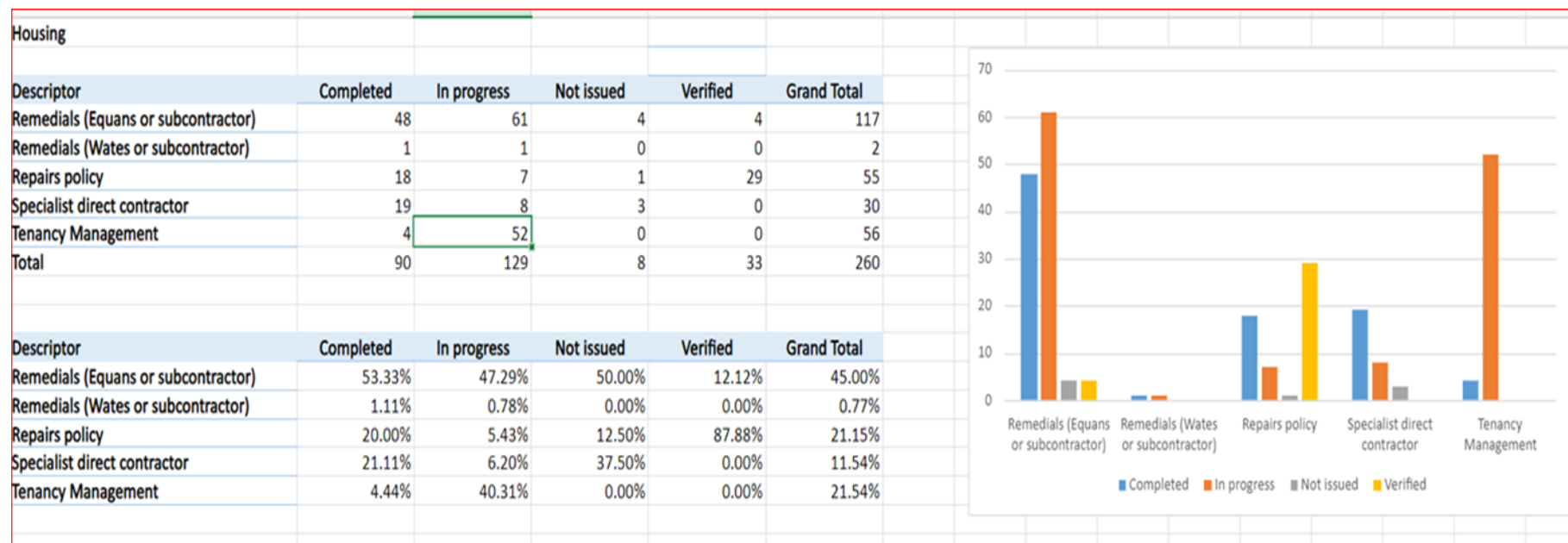
Workstream		Total No. of Assets in prog	No. of Compliant Assets	No. of Non-Compliant Assets	COMPLIANCE (%)
FIRE SAFETY	Fire Risk Assessments in high risk buildings	6 (348)	6	0	100
	Fire Risk Assessments in non-high risk buildings	71 (847)	71		100
	Overall Fire Risk Assessments	77			
<p><b>Comments:</b> Please provide information on any high risk buildings, the types of Fire Risk Assessments undertaken across the portfolio, whether there are PEEPs in place, and if there are leasehold properties where the Provider carries out the FRAs but is not responsible for remedial actions. It is important to be clear where a single FRA of a building contains a large number of flats as the quantum of completed FRAs may not be representative of the number of homes impacted.</p> <p>73 blocks were included as a part of the TSMs submission which (number of stock as 1117). 77 (1195 properties) is as a result of the external compliance report identifying the correct number, accepted by the Council on 31<sup>st</sup> July 2024.</p> <p><b>27<sup>th</sup> September Updated Commentary</b></p> <p><b>An external third party fire risk assessor has been engaged to support the reconciliation of the council's stock requiring an FRA. This will be completed by the end of October. Any additional blocks identified and/or requiring a Fire Risk Assessment will be completed at that time. The Council's position will therefore remain 100%.</b></p> <ol style="list-style-type: none"> <li>Definitions of high-risk a. building Safety Act 18+m (used). b. NROSH returns 11+m</li> <li>High rise blocks are 18+m, there is on 11+m included in the non- high rise. (The number in brackets is the number of residences)</li> <li>There is information for the fire service in the Premises Information Box at the 6 high rises detailing relevant infrastructure/ planning information for the blocks.</li> <li>There is a lead officer who completes a vulnerability plan for the high rises that details PEEPs/relevant mobility information that is shared with Staffordshire Fire and Rescue and the Council's community alarm call handling service (Tunstall) for in and out of hours access on a routine basis.</li> <li>There are 48 leaseholders within the 6 high rise blocks and the council has incorporated any remedial actions within its overall plan.</li> </ol>					
		No. of high risk actions	No. of medium risk actions	No. of low risk actions	
	Overdue FRA remedial actions (<3 months)	0	0	0	

Overdue FRA remedial actions (3-6 months)	0	0	0
Overdue FRA remedial actions (6-12 months)	0	146	114
Overdue FRA remedial actions (12+ months)	0	0	0

**Comments:** Please include a definition of high, medium and low risks and associated target times for completion. If remedial actions get routed through other programmes (e.g. capital works), please explain how these actions are recorded and monitored. Outline mitigations that are in place for overdue high risk remedial actions. Does the provider differentiate between FRA remedial actions and tasks that are linked to the remedial action (i.e. is the FRA remedial action figure a consolidation of the number of activities that need to be undertaken to complete the remedial action)

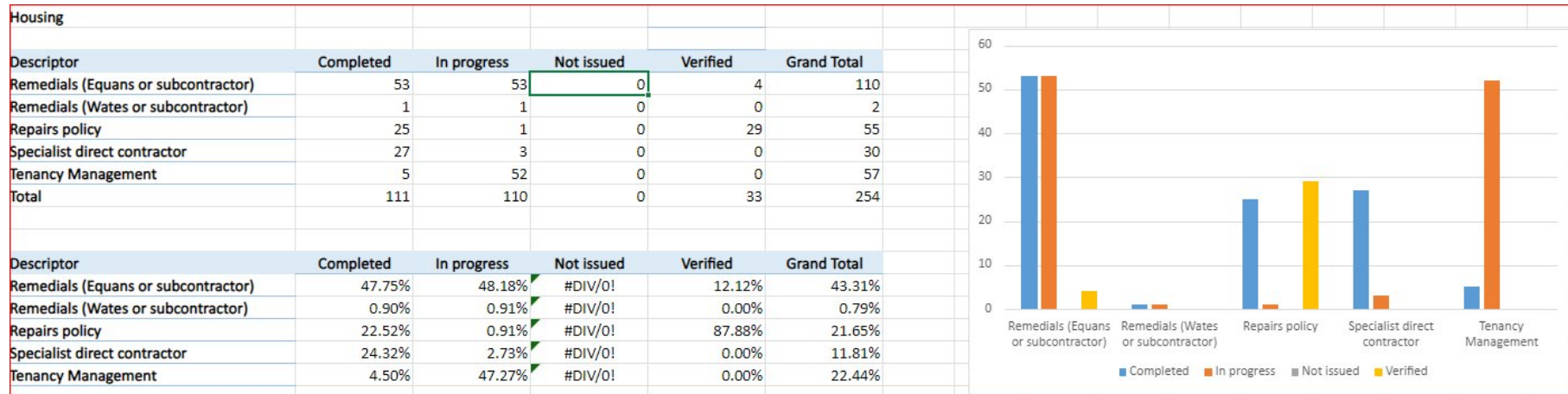
The 297 remedial actions identified as part of the self-referral were as a result of the external asset compliance review in May 2024. Since then, all actions have been checked and categorised in relation to remedial type. The table below shows that 97% of all fire actions are now either in progress, completed of which 47% have now been verified.

Update to Executive Leadership Team on 19<sup>th</sup> August 2024.



The numbers in the table above reflect in medium and low-level risk remedial actions have target dates of the 30<sup>th</sup> September 2024 (90 of them have already been completed and 33 completed and verified) as new fire risk assessments are due from 31<sup>st</sup> August 2024. Any remaining remedials will be passed to the fire risk assessed to incorporate and prioritise in the new risk assessment. For further quality assurance the council has engaged a third-party expert to support the council’s future approach to fire risk management. The Council is currently seeking quotations from both the existing contractor and alternatives to ensure the requisite level of fire competence. It is expected that this will be concluded by the end of September.

**27<sup>th</sup> September Updated Commentary**



**Key progress includes:**

- **100% of all actions are now completed, in progress or verified.**
- **Tenancy Management – 52 in progress with target dates for the end of October.**
- **Quotations have now been received and are currently being evaluated for the 2024/25 risk assessments to be completed.**

Workstream		Total No. of Assets in prog	No. of Compliant Assets	No. of Non-Compliant Assets	COMPLIANCE (%)
SMOKE AND CO ALARMS	Smoke alarms / detectors	4294			
	Carbon monoxide alarms / detectors	3637			

**Comments:** The Council currently includes this information on the LGSR and other individual records and it would require a manual exercise to complete the table. Whilst the Council is satisfied that all gas properties have above detection because this is a requirement of the LGSR to record it, it is also the council's custom and practice to fit one. There are legacy records indicating that this has been the case.

The Council is currently undertaking a full 100% site-based stock condition survey. The information being captured includes smoke and carbon monoxide detection based on the current sample of 36.07% there is 98.78% compliance for smoke detectors and 99.62% compliance for CO detectors. We would expect this to be the case across all the stock. The council is developing its housing management system to include an attribute field to capture this for routine onward monitoring as presently it does not. Therefore, the council is relying on historical records to evidence that it has had commitments to fitting these to all properties.

**27<sup>th</sup> September Updated Commentary**

**Stock condition is now at 39% complete and we will update the CO / Smoke detection rates when this is above 50% to more accurately focus updates to the figures above.**

Workstream		Total No. of Assets in prog	No. of Compliant Assets	No. of Non-Compliant Assets	COMPLIANCE (%)
WATER SAFETY	Legionella risk assessments	28 (710)	100	0	100



	No. of high risk remedial actions	No. of medium risk overdue remedial actions	No. of low risk remedial actions
Overdue water safety remedial actions (< 3 months)			
Overdue water safety remedial actions (3-6 months)			
Overdue water safety remedial actions (6-12 months)	45	137	322
Overdue water safety remedial actions (6-12 months)			

**Comments:**

A further review of the stock has led to a revision of the number of properties requiring LRAs. The increase is from 25 to 28. All 28 blocks have current LRAs and the progress of the actions arising is being tracked internally through to the Executive Leadership Team.

As indicated above, there were 504 actions arising from the LRAs. 52 have been completed leaving 452 outstanding actions. 45 are a high priority, 137 are a medium priority and 322 are a low priority.

The table below shows the TBC timescales. Priority 4 is High, Priority 3 is Medium, Priorities 2, 1 and 0 are Low.

Rating	Policy	Duration (days)
Priority Level 4	1 Day	1
Priority Level 3	1 month	30
Priority Level 2	3 months	90
Priority Level 1	Defer or schedule	365
Priority Level 0		

Priority Level	Not Issued	In Progress	Completed	Verified	Grand Total
Priority Level 0	67	39	17	0	<b>123</b>
Priority Level 1	0	33	4	0	<b>37</b>
Priority Level 2	7	153	2	0	<b>162</b>

Priority Level 3	14	119	4	0	<b>137</b>
Priority Level 4	2	18	24	1	<b>45</b>
<b>Grand Total</b>	<b>90</b>	<b>362</b>	<b>51</b>	<b>1</b>	<b>504</b>

**27<sup>th</sup> September Updated Table**

Priority Level	Not Issued	In Progress	Completed	Verified	Grand Total
Priority Level 0	0	30	49	44	<b>123</b>
Priority Level 1	0	33	4	0	<b>37</b>
Priority Level 2	0	154	6	2	<b>162</b>
Priority Level 3	0	121	13	3	<b>137</b>
Priority Level 4	0	19	25	1	<b>45</b>
<b>Grand Total</b>	<b>0</b>	<b>357</b>	<b>97</b>	<b>50</b>	<b>504</b>

**Key progress includes:**

- **100% of all actions now issues.**
- **29% are now complete/ verified.**
- **All 28 LRAs are due for 2024/25 and compliance officers are currently reviewing the new ones to refresh the actions, prioritising any outstanding actions from the 2023/24 LRA set.**

Workstream		Total No. of Assets in prog	No. of Compliant Assets	No. of Non-Compliant Assets	COMPLIANCE (%)
ASBESTOS SAFETY	Asbestos re-inspections	69	68	1	99.31
	Overdue asbestos re-inspections (< 3 months)				

Overdue asbestos re-inspections (3-6 months)	
Overdue asbestos re-inspections (6-12 months)	
Overdue asbestos re-inspections (12+ months)	1

**Comments:** The one site outstanding (Arden Laundry) was last surveyed in 2019 and was moth-balled for a time. It is no longer used as a laundry but as cleaner's storage. The presumed asbestos on site is low risk, not easily accessible (Electricity supply) and doesn't require more than a visual inspection. The re-inspection has been booked for the coming week.

**27<sup>th</sup> September Updated Commentary**

- The additional inspection at Arden Close Laundry has been completed and the Council is now 100% compliant.
- The improvement plan identified the need to improve the asbestos register arrangements. External consultants have completed 50% of the 69 sites cataloguing asbestos management plans risk rated. Interim arrangements for contractor access is in place via the job ticketing process and via the newly created records. The target date for completion is the end of October.

Workstream		Total No. of Assets in programme	No. of Compliant Assets	No. of Non-Compliant Assets	COMPLIANCE (%)
LIFT SAFETY	Passenger lifts (LOLER) servicing	19	19	0	100
	Overdue remedial actions (<3 months)	0			
	Overdue remedial actions (3-6 months)	0			
	Overdue remedial actions (6-12 months)	0			
	Overdue remedial actions (12+ months)	0			
<p><b>Comments:</b> Yes, we do LOLER Inspections although L113 ACOP for lifts does not require them for the high-rise lifts as they are not deemed a place of work, although sheltered sites could fall within this category. We have Thorough Examinations carried out by a third party (Zurich) and at the time of the last inspections, three were overdue (Peel x 2, would not carry out the inspection due to one lift being out of service, and not willing to isolate the other, leaving the site with no working lift. Strode x 1, lift out of service) and have now been completed, none out of date. The 19 assets are spread over 12 sites.</p> <p><b>27<sup>th</sup> September – No further update.</b></p>					

Workstream		No. of open D&M cases	Open cases assessed as Category 1 HHSRS
DAMP AND MOULD	Damp and mould cases	29	1
	Cases overdue by <3 months	23	1
	Cases overdue 3-6 months	5	0
	Cases overdue by 6-12 months	1	0
	Cases overdue by 12+ months	0	0

**Comments: e.g. are remedial works are programmed in and risk to tenants mitigated?**

Figure taken from Cat 1 HHSRS as reported through the stock condition survey results.

603 cases reported in the last 12 months.

The vast majority of HHSRS failures identified through the stock condition survey have fallen into Cat 3-5 and considered to be slight - moderate

All open cases are at various stages with the contractor and are actively being worked on in line with the Council's Damp and Mould Policy and Housing Repairs Policy.

**27<sup>th</sup> September Updated Commentary**

**A resource has been identified as part of the improvement plan to refresh the self-assessment on Damp and Mould and audit the current open cases.**

Workstream		Total No. of Assets in programme	No. of Compliant Assets	No. of Non-Compliant Assets	COMPLIANCE (%)
STOCK CONDITION	Meet the Decent Homes Standard	4316	3945	371	93.59%
	<i>Please provide information on the latest stock condition survey, including its extent, type of survey, and whether it includes cloned data. In addition, how does the provider intend to maintain the currency of its SCS (i.e. what is the rolling programme?)</i>				
	<p><i>Please provide a summary of your stock profile:</i></p> <p>1,557 properties have had a full stock condition survey representing 36.07% of the stock. 8.61% of the properties fall outside the decent homes definition. A third of the failures are a result of a Cat 1 HHSRS failure and orders have been placed to address these hazards. A third of the failures are a result of the age of the boilers and orders have been place for new boilers to be installed.</p> <p>The remaining stock condition surveys are in target for completion by December 2024.</p> <p><b>27<sup>th</sup> September Updated Commentary</b></p> <p>We have completed a total of 1,763 surveys, representing 39% of the target number of 4,517 surveys.</p>				

Workstream					
INVESTIGATIONS AND ENFORCEMENT ACTION	<i>Please provide information below on current investigations and enforcement actions being undertaken by third parties into health and safety, including the Housing Ombudsman, Building Safety Regulator, Fire Service, Health &amp; Safety Executive, and Local Authorities under the HHSRS:</i>				
	The Housing Ombudsman have given Tamworth an extension until the 5 <sup>th</sup> September 2024 to submit the relevant details. This allows for Cabinet decisions on the 29 <sup>th</sup> August detailing the Councils approach to compliant handling and governance arrangements. Details will be published on the 5 <sup>th</sup> September as per the Housing Ombudsman requirements.				
	TBC can confirm that there are no investigations being undertaken at present by the Building Safety Regulator, Fire Service, Health and Safety Executive or Local Authority under the HHSRS.				

The Housing Ombudsman has two current cases open which it is investigating. (202414906 HO reference) The first one relates to a damaged door which the tenant paid to repair and is seeking reimbursement. (202336512 HO reference) The second relates to an anti-social behaviour case where the complaint remains unhappy with the management of the case.

**27<sup>th</sup> September Updated Commentary**

**The cabinet report and the online submission of the self-assessment has now been completed and accepted by the Housing Ombudsman. HO letter in the RSH file.**

**There have been no further Housing Ombudsman cases opened since the last update.**

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