

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE: Performance on compliance Q2 2025/26	
REPORT OF: Director of Property Management	
FOR SUBMISSION TO: Housing Fire Safety & Building Safety Panel	DATE: 28 January 2026
STRATEGIC CONTEXT The Council is required by law to provide safe homes and places of work.	
SUMMARY OF REPORT This report provides an update on compliance across fire, legionella, asbestos, gas, electrics and lifts (FLAGEL) for the housing portfolio for Q2 2025/26. It also provides: <ul style="list-style-type: none"> - Q2 performance on safety Tenant Satisfaction Measures for 2025/26 - an update on the latest progress made to complete fire safety actions, and an update on delivery against the Voluntary Undertaking agreed with the RSH November 2023. - An update on Building Safety Case submissions - An update on performance against Awaab's Law - Appendix 2 contains a response to a previous panel question Local Government Act 1972 – Access to Information No documents that require listing were used in the preparation of this report.	
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RECOMMENDATIONS The Panel is asked to note and comment on: <ol style="list-style-type: none"> 1. Performance on compliance for Q2 2025/26, including year-end TSM figures, and completion of remedial actions 2. Latest position on fire safety actions 3. Building Safety Case updates 4. Performance in respect of Awaab's Law 	

Signed 

Date 16th January 2026

1. SUMMARY

- 1.1 This report covers the statutory safety compliance measures and best practice performance of the Council which apply to Council homes. This performance is monitored monthly by the Housing Safety Regulatory Board chaired by the Executive Director of Homes and Communities, and the report provides an overview of the Q2 compliance position in 2025/26 (detailed in Appendix 1).
- 1.2 The report also details the progress on delivering against the Voluntary Undertaking agreed with the Regulator of Social Housing (RSH), and the latest on the delivery of Fire Risk Actions, the Q2 position on Tenant Satisfaction Measures (TSMs) related to safety and an update on the preparation of Building Safety Case files required for higher-risk buildings.

2. Q2 PERFORMANCE ON COMPLIANCE (including TSMs)

Key Figures

- 2.1 Tenant Satisfaction Measures covering safety are provided below:

TSM	Year End 23/24	Year End 24/25	Q1 25/26	Q2 25/26	Comment
BS01: Gas Safety Checks	98.97%	99.05%	99.23%	99.24%	Progress above 99% is largely dependent on court warrant processes.
BS02: Fire Safety Checks	99.57%	98.44%	98.23%	99.10%	Contract renewal dip at year end is now mostly resolved.
BS03: Asbestos Safety Checks	96.36%	99.90%	100%	100%	5-yearly programme in place to maintain 100%
BS04: Water Safety Checks	95.83%	99.93%	99.76%	98.71%	One system was out of compliance; since resolved.
BS05: Lift Safety Checks	75.67%	98.28%	95.80%	82.88%	Escalated contract meetings with Zurich in place and showing improvements since quarter end.
Electrical Safety Checks (new TSM)	No data	91.33%	93.37%	92.25%	An action plan in place (including Court action outlined in para 2.3) to achieve compliance with new regulations in May 2026. There is a rolling programme for EICRs and contractor resources are in place to achieve the necessary level of inspections, Access and where necessary court action will continue to be key factors in achieving and maintaining compliance.

- 2.2 Wider FLAGEL Reporting – Remedials and Servicing

Programme	Year End 23/24	Year End 24/25	Q1 25/26	Q2 25/26	Comment
Overdue Fire Risk Actions	8,140	3,231	2,838	2,243	As reported to RSH on 29 Sept; see section 2 of this report for details.
Water Servicing	87%	65%	31%	72%	This is on target with the improvement plan
All Water Remedials	428	225	135	228	Improvement plan now in place
Lift Servicing (avg across period)	99.3%	89.3%	99%	99%	Most lifts on monthly servicing programme. August was 100%.
Overdue LOLER actions (Lifts)	11	41	144	4	The peak in Q1 was largely a delay in updating systems.
Unsatisfactory Dwelling EICRs (Electrical)	344	401	356	257	New contractor in place on remedials; improvement plan in place to achieve zero unsatisfactory EICRs by May 2026

Commentary

- 2.3 **Electrical Safety:** The Council has a plan in place to achieve compliance with the new electrical safety regulations which came into effect for new lettings from November 2025, and all social homes from April 2026. This requires about 100 EICRs to be completed per week, and while the Council has sufficient contractor resources to complete this, access remains a barrier to full utilisation.
- 2.4 The Council has been using an access protocol, sending 3 letters to residents asking for and offering appointments at different times without response from a proportion of residents; the final phase of the protocol is to let residents know that the Council is applying to the Courts for access warrants. There has been a backlog of applications awaiting processing but recently the Council has had success in obtaining warrants to secure access and complete EICRs and improved access rates are expected to be achieved by May 2026. While the Court process will remain a last resort, the Council has to ensure its safety responsibilities to residents are fulfilled.
- 2.5 **Water:** A water improvement plan is in place; this was detailed in the October report. The servicing programme was adjusted to even out delivery, noting that the council's current 6-monthly testing regime is in excess of regulatory requirements for many systems. The plan was broadly on track for October, with good progress on water servicing and hygiene testing. Water remedials are now on a downward trajectory when reviewing month to month, however, an increased pace is needed to close all overdue remedials by November as targeted. A key barrier on water servicing remains the need to gain access to water tanks by going through individual residents' home; typically, where an attic of a street property can only be accessed through the top floor flat.
- 2.6 **Lifts:** Performance in Q2 was much lower than previous quarters; this was partly due to a larger number of LOLERs falling due, and partly due to operational issues with system updates. This

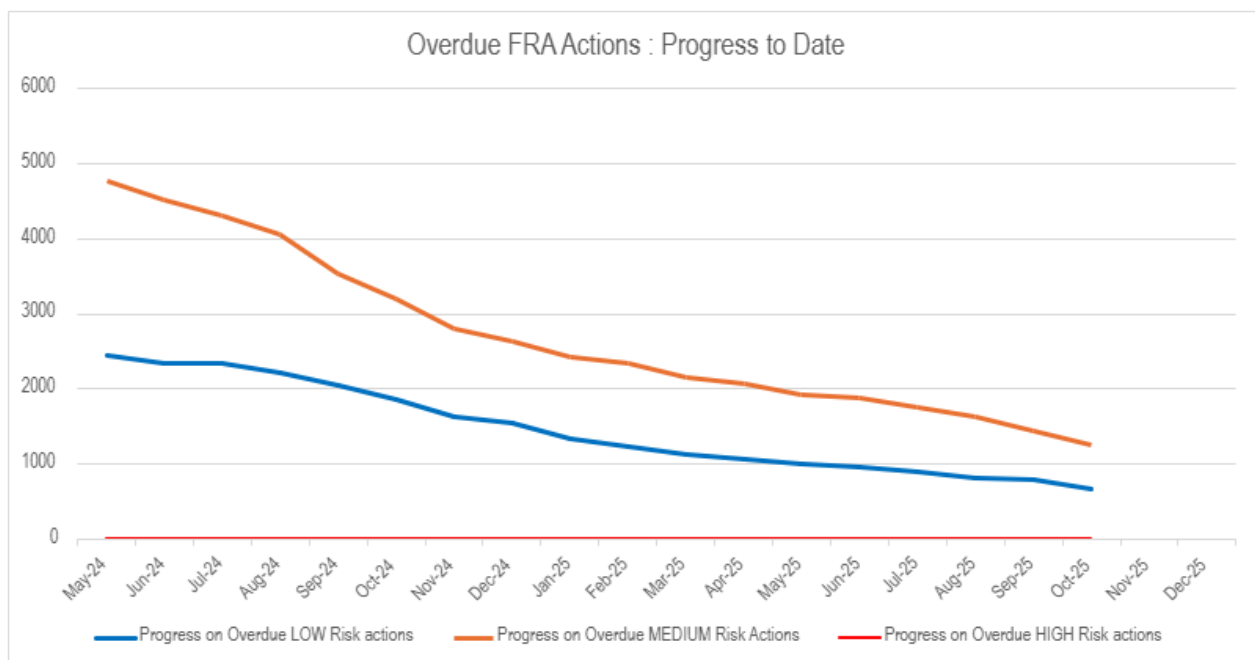
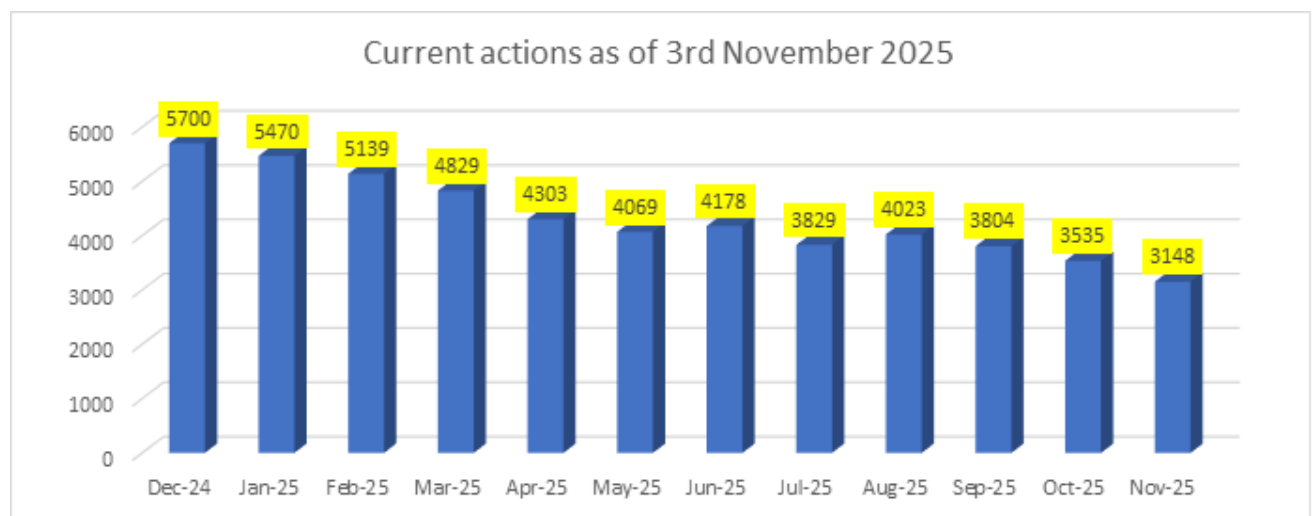
is now improving, and the council has escalated contractual meetings with the service providers to manage performance more closely.

3. VOLUNTARY UNDERTAKING (VU) ON FIRE SAFETY ACTIONS

Key Figures

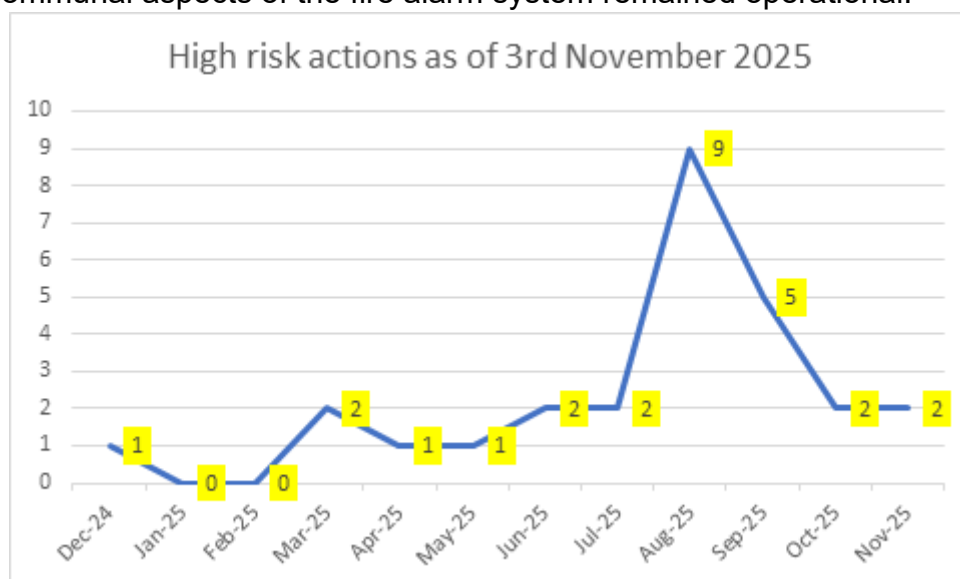
3.1 Outstanding and Overdue Actions: Progress by Risk Level

The graph below shows progress on high, medium and low risk actions. As of 3 November 2025, there were 3,148 outstanding actions of which 1,948 were outside the target date. The remaining actions are mainly within larger, more complex, capital works projects, some of which are affected by the need to secure Gateway building control approval. In the previous 12 months, the Council has closed 8,312 actions and, as illustrated in the graph below, is making steady progress.



3.2 Detail on High-Risk Actions

The two outstanding actions related to fire alarms and required access to individual homes and despite multiple efforts this had not yet been secured. The issues related to individual homes, and the communal aspects of the fire alarm system remained operational.



3.3 Smoke detectors and CO alarms

Gas Assets / Solid Fuel	CO Alarms	Residential Homes	Smoke Detectors	In Packet for Delivery	NO ACCESS
<i>Number</i>	<i>Number</i>	<i>Number</i>	<i>Number</i>	<i>Number</i>	<i>Number</i>
13,072	13,072	22,359	21,293	406	660
	100%		95.23%	1.82%	2.95%

	Smoke Detectors			
Quarter	CO Alarms	% installed	In packet for delivery	No access
Q1 24/25	99.98%	93.58%	2.57%	3.86%
Q2 24/25	99.99%	93.75%	2.28%	3.97%
Q3 24/25	100.00%	94.95%	1.85%	3.20%
Q4 24/25	100.00%	95.00%	1.84%	3.16%
Q1 25/26	100.00%	95.04%	1.86%	3.11%
Q2 25/26	100.00%	95.23%	1.82%	2.95%

Commentary

3.4 **The Voluntary Undertaking** with the RSH requires the Council to deliver an Action Plan and complete all outstanding FRA actions by the end of 2025. In December 2025, the Council has made significant progress on a key action plan item, through the implementation of a new IT system to manage all FRAs and completion of associated actions.

3.5 **High risk actions:** The Council continues to receive an increased number of high-risk actions related to fire alarms and is resolving most of these within the 10-day target time. The graph in

4.2 shows all outstanding actions and shows this peaked at 9 in August 2025. This coincided with a larger number of street properties in the FRA programme; many of these (where sub-divided into flats) have communal fire alarm systems. Delays usually relate to faults on detectors within dwellings, and access is required to resolve most of them. Work has been undertaken internally to review the process for responding to these to ensure it is as efficient as possible. The actions outstanding 3 November both required access to all homes on a wireless communal fire alarm system to ensure all detectors and sounders had replacement batteries. Most had been replaced but the action will not be closed until every home is accessed.

- 3.6 The number of overdue medium and low risk actions is steadily decreasing; on 3 November of 1,948 overdue actions, 1,573 were allocated to the capital team. The majority of these (1,204) are issued to contractors and at various stages of completion. The main action type remaining is replacement front entrance doors, but an action typically refers to all relevant properties in a block. This means that no access cases to a small number of properties is often preventing the closure of actions where work is substantially complete. About 300 actions are affected by Gateway building control processes which have been affected by significant delays nationwide.
- 3.5 The largest area of remaining actions relates to front entrance doors, and most of these are delivered through capital works projects. Often a single FRA action requires the replacement of all doors in a block so there are actions where work is underway but not complete. The Council is working with two main contractors to deliver a capital works project, however, despite the target deadlines the council is prioritising quality and retaining tight controls on programme to ensure the required standard is achieved.
- 3.6 Carbon Dioxide and Smoke Alarms: Progress is continuing slowly on smoke alarms; the Council is continuing to pursue available access and escalation options.

4 BUILDING SAFETY ACT

Key Figures

4.1 Status of Building Safety Case Files for High Rise Buildings (HRBs)

High Rise Buildings (HRBs)			
Item	Total	Change in Q2	Definition
Building Assessment Certificates Issued	4* <i>NB 1 further BAC issued in Dec 25</i>	+0	This Certificate is valid for 5 years.

Item	Total	Change in Q2	Definition
Building Safety Case Reports – Submitted	8 <i>NB total 12 BSCs submitted by end 2025</i>	+0	These have been submitted and are being reviewed by the BSR. In some cases, the Council has been asked to provide additional details and clarifications.
Building Safety Case Reports – called in	0	0	The Council has 28 days to submit a BSCF once requested, or ‘called in’ by the BSR
Further BSCFs were anticipated for call in in 25/26	12	12	This is in accordance with a revised profile issued by the BSR but is subject to change. NB. No new call ins as at Dec 2025
Anticipated BSCFs due in 26/27	18	18	As above
Anticipated BSCFs due in 27/28	22	22	As above
Anticipated BSCFs due in 28/29	121	121	As above

4.2 Status of Self-Referrals for Person Centred Fire Risk Assessments:

Priority level	Number referred	Completed	In progress / outstanding
High	12	11	1
Medium	54	8	46
Low	142	38	104
Totals	208	57	151

Commentary

- 4.3 **Building Safety Case Files:** By the end of Q2 the Council had secured 4 Building Assessment Certificates, with 8 further submitted and under review by the Building Safety Regulator. 1 further BAC was received in December 2025. The Council continues to respond to the regulators Requests for Further Information within agreed timeframes and has had no submissions rejected. The call-in rate continues to be far lower than expected, though officers are preparing draft case files in readiness.
- 4.4 **Personal Emergency Evacuation Plans:** On 4th July 2025 Government published regulations requiring landlord to adopt a five-step process for identifying and supporting residents who might need help to evacuate their homes in an emergency. The Council has plans in place to respond and has initiated work with 277 residents where previous information suggested they may need a plan; of these only 14 were high risk. Progress on the work was presented to and discussed at Housing Fire Safety Panel in October.
- 4.5 **Cost of Building Safety Work:** Since the Grenfell fire in 2017, the council has allocated additional revenue budgets of £2m per year to cover the costs of increased staff resource on building safety, additional inspection and compliance regimes, and contractor resource. The costs of Building Safety Case assessments vary depending on the time taken to review the information.

- 4.6 At the time of writing the Council has been invoiced almost £133,000 by the Building Safety Regulator for the assessment of the Building Safety cases submitted to date; of this almost £90,000 has been charged for the 5 blocks which have received a Building Assessment Certificate.

5. AWAAB'S LAW

Key Figures

5.1 Internal Stock Condition Survey (including HHSRS)

Item	Year End 24/25	Q1 25/26	Q2 25/26	Comment
Total / % Homes with Internal SCS within past 5 years	5,774 / 25.83%	6,974 32.92%	8,387 37.52%	The appointed surveying firm is working to increase resource to target 60% by year end.
No. Cat A identified in quarter	-	1	2	This the total number identified in surveys; the table in 6.2 shows outstanding cases. 1 of these are D&M.

n.b. the internal SCS is a proactive measure to identify hazards, so they are not handled reactively under Awaab's Law

5.2 Category A Hazards

Item	TOTAL	LIVE	Comment
D&M Hazards reported via Awaab's Law	1	0	Awaab's Law came into effect 27 October. There are no live cat 1 D&M cases. Note the Cat 1 hazard is considered resolved when the immediate risk is removed (eg. Via mould wash); it may take longer to resolve the underlying cause.
D&M Hazards reported via Internal SCS	(see above)	0	
All other Cat A Hazards within Awaab's Law	0	0	These include all other 28 hazards (apart D&M) on the HHSRS form. Examples include excess heat or cold, risk of falls, fire and structural risks
All other Cat A Hazards reported via Internal SCS	(see above)	31	19 relate to lack of smoke alarms, 8 structural, 1 hygiene, 1 hot surfaces, 1 CO/fuel.

Commentary

- 5.3 Since the implementation of Awaab's Law on 27 October, the Rapid Response Team (RRT) has made a strong start, demonstrating high activity levels and clear commitment. In the first two weeks, the team successfully managed 247 day-to-day emergencies, 295 ETS jobs, and 108 damp and mould 24-hour cases.
- 5.4 There was one identified Cat 1 damp and mould case which was responded to within target times.

- 5.5 Early indications show that the new RRT model is performing effectively and meeting Awaab's Law requirements, ensuring urgent issues are addressed swiftly and residents stay safe in their homes.
- 5.6 Performance targets have been established, and once a full month of data is available, RRT outcomes will be formally measured against these benchmarks to assess response times, completion rates, and overall efficiency.
- 5.7 Looking ahead, the focus will remain on maintaining performance levels, refining scheduling, and strengthening data capture in the ROCC IT system to support compliance and transparency.
- 5.8 This is an early emerging picture, and we expect this may change as we have more available data patterns, and as we enter the winter months.

6. CONCLUSION

- 6.1 There is strong governance in place for the monitoring of compliance and performance is strong or has improved in several areas. Actions are being tracked and issues highlighted in these reports are being logged and tracked.
- 6.2 In Q3, the key areas of focus will remain on the introduction of Awaab's Law, preparations for the introduction of mandatory electrical testing, implementation of the new IT compliance system, bringing the gas service in house and procuring new providers for lifts and communal heating.

7.0 COMMENTS OF THE BOROUGH SOLICITOR

- 7.1 The Borough Solicitor has no further comments on this report.

8. COMMENTS OF THE EXECUTIVE DIRECTOR OF CORPORATE SERVICES

- 8.1 There are currently no financial implications arising from this report.

Finance will work with the service to monitor and ensure as much as possible that associated costs are funded from existing resources

9. ENVIRONMENTAL IMPLICATIONS

- 9.1 There are none.

Appendix 1 – Performance on Compliance (Housing) Q2 2025/26

	Measure	Position Close Q4 2024'25	Position Close Q1 2025'26	Position Close Q2 2025'26	RAG
Fire	% of FRA Surveys Completed	99.04%	99.58%	99.67%	Amber
		3285/3317	3305/3319	3310/3321	
Gas	% of Domestic Gas Safe Certificates Issued	98.42%	98.71%	98.73%	Amber
		13295/13509	13355/13529	13332/13504	
	% of Comm Boilers Serviced Within 12 months of last service	100.00%	100.00%	100.00%	Green
		162/162	161/161	161/161	
Electrical	% of Properties with Domestic EICR Certificates Issued in the last 5 years (New 5 Year Cycle)	93.49%	93.59%	94.01%	Amber
		21738/23251	21775/23266	21852/23244	
	% of Communal EICR Certificates issued in the last 5 years	99.82%	99.93%	99.22%	Amber
		2822/2827	2825/2827	2803/2825	
Lifts	% of lifts serviced to schedule	97.88%	98.41%	98.95%	Amber
		553/565	556/565	563/569	
	% LOLER Insurance Certificates issued	98.94%	97.36%	87.70%	Red
		558/564	554/569	499/569	
Asbestos	Number of blocks with asbestos surveys to communal areas (reg 4)	100%	100%	100%	Green
		3852/3852	3852/3852	3852/3852	
Water Hygiene	Class A - Water Risk Assessment (Stored Hot Water Site)	100%	100.00%	100%	Green
		43/43	43/43	43/43	
	Class B - Water Risk Assessment Larger Domestic Properties - (Individual Risk Assessment)	100.00%	100.00%	100.00%	Green
		47/47	50/50	50/50	
	Class C - Water Risk Assessment Lower Risk Domestic Properties - (Scattered Properties)	99.78%	99.36%	99.36%	Amber
		464/465	464/467	464/467	
	Class D - Water Risk Assessment (Street Properties)	100.00%	100.00%	99.31%	Amber
		290/290	289/289	287/289	
	Total % Compliance of WRA	99.88%	99.65%	99.41%	Amber
		844/845	846/849	844/849	
	Water Tanks - 6 Monthly Servicing Regime	65.29%	31.29%	71.90%	Red
		553/847	265/847	609/847	
	% of Water Hygiene Testing Completed	90.28%	44.44%	100.00%	Green
		65/72	32/72	44/44	

Appendix 2 – Report from Mayford site meeting in response to questions at October panel

Site meeting 29 October 2025 at 10am

Summary of issues identified or discussed

Mains water bursts

There had been three burst water main incidents on the estate in the preceding 18 months.

District heating pipework

A District Heating upgrade was carried out several years ago, it was possible that heating pipes below car parking bays on opposite side of road may be at too shallow a depth and causing sub-soil to dry which may exacerbate issues.

Footpaths, ramps and tree issues

There are a range of uneven ground issues on the estates and the public footpaths immediately off the estate. An example is the Charlton Street pedestrian ramp access which is uneven in parts with changes in the ground level to highways footpath adjacent to mature London Plane trees. It is likely that tree roots are lifting the public footpath and causing heave on the surrounding ground on and off the estate. Surveyor advises that a concrete fillet at boundary junction to footpath would ease the change in level which at its greatest is 100mm change in level and 200mm in width.

The large London Plane tree on the highways footpath is having an adverse effect on the surrounding pathway and changes in level and there are concerns over the number of trees on the highway and the estate and their proximity to the buildings and / or boundary walls. Follow up investigation will be pursued with Council Tree Section.

There is possible movement on the blocks 159-163/180-184 & 164-179 Mayford and 'tell tales' have been placed in a number of locations to monitor this.

Walls along walkway from Eversholt Street to Charlton Street are slightly off the perpendicular, none were noted to be of concern but these will be monitored and included in regular wall asset checks. Boundary walls have missing coping stones and brick on edge coping and/or suffering some displacement which may be linked to tree root issues.

Actions to be taken forward

Mains water bursts – ground penetration radar scan to be arranged to assist in determining the location and potential depth of pipes. Scan to be commissioned by Camden M&E team/Major Repairs Team as part of survey for ramp repairs.

Charlton Street pedestrian ramp – area to be scanned, taken up and laid to falls and new channel drain installed and localised drains to be checked

Trees – Camden's tree section to be commissioned to advise on action to chased mitigate tree root impact on residential blocks and removal of individual trees.

Walls & Drains – Communal Repairs to be ordered to replace wall coping stones and other remedial work and blocked drains to be cleared.

ENDS