

<b>LONDON BOROUGH OF CAMDEN</b>	<b>WARDS:</b> All
<b>REPORT TITLE:</b> Performance on compliance Q3 2025/26	
<b>REPORT OF:</b> Director of Property Management	
<b>FOR SUBMISSION TO:</b> Housing Fire & Building Safety Panel	<b>DATE:</b> 14 April 2026
<b>STRATEGIC CONTEXT</b> The Council is required by law to provide safe homes and places of work.	
<p><b>SUMMARY OF REPORT</b></p> <p>This report provides an update on compliance across fire, legionella, asbestos, gas, electrics and lifts (FLAGEL) for the housing portfolio for Q3 2025/26. It also provides:</p> <ul style="list-style-type: none"> <li>- Q3 performance on safety Tenant Satisfaction Measures for 2025/26</li> <li>- an update on the latest progress made to complete fire safety actions</li> <li>- An update on Building Safety Case submissions</li> <li>- An update on performance against Awaab’s Law</li> </ul> <p><b>Local Government Act 1972 – Access to Information</b></p> <p>No documents that require listing were used in the preparation of this report.</p> <p><b>Contact Officer:</b> Sinéad Burke, Chief Asset Management Officer <a href="mailto:Sinead.Burke@camden.gov.uk">Sinead.Burke@camden.gov.uk</a></p>	
<p><b>RECOMMENDATIONS</b></p> <p>The Panel is asked to note and comment on:</p> <ol style="list-style-type: none"> <li>1. Performance on compliance for Q3 2025/26, including year-end TSM figures, and completion of remedial actions</li> <li>2. Latest position on fire safety actions</li> <li>3. Building Safety Case updates</li> <li>4. Performance in respect of Awaab’s Law</li> </ol>	

Signed



Date 1<sup>st</sup> April 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 Regulatory Board chaired by the Executive Director of Homes and Communities, and the report provides an overview of the Q3 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 Q3 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 24/25	Q1 25/26	Q2 25/26	Q3 25/26	Direction since Year End / Comment
BS01: Gas Safety	99.05%	99.23%	99.24%	<b>98.87%</b>	There has been an increase in the number of homes requiring escalated efforts to gain access.
BS02: Fire Safety	98.44%	98.23%	99.10%	<b>98.98%</b>	In December there were a large number of street properties in the programme and access was not always achieved.
BS03: Asbestos	99.90%	100%	100%	<b>100%</b>	5-yearly programme in place to maintain 100%
BS04: Water Safety	99.93%	99.76%	98.71%	<b>99.99%</b>	Ongoing programme in place; need to get a bit ahead to maintain 100%
BS05: Lift Safety	98.28%	95.80%	82.88%	<b>89.11%</b>	Escalated contractual meetings with the provider has led to performance improvements. A back up contractor has also been engaged so we can get back as close as possible to 100%.
DRAFT: Electrical	91.33%	93.37%	92.25%	<b>93.91%</b>	Steady progress. Further warrants being pursued for access, though these are very resource intensive.

## 2.2 Wider FLAGEL Reporting – Remedials and Servicing

Programme	Year End 24/25	Q1 25/26	Q2 25/26	Q3 25/26	Comment
Overdue Fire Risk Actions	3,231	2,838	2,243	<b>1,836</b>	See section 3 of this report for details.
Water Servicing	65%	31%	72%	<b>70%</b>	Unfortunately, this has not remained in line with the improvement plan.
All <b>OVERDUE</b> Water Remedials	[225]	[135]	[228]	<b>39</b>	This metric has been amended to focus on overdue actions – previous quarters in brackets as they are not comparable.
Lift Servicing (avg across period)	89.3%	99%	99%	<b>99.6%</b>	High standards maintained; the service achieved 100% in both November and December
Overdue LOLER actions (Lifts)	41	144	4	<b>1</b>	Good controls in place on LOLER remedials.
Unsatisfactory Dwelling EICRs (Electrical)	401	356	257	<b>230</b>	A new contractor has been appointed and an improvement plan being prepared to address all by April 2026

### Commentary

2.3 Gas Safety: The current contract ended 31 March 2026, and the Council has appointed an in-house team to be in place from April. In recent months there has been an increase in the number of homes where escalated efforts are required to secure access. Our processes involve three initial efforts by engineers to gain access. Following that the Council issues 21- and 7-day notice letters to the tenant warning them of the implications of non-access. Efforts are also made to contact residents by phone to arrange an appointment. Failing that, and subject to a review of resident vulnerability, the Council then applies to the court for access. There is a limit of the number of warrants the Council can process at any one time, and this means that increases in need for Court warrants can take some time to work through. The Council has good arrangements in place for managing this process as part of the new in-house service.

2.4 Water: A water improvement plan is in place. On water servicing, the progress had been good but then stalled on a barrier of non-access. Typically, these are in street properties where the water tank is in an attic requiring access through an upper floor flat. Teams are now offering evening and weekend appointments to improve access on servicing. Water

hygiene testing is at 85%, with non-access affecting performance. Reporting has moved to a focus on overdue remedials, and these overdue works are also steadily reducing.

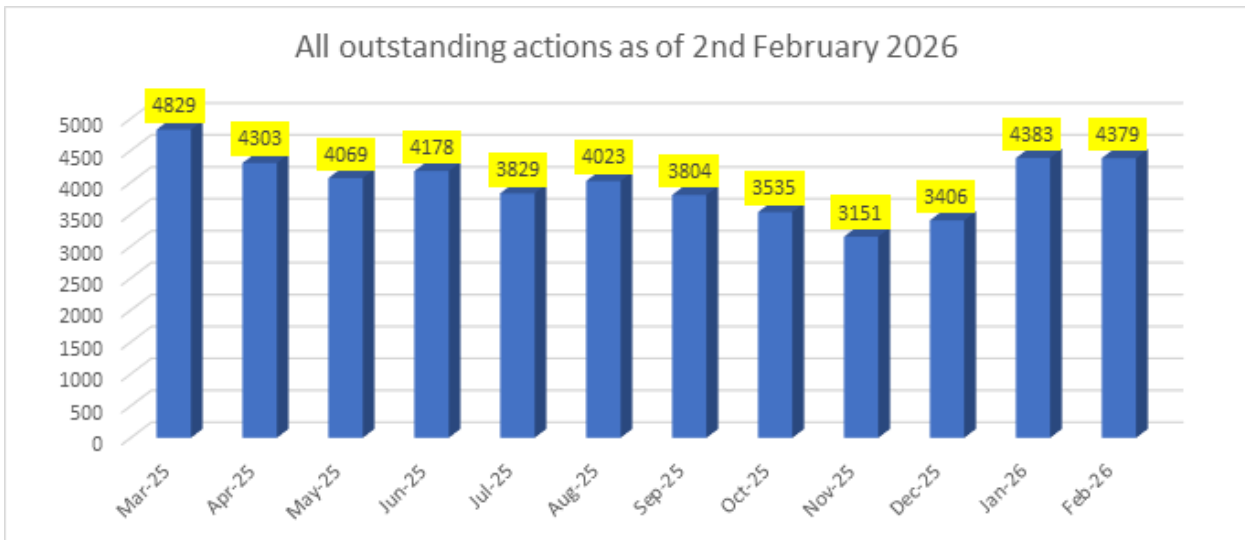
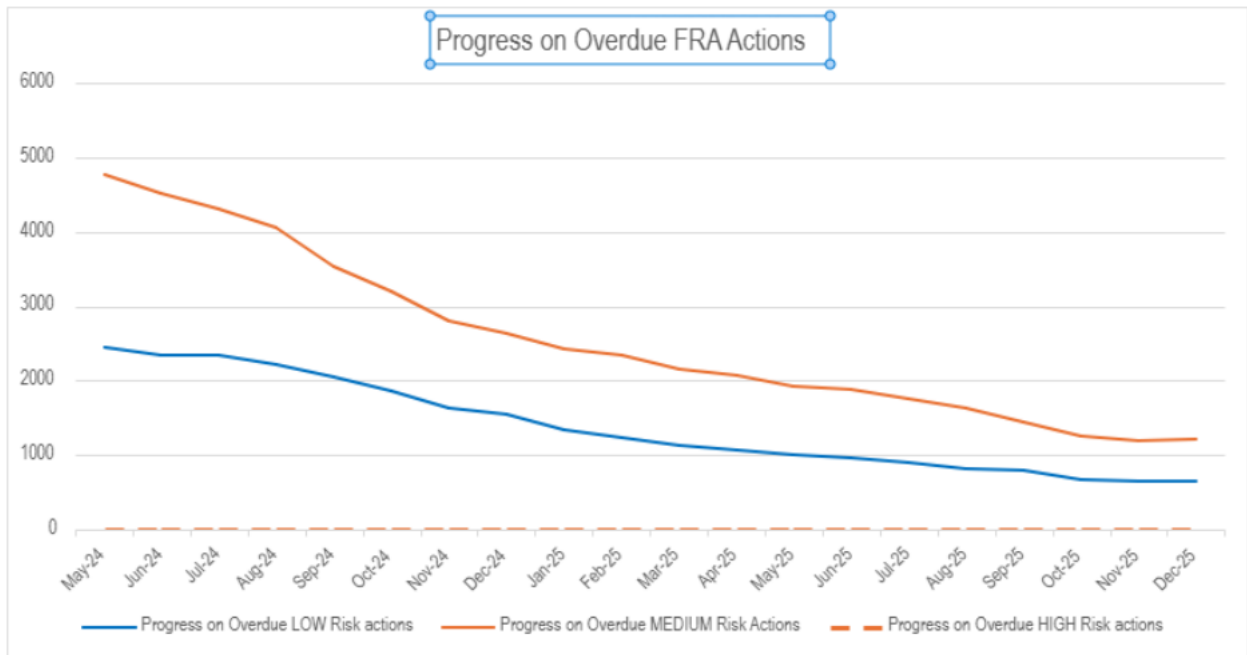
- 2.5 **Electrical Safety:** The Council has a plan in place to achieve compliance with the new electrical safety regulations which come into effect for new lettings from November 2025, and all social homes from April 2026. Progress on EICRs is going well. Progress on remedials has been affected by access and work to appoint a new contractor, however, there has been further improvement in quarter. The Council is working with providers to develop a plan to complete all remedials by April 2026. The Council has successfully made recourse to the Courts for warrants to secure access and complete EICRs. While this will remain a last resort, the Council has to ensure its safety responsibilities to residents are fulfilled.
- 2.6 **Lifts:** Performance in Q3 has improved following escalated discussions with the service provider. The Council has again engaged the services of a backup contractor to complete some LOLERs where the main provider has faced access issues. The back up contractor is appointed to also attend to the issue causing non-access; typical reasons include presence of hazards such as needles or pigeon mess. The Council has worked to ensure all LOLERs are up to date by 31 March 2026.
- 2.7 **Procurement:** Looking ahead, the Council is moving to new providers for several key compliance areas from April 26. This includes lifts, electrical testing, communal gas, and the in-sourcing of the individual heating service. There are mobilisation arrangements in place for all contracts and the in house team for individual heating was fully established in March 2026 so that it could commence April 2026.

### **3. VOLUNTARY UNDERTAKING (VU) ON FIRE SAFETY ACTIONS**

#### *Key Figures*

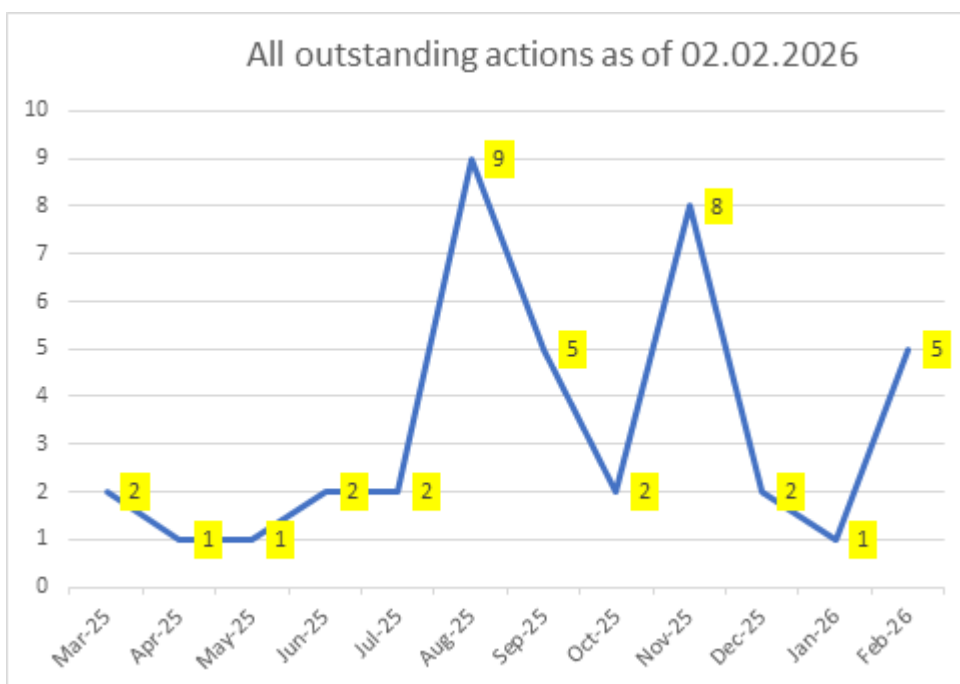
##### **3.1 Outstanding and Overdue Actions: Progress by Risk Level**

The graph below shows the progress on overdue FRA actions up to 2 February; the latest position reported to the RSH. As noted later in the report, the introduction of a new IT system (True Compliance) has disrupted progress somewhat, and this led to an increase in pending actions, though equally as there are fewer actions the more challenging ones remain. The Council also carried out a greater number of fire risk assessments at the end of the calendar year leading to more actions being generated.



### 3.2 Detail on High-Risk Actions

On 2 February 2026 there were 5 high risk actions, 2 of which were overdue. 4 related to fire alarm faults and 1 to a damaged front entrance door. Both overdue actions were completed by 10 February 2026.



### 3.3 Smoke and CO alarms

Gas Assets / Solid Fuel Number	CO Alarms Number	Residential Homes Number	Smoke Detectors Number	In Packet for Delivery Number	NO ACCESS Number
13,099	13,099	22,400	21,333	407	660
	100%		95.23%	1.82%	2.95%

Quarter	CO Alarms	Smoke Detectors		
		% 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%
Q3 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 overdue FRA actions. In December 2025, the Council made significant progress on a key action plan item, through the implementation of a new IT system to manage all FRAs and completion of actions.
- 3.5 In reporting of 2 February there were over 1,800 remaining overdue actions, of which 1,196 were medium risk and 638 were low risk. The Council meets regularly with the Regulator for Social Housing on progress. While there has been significant work to date especially on high-risk actions, the Council is working to reduce the number of overdue medium risk actions further before discharging the VU.
- 3.6 Most remaining overdue actions are within the capital works programme; these are larger / higher volume, and often more complex actions. Some actions also need to undergo the new Gateway processes for tall buildings, others are waiting for access to be secured. The largest category of action to be completed relates to flat entrance doors.
- 3.7 True Compliance: True Compliance is a new IT system which was launched December 2025; this will significantly improve the quality of data handling and monitoring of completed FRA actions. When any action is closed, relevant officers must submit evidence of this via the system to the Fire Safety Advisor Team who review and approve or reject the closure of the action. Changing systems slowed down some activity as the new system was closed for a week to allow data migration and this has caused an increase in pending actions; we expect this to settle down and pending actions will reduce to normal levels.
- 3.9 Internal review: Between September and December 2025, the Council completed an internal review of FRA actions; this to make sure all actions identified in Fire Risk Assessments had been loaded on the new system. This identified a further 322 actions to be loaded. Going forward, True Compliance automates the loading of FRA actions and will avoid the need for similar review processes to be undertaken.
- 3.11 Carbon Dioxide and Smoke Alarms: No access is a continuing issue with regards smoke alarms. There has been a small amount of positive progress as 40 additional homes now have records of smoke alarms being installed. From April 2026, the Council will have IT capacity to arrange 'multi-repair' visits; this means that when there is a repair need at one of these remaining homes with no smoke alarm, an additional works order to fit a battery device will be raised.

## **4 BUILDING SAFETY ACT**

### *Key Figures*

- 4.1 Status of Building Safety Case Files for HRBs.

<b>High Rise Buildings (HRBs)</b>				
<b>Item</b>	<b>Total</b>	<b>Change in Q3</b>	<b>Definition</b>	
Building Assessment Certificates Issued	8	4	This Certificate is valid for 5 years.	
Building Safety Case Reports – Submitted	12	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 anticipated for call in in 25/26	15	0	This is in accordance with a revised profile issued by the BSR but is subject to change.	
Anticipated BSCFs due in 26/27	18	0	As above	
Anticipated BSCFs due in 27/28	28	0	As above	
Anticipated BSCFs due in 28/29	114	0	As above	

#### 4.2 Status of Self-Referrals for Person Centred Fire Risk Assessments (PCFRA):

<b>Priority level</b>	<b>Number referred</b>	<b>Completed</b>	<b>In progress / outstanding</b>
High	12	11	1
Medium	54	8	46
Low	142	78	64
<b>Totals</b>	<b>208</b>	<b>97</b>	<b>111</b>

#### *Commentary*

- 4.3 Building Safety Case Files: The call-in rate continues to be lower than expected, though teams are preparing draft case files in readiness in line with BSRs original timescales. The council continues to respond to RFIs within agreed timeframes. There are four outstanding BAC decisions for Tranche 1 buildings and all RFIs have been answered satisfactorily to date.
- 4.4 By Q3 a total of 8 BACs had been received and at the time of writing this report the Council had also received BACs for the four larger towers at the Chalcots – Taplow, Bray, Burnham and Dorney. The remaining block in the Chalcots Estate, Blashford, has fewer floors and has not yet been called in by the BSR.
- 4.5 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 who responded to Camden’s engagement campaign indicating 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. Camden also works with Service Insights a consultancy specialising in

resident engagement and surveys who were tasked to reach out to all residents across HRBs to complete telephone surveys to support the letter and poster campaign.

## 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	Q3 25/26	Comment
Total / %Homes with Internal SCS within past 5 years	25.83%	32.92%	37.52%	65.79%	This quarter the Council has incorporated data from voids inspections and new build data. These account for 18%, with the remaining 47% from the ongoing internal SCS.

*The internal SCS is the key proactive measure to identify hazards, so they are not handled reactively under Awaab's Law*

#### 5.2 Damp and Mould Hazards\*

KPI	Description	Target	Performance	RAG	Commentary
1	Acknowledged within 24 hours	100%	100% (1,865/1,865)	☑	Fully compliant
2	Triaged within 24 hours	100%	100%	☑	Fully compliant
3	Emergency investigation & safety works within 24 hours	100%	100%	☑	Fully compliant
4	Significant hazard investigation within 10 working days	100%	100%	☑	Fully compliant

\* Reporting period is 28 Oct to 28 Jan.

### Commentary

5.3 Since the implementation of Awaab's Law on 27 October, the new Rapid Response Team (RRT) has been in place managing referrals from call handlers and other channels.

5.4 Key figures for the reporting period (28 Oct 25 to 28 Jan 26) include:

- Sustained 100% statutory compliance across Rapid Response KPIs 1-4, despite increased case volumes.
- Increased resident use of the MadeTech digital reporting channel following targeted SMS communications.
- A shift in reporting behaviour from out-of-hours to daytime contact, supporting earlier triage and improved operational control.

- 5.5 Statutory compliance within the Rapid Response service remains strong. All statutory KPIs (1-4) were achieved at 100% across 1,865 cases during the reporting period. This reflects stable call handling, effective triage, and consistent delivery of emergency and significant hazard responses as the Awaab's Law operating model continues to embed within day-to-day repairs.
- 5.6 The internal SCS is progressing well with an additional 10% of homes (or just over 2,200) surveyed this quarter. It continues to show low levels of non-decency on internal elements (particularly kitchens and bathrooms). A review of the consumer standard has indicated that it is appropriate to include asset data gathered from voids and new builds within the past 5 years in the figures for '% homes with up-to-date internal information', and this brings the total to 67%.
- 5.7 The Council does not expect to gain access to all homes through the internal SCS as there will be residents who do not allow access, and formal escalation opportunities will be limited. Instead, officers are working on a long-term plan to reach and maintain 100%, which is likely to be a combination of proactive survey work, and using multi-visit opportunities on difficult to access homes (for example combining an internal SCS with a gas servicing visit).

## **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. In Q4, the key areas of focus include mobilisation of new M&E servicing contractors, in-sourcing of the individual heating service, integration of True Compliance with ROCC (e.g. so that FRA actions automatically turn into repair orders) and other relevant systems and preparation of year end TSMs.

## **7.0 COMMENTS OF THE BOROUGH SOLICITOR**

- 7.1 The Borough Solicitors comments have been included in this report and there are no further comments to add.

## **8. COMMENTS OF THE EXECUTIVE DIRECTOR OF CORPORATE SERVICES**

- 8.1 The purpose of this report is to provide an update on the following items: compliance across FLAGEL for the housing portfolio for Q3 2025/26, Q3 performance for TSM for 2025/26, progress on fire safety actions, delivery against Voluntary Undertaking, update on the Building Safety Case and performance against Awaab's Law. There are currently no financial implications arising from this report.
- 8.2 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) Q3 2025/26

<b>FLAGEL Dashboard All Assets - 2025/26</b>					
	<b>Measure</b>	<b>Position Close Q1 2025'26</b>	<b>Position Close Q2 2025'26</b>	<b>Position Close Q3 2025'26</b>	<b>RAG</b>
<b>Fire</b>	% of FRA Surveys Completed	99.58%	99.67%	99.79%	<b>Amber</b>
		3305/3319	3310/3321	3322/3329	
<b>Gas</b>	% of Domestic Gas Safe Certificates Issued	98.71%	98.73%	98.10%	<b>Amber</b>
		13355/13529	13332/13504	13243/13499	
	% of Comm Boilers Serviced Within 12 months of last service	100.00%	100.00%	100.00%	<b>Green</b>
		161/161	161/161	161/161	
<b>Electrical</b>	% of Properties with Domestic EICR Certificates Issued in the last 5 years (New 5 Year Cycle)	93.59%	94.01%	93.94%	<b>Amber</b>
		21775/23266	21852/23244	21840/23250	
	% of Communal EICR Certificates issued in the last 5 years	99.93%	99.22%	99.86%	<b>Amber</b>
		2825/2827	2803/2825	2824/2828	
<b>Lifts</b>	% of lifts serviced to schedule	98.41%	98.95%	100.00%	<b>Green</b>
		556/565	563/569	568/568	
	% LOLER Insurance Certificates issued	97.36%	87.70%	94.19%	<b>Amber</b>
		554/569	499/569	535/568	
<b>Asbestos</b>	Number of blocks with asbestos surveys to communal areas (reg 4)	100%	100%	100%	<b>Green</b>
		3852/3852	3852/3852	3852/3852	
<b>Water Hygiene</b>	Class A - Water Risk Assessment (Stored Hot Water Site)	100.00%	100%	100.00%	<b>Green</b>
		43/43	43/43	43/43	
	Class B - Water Risk Assessment Larger Domestic Properties - (Individual Risk Assessment)	100.00%	100.00%	100.00%	<b>Green</b>
		50/50	50/50	50/50	
	Class C - Water Risk Assessment Lower Risk Domestic Properties - (Scattered Properties)	99.36%	99.36%	100.00%	<b>Green</b>
		464/467	464/467	469/469	
	Class D - Water Risk Assessment (Street Properties)	100.00%	99.31%	99.31%	<b>Amber</b>
		289/289	287/289	287/289	
	Total % Compliance of WRA	99.65%	99.41%	99.76%	<b>Amber</b>
		846/849	844/849	849/851	
Water Tanks - 6 Monthly Servicing Regime	31.29%	71.90%	52.31%	<b>Red</b>	
	265/847	609/847	441/843		
% of Water Hygiene Testing Completed	44.44%	100.00%	84.09%	<b>Red</b>	
	32/72	44/44	37/44		

ENDS