

Housing Service Performance

● Within Target, ● Close to Target, ● Outside Target

| COMPLIANCE KPIs, 30 September 2023 | | | | | | | |
|--|---------|--|-----------------------|---------------|------------------|--|---|
| Compliance Area | PI Code | Performance Indicator | Risk | Target Number | Number Compliant | Total Overdue | Management Comment |
| Asbestos | BS03 | Number of blocks & communal areas with a valid asbestos inspection (Yearly) | | 143 | 143 | 0 | ● Within Target We have 143 communal areas that require an asbestos inspection annually and these are all within target |
| Electrical Systems (contracted maintenance) | ET01(a) | Number of properties with a valid electrical inspection certificate (EICR - 5 yearly) | | 4176 | 3709 | 467 | ● Close to Target We have 4,176 properties that require a 5 yearly electrical inspection; we have completed 3709 & 467 are outside the 5 year period (see separate board report - Electrical Safety update). We have procured a new contract & full compliance will be reached in November 2023 (albeit no access issues) |
| | ET01(b) | Category 1 & Category 2 actions arising from an unsatisfactory EICR (residential dwellings) | C1 (point of test) | 31 | 31 | 0 | ● Within Target We had 31 Category 1 actions and all of these have been completed at the point of testing. 1493 were outstanding and overdue and these are due to be completed by 30 April 2024 - work has commenced (see separate Board report Electrical safety update) |
| | | | C2 (urgent) | | | 1493 | ● Outside Target |
| | ET02(a) | Number of distribution boards in communal areas with a valid electrical inspection certificate (EICR - 5 Yearly) | | 160 | 160 | 0 | ● Within Target Within target, all complete |
| | ET02(b) | Category 1 & Category 2 actions arising from an unsatisfactory EICR (communal areas) | C1 (point of test) | 0 | 0 | 0 | ● Within Target We had zero Category 1 actions. |
| C2 (urgent) | | | | | 0 | ● Within Target We have no outstanding C2 actions | |
| Fire Risk Assessment | BS02(a) | Number of blocks & communal areas with a valid fire risk assessment (Yearly) | | 143 | 143 | 0 | ● Within Target All Fire risk assessments are in place for all communal areas, community centres & district offices. We have just commissioned a new round of Fire Risk Assessments. |
| | BS02(b) | Actions arising from fire risk assessments | High | 1 | N/A | 1 | ● Outside Target We have 1 new high risk action identified on the latest round of FRA's which relate to the fire strategy & the alarm system to Lymebourne House. Upon being notified of this, we have arranged for Tamar to quote for a new fire alarm system. DSFR have conducted a joint to site with EDDC & we have implemented an interim fire strategy to mitigate the risk whilst the alarm can be replaced. Contractor has confirmed alarm to be installed w/c 13th November 2023, we are however pushing for a date sooner. |
| | | | Medium | 480 | 210 | 197 | ● Close to Target We have commissioned a new round of fire risk assessments with FCS Live across all our blocks. We have implemented a fire door inspection programme across all our blocks, the contract includes remedial works as required: Our door inspection programme is on site: our inspection regime is line with statutory regulations. We carry monthly fire safety inspections in all of our blocks & enforce a zero tolerance policy items stored/left in communal area. We are currently have a major fire safety project on site across a number of blocks to upgrade issues identified in the fire risk assessments - a further programme will be rolled out within the next 12 months. Our flats all have a FD30s entrance door installed. We work closely with Devon & Somerset Fire & Rescue Service & who have reviewed our position & have verified & agreed our approach to address the issues identified. We are meeting with DSFR to review the programme & priorities with the next phase of the fire improvement works. We will then progress with the procurement of these works to address the outstanding actions. Work is currently being undertaken on site & is due to complete by end of Septemeber which will address a number of actions relating to the construction. The outstanding actions are currently work in progress, these actions have only just become overdue at the end of August/September. |
| | | | Low (Recommendations) | 196 | 139 | 0 | ● Within Target The recommendations primarily relate to doors which are being addressed as part of our overarching fire door inspection. items defined as recommendations are being addressed by future upgrade programme works in line with timescales discussed with Devon & Somerset Fire & Rescue. |
| Fire Protection Systems (contracted maintenance) | FP01 | Number of domestic fire doors with a valid inspection | | 22 | 22 | 0 | ● Within Target We have one inscope building which is generally 4 stories with a small section deemed as being 5 story - therefore in scope. There are 22 flat front entrance fire doors which have all been inspected |
| | FP02 | Number of communal fire doors with a valid inspection. | | 12 | 12 | 0 | ● Within Target We have one inscope building which is generally 4 stories with a small section deemed as being 5 story - therefore in scope. There are 12 communal fire doors which have been inspected. |
| Gas Safety (contracted) | BS01 | Number of homes that have a valid gas safety check (GSR) | | 3134 | 3134 | 0 | ● Within Target 100% compliant |

| maintenance) | | check (LGR) | | | | | |
|--|------|--|------|-------|---|---|--|
| Lifting Equipment (contracted maintenance) | BS05 | Number of blocks with a valid lift inspection certificate (LOLER) | 7 | 7 | 0 | ● | 100% compliant |
| | | | | (83%) | - | | |
| Smoke & Carbon Monoxide Alarm Regulations 2022 | SM01 | Number of properties with a co detector (in development) | 3291 | 3291 | 0 | ● | We have 3291 properties which require a CO detector, all properties have adequate detection installed. |
| | SM02 | Number of properties with a smoke detector (in development) | 4176 | 4176 | 0 | ● | We have 4176 properties which require smoke detection, all properties conform to a minimum LD3 Standard. |
| Water Management (contracted maintenance) | BS04 | Number of blocks & communal areas that have a valid legionella risk assessment | 21 | 21 | 0 | ● | All blocks have a legionella risk assessment which have been reviewed bi-annually in line with Statutory Legislation. These sites are tested monthly & flushed weekly. |