




---

**Title: Compliance Performance – First Quarter 2019/20**

**Report of: TGHC Interim Managing Director**

---

### **Purpose of Report**

1. To provide the Board with the compliance performance results for the first quarter of 2018/19.

### **Background**

2. The Board has agreed to receive a new quarterly key performance indicator report on compliance requirements in line with the Regulator of Social Housing regulatory standards.
3. The following performance indicators have been agreed: -
  - % Domestic Gas Servicing
  - % Homes Fire Risks Assessments – Landlord responsibility
  - % Fire Risk Assessments Reviews – Landlord responsibility
  - % Fire Risk Assessments Remedial Works Outstanding per Building Priority 1
  - % Fire Risk assessments Remedial Works Outstanding per Building Priority 2
  - % Fire Risk assessments Remedial Works Outstanding Building Priority 3
  - % Asbestos Management Surveys (Communal)
  - % Asbestos Management Surveys (Communal Reviews)
  - % Legionella Risk Assessments General Needs
  - % Communal Periodic Electric Inspection Condition Report (present)
  - % Domestic Periodic Electric Inspection Condition Report (present) within a 10 year period
  - % Domestic Periodic Electric Inspection Condition Report (present) within a 5 year period
4. During 2019/20, a summary of all the performance indicators will be presented to the Board on a quarterly basis.
5. The Appendix contains the results for the first quarter 2019/20.
6. The results are colour coded and compare performance against the targets for 2019/20.

## **Summary Report**

### **Gas Safety**

7. Keelman Homes properties continue to be managed as part of the overall gas servicing contract by TGHC. At the end of the first quarter 2019/20, 100% of all properties requiring a gas safety check had received their annual service within target.

### **Fire Safety**

8. The seven blocks of low rise and midrise flats containing Keelman properties previously did not have a fire risk assessment in place. All seven blocks have now been assessed and the Fire Risk assessments were complete between 13/12/18 and 11/02/19.
9. There was a total of 45 actions identified following completion of the Fire Risk Assessments. This comprised of 5 x Priority 1, 15 x Priority 2 and 25 x Priority 3. Out of the 45 actions there are only three outstanding Priority 2 actions which all relate to meter cupboard doors and one Priority 3 action outstanding which relates to the upgrade to emergency lighting in a mid-rise block. Confirmation has been provided that the emergency lighting will be installed by the end of August 2019 and the cupboard doors are currently in a design process and are scheduled to be installed by the end of August 2019.

### **Asbestos**

10. The seven blocks containing Keelman Homes properties have had new asbestos management reports carried out between November 2018 and March 2019.

### **Water Hygiene**

11. The programme of Keelman Homes Legionella risk assessments began in April 2017. We have currently complete 86.4% of the 213 active properties on the water hygiene contract. This is an increase of 69.8% increase on the previously reported position at 31 October 2018 that was 16.6% (This does not include new properties currently within the void stage). In an attempt to complete 100% of legionella risk assessments, all properties were visited on more than on occasion before the end of June 2019.

### **Electrical Safety**

12. The seven blocks containing Keelman Homes properties all have a current Electrical Inspection Condition Report within a five-year period.
13. Keelman Homes domestic properties now form part of the overall domestic electrical testing contract managed by TGHC.
14. 100% of the Keelman Homes properties have had an electrical test within the last 10 years.
15. Keelman properties have now migrated a five-year programme in line with sector best practice. At the end of the first quarter, 87.8% of all Keelman Homes properties have been tested in line with the new five-year programme.

16. Of the 12.2% outside of the five-year programme five are currently void and seven have an appointment to have a five-year test undertaken. The remaining properties are yet to confirm an appointment and may well be subject to no access procedures following appropriate steps.

### **Risk Management Implications**

17. Acquisitions and new properties provide the greatest compliance risk. The Gateshead Housing Company are currently testing the property lifecycle module within Northgate housing which will improve the process and help to manage the risk.
18. Access arrangements to complete water hygiene and electrical testing may prove difficult. The remaining properties will continue to be subject to no access procedures.

### **Financial Implications**

19. There are no financial implications arising from this report.

### **Health and Environmental Implications**

20. There are no health and environmental implications arising from this report.

### **Equality and Diversity Implications**

21. There are no equality and diversity implications arising from this report.

### **Value for Money implications**

22. There are no value for money implications arising from this report

### **Recommendation**

23. The views of the Board are sought on the compliance performance results for the first quarter 2019/20.

## Keelman Homes

|   |                   |
|---|-------------------|
| Not on Target                               | Quarter 1 2019/20 |
| On Target                                   | 6                 |
| Not on Target but Improved                  |                   |
| Baseline Information/No Targets/No Activity | 6                 |

| Service    | Performance Indicator  | Year End 2018/19 | Year End 2019/20 Target | Quarter 1 2019/20 Target | Quarter 1 2019/20 Performance | Trend | Traffic Light | Comments   |
|------------|--|------------------|-------------------------|--------------------------|-------------------------------|-------|---------------|--|
| Compliance | Keelman Homes - % Domestic Gas Servicing   | 99.53%           | 100%                    | 100%                     | 100%                          | ↑     |               | 100% of Keelman properties requiring gas service are within scheduled period.  |
| Compliance | Keelman Homes - % Fire Risk Assessments - Landlord responsibility  | 100%             | 100%                    | 100%                     | 100%                          | →     |               | All 7 blocks had FRA between Nov18 and end Mar19.  |
| Compliance | Keelman Homes - % Fire Risk Assessments Reviews - 2019/20  | N/A              | N/A                     | N/A                      | N/A                           | N/A   |               | No reviews required in this period as full FRA carried out on 7 blocks containing Keelman Leasehold properties. Next reviews 2020/21.  |
| Compliance | Keelman Homes - % Fire Risk Assessments Remedial Works Outstanding per Building Priority 1                 | 100%             | 100%                    | 100%                     | 100%                          | →     |               | All five priority 1 actions were allocated and resolved following FRA.   |
| Compliance | Keelman Homes - % Fire Risk Assessments Remedial Works Outstanding per Building Priority 2                 | N/A              | 100%                    | N/A                      | 80%                           | N/A   | Baseline      | The outstanding priority 2 actions relate to the upgrade of meter cupboard doors. The meter cupboard doors are currently in a design process and are scheduled to be installed by the end of August 2019. A further 12 actions were allocated and resolved following FRA. Quarter 2 target = 100%. |
| Compliance | Keelman Homes - % Fire Risk Assessments Remedial Works Outstanding per Building Priority 3                 | N/A              | 100%                    | N/A                      | 96%                           | N/A   | Baseline      | Out of 25 actions 24 were allocated and resolved following FRA. The final outstanding action relates to the upgrade to emergency lighting in a mid rise block. Confirmation has been provided that the emergency lighting will be installed by the end of August 2019. Quarter 2 target = 100%.    |
| Compliance | Keelman Homes - % Asbestos Management Surveys (Communal)   | 100%             | 100%                    | 100%                     | 100%                          | →     |               | All 7 blocks have had asbestos management reports carried out between November 2018 and March 2019.  |
| Compliance | Keelman Homes - % Asbestos Management Surveys (Communal Reviews)   | N/A              | 100%                    | N/A                      | N/A                           | N/A   | Baseline      | No reviews required in this period as new asbestos management reports carried out between November 2018 and March 2019. Next reviews will be carried out from November 2019.   |
| Compliance | Keelman Homes - % Legionella Risk Assessments General Needs (GN)   | N/A              | 100%                    | N/A                      | 86.40%                        | N/A   | Baseline      | In an attempt to complete 100% of legionella risk assessments, all properties were visited on more than one occasion before the end of June 2019. Remaining properties subject to no access procedure  |
| Compliance | Keelman Homes - % Communal Periodic Electric Inspection Condition Report (present)                         | N/A              | 100%                    | 100%                     | 100%                          | N/A   |               | All 7 blocks have a current Electrical Inspection Condition Report within a 5 year period.   |
| Compliance | Keelman Homes - % Domestic Periodic Electric Inspection Condition Report (present) within a 10 year period | N/A              | 100%                    | 100%                     | 100%                          | N/A   |               | 100% of Keelman properties (Not including new purchases currently void) have had an electrical test within the last 10 years.  |
| Compliance | Keelman Homes - % Domestic Periodic Electric Inspection Condition Report (present) within a 5 year period  | N/A              | 100%                    | N/A                      | 87.80%                        | N/A   | Baseline      | Of the 12.2% outside of the 5 year programme 5 are currently void and 7 have an appointment to have a 5 year test undertaken. The remaining properties are yet to confirm an appointment and may well be subject to no access procedures following appropriate steps.                              |