

## Outstanding Actions

|                               | <b>Action</b>   | <b>Status</b> | <b>Deadline</b> | <b>Update/Comments</b>  |
|-------------------------------|---|---------------|-----------------|---|
| <b>Safety</b>                 | Nominate a senior person responsible for complying with statutory health and safety requirements (publish their contact details and their role)                                 | Outstanding   | 31/3/22         | Discussions held with CLT and relevant departments and amend Council constitution thereafter. (This obligation will be set in national Legislation) |
| <b>Safety</b>                 | Put in place a compliance framework to provide assurance to DMT, CLT, Cabinet and tenants that health and safety risks are being managed effectively                            | Outstanding   | 31/3/22         | Embed Housing safety risks within Corporate Risk Framework reporting to all relevant risk meetings.   |
| <b>Safety</b>                 | Develop a health and safety tenant engagement strategy  | Outstanding   | 31/3/22         | Await appointment of Senior H&S lead  |
| <b>Performance</b>            | Report regularly to DMT, CLT, Cabinet and tenants on current performance against the draft national tenant satisfaction measures  | Outstanding   | 1/4/22          | Awaiting the draft standards to be published  |
| <b>Performance</b>            | Address weakness in compilation, manipulation and reporting of data and benchmarking information relating to performance, customer profiling, assists components, H&S and costs | Outstanding   | 1/4/22          | Currently falling short of regulator expectations. Awaiting outcome of Performance Team service review  |
| <b>Performance</b>            | Respond to the tenant satisfaction measures consultation expected in April 2021   | Outstanding   | 1/1/22          | Government are planning to consult on a proposed set of tenant satisfaction measures in winter 2021-22,   |
| <b>Performance</b>            | Develop a technology solution through the DST programme to publish online performance data in real time   | Outstanding   | 31/3/22         | Raised collection and real time display with DST group 24th Feb 2021  |
| <b>Complaints</b>             | Update complaints policy following removal of democratic filter   | Outstanding   | TBC             | Awaiting legislation before changes can be implemented.   |
| <b>Tenant voice</b>           | Conduct the first tenant scrutiny investigation   | Outstanding   | 31/3/21         | Recruiting more tenants to join the panel. The terms of reference etc are in place.   |
| <b>Home and neighbourhood</b> | Review the findings of the MHCLG allocations review and make recommendations to DMT   | Outstanding   | 31/3/23         | Awaiting government consultation  |
| <b>Home and neighbourhood</b> | Review and implement regime for cleaning of communal areas  | Outstanding   | 1/6/22          | Service to be reviewed. Awaiting decision on introduction of a service charge to establish budget   |

## Actions currently in progress

|                               | <b>Action</b>  | <b>Status</b> | <b>Deadline</b> | <b>Update/Comments</b>  |
|-------------------------------|--|---------------|-----------------|---|
| <b>General</b>                | Training programme for all applicable staff, Councillors & tenants to ensure appropriate knowledge of regulation and compliance  | In progress   | 31/3/22         | Working with L&D to identify gaps and rolling training schedule delivery  |
| <b>Safety</b>                 | Install carbon monoxide alarms in all ADC properties as required by updated regulation   | In progress   | 31/3/22         | Recruitment planned for a dedicated resource for installation and 10 yr replacement programme.                      |
| <b>Performance</b>            | Review all current performance and tenant satisfaction data collection, including why it is collected, the methodology, how it is used and where it is reported.   | In progress   | 1/4/23          | further explore the use of Total Mobile and LimeSurvey for collecting information in absence of corporate solution. |
| <b>Performance</b>            | Review data collection methods to ensure systems and procedures are robust and appropriate   | In progress   | 31/3/22         | raised collection and real time display with DST group 24th Feb 2021  |
| <b>Performance</b>            | Develop a prototype report on HRA expenditure which breaks down management costs and executive remuneration  | In progress   | 30/9/21         | HRA accountant requested to undertake   |
| <b>Complaints</b>             | Develop compensation policy  | In progress   | 31/3/22         | Policy is being drafted - DMT to review   |
| <b>Complaints</b>             | Develop e-learning for all tenant facing staff and their managers on housing service standards and dealing with a housing complaint  | In progress   | 31/3/22         | L and D to scope and develop an online training module for all Housing and related staff.                           |
| <b>Consumer regulation</b>    | Regularly audit based evidence of compliance with existing regulatory standards and report findings and recommendations to DMT, CLT, Cabinet and tenants?  | In progress   | 31/10/21        | Evidence is currently being gathered.   |
| <b>Consumer regulation</b>    | Put in place a framework to identify any risk of a regulatory breach to enable preventative action   | In progress   | 31/3/22         | develop early warning indicators and then procedure to report potential breach                                      |
| <b>Consumer regulation</b>    | Put in place a procedure for reporting regulatory breaches internally and to the Regulator   | In progress   | 31/3/22         | use of systems preferred for early warnings   |
| <b>Tenant voice</b>           | Review ADC's position against the CIH Professional Standards Framework when launched and make recommendations to DMT and CLT to enhance professionalism of relevant teams, including mental health support offer | In progress   | 31/3/22         | Awaiting finalisations of the standards   |
| <b>Home and neighbourhood</b> | Develop an internal suite of measures to monitor the quality of ADC homes and neighbourhoods   | In progress   | 31/3/22         | Service Standards being reviewed  |
| <b>Home and neighbourhood</b> | Monitor and engage with the Decent Homes Review and report to DMT, CLT and Cabinet on implications for ADC   | In progress   | 31/3/23         | Awaiting government consultation  |
| <b>Home and neighbourhood</b> | Review progress implementing the domestic abuse strategies and DAHA action plan  | In progress   | 1/12/22         | Strategy/policy updated   |

## Actions that are ongoing (continuous)

|                            | <b>Action</b>   | <b>Status</b> | <b>Deadline</b> | <b>Update/Comments</b>  |
|----------------------------|---|---------------|-----------------|---|
| <b>General</b>             | Establish a cross-council task and finish group to implement the requirements of the White Paper  | On going      |                 | DMT currently, subgroups formed as required   |
| <b>General</b>             | Agree a reporting framework for regulatory compliance, assurance and risk including frequency of reporting  | On going      | 31/3/22         | High level version complete. Development framework on going   |
| <b>Complaints</b>          | Identify a lead officer to review publications by the Housing Ombudsman and make recommendations to DMT on improvements required or risks that should be considered | On going      | 28/2/21         | Complete Feb-21 -reports to DMT Members on a bimonthly basis starting in March 2021.                    |
| <b>Complaints</b>          | Identify a lead officer to monitor complaint trends and effective implementation of service improvements  | On going      | 28/2/21         | Complete Feb-21 - a quarterly report to DMT on complaints   |
| <b>Complaints</b>          | Regularly monitor social media comments for dissatisfaction, complaints and compliments – report regularly to DMT and tenants                                       | On going      | 28/2/21         | Complete Feb-21   |
| <b>Complaints</b>          | Complete annual Complaint Handling Code self-assessment   | On going      | 31/12/21        | Published before the 31/12/20. Ratified by Cabinet.   |
| <b>Complaints</b>          | Support teams that work with tenants with ADC's role as 'landlord' to respond effectively to housing enquiries  | On going      | 31/3/22         | As part of training and development   |
| <b>Consumer regulation</b> | Brief Cabinet on the key implications of the White Paper for ADC  | On going      |                 | Cabinet has regular updates   |
| <b>Consumer regulation</b> | Review regularly current compliance with existing consumer and economic regulations and report findings and recommendations to DMT, CLT, Cabinet and tenants        | On going      | 31/3/22         | Finalisation ongoing  |
| <b>Consumer regulation</b> | Respond to any consultation opportunities on the future consumer regulation and inspection regime   | On going      |                 | Ongoing work within departments   |
| <b>Tenant voice</b>        | Report regularly to DMT, CLT, Cabinet and tenants on the current tenant engagement position, achievements and opportunities for improvement                         | On going      | 30/10/21        | Developing a Tenant Engagement Action Plan that will go as a quarterly report to DMT from October 2021. |

## Actions completed

|                       | <b>Action</b>   | <b>Status</b> | <b>Deadline</b> | <b>Update/Comments</b>  |
|-----------------------|---|---------------|-----------------|---|
| <b>General</b>        | Develop a job description for a general compliance officer to bring together the dispersed regulatory activity carried out    | Completed     | 1/9/21          | In post from 01/09/2021   |
| <b>Performance</b>    | Nominate a senior person responsible for complying with the Consumer Standards (publish their contact details and their role) | Completed     | 31/3/22         | Director of Housing of Assets will undertake role. Await legislation to change council constitution.                      |
| <b>Complaints</b>     | Identify options to publish complaints policy as widely as possible   | Completed     | 28/2/21         | Complete Feb-21   |
| <b>Complaints</b>     | Review all written communication with tenants to ensure details of how to seek redress is included                            | Completed     | 28/2/21         | Complete Feb-21   |
| <b>Tenant voice</b>   | Complete TPAS National Engagement Standards self-assessment   | Completed     | 30/9/21         | TPAS self-assessment which has been drafted, currently being reviewed   |
| <b>Tenant voice</b>   | Introduce the Customer Opinion and Insight Network (COIN)   | Completed     | 30/9/21         | COIN has been launched. developing this through customer phone surveys and adding new tenants to pool of engaged tenants. |
| <b>Tenant voice</b>   | Understand scope of corporate community engagement strategy   | Completed     | 30/9/21         |   |
| <b>Home ownership</b> | Confirm requirement to include shared ownership properties on HE funded developments  | Completed     | 1/9/21          | LA homes currently exempt   |