

## 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>	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. Proposal will be Housing DMT Monthly, CLT Quarterly and Cabinet 6 monthly. Tenants will receive updates at multiple points including annual report.
<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 to resource data provision/quality and database development.
<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 awaiting progress/proposal.
<b>Performance</b>	Complete collection of first year's tenant perception Tenant Satisfaction Measures	Outstanding	31/3/24	Awaiting legislation/outcome of consultation. Timetable predicts first collection year 1/4/23 to 31/3/24.
<b>Complaints</b>	Update complaints policy following removal of democratic filter	Outstanding	TBC	Awaiting legislation before changes can be implemented.
<b>Complaints</b>	Align complaint handling policy with new Housing Ombudsman's complaint handling code	Outstanding	30/9/22	Revised complaint handling code published 9 <sup>th</sup> March 2022. Deadline for compliance 1 <sup>st</sup> October 2022.
<b>Complaints</b>	Publish revised complaint handling code self-assessment	Outstanding	30/9/22	New self-assessment required.
<b>Tenant voice</b>	Conduct the first tenant scrutiny investigation	Outstanding	30/9/22	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

## 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	31/3/23	Working with L&D to identify gaps and rolling training schedule delivery. Survey on behalf of Department of Levelling Up, Housing and Communities responded to.
<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	30/9/22	HRA accountant requested to undertake. High level to be produced for Sept 22 annual report. Granular detailed of management costs required by 2023 report.
<b>Complaints</b>	Develop compensation policy	In progress	31/3/22	Policy has been drafted – to be implemented imminently based around proportions of rent.
<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. Reporting frequencies Monthly, Quarterly and 6 monthly depending on reporting group.
<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	framework developed. Early warning indicators to be finalised and the added to Pentana
<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 early warning indicators to determine course of action.
<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 internally and with tenants
<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 (actions in progress relating to carbon reduction and carbon monoxide)
<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		Social Housing Regulatory Board established and meeting every 4 weeks.
<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. Frequencies agreed in principle.
<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. Revised complaint handling code self-assessment required by 1/10/2022
<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.
<b>Home and neighbourhood</b>	Review and implement regime for cleaning of communal areas	On going	1/6/22	Service charge in place and regime/standard established. To be refined by officer inspection and tenant surveys and service requests.
<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	On going	31/3/22	Embed Housing safety risks within Corporate Risk Framework reporting to all relevant risk meetings.

<b>Safety</b>	Install carbon monoxide alarms in all ADC properties as required by updated regulation	On Going	31/3/22	Dedicated resource for installation and programme commenced. 10 yr replacement programme. Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 awaiting approval - could stipulate compliance required immediately on 1 <sup>st</sup> October 2022
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## Actions completed

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<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
<b>Performance</b>	Respond to the tenant satisfaction measures consultation	Outstanding	1/1/22	Government have consulted Response submitted by ADC Outcome of consultation anticipated Summer 2022