

Outstanding Actions

	Action	Status	Deadline	Update/Comments
Safety	Incorporate tenant engagement on health and safety into the overarching tenant engagement strategy	Outstanding	31/12/23	Work can progress now nominated officer is in post
Performance	Complete collection of first year's tenant perception Tenant Satisfaction Measures	Outstanding	31/3/24	Task and finish group moving project forward. Collection anticipated to commence June 2023 over period of 12 weeks
Performance	Submit first year's Tenant Satisfaction Measures data to the Regulator of Social Housing	Outstanding	1/6/24	Submission date TBC. Draft guidance received.
Tenant voice	Conduct the first tenant scrutiny investigation	Outstanding	30/9/22	Promotional materials with comms for finalisation. Terms of reference etc are in place. Training sourced, once recruitment has concluded. Additional resource for tenant engagement approved and to be recruited.
Home and neighbourhood	Review the findings of the MHCLG allocations review and make recommendations to DMT	Outstanding	31/3/23	Awaiting government consultation
Consumer Regulation	Respond to consultation by DLUHC on review of directions to RSH	Outstanding	30/9/23	Awaiting government consultation
Consumer Regulation	Respond to the RSH Consumer Standards Consultation	Outstanding	30/9/23	Awaiting government consultation
Complaints	Respond to share consultation by HOS and LGSCO on the introduction of a shared complaint handling code	Outstanding	30/9/23	Awaiting consultation
Complaints	Amend Complaints and Compliments Policy, along with other associated complaint documents to ensure compliance with new combined complaint handling code and publish self-assessment	Outstanding	31/3/24	Awaiting outcome of consultation and relevant documents
General	Review the Social Housing (Regulation) Act/revised direction to RSH from DLUHC and update action plan	Outstanding	30/4/23	Awaiting Bill receiving Royal Ascent and directions being set by DLUHC

Actions currently in progress

	Action	Status	Deadline	Update/Comments
General	Training programme for all applicable staff, Councillors & tenants to ensure appropriate knowledge of regulation and compliance	In progress	31/3/23	All Member briefing was delivered by the Executive Director on 15/05/23
Performance	Report regularly to senior managers, Cabinet and tenants on performance against the tenant satisfaction measures	In progress	1/4/22	Progress reported through management meetings, updates to Cabinet and Gateway meetings
Performance	Address weakness in compilation, manipulation and reporting of data and benchmarking information relating to performance, customer profiling, assists components, H&S and costs	In progress	1/4/23	Falling short of regulator expectations and audit concerns regarding data. Digital Transformation Team have undertaken a review and are working with service areas to implement system and process changes to improve this.
Performance	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	Outcomes and analysis to form basis of future actions required in this area.
Performance	Review data collection methods to ensure systems and procedures are robust and appropriate	In progress	31/3/23	Ongoing review and development of systems and processes between departments and Digital Transformation Team.
Performance	Develop a prototype report on HRA expenditure which breaks down management costs and executive remuneration	In progress	30/9/22	High level report included in annual report 2021/22. Benchmarking data reviewed to assess this area and information is already published publicly. Granular detailed of management costs to be produced for 2023 housing annual report. Requirements for annual report contents currently being reviewed by Regulator.
Complaints	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	Meetings held to discuss and housing provided feedback on existing ELA course to AD – customer experience, who is leading on this authority-wide.
Consumer regulation	Regularly audit evidence of compliance with existing regulatory standards and report findings and recommendations to senior managers, Cabinet and tenants	In progress	31/10/21	Evidence is currently being gathered. Reporting frequencies Monthly, Quarterly and 6 monthly depending on reporting group.
Consumer regulation	Put in place a procedure for reporting regulatory breaches internally and to the Regulator	In progress	31/3/22	Procedure agreed and Procedure drafted. Managers aware of processes for reporting.

Tenant voice	Review ADC's position against the CIH Professional Standards Framework when launched and make recommendations to DMT and SLT to enhance professionalism of relevant teams, including mental health support offer	In progress	31/3/22	Awaiting finalisations of the standards and outcome of consultation around professional standards
Home and neighbourhood	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. Satisfaction survey of communal cleaning produced and to be implemented. Estate inspections to take place Spring 2023.
Home and neighbourhood	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 that are ongoing (continuous)

	Action	Status	Deadline	Update/Comments
Safety	Commence writing to tenants in blocks with communal areas, annually, in line with the requirements of the Fire Safety (England) Regulations 2022	Ongoing		First full batch of letters have been sent, this will be an ongoing task
General	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.
General	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.
Complaints	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.
Complaints	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, quarterly to CLT and annually to Cabinet
Complaints	Regularly monitor social media comments for dissatisfaction, complaints and compliments – report regularly to DMT and tenants	On going	28/2/21	Complete Feb-21
Complaints	Complete annual Complaint Handling Code self-assessment	On going	31/12/21	Revised complaint handling code self-assessment ratified by Cabinet and published 1/10/2022. Next review required by 1/10/2023.
Complaints	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
Consumer regulation	Brief Cabinet on the key implications of the White Paper for ADC	On going		Cabinet has regular updates
Consumer regulation	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
Consumer regulation	Respond to any consultation opportunities on the future consumer regulation and inspection regime	On going		Ongoing work within departments
Consumer regulation	Put in place a framework to identify any risk of a regulatory breach to enable preventative action	On going	31/3/22	Moved from Pentana, following manager feedback. Monthly reports to DMT
Tenant voice	Report regularly to DMT, CLT, Cabinet and tenants on the current tenant engagement position, achievements and opportunities for improvement	On going	30/10/21	Regular updates provided. Additional tenant engagement resource to be recruited to bolster tenant engagement activity.

Home and neighbourhood	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. Tenant satisfaction survey created, surveys to be undertaken.
Safety	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. Monthly 'Big 6' reported to DMT and Bi-annually to CLT and Cabinet. Assistant Director – Corporate Health and Safety to receive periodic invites to Tenant Gateway meetings.
Safety	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. Remaining installs are result of non-engagement by tenant and are very low in number. 10 yr replacement programme. Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 stipulated compliance by 1 st October 2022

Actions completed

	Action	Status	Deadline	Update/Comments
Safety	Nominate a senior person responsible for complying with statutory health and safety requirements (publish their contact details and their role)	Completed	30/3/23	Nominated via DMA and details published on website 30/03/2023
General	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
Performance	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.
Performance	Develop a technology solution through the DST programme to publish online performance data in real time	Completed	30/3/23	Link to performance information live on website 30/03/2023, linked directly to Pentana.
Complaints	Update complaints policy following removal of democratic filter	Completed	1/10/22	Complete 01/10/2022
Complaints	Align complaint handling policy with new Housing Ombudsman's complaint handling code	Completed	1/10/22	Complete 01/10/2022
Complaints	Publish revised complaint handling code self-assessment	Completed	30/9/22	Complete 01/10/2022
Complaints	Develop compensation policy	Completed	31/3/22	Complete May-22
Complaints	Identify options to publish complaints policy as widely as possible	Completed	28/2/21	Complete Feb-21
Complaints	Review all written communication with tenants to ensure details of how to seek redress is included	Completed	28/2/21	Complete Feb-21
Tenant voice	Complete TPAS National Engagement Standards self-assessment	Completed	30/9/21	TPAS self-assessment which has been drafted, currently being reviewed
Tenant voice	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.
Tenant voice	Understand scope of corporate community engagement strategy	Completed	30/9/21	
Home ownership	Confirm requirement to include shared ownership properties on HE funded developments	Completed	1/9/21	LA homes currently exempt
Performance	Respond to the tenant satisfaction measures consultation	Completed	1/1/22	Government have consulted Response submitted by ADC Outcome of consultation anticipated Summer 2022
Home and neighbourhood	Submit request for assurance data to RSH around prevalence of damp and mould in housing stock	Completed	1/6/22	Service charge in place and regime/standard established. To be refined by officer inspection. Tenant satisfaction survey in development.
Home and neighbourhood	Review progress implementing the domestic abuse strategies and DAHA action plan	Complete	1/12/22	Strategy/policy updated