

Outstanding Actions

	Action	Status	Deadline	Update/Comments
Safety	Incorporate tenant engagement on health and safety into the overarching tenant engagement strategy	Outstanding	01/4/24	Work to progress once new Tenant Engagement Officer is in post
Performance	Submit first year's Tenant Satisfaction Measures data to the Regulator of Social Housing	Outstanding	28/6/24	Submission date confirmed and final guidance published by Regulator. Perception survey complete, landlord reported measures to be calculated after financial year end
Performance	Commence collection of 2024/25 tenant perception survey for Tenant Satisfaction Measures	Outstanding	01/10/24	Collection to commence in the new financial year
Performance	Implement a tenancy audit process, to review tenant data, to ensure this is accurate and up to date and incorporated into decision making	Outstanding	01/10/24	Project group in place working on development
Tenant voice	Conduct the first tenant scrutiny investigation	Outstanding	01/4/24	Interested tenants being communicated with and additional promotion of panel to take place. Training and support sourced/in place
Tenant voice	Develop tenant engagement activities to ensure the tenant voice is heard	Outstanding	01/10/24	Work to progress once new Tenant Engagement Officer is in post
Home and neighbourhood	Review the findings of the MHCLG allocations review and make recommendations to DMT	Outstanding	31/3/24	Awaiting government consultation
Consumer Regulation	Implement requirements of revised RSH Consumer Standards and build evidence base of compliance	Outstanding	01/4/24	Awaiting outcome of government consultation
Consumer Regulation	Prepare for RSH routine inspections and continue to build evidence base	Outstanding	01/4/24	
Consumer Regulation	Ensure that all senior managers/directors have housing management qualification in line with requirements set by the Regulator of Social Housing	Outstanding	01/01/26	Awaiting confirmation and standard from Regulator
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

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. Further toolbox talks/member drop-in sessions to follow
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 breakdown of expenditure in 2022/23 annual report. Consultation on information to tenants including senior officer remuneration based on CEO role, awaiting outcome
Performance	Complete collection of first year's tenant perception Tenant Satisfaction Measures	In progress	31/3/24	Collection has completed, results to be analysed now final submission guidance has been published
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	Course in final stages of development, but likely to delay launch to incorporate requirements of new Complaint Handling Code
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	Process agreed and 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. Estate inspections conducted Spring 2023. Second wave of service charges being considered. Satisfaction with communal areas results from Tenant Satisfaction Measures survey to be analysed
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	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	This is an ongoing task
General	Establish a cross-council task and finish group to implement the requirements of the White Paper	On going	Monthly meetings of Housing Regulation Management Team take place to move this forward
General	Agree a reporting framework for regulatory compliance, assurance and risk including frequency of reporting	On going	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	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	Complete Feb-21 - a quarterly report to DMT on complaints, quarterly to CLT/SLT and six monthly to Cabinet
Complaints	Regularly monitor social media comments for dissatisfaction, complaints and compliments – report regularly to DMT and tenants	On going	
Complaints	Complete annual Complaint Handling Code self-assessment	On going	Completed July 2023, not yet due again. Likely new code in place before next self-assessment due
Complaints	Support teams that work with tenants with ADC's role as 'landlord' to respond effectively to housing enquiries	On going	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	Finalisation ongoing, to include proposed consumer standards and information currently known about the inspection regime
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	Monthly reports to DMT. Two new risks to be added
Consumer Regulation	Respond to consultation by DLUHC on revised of directions to RSH	On going	Reviewed and responded to when published

Tenant voice	Report regularly to DMT, CLT, Cabinet and tenants on the current tenant engagement position, achievements and opportunities for improvement	On going	Regular updates provided. Tenant Engagement Officer recruitment to take place Jan/Feb 2024, following post becoming vacant
Home and neighbourhood	Review and implement regime for cleaning of communal areas	On going	Service charge in place and regime/standard established. Spot checking of quality being undertaken. Second wave of service charges currently being considered. Satisfaction being measured through TSMs
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	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 to discuss with engaged tenants
Safety	Install carbon monoxide alarms in all ADC properties as required by updated regulation	On Going	Programme of initial installations almost complete, with only a very small number of tenants (4 as at 6/12/23) that refused installation outstanding. Installations are being completed during repairs visits/annual servicing appointments at remaining properties.

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
General	Review the Social Housing (Regulation) Act/revised direction to RSH from DLUHC and update action plan	Completed	30/4/23	Ongoing review of guidance from RSH
Performance	Nominate a senior person responsible for complying with the Consumer Standards (publish their contact details and their role)	Completed	31/3/22	
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
Complaints	Respond to shared consultation by HOS and LGSCO on the introduction of a shared complaint handling code	Completed	23/11/23	Complete Nov-23
Consumer Regulation	Respond to the RSH Consumer Standards Consultation	Outstanding	17/10/23	Complete Oct-23
Tenant voice	Complete TPAS National Engagement Standards self-assessment	Completed	30/9/21	
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