

Outstanding Actions

	Action	Status	Deadline	Update/Comments
Safety	Incorporate tenant engagement on health and safety into the overarching tenant engagement strategy	Outstanding	01/4/25	Work to progress once new Tenant Engagement Officer is in post
Safety	Review the findings of the consultation on Awabb's Law and implement processes/practices required to ensure compliance	Outstanding	01/04/25	Comprehensive feedback provided to consultation, awaiting outcome being published
Safety	Review the outcome of the review of the Decent Homes Standard, incorporate amendments into assessment of housing stock and review major works programme to reflect, including any implications linked to the Housing Health and Safety Rating System (HHSRS)	Outstanding	01/04/25	Awaiting outcome of review and legislative changes
Performance	Commence collection of 2024/25 tenant perception survey for Tenant Satisfaction Measures	Outstanding	01/10/24	Survey to be outsourced, contractor identified and finalising arrangements. Commencement of survey planned for Q2
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. Report created to provide data on information currently known about tenants
Tenant voice	Conduct the first tenant scrutiny investigation	Outstanding	01/04/24	Interested tenants have been asked to complete associated paperwork and invited to initial session 22/08/24, following a recruitment campaign
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	31/03/24	Awaiting outcome of government consultation
Consumer Regulation	Implement requirements of revised RSH Consumer Standards and build evidence base of compliance	Outstanding	01/04/24	Awaiting outcome of government consultation
Consumer Regulation	Review the findings of the MHCLG consultation on professionalism and professional standards, and review/respond to the RSH consultation on the proposed consumer standard	Outstanding	01/01/25	Awaiting the outcome and further consultation

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, but a gap analysis has been undertaken, based on the proposed requirements
Complaints	Involve tenants in the 2024/25 self-assessment of complaint handling processes against the Complaint Handling Code	Outstanding	31/03/25	Review to be completed by either Scrutiny Panel or Tenants Gateway
Complaints	Publish 2024/25 self-assessment against the HOS' Complaint Handling Code and Annual Housing Complaints Performance & Service Improvement Report (once presented to and commented on by Cabinet), then submit the annual return to the HOS	Outstanding	30/06/25	Submission to be completed following FYE, deadline based on 2023/24 submission

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	31/12/24	All Member briefing was delivered by the Executive Director on 15/05/23. Further toolbox talks/member drop-in sessions to follow
Performance	Review data collection methods to ensure systems and procedures are robust and appropriate	In progress	31/03/23	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	30/09/24	Current financial reporting provides information required on remuneration. Consideration to be given to adopting guidance from RSH on presentation of executive remuneration which is optional for LAs
Complaints	Develop e-learning for all tenant facing staff and their managers on housing service standards and dealing with a housing complaint	In progress	31/12/24	Following learning from recent judgement from the HOS AD – Customer Experience to look at face to face learning. Housing Complaints Procedure is in place and available for all officers via the intranet
Complaints	Publish 2024/25 self-assessment against the HOS' Complaint Handling Code and Annual Housing Complaints Performance & Service Improvement Report (once presented to and commented on by Cabinet), then submit the annual return to the HOS	Outstanding	30/06/25	Submission to be completed following FYE, deadline based on 2023/24 submission
Consumer regulation	Put in place a procedure for reporting regulatory breaches internally and to the Regulator	In progress	31/03/22	Process agreed and drafted, but to be finalised. Managers aware of processes for reporting
Consumer Regulation	Prepare for RSH routine inspections and continue to build evidence base	In progress	01/10/24	This is ongoing, ADs looking at gaps/areas of weakness against CS and implementing changes to address these
Consumer Regulation	Submit 2024/25 TSM return to RSH in line with deadlines set	Outstanding	30/06/25	Submission to be completed following FYE, deadline based on 2023/24 submission
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	01/04/25	Consultation on directions on professional standards to RSH reviewed and responded to. Awaiting further consultation on standard and finalisation of standard
Home and neighbourhood	Develop an internal suite of measures to monitor the quality of ADC homes and neighbourhoods	In progress	31/03/22	Service Standards reviewed with Tenant Gateway. Estate inspections continue to be conducted annually and a scoring criteria has been introduced. Second wave of service charges were implemented at the start of the financial year.

				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	31/03/23	Government review has taken place with sector, awaiting further guidance/legislation

Actions that are ongoing (continuous)

	Action	Status	Update/Comments
Safety	Write to tenants in blocks with communal areas, annually, in line with the requirements of the Fire Safety (England) Regulations 2022	On going	This is an ongoing task
Performance	Report regularly to senior managers, Cabinet and tenants on performance against the tenant satisfaction measures	On going	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	On going	Falling short of regulator expectations and audit concerns regarding data. Digital Team have undertaken a review and are working with service areas to implement system and process changes to improve this
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
General	Agree a reporting framework for regulatory compliance, assurance and risk including frequency of reporting	On going	Monthly monitoring of regulatory risks undertaken and share with key senior officers, along with appending to Cabinet/SLT updates
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	Report is ongoing, inspection outcomes to be included in future reports
Complaints	Identify a lead officer to monitor complaint trends and effective implementation of service improvements	On going	quarterly reports to DMT, CLT and Tenants Gateway. Report appended to quarterly updates to SLT and six monthly updates to Cabinet
Complaints	Complete annual Complaint Handling Code self-assessment	On going	Most recently completed June 2024
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	Review regularly current compliance with existing consumer and economic regulations and report findings and recommendations to DMT, CLT, Cabinet and tenants	On going	Monthly monitoring of regulatory risks undertaken and share with key senior officers, along with appending to Cabinet/SLT updates. Key updates provided to Tenants Gateway
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

Consumer Regulation	Respond to consultation by DLUHC on revised of directions to RSH	On going	Reviewed and responded to when published
Consumer regulation	Regularly audit evidence of compliance with existing regulatory standards and report findings and recommendations to senior managers, Cabinet and tenants	On going	Current exercised being undertaken against new standards
Consumer regulation	Review inspection results to identify learning from other landlord's inspections	On going	Q1 results currently being assessed, to be reviewed as 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 ongoing, following award of market supplement
Home and neighbourhood	Review and implement regime for cleaning of communal areas	On going	Second wave introduced. Spot checking of quality being undertaken. Satisfaction to be measured through TSMs and complaints
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	Only 1 property outstanding, due to failure to allow access. Property will be picked up through PH&SC

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
Performance	Submit first year's Tenant Satisfaction Measures data to the Regulator of Social Housing	Completed	28/6/24	Completed within submission deadline
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.	Completed	01/04/23	
General	Develop a job description for a general compliance officer to bring together the dispersed regulatory activity carried out	Completed	01/09/21	In post from 01/09/2021
General	Review the Social Housing (Regulation) Act/revised direction to RSH from DLUHC and update action plan	Completed	30/04/23	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	31/03/22	
Performance	Develop a technology solution through the DST programme to publish online performance data in real time	Completed	30/03/23	Link to performance information live on website 30/03/2023, linked directly to Pentana.
Complaints	Update complaints policy following removal of democratic filter	Completed	01/10/22	Complete 01/10/2022
Complaints	Align complaint handling policy with new Housing Ombudsman's complaint handling code	Completed	01/10/22	Complete 01/10/2022
Complaints	Publish revised complaint handling code self-assessment	Completed	30/09/22	Complete 01/10/2022
Complaints	Develop compensation policy	Completed	31/03/22	Complete May-22
Complaints	Identify options to publish complaints policy as widely as possible	Completed	28/02/21	Complete Feb-21
Complaints	Review all written communication with tenants to ensure details of how to seek redress is included	Completed	28/02/21	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
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	Completed	31/03/24	Completed June-24, in line with deadline
Complaints	Regularly monitor social media comments for dissatisfaction, complaints and compliments – report regularly to DMT and tenants	Completed	01/04/24	Complaint handling code stipulates no longer need to accept complaints via social media, approach is detailed in our Policy. Social Media continues to be monitored and areas of concern flagged with relevant service area

Consumer Regulation	Respond to the RSH Consumer Standards Consultation	Completed	17/10/23	Complete Oct-23
Consumer regulation	Brief Cabinet on the key implications of the White Paper for ADC	Completed	31/07/23	Legislation now in place and regular updates provided to Cabinet
Tenant voice	Complete TPAS National Engagement Standards self-assessment	Completed	30/09/21	
Tenant voice	Introduce the Customer Opinion and Insight Network (COIN)	Completed	30/09/21	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	30/09/21	
Home ownership	Confirm requirement to include shared ownership properties on HE funded developments	Completed	01/09/21	LA homes currently exempt
Performance	Respond to the tenant satisfaction measures consultation	Completed	01/01/22	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	01/06/22	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	Completed	01/12/22	Strategy/policy updated