

Appendix 1 - Proposed High-Level Action Plan Summary Table for Preparation for Regulator of Social Housing Consumer Standards

Standard and Element	PROPOSED TIME SCALES FOR COMPLETION
SAFETY & QUALITY STANDARD	
Stock Quality <i>Customer Outcome: An evidence-based understanding of the condition of homes that reliably informs the provision of good quality, well-maintained and safe homes for residents.</i>	
<ul style="list-style-type: none"> Update and revise the gathering of stock condition data and information to effectively inform investment decisions and operation delivery. 	Spring 2025
Decency <i>Customer Outcome: Residents' homes meet the standards set out in the Government's Decent Homes Standards</i>	
<ul style="list-style-type: none"> Revise and update the Asset Management Strategy and HRA Business Plan to reflect the proposed new Decent Homes Standard 	Spring 2025 (Dependant upon the publication of the New Standard)
<ul style="list-style-type: none"> Develop new policies and procedures in response to Awaab's Law to reflect new investigation and remedy requirements. 	Autumn 2024
<ul style="list-style-type: none"> Revise and update the system for the gathering and monitoring of energy efficiency within the stock to reflect changes to the Governments Assessments process. 	Autumn 2024
<ul style="list-style-type: none"> Develop a clear plan to achieve the Decarbonisation of Housing. 	Autumn 2024
Health & Safety <i>Customer Outcome: To ensure the health and safety of tenants in their homes and the communal areas.</i>	
<ul style="list-style-type: none"> Revise and update Housing related Health and Safety Policies to reflect good practice and changing regulatory requirements to ensure assurance. 	Autumn 2024
<ul style="list-style-type: none"> Adopt a High-Rise Resident Engagement Safety Strategy in line with changing standards. 	Summer 2024

Standard and Element	PROPOSED TIME SCALES FOR COMPLETION
<ul style="list-style-type: none"> Review and update the arrangements for the oversight of Health and Safety Risk Management along with enhanced training and tracking in line with revised standards. 	Summer 2024
<ul style="list-style-type: none"> Update and review high rise blocks condition assessments in-line with regulatory requirements. 	Spring 2024
<ul style="list-style-type: none"> Review and update ICT systems and revised standards to ensure compliance and data quality. This will be delivered as part of the Corporate Transformation 	Spring 2025
<p>Resident Engagement <i>Customer Outcome: To provide opportunities for residents to engage with and provide feedback on the safety of their homes and the services they receive from their landlord.</i></p>	
<ul style="list-style-type: none"> Review and update resident satisfaction surveys and feedback for repair and maintenance works. 	Summer 2024
<ul style="list-style-type: none"> Develop a fast-track building safety reporting process in line with revised regulations 	Spring 2024
<ul style="list-style-type: none"> Improve the opportunities for residents to be involved and scrutinise the repairs and maintenance services. Increase the involvement of residents 	Autumn 2024
<p>Repairs, Maintenance and Planned Improvements <i>Customer Outcome: The provision of an effective, efficient and timely repairs, maintenance and planned improvements service.</i></p>	
<ul style="list-style-type: none"> Complete the current Repairs Improvement Project as part of the Corporate Transformation Programme 	Spring 2025
<ul style="list-style-type: none"> Improve the information available to residents on their properties, including when and how works will be planned and undertaken. 	Spring 2025
<ul style="list-style-type: none"> Complete the current Voids Improvement Project as part of the Corporate Transformation Programme 	Spring 2025
<ul style="list-style-type: none"> Review and revise property related policies and procedures to ensure compliance and good practice. 	Spring 2025
<p>Customer Service <i>Customer Outcome: Improved understanding of the services that are provided and how the Council as a landlord is performing in providing these services.</i></p>	

Standard and Element	PROPOSED TIME SCALES FOR COMPLETION
<ul style="list-style-type: none"> Review and revise Customer Service Standard for key repairs and property related services with an agreed performance framework for each area. 	Summer 2024
<p>Damp, Mould and Condensation <i>Customer Outcome: To improve the identification, reporting and remedying of damp and mould that may occur within resident's homes.</i></p>	
<ul style="list-style-type: none"> Review and update policies and procedures for the reporting, monitoring and resolution of damp and mould cases to reflect developing good practice. 	Summer 2024
<p>Adaptations <i>Customer Outcome: To improve the assistance and support for residents requiring housing adaptations.</i></p>	
<ul style="list-style-type: none"> Revise and update the policy and process to improve outcomes for residents. 	Autumn 2024
<ul style="list-style-type: none"> Update the arrangements for the allocation of adapted properties to reflect the new Allocations Policy and emerging good practice. 	Autumn 2024
<p>Taking the Lead (Oversight) <i>Customer Outcome: Improved oversight, understanding and awareness of the landlords role in delivering services</i></p>	
<ul style="list-style-type: none"> Ensure the oversight and Governance of services meet the new standards including the development of a new framework for the internal management and oversight of services. 	Summer 2024
<ul style="list-style-type: none"> Develop an enhanced management information and insight capability for Building quality and safety. 	Autumn 2024
<p>TRANSPARENCY, INFLUENCE AND ACCOUNTABILITY STANDARD</p>	
<p>Fairness and Respect <i>Customer Outcome: Increasing the opportunities and ways that residents can contact us. Where we engage with them to ensure we listen to them and treat them with fairly and with respect.</i></p>	

Standard and Element	PROPOSED TIME SCALES FOR COMPLETION
<ul style="list-style-type: none"> Review and update the approach to Resident Engagement learning from good practice to develop a new Strategy and framework. 	Spring 2025
<ul style="list-style-type: none"> Implement the new strategy and approach with improved opportunities for resident engagement, scrutiny, and involvement. 	Summer 2024
Diversity <i>Customer Outcome: Fair access to and equitable outcomes of housing services for residents.</i>	
<ul style="list-style-type: none"> Review and update the options for residents to contact and engage with services, having regard to the revised requirements and which that reflect the diverse needs and aspirations of residents. This Fair Access Initiative will be delivered through the Corporate Transformation Programme. 	Spring 2025
<ul style="list-style-type: none"> Update training requirements for staff across housing services to raise awareness of and improve the understanding of the residents' diverse needs and situations that we work with to reflect good practice. 	Winter 2024
Engagement with Tenants <i>Customer Outcome: To improve the way that residents' views are taken into account in decision making about how services are delivered, and to provide them with information so they are clear as what to expect from services and to hold their landlord to account</i>	
<ul style="list-style-type: none"> Review the management arrangements for the implementation of the new Resident Engagement Strategy, to ensure opportunities and engagement is made best use of. 	Summer 2024
<ul style="list-style-type: none"> Improve the quality and range of information that is available to residents to allow them to make informed decisions and contributions to the management and development of services. 	Winter 2024
Performance Information <i>Customer Outcome: Improve availability of information and data to support the effective scrutiny by residents of their landlord's performance in delivering services.</i>	
<ul style="list-style-type: none"> To reflect and ensure compliance review and enhance the performance monitoring regime for services. 	Winter 2024

Standard and Element	PROPOSED TIME SCALES FOR COMPLETION
Complaints <i>Customer Outcome: An approach to complaints that ensures they are addressed fairly, effectively and promptly.</i>	
<ul style="list-style-type: none"> To revise and update the Complaints and associated policies and procedures to reflect the New Code and Guidance. 	Spring 2024
NEIGHBOURHOODS AND COMMUNITY STANDARD	
Safer Neighbourhoods <i>Customer Outcome: To provide clarity on the responsibilities, approach, support and assistance available in deterring and tackling ASB, and domestic abuse for residents in social housing and how this is to be achieved with other agencies and organisations.</i>	
<ul style="list-style-type: none"> Review, revise and update policies and procedures that deal with ASB, Hate Crime and Domestic Abuse to reflect current guidance and regulations. Update training for relevant staff on the latest approaches. 	Winter 2025
TENANCY STANDARD	
Allocations and Lettings <i>Customer Outcome: Ensuring that social housing is allocated and let in a fair and transparent way that takes the needs of residents and prospective residents into account.</i>	
<ul style="list-style-type: none"> Implement the new Allocations Policy, along with updated service standards and performance regime. 	Summer 2024
<ul style="list-style-type: none"> Develop an approach to under occupation, overcrowding and fraud prevention to support the new approach. 	Autumn 2024
<ul style="list-style-type: none"> Review and revise the Councils Tenancy Strategy and policy to reflect the revised standards, legislation, and regulations, including supporting processes. 	Spring 2025
Tenancy Sustainment	

Standard and Element	PROPOSED TIME SCALES FOR COMPLETION
<p>Customer Outcome: Supporting residents to maintain their tenancies, and if these are to end to clearly set out the reasons, support and assistance that may be offered, and the process to be followed. To ensure a consistent approach in the management of services, that is clearly set out and structured.</p>	
<ul style="list-style-type: none"> Review and update the approach to helping residents to sustain their tenancies and so prevent evictions. 	Summer 2024
<ul style="list-style-type: none"> Review and update housing management policies and procedures to reflect good practice. 	Autumn 2024
<p>Tenure</p> <p>Customer Outcome: To set out the details of tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of the household, and which meet the relevant standards</p>	
<ul style="list-style-type: none"> Review and update the Councils tenancy and other occupation agreements to ensure compliance with legislative and regulatory requirements. 	Spring 2025
<p>COMPETENCE AND CONDUCT</p>	
<ul style="list-style-type: none"> To ensure compliance with emerging standards and requirements review training and other requirements and develop programme of training and development to meet service needs and requirements. 	Autumn 2024 Subject to confirmation by the Government
<p><i>This plan is a high-level resume of the detailed Action Plan which has been developed following a gap analysis of the 302 elements within the Regulator of Social Housing's new Consumer Standards. The plan has been prepared having consideration to the published proposed standards, the Final Standards are yet to be published. Other regulations and guidance being introduced are still developing and so the plan will remain under review and is subject to change.</i></p>	