

Action	Progress	Completion Date	Lead	Status	Evidence and Outcome
Safety & Quality Fire Risk Assessment oversight, reporting and monitoring					
Update Compliance Scorecard to include FRA remedial actions,	Scorecard updated and used for reporting	Dec 24	AP	Complete	Revised scorecard
Updated Compliance Scorecard to include FRA remedial actions, and block mitigation update reported to EHWG each month and Cabinet on a quarterly basis.	Reported to EHWG from Nov 24 Now included in quarterly performance reporting to Cabinet. Q2 and Q3 reports (Dec 24 & Mar 25), mitigation assessment in development	Mar 25	AP	In progress	Group and Cabinet Agenda and Minutes
Reported as part of Corporate H&S Group	Reported to Corporate Risk Group Feb 25	Feb 25	AP	Complete	H&S agenda and minutes
Purchase and utilise new compliance IT monitoring and reporting system.	System purchased, with data upload currently underway, this will be the sole compliance system	End of Mar 25	AP	In progress	
Outstanding fire actions contract work underway, with work prioritised, this is to include new works and overdue work complete	Contractor Ventro, undertaking work, with monitoring in place	End of Apr 25	AP	In progress	
New FRA works contract procured and works plan underway to deal with identified actions	Procurement to begin in March with plan to have in place for the end of June 2025.	End of Jun 25	AP	To commence in March 2025	
Replacement door programme for high rise flat front and cross corridors completed	Gerda door contract has been awarded. Installation will start as soon as Building Control certification is received from BSR, but this can take up to 21 weeks from submission. However, doors have or are being manufactured and stored ready for installation	Mid 26	AP	In progress	

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	as soon as possible, this work programme will continue into 2026.				
General fire door repair and replacement programme in place	In procurement with mobilisation in June 2025, again subject to normal caveats	Jun 25	AP	In progress	
Lifesaving equipment service in place	Tender being evaluated	End of March 25	AP	In progress	
New electrical testing and servicing arrangements in place	In procurement	End of March 25	AP	In progress	
High-Rise Resident Engagement Strategy published.	The strategy has been developed and published, currently being circulated	March 25	AP	In progress	
Annual Section 9 and 10 letters providing building safety advice to be sent	The section 9&10 letters have been sent to all applicable residents on the 7 th February 2025, the letter also included additional general compliance information to the residents. This information will also be promoted online, through social media and within schemes, and included within updated included in lettings packs.	End of Feb 25	AP	Complete	Copies of letters and media posts
Safety and Quality Standard Reporting and monitoring of CO and smoke alarm installation					
Monitoring and information on the installation of CO and smoke alarms to be through new compliance IT system	Data upload to new system underway, this is including data cleansing, matching and allocation.	End of Mar 25	AP	In progress	
Initial new reporting and monitoring data system in place		End of Apr 25	AP	Not started	

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Data quality and integrity checks and reviews completed to provide improved assurance		Jun 25	AP	Not started	
3rd Party Assurance system in place through EICR and LGSR provision	In place as part of LSGR regime and being updated for EIC	Jun 25	AP	In progress	
Transparency, Influence and Accountability Performance Information for Residents					
Housing Annual Residents Report 24/25 Published	Published and promoted through social media, and online	Jan 25	MG	Complete	Website link
Revise and update Resident are on website	New dedicated Residents Voice area of website, with a wide range of data and information.	Feb 25	MG	Complete	Website link
TSM data published	Data published in Housing Annual Residents Report, online and promoted through social media, quarterly update also published in newsletter and online	Jan 25	MG	Complete	Website link to page, newsletter and Annual Report
High Rise Residents consultation for planned improvement programme	Positive engagement of 22% of residents through meetings, surveys and workshops to help inform work programme and developing approach to management. Detailed consultation plan in place through to go live	Dec 25	AG	In progress	
Repairs and Maintenance Policy development and feedback	Policy adopted by the Council in December 2024. Tenants informed and scrutinised policy development through workshop, and surveys. In all 343 residents involved, with responses used to inform policy and work reported to	Dec 24	AG	Complete	Cabinet papers on website

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	Cabinet. Feedback and impact details on website and in in the Cabinet Report				
Aids and adaptations Policy development and feedback	Consultation received 131 responses and now being used to inform final policy and will be reported in Cabinet Report and online.	Mar 25	AG	In progress	
Online HRA budget consultation	Online consultation for overall HRA budget undertaken, feedback considered	Jan 25	MG	Complete	Website link
Tenants Caretaking Scrutiny Panel	Work is progressing with the support of TPAS, who have provided guidance and support. 3 meetings have taken place and following a break for Christmas they group are next due to consider standard and costing. This work will feed into the wider review from which new service model will be developed.	Mar 25	KC	In progress	
Housing Performance Clinic to improve data quality and awareness	Meeting quarterly to review and ensure clarity of data, prior to publication online	Feb 25	MG	Complete	Latest clinic papers
High-Rise Resident Engagement Strategy in place	Consultation was undertaken including face to face and through delivered surveys on the High-Rise Resident Engagement Strategy. This informed the final strategy which has now been formally adopted.	Dec 24	AP	Complete	Link to posts and website
Quarterly Newsletter published	New Housing Matters quarterly newsletter is promoted on social media, this includes information and advice, along with highlighting opportunities for engagement, a range of performance information and you said we did section.	Feb 25	MG	Complete	Link to website and posts

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Improved Complaint handling system for residents	New housing complaints system, now live included active tenant engagement and testing of approaches to case management, new system provides real time complainant portal to allow resident monitoring.	Feb 25	MG	Complete	Complaint Clinic Minutes and link to website
Transparency, Influence and Accountability Improving Resident Engagement					
New Resident Engagement Strategy	New Resident Engagement Strategy is in place and formally adopted.	Oct 24	KC	Complete	Cabinet papers and website link
Recruitment of new Resident Engagement Manager	Role being recruited to with interview underway and appoint expected shortly	Mar 25	KC	In progress	
Adopt and implement Housing Communications Plan	Communication Plan in place and adopted by EHWG and being monitored and delivered.	Dec 24	KC	Complete	Updated copy of plan
Resident Engagement Action Plan adopted	Plan has been developed using feedback from TPAS work and is now being delivered.	Dec 24	KC	Complete	EHWG papers
Tenant Scrutiny programme in place	Plan has been adopted and work is underway on the initial review supported by TPAS on caretaking.	Apr 25	KC	In progress	
Inform High Rise Improvement Programme	Resident feedback and engagement is helping inform programme, with workshops, surveys and meetings, this will continue as set out in the agreed plan through the project	Dec 25	AG	In progress	
Strategy and Policy approach informed and influenced by residents	Policies are now being consulted on with opportunities for engagement through surveys, workshops and scrutiny. Those developed as part of this new approach have included Repairs and Maintenance, Fencing, Aids and Adaptations, Resident Engagement.	On going	Various	In progress	

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Transparency, Influence and Accountability Use of tenant profile information					
Enhancements to Housing Management System, to help with tenant profile data management	Housing Management system migration planned is expected for July 2025, this is to be followed by updating of ways that tenants information can be stored an integrated over an 18mth planned implementation	Sept 26	MG	In progress	
Repairs Booking Hub implemented	Repairs Booking Hub which will be live by April 2025, collects and utilise information on tenants' needs and vulnerability in the planning and booking of repairs.	Apr 25	DL	In progress	
Resident Vulnerability data for Complaint handling	Resident Vulnerability data is collected and reviewed in all complaint cases.	Dec 25	MG	Complete	Complaints Clinic Reports
Introduce rolling programme of Resident Vulnerability data collection and updating	Resident Vulnerability data is being collected through tenancy audits, and customer contact, and as part of high rise improvement programme	Dec 24	KC	Complete	EHWG Papers
Programme of gathering of information through TSM perception Surveys	As part of quarterly TSM Perception Surveys residents are asked additional information which is being utilised to inform service development, and this has included building safety and preferred methods of communication	Jan 25	MG	Complete	EHWG Papers
New Data Manager	New post is currently being recruited.	Apr 25	KC	In progress	
Prioritise Tenancy Audits based on tenants profile	As part of the continued programme of tenancy audits (which are prioritised in part using tenant information) and ongoing customer interactions, we are updating tenant information and profile information as appropriate.	Oct 24	KC	Complete	EHWG paper

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Use of Resident Data	Information is used to plan tenant audit, financial and other advice, including targeting support offer and specialist management services.	On going	KC	In progress	
Support Planning process updated	Support Plans are utilised within support housing to help tailor services and support provided.	Nov 24	KC	Complete	EHWG papers

This is an initial draft plan designed to meet the identified issues following Inspection by the Regulator of Social Housing, in a number of cases there are detailed service projects and plans in place which contain additional detail.