

**Highlight Report No. 1 for Compliance Board 13th December 2023**

Period Covered: 26 October to 8 December 2023

**Executive summary:**

1. Of the 32 individual recommendations, 4 are complete on time, 22 are underway with estimated percentage completion shown below, and 6 are yet to start (and were not expected to have started at this stage).
2. Specialist Leads for Fire Safety and Building safety have been appointed and started work and specifically with Fire safety have already proved invaluable with their technical and regulatory expertise to review and update existing Fire Risk Assessments and to enable us to report to the regulator.
3. Training undertaken for SLT and Cabinet and Asset Compliance Committee will receive similar training before 22nd December.
4. Pennington have produced a draft proposal for data validation and comments will be given to them by 13 December.
5. The Regulator of Social Housing requested additional information by 8 December.
6. A Compliance Action Team has been established and has met twice and meetings are scheduled each month to look back at matters arising from Compliance Board and to plan documents needed for the next meeting of the Board.

**Compliance Roadmap – Cross Cutting Recommendations**Programme: The current **estimated** date to achieve **full compliance with the Action Plan** is **31 October 2024**

Key Deliverables	Priority	Target Date	Lead Officer	Progress	Status	Notes
<b>Recommendation 1 – Governance and assurance structure:</b>	Critical	09.11.23	GL	100%	Complete	
<b>Recommendation 2 – Compliance awareness session:</b>	High	22.12.23	DK	90%	On track	Course completed for SLT & Cabinet on the <b>29.11.2023</b> . Course booked for the Asset Compliance Committee – 21 December 2023
<b>Recommendation 3 – Compliance and building safety strategy:</b>  Develop a standalone compliance and building safety strategy that: sets out your objectives, addresses the recommendations within this report and outlines how they will be achieved. Ensure that you are clear on:	High	20.06.24	SP	10%	On track	Pennington Consultants quoted to assist and advise in policy development.  Fire Safety policy (including strategy) developed, through consultation and ready for sign-off.  Both Fire Safety lead and Building Safety lead are tasked with developing a building safety strategy

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<p>Legal and regulatory obligations, now and in the future</p> <p>Your overall objectives for property compliance, building safety and resident safety.</p> <p>What actions need to be delivered to achieve these objectives.</p> <p>How you will demonstrate that these actions are deliverable.</p>						
<p><b>Recommendation 4 – Fire Safety Group:</b></p> <p>Broaden the scope of the existing Fire Safety Group to have full oversight of all legal fire and building safety requirements.</p> <p>Develop a term of reference for the group that ensures achieving the requirements of fire and building safety legislation and guidance is included as a standard agenda item.</p>	High	09.11.23	LB	100%	Complete	<p>Terms of Reference Drafted.</p> <p>Draft TOR circulated for comment.</p> <p>Discussed and agreed TOR at Fire Safety Group 19/10/23.</p> <p>Needs to go in the Teams channel for recommendation 4 – SP to check with LB</p>
<p><b>Recommendation 5 – Data Validation:</b></p> <p>Undertake a data validation exercise that is coordinated across all compliance areas to gain assurance around all property assets, compliance programmes and records:</p> <p>Download the full asset list from your parent management system into a data validation workbook.</p> <p>Confirm which properties will or will not be subject to each compliance programme. All properties should be defaulted to require an inspection until it can be evidenced otherwise.</p>	Critical	30.06.24	SH	10%	On Track	<p>This action is underway with a clearer view on relevant data sets.</p> <p>Meeting 29/11/23 - Established as a weekly meeting. Agreed methods for tracking actions, progress and timeline for delivery.</p> <p>Initial 'catch all' query presented and discussed. Agreed a sufficient foundation for quantifying properties and associated areas of Compliance. This is now the temporary base, (ahead of formalised published reports) for reporting current position with opportunity for further development to cross validate with other possible data points, (supported by actions in other recommendations)</p> <p>Looking into viability of Database Functions to simplify the query for reporting and exploring report output options.</p> <p>All the above is available for review in detail on dedicated TEAMS channel for this recommendation.</p> <p>Pennington to provide criteria for data validation to achieve compliance received 30/11. Internal project meeting on 6/12 to review and comment ready for response required by 13/12</p> <p>First project initiation meeting proposed for 05/01/24 with Pennington.</p>

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<p>Record evidence-based reasons for properties not required on each programme.</p> <p>Validate a sample of compliance records to ensure they are valid and in date.</p> <p>Quantify compliance gaps to develop a plan to resolve them.</p> <p>Validation should include categorising buildings (11+ and 18m+) and the smoke and carbon monoxide alarm programmes.</p> <p>Follow the above exercise with regular, documented validation to ensure asset and compliance data remains up to date.</p>						
<p><b>Recommendation 6 – Active H configuration:</b></p> <p>Configure Active H to record the correct compliance programme data and provide appropriate reporting outputs.</p>	High	30.06.24	SH	0%	Not Started	<p>17/10 Meeting held to commence discussions on the specification of primary data search mechanism(s)</p> <p>Recommendation 5 dependant.</p>
<p><b>Recommendation 7 – Managing follow-up actions:</b></p> <p>Implement a process for tracking all actions deriving from each of your compliance programmes. You should consider and agree: the platform for recording actions, where the process can be automated, allocation, quality checks, evidence of completion and reporting.</p>	High	31.10.24	SH	10%	On Track	<p>Existing FRA actions now all in centralised spreadsheet. Ability to prioritise in relation to property, severity, department etc. Completed actions to be updated in spreadsheet, with completion date added. Comments to be added to outstanding actions.</p> <p>Work already undertaken with ICT on development of the Contractor Web Portal over the last 12 months which supports this Recommendation. The work done to-date is currently in TEST pending Acceptance Testing.</p>
<p><b>Recommendation 8 – Changes to asset and programme lists:</b></p> <p>Formalise and document the process for adding, removing or making changes to properties on Active H, including who has authority to do so.</p>	Medium	31.03.24	SH	0%	Not Started	<p>Not started as dependent on <u>progress</u> with Recommendation 5 and medium priority. Target date to start 01/02/2024</p>

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<p>Ensure there is a clear audit trail of uploading and setting attributes against each property and quality assurance checks to ensure each property is on the correct compliance programme.</p>						
<p><b>Recommendation 9 – Operational lead for fire safety:</b></p> <p>Appoint an operational lead for fire safety to have oversight of all fire safety related programmes and performance (fire risk assessment programme and actions, Fire Safety (England) Regulations obligations, fire equipment servicing, and so on).</p>	Critical	31.12.23	SP	100%	Complete	Charles Hahn appointed as Operational Lead for Fire Safety – started 27.11.23
<p><b>Recommendation 10 – Operational lead for building safety:</b></p> <p>Appoint an operational lead for building safety to support the strategic lead (Head of Neighbourhood and Assets) and take overall operational responsibility for day-to-day management of building safety risks in higher-risk buildings, and communications with residents of those buildings.</p> <p>Operational duties can be delegated; however the operational lead should have full oversight of all activities through a clear assurance and 'lines of defence' framework</p>	Critical	30.11.23	SP	100%	Complete	Richard Barratt appointed Building Safety Lead – appointed 30.11.23 and started 07.12.23.
<p><b>Recommendation 11 – Compliance reporting:</b></p> <p>Develop a standalone weekly compliance report that covers the big six compliance areas and addresses the items raised in the report (Section 3.5).</p> <p>This new report should also be used to provide monthly and quarterly summaries to the management and Leadership Team. Reporting should include follow-up actions: total number of actions, actions by</p>	High	31.01.24	SH	25%	On Track	Progress on this action is also detailed as part of Recommendation 5. Various output options being considered with work being done on simplifying and providing a consistent foundation to queries with database functions. Possible need to extend due date if opportunities to develop reports beyond Recommendation scope present themselves.

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<p>risk/priority, actions completed in time and overdue, and supporting narrative to provide a status summary.</p> <p>Data should be driven from Active H and performance presented in an easy to read format. Use our compliance scorecard examples as a benchmark for current best practice.</p>						
<p><b>Recommendation 12 – Policies</b></p> <p>The Leadership Team and technical team members should attend a facilitated session to agree policy principles (obligations, inspection programmes, follow-up works, contractor competencies, KPIs, and so on).</p> <p>The output of this session will be used to draft seven separate policy documents which should be approved through your updated governance framework, subject to version control and reviewed every two years (or sooner, if there is a change in legislation, regulation or other approved guidance).</p>	High	31/01/24	SP	5%	On Track	Facilitated session to be held in January 2024, lead by the specialist Fire and Building Safety leads. Session planning has commenced.
<p><b>Recommendation 13 – Process maps &amp; procedures:</b></p> <p>Once the policies have been approved, develop standalone procedure documents and process maps to support each of your policies.</p> <p>Your procedure documents should clearly outline how each of your service areas are delivered operationally.</p> <p>The process maps should visibly demonstrate the end-to-end process and areas of responsibility for all parties involved.</p>	High	31.09.24	SP	0%	Not Started	Pennington Consultants quoted for consultancy

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<p><b>Recommendation 14 – Competence &amp; Training matrix:</b></p> <p>Develop a training matrix to specify the training, competence and qualification requirements for all employees responsible for oversight and delivery of compliance and building safety programmes.</p> <p>This will identify gaps and ensure training and competence is kept up to date.</p> <p>Any gaps should be addressed by undertaking appropriate qualifications within appropriate timeframes.</p>	High	31.03.24	FJQ	5%	In progress	<p>Work with Assess Net has identified already owned existing software which is being adapted (6/12/23) by RiskEx to meet needs. Meeting with HR on 6/12/23 to scope project and assistance required.</p> <p>Awaiting national Guidance on development of competence matrix. Not due until Spring 2024. May need a review of completion date.</p>
<p><b>Recommendation 15 – Compliance and building safety refresher training:</b></p> <p>The Compliance Team should undertake refresher training that covers all compliance areas to refresh their knowledge and ensure they remain up to date with the latest legislation and obligations.</p>	Medium	30.6.24	SH	0%	Not Started	
<p><b>Recommendation 16 – Contract management:</b></p> <p>Ensure your regular contractor performance meetings include standard agendas, record minutes and monitor key performance indicators. Also incorporate checks of accreditations, insurances, competency, and any changes to staff, and ensure evidence is provided.</p> <p>Undertake regular, documented contractor competency checks (at least annually).</p> <p>Migrate data and records from contractors' systems to Active H to re-establish full control, ownership and accountability of all compliance programme data to ensure programmes are driven by WDC.</p>	Medium	31.03.24	SH	0%	Not Started	<p>Will develop with Fire and Building Safety Leads to develop a framework for contractor performance meetings with standardised document format. Expected to be on target</p>

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<p><b>Recommendation 17 – Internal audit:</b></p> <p>Ensure that your internal audit regime reviews all seven compliance areas at least once every two years, and as a minimum, establishes whether WDC is compliant with its legal and regulatory obligations.</p> <p>Ensure that your internal auditor has the required levels of competence and knowledge of legal, regulatory and best practice compliance obligations to provide a meaningful assurance report with appropriate assurance ratings.</p>	<p>Medium</p>	<p>30.01.24</p>	<p>AR</p>	<p>30%</p>	<p>Part 1 Response</p> <p>The need for specific themed compliance audits (covering both Corporate and HRA properties) had already been identified and the strategic plan, which had been approved by the (then) Chair of the Audit and Standards Committee in April 2023, includes audits against 6 of the 7 identified areas (Fire Safety Compliance (2023/24), Asbestos Management and Legionella Management (both 24/25), Lifts and Lifting Equipment, and Gas and Electrical Safety (both 25/26)). The one area that does not have a specific audit is building safety – we have an audit of Fire Safety and Prevention Contracts included in this year as well, but in the (draft) brief, there is specific reference to the fact that Pennington’s are doing work in the area of Building Safety Cases, so these were omitted from the scope of the audit, with assurance to be placed on their work.</p> <p>The planned audits set out above will again be included in the strategic plan for 2024/25 onwards (assuming that no revisions are agreed as part of the discussions with individual service areas), with the new plan being reported to Audit and Standards in March (date TBC).</p> <p>The scope of the audits will be agreed at the start of each audit, with assurance being taken from any extra work undertaken by external bodies on these seven areas (see part 2), with any actions identified by them being followed up to ensure that non-compliance with legislation is being addressed.</p> <p>(Nb - It should be noted that we were not asked for our plans as part of the review, just copies of specific reports undertaken within the last two years and, as with the current Fire Safety and Prevention Contracts audit, there may have been other reports that touched on areas of compliance.)</p> <p>Target Date – 1 April (for Strategic Plan to be approved by A&amp;S). Dates for specific compliance audits contained within response. Audit plan is in draft stage currently.</p> <p>Part 2 Response</p> <p>Specific support will be commissioned (Audit with steer by assets), with the required level of specialist technical expertise and knowledge of legal regulatory and best practice compliance obligations to provide the necessary assurance across all 7 compliance areas. This will form part of the evidence base from which Internal Audit can complete their specific themed compliance</p>
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						audits (as addressed in part 1) and be reflected within the assurance reports from which assurance ratings are provided.  Target Date – December (to start tender process for work)
<p><b>Recommendation 18 – External audit:</b></p> <p>Implement 100 per cent desktop checks of compliance records to provide assurance that certification has been completed correctly (for example, nine-point check of gas safety records) and follow-up works are actioned within an appropriate timeframe.</p> <p>Implement a third-party technical auditing regime across all compliance areas to undertake sample checks of contractors' field work and desktop reviews of compliance records. The auditor(s) should be competent and appropriately accredited.</p>	High	31.05.24	SP	10%	In progress	Work with Fire and Building Safety Leads to develop processes and to develop third party auditing
<p><b>Recommendation 19 – resident communications:</b></p> <p>Develop and implement a formal resident communications campaign to share key messages around resident health and safety across all areas of property compliance and building safety.</p> <p>This should include consideration of the legal fire and building safety requirements under the Fire Safety (England) Regulations 2022 and Building Safety Act 2022.</p> <p>Also consider how you intend to inform harder to reach groups, such as those without internet access, where English is not their first language, or those with disabilities and impairments.</p>	Medium	30.06.24	NC	20%	In Progress	<p>A survey has been developed which will be issued to all housing tenants end December/early January.</p> <p>The results of this will be used to inform the Strategy.</p> <p>The results will also be used as a basis for identifying hard to reach groups and how to consistently reach them.</p> <p>Regular comms with tenants starting with their newsletter issued in December, which will feature an article about the audit and the action plan.</p>
<p><b>Recommendation 20 – Gas and heating safety:</b></p>	High	30.06.24	SH	5%	In Progress	Meeting on 10/10 to review existing no access process, existing policy and procedure.



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<p>Implement checks to ensure tenants are receiving LGSRs within 28 days of the service.</p> <p>Display LGSRs in communal areas of buildings served by a communal boiler.</p> <p>Ensure you can demonstrate compliance with the Smoke and Carbon Monoxide (Amendment) Regulations 2022</p> <p>Ensure the following items are addressed as part of policy, procedure and process map development:</p> <p>End-to-end access process.</p> <p>Managing remedial actions.</p> <p>New tenant checks to ensure they arrange turn on and test visits.</p> <p>Checks on properties that are not currently connected to the gas mains networks.</p> <p>Compliance with Dangerous Substances and Explosive Atmosphere Regulations 2002 through risk assessments (where necessary).</p>				10%		<p>2009 policy and procedure identified, walk through of existing HPM (ActiveH Case Processing) for Gas Safety No Access.</p> <p>Meeting on 14/11 identify required updates to Process Mapping, follow up meeting to be arranged January 2024</p>
<p><b>Recommendation 21 – Electrical safety:</b></p> <p>Establish a catch-up programme to address the non-compliant properties that do not have a valid test certificate dated within the last five years.</p> <p>Ensure the following items are addressed as part of policy, procedure and process map development:</p> <p>End-to-end access process. Managing remedial actions.</p>	High	31.10.24	SH	10%	In Progress	<p>232 properties have now been identified (05/12) as recorded not having an in-date certificate in the housing database, (ActiveH). We are establishing with the Contractor whether data exists and are already completed before raising planned programme of works to rectify.</p> <p>In addition, we have 109 (05/12) missing EICR's from new builds according to ActiveH – Lead Officer to liaise with Housing Development and whether they can provide or obtain from the Developer.</p> <p>Attribute updated in ActiveH to accommodate new data, (assisting with Recommendation 5, 6, 11 and General Recommendation 7).</p>

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<p>Ensuring Active H captures reinspection dates less than five years (as recommended by the competent person)</p>						
<p><b>Recommendation 22 – Fire safety:</b></p> <p>Complete all outstanding fire risk assessments (FRAs) in line with the fire risk assessor’s recommended reassessment frequency.</p> <p>Extract all FRA actions into an appropriate monitoring platform to accurately track the completion of each action. Record who the actions have been allocated to, action priorities and timeframes, completion dates and supporting evidence (post inspections, certification, before/after photographs, etc.).</p> <p>Ensure you can demonstrate compliance with the Fire Safety (England) Regulations 2022, including undertaking fire door checks.</p> <p>Consider undertaking Type 3 FRAs to all properties as this provides a more detailed understanding by assessing a sample of homes within each block.</p> <p>Ensure the following items are addressed as part of policy, procedure and process map development:</p> <p>Management and reporting of periodic checks on fire safety equipment.</p> <p>Housing management issues that impact on fire safety, such as hoarding and allocations.</p> <p>Person centred fire risk assessments. Incident management, internal investigation and responding to property fires and near misses. Liaison with the local fire and rescue service</p>	<p>Critical</p>	<p>31.04.24</p>	<p>SP</p>	<p>10%</p>	<p>In Progress</p>	<p>Additional person engaged and trained to carry out fire door checks - fixed term to June 2024 and will be reviewed.</p> <p>Fire safety lead appointed and joining a review of existing FRA (including accuracy and appropriateness) and recommended actions which, if confirmed, have been put into an appropriate monitoring platform (point 2)</p> <p>New Fire Risk Assessments for all medium/high rise properties commissioned by Housing.</p> <p>Housing site staff carry out daily inspections of high rise and weekly of medium rise.</p> <p>Fire Safety Lead, Building Safety Lead and Health &amp; Safety Manager developing policy, procedure, and process map plus new Fire Safety (and building safety) Policy/ Strategy (see recommendation 3)- which includes recommendation to undertake type 4 FRAs and consideration of all other points recommended.</p>

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<p><b>Recommendation 23 – Asbestos Management:</b></p> <p>Undertake all outstanding reinspection surveys on your communal blocks to ensure asbestos containing materials are being monitored and managed appropriately. Ensure this is followed by a regular, risk-based reinspection programme, with the frequency determined in agreement with the competent person.</p> <p>Ensure the following items are addressed as part of policy, procedure and process map development:</p> <p>Establish Appointed Person and Deputy Appointed Person roles (ensuring they are appropriately qualified).</p> <p>Develop a fit for purpose asbestos management plan.</p> <p>Use of priority assessment scores and material assessment scores to determine the risk of an asbestos item.</p>	Medium	31.10.24	SH	0%	Not Started	
<p><b>Recommendation 24 – Water Hygiene:</b></p> <p>Undertake all outstanding legionella risk assessments.</p> <p>Ensure written schemes of control are documented to provide guidance on how to manage and monitor the risks identified within the legionella risk assessments.</p> <p>Ensure the following items are addressed as part of policy, procedure and process map development:</p>	Medium	30.06.24	SH	5%	In Progress	New Contractor is currently reviewing existing Risk Assessments

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<p>Establish Responsible Person and Deputy Responsible Person roles (ensuring they are appropriately qualified).</p> <p>Managing water hygiene in domestic properties – adopting a practical and proportionate approach.</p> <p>Managing water hygiene void properties (considering the void standard, removing high risk installations, system flushing, replacing shower heads, etc.)</p>						
<p><b>Recommendation 25 – Lift Safety:</b></p> <p>Review all thorough examination remedial actions and ensure they are completed.</p> <p>Ensure the following items are addressed as part of policy, procedure and process map development:</p> <p>Establish a formal process for notifying the compliance team of new domestic lifts installations.</p> <p>Managing remedial action</p>	High	31.03.24	SH	60%	In Progress	<p>ActiveH up to date. New attribute created and populated with information from Contractor.</p> <p>We will finalise reporting and publishing of reports from ActiveH. We will be meeting with Contractor to discuss how we 'push' works to them, how its completed and data returned to ActiveH with automation. Building Safety Lead involvement with Corporate Insurance Officer</p>
<b>Building Safety Action Plan</b>						
<p><b>Recommendation 1 – Building registration:</b></p> <p>Any higher-risk buildings identified following completion of the wider data validation exercise should be registered with the Building Safety Regulator</p>	Critical	31.03.24	SP	95%	In Progress	<p>Seven higher-risk buildings registered with the Building Safety Regulator.</p> <p>An identified outcome of the data validation process to confirm final numbers to be registered.</p>
<p><b>Recommendation 2 – Building safety cases and reports:</b></p> <p>Establish and implement an appropriate infrastructure around property and building safety compliance, which includes, an effective assurance framework, defining roles and responsibilities and implementing and</p>	High	31.03.24	SP	10%	In Progress	<p>Pennington commissioned to prepare draft building safety cases based on information being supplied and taking in to account latest guidance from the Building safety Regulator.</p> <p>Draft safety case for Eden Court to be completed by Pennington by 15 December 2023 and used as a gap analysis for data.</p>

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<p>documenting supporting policies and procedures.</p> <p>This will allow the safety case and safety case report development project to resume and will include documenting a safety management system and building risk assessment.</p>						Daily safety inspections undertaken by housing teams on site.
<p><b>Recommendation 3 – Golden thread:</b></p> <p>Document the approach and commitment to delivering golden thread principles for all higher-risk buildings.</p> <p>This should include what information will be held, what systems will be used, how one version of the truth will be maintained, and how digital information will be accessed, managed and shared to support ongoing reviews of the safety case.</p>	High	31.03.24	SP	10%	In Progress	Linked to Recommendation 2, above and will form part of the Building Safety Cases.
<p><b>Recommendation 4 – Mandatory occurrence reporting:</b></p> <p>Develop a mandatory occurrence reporting procedure that captures the principles of reporting and recording safety occurrences as intended by the Act.</p>	High	31.07.24	FJQ	50%		Existing owned software has been adjusted to incorporate the mandatory reporting as far as is presently specified. More details to be announced by HMG in 2024
<p><b>Recommendation 5 – Residents’ engagement strategies:</b></p> <p>Develop building specific residents’ engagement strategies for your higher-risk buildings that include, tenancy management arrangements, allocations, how residents will be involved in decision-making around building safety risks and how they can access safety information.</p>	High	March 2024	SP	10%		Lead officer to engage with Landlord Services Manager
<p><b>Recommendation 6 – Complaints procedure:</b></p> <p>Either develop a separate complaints procedure or ensure the existing generic</p>	High	March 2024	GL	25%	On Track	<p>There is an agreed timetable for adoption of a new complaints policy and procedure which is as follows:</p> <ul style="list-style-type: none"> <li>• Draft Policy to working Group 1 December 2023</li> <li>• Draft Policy &amp; Timetable to Chief Exec &amp; Leader 5 Dec 2023</li> <li>• Publish in draft as part of SLT agenda 11 December.</li> </ul>

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<p>procedure is updated to ensure that WDC can satisfy itself that building safety issues have been resolved (for example, taking action to minimise the possibility of recurrence, ensuring there is no impact on the risk profile of the building or updating the building risk assessment and safety case).</p>				<p>10%</p>		<ul style="list-style-type: none"> <li>• SLT Consider 14 December</li> <li>• Share in Draft with Branch Chair of Unison 11 December for comments.</li> <li>• Update Cabinet Forward Plan with new date 19/12/2023</li> <li>• Draft Cabinet reports sent to Chief Exec/Deputy &amp; Head of Service, Programme Director for Climate Change, Finance, Legal Services &amp; Procurement (when considered appropriate), Section 151 Officer, Monitoring Officer 04/01/2024.</li> <li>• Draft Cabinet approved by Chief Exec/Deputy &amp; Head of Service, Programme Director for Climate Change, Finance, Legal Services &amp; Procurement (when considered appropriate), Section 151 Officer, Monitoring Officer 9/1/2024.</li> <li>• Revisions and Final Draft for 11 January 2024</li> <li>• Publish SLT Agenda 15 Jan 2024</li> <li>• Chief Exec / Section 151 Officer / Monitoring Officer / Programme Director for Climate Change to meet to discuss reports and advise author of any changes; and PH to provide comments by this time. 16/01/2024</li> <li>• SLT agree final policy 18 Jan 2024</li> <li>• The draft report to be sent to Committee Services by 10am. Committee Services produce &amp; send draft agenda to Chief Exec, Monitoring Officer, Programme Director for Climate Change &amp; Cabinet &amp; Group Leaders 18/01/2024.</li> <li>• Chief Exec/Monitoring Officer/Programme Director for Climate Change/Cabinet briefing followed by an LCG meeting to approve reports and feedback to author. 22/01/2024</li> <li>• Final Report to Committee Services by 10:00am 25/01/2024</li> <li>• Despatch of Agenda 29/01/2024</li> <li>• Date of Overview &amp; Scrutiny Committee 06/02/2024</li> <li>• Date of Cabinet meeting 08/02/2024</li> </ul> <p>To date we are on track with that delivery timeline.</p> <p>A new officer is being appointed for taking responsibility for complaints across the Council which the post is due to be advertised this week.</p>
<p><b>Recommendation 7 – Measuring performance:</b></p> <p>Develop performance measures and assurance reporting, in line with the above, to</p>	<p>Medium</p>	<p>30.04.24</p>	<p>SH</p>	<p>10%</p>	<p>In Progress</p>	<p>Progress on this action is also detailed as part of Recommendation 5. Various output options being considered with work being done on simplifying and providing a consistent foundation to queries with database functions. Possible need to extend due date if opportunities to develop reports beyond Recommendation scope present themselves.</p>

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enable effective oversight to ensure building safety obligations are being achieved.						
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