

Highlight Report No. 01**10th of January 2025****Period Covered: 12 November 2024 to 9 January 2025****Consumer Standards Project Executive summary:**

1. Of the 108 individual recommendations, 18 are completed and 40 are currently underway.
2. The project is currently tracking with a timescale of two years. We are using Monday.com as a project management tool and as the best way to produce data from the project regarding RAG reporting, percentage completed, and actual completion dates. A RAG report has been included in the documentation that has been sent to the Board.
3. Consumer Standard Training has been provided by HQN to SLT, Committee, and Cabinet. This training was completed by 25th of November 2024.
4. The risk register has been, reviewed, and notes added. There are NO new risks. The risk register now contains the combined the risk register from the Pennington Compliance project. There are NO new risks for that aspect of the project either.
5. The Consumer Standards Project Team are meeting weekly to discuss all actions and look back at matters arising from Consumer Standards and Compliance Board and to plan documents needed for the next meeting of the Board and Committee.

The next meeting of the Consumer Standards and Compliance Board will be 12th of February 2025. These meetings have been set to coincide with the bi-monthly Housing Scrutiny Committee and WDC's monthly meetings with the Regulator for Social Housing.

Consumer Standards and Compliance Roadmap – Quarterly Recommendations
 Programme: The current **estimated** date to achieve **full compliance with the Action Plan**
is
18 December 2026

Quarterly Updates	Notes:	RAG Standing
Q3 2024 (October to December)		
Review and update the DMC Policy	Policy has been reviewed by the Council and awaiting feedback from third party.	45%
Complete all outstanding remedial work in relation to known HHSRS CAT 1 risks	There are a small number of the remedial actions that are outstanding due to access issues. Most of these are post inspection items. There are four (4) that require inspection / access to properties and the Council has not yet been able to gain access to these.	78%
Enhance estate services procedure and inspection regimes to ensure action is taken and recorded on issues even if it is not the Housing services responsibility to maintain	Changes have been made to the inspection template and feedback has been received from operational users on the proposal. The new process has been deployed as a test and awaiting feedback from this test. The new process is expected to be deployed to the Team by 20 January 2025.	67%
Q4 2024 (January to March)		
Finalise the draft joint Tenancy Strategy with neighbouring Warwickshire councils	Legal comments have been received, and the report has been revised. Draft Cabinet report awaiting approval from Head of Service. Strategy and report to be included in Cabinet for 6 February 2025.	67%
Finalise draft Repairs and Maintenance policy	Draft policy has been created and provided to third party for feedback. Third party provided feedback and changes are being incorporated. Next step is to have internal review by DMT.	40%
Review all repair measure reported and validate	A review of all contractual KPIs is underway. Work is also being completed to identify existing report requirement or if new requirements are needed.	25%

Produce plan to ensure all properties have an in-date EPC	Scope of work has been identified; a forward plan has been scoped out and a draft plan has been created. Awaiting feedback on the draft. Once feedback has been received, a final plan will be developed and presented to DMT.	26%
The lettable standard needs to be published, staff briefed on its content for consistency and evidence recorded that the lettable standard is being achieved	Teams have been briefed on the lettable standard and work is being to ensure it is included with all sign-ups and when a letting takes place, the lettable standard is agreed to.	34%
Review and cleanse live repairs data to identify the actual repairs backlog of outstanding jobs over the 30-day target	A review has taken place and there is a function to identify backlogs. The next step will be to cleanse the backlog. The cleanse of the backlog should be completed by the week ending 17.01.2025.	51%
Meet with Contractors to discuss Action plan and approach to improvements and changes to complaints	Approach has been discussed with all support officers. Currently attaining a list of all contractors and this will be used to arrange a meeting to discuss the Action Plan with them.	56%
Produce a process map for the end-to-end process – DMC	An initial process map has been created in Visio. This will be finalised once the reviewed Policy has received sign off by Head of Service.	45%
Complete all actions by end of January 2025	These actions are based on non-compliance in published self-assessment. The actions have been completed – awaiting sign off from Housing Scrutiny Committee and once approved will be ready to resubmit.	67%
Produce a new self-assessment to be published on the website by end of January 2025	The new self-assessment has been created. Information will be reviewed and then published on the website.	56%
Set targets and monitor the completion of tenancy update visits	Foundations for reporting and monitoring of the framework have been set.	11%
Develop a robust Action Plan with clear target timescales to complete the backlog of repairs asap		

Develop a Knowledge Information Management (KIM) Strategy for how data will be, collected, stored, reported on, and used to shape services	Research into Ombudsman requirement and a draft framework have been completed. Outline and scope for strategy produced. Working with Consultant to produce a draft strategy.	25%
Continued provision of actions against the Pennington's report	These items have been over from the Compliance Project. There are 8 recommendations that have been brought over. Several actions involve remedial actions, and these are being reviewed monthly by RSH as well. The percentage completed has been calculated based on the actual completion of each item in the Asset Compliance project.	71%
For High-rise – individual information sheets/screens - Engagement Strategies being developed from surveys currently being undertaken	Each building now has a screen to provide information, and these are updated regularly by the Media Team. Individual information sheets have been produced and are in the process of being updated. Once update is complete Allocation will distribute.	50%
Development of information for all properties with communal areas (particularly when contract changes)		
Reviewed Tenancy Agreement	The current agreement is under review to verify the changes that may need to be made.	9%
Complete all remedial and improvement work in relation to known Non-Decent Homes	The list of remedial actions has been reviewed and updated accordingly. A base report has been built and is within the Asset Management Database (ActiveH). This report is dynamic and provides filters to narrow down searches. If specification needs updating changes will be applied as required.	67%
Review ASB policies and ensure consistency and clarity and update the website. Implement clear procedures which are trained out	A draft policy has been approved internally and awaiting feedback from ASB Specialist. A new procedural document has been created, and staff have been provided training by ASB Specialist, Janice Green.	50%

Review the customer journey and pathways and develop a proposed operating model	Two sessions have been held with managers and four with staff. Event with up to 100 tenants supported by Campbell Tickell and ARK at the end of November. Feedback to staff due before Christmas. Now awaiting proposed Operating Model.	75%
Assets and Housing to redesign the end-to-end process for letting a void property and make Value for Money savings in time and costs	Updates made to the Allocations segment of the process in the management system. Milestones relating to customer validation, viewings and sign-ups are now detailed and reportable. Officers are now able to see this key information for the allocations offers they own in a single report, allowing for easier oversight of caseload and incentivisation of improved performance. Internal workshops held facilitated by ARK. Soft market testing of prospective contractors undertaken to inform the process.	19%
Update the 30-year business plan to ensure the DHS is achieved for 100% of properties and maintained and other priorities are fully funded	Overview of stock condition has been provided to Head of Service. This provides a baseline project on volume of attributes that are considered Very Poor, Poor, Satisfactory, or Good Condition. This projection is a basis for future programmes. Currently rerunning cost projections and establishing the data led 12-month decent homes programme.	22%
Update the planned programme ensure sufficient data to model, programme and cost out the work		
Housing / Asset staff to receive briefings on the new Housing Ombudsman Complaint handling code by managers	A verification of who needs to complete training has been completed. Next step is to meet with Ombudsman to discuss requirements and training courses available / required.	17%
Review the performance reporting and monitoring system and make improvements		
Produce a procedure for DMC		
Produce a suite of KPI's for DMC		

Q1 2025 (April to June)		
Pennington's to audit on completion of action plan and sign off		
Complete HRA asset management strategy		
Finalise draft Aids and Adaptations policy, consult and obtain approval	Draft policy is being worked upon. Will then follow full governance route for approval.	6%
Review approach to managing aids and adaptations, in particular the contractual arrangements, underspends and take action to improve service delivery		
Produce an EDI (including vulnerability) policy for Health, Housing & Communities services		
Produce a new suite of service standards in line with guidance and references in the Consumer Standards. The Resident Involvement Group (RIG) to help shape the standards. New standards to be approved and launched with staff and residents	A review of the requirements against the standards has been completed and a framework is being produced by consultant for the strategy.	15%
Relevant asset/housing team members to complete training (complaints)	Training on complaints was offered through November and December 2024. Awaiting information from HR to have completion rate.	20%
Set up and embed a 'specialist team' to handle and investigate complaints to	Agreement that Stage One complaints are to be logged in ActiveH in addition to the corporate framework. This process, along with a series of reports to-be-developed, will allow relevant officers to maintain a consistent	11%

ensure consistency and provide some independence from the delivery teams	approach to handling and to focus workload and priorities in line with the handling code requirements.	
Brief staff on what can be promoted relating to work on social, environmental, or economic wellbeing		
Undertake a review of the Housing officers' duties and responsibilities and make recommendations		
Finalise policy (Hate Crime), consult residents and other stakeholders and approve final version Implement clear procedures which are trained out		
Promotion of available services and support to tenants involved or witnessing hate crimes		
Finalise policy (Domestic Abuse), consult residents and other stakeholders and approve final version		
Q2 2025 (July to September)		
Set up a process to review lessons learnt from complaints ensure the necessary changes are made to the delivery of the service or policy and procedure and involve tenants in that learning process	Confirmation that a survey completion survey can be triggered automatically from ActiveH. A questionnaire for all Stage 1 Complaints has been created based on the Tenant Satisfaction Measures. This will be sent for feedback to all Housing Stage 1 complaints one week after the complaint is closed	20%

Validate and complete 100% SCS	SCS have been completed to 75% of stock. Validation and completion of remaining 25% will be completed and broken into subitems.	20%
Review all elements of homes and communal areas to check they are being monitored for risks and mitigate such risks identified		
Complete tenant consultation and produce final version for approval (repairs and maintenance policy)		
Improve emergency repairs performance		
Improve routine and other categories of repairs performance	Review of existing contract has taken place, and a meeting has taken place to discuss existing performance.	67%
Collect data on customer contact in relation to all stages of the repair cycle	A review of the current CRM process has taken place. This has enabled the identification of business-critical practices. The identification of these practice is leading to the creation of activity templates.	14%
Finalise draft Planned Maintenance policy		
Produce an Action plan on EDI developments in the service to include training		
Review collection of EDI data and information and produce an action plan to collect, store, report on. Set out how it will be used to measure fairness, respect and meeting diverse needs	A first step of a review of the way existing data is collected is underway. This will be used as a basis of setting the other actions	17%
Ensure widespread understanding (by staff and tenants) of why data is being collected and what it will be used for		

Finalise Policy (Neighbourhood Management), consult residents and approve final version. Implement clear procedures which are trained out		
Produce quarterly reports on EDI data held and how effectively the key service areas are meeting the diverse needs		
Develop a formal pathway with agencies		
Produce a monitoring report on the impacts of the Allocations policy by relevant protected characteristics		
Promote mutual exchanges to tenants		
Consult and sign off the new strategy (tenancy strategy)		
Introduce an audit programme. Visits targeted upon a set of priorities to include		
Review the performance reporting and monitoring system and make improvements		
Finalise the Tenancy Fraud Policy, consult and sign off		
Q3 2025 (October to December)		
Fully implement Aids and Adaptations policy		

Review promotion and communication of HEART service		
Finalise draft of Vulnerability Strategy - consult and sign off		
Ensure there is a comprehensive approach to the collection of data (every visit is an opportunity) and Develop campaigns using all forms of communication media to collect data		
Review existing information on the web, update as required and as information and data is developed and enhance upload onto website		
Complete a mapping exercise to identify shared spaces including spaces shared with tenants of other landlords to be able to work effectively with other landlords to promote safety		
Develop process for the mapping exercise		
Implement policy and required procedures and guidance and brief/train staff on their roles in relation to Domestic Abuse		
Provide improved information on the Council website in respect of domestic abuse		

(DA) with specific reference to council tenants		
Introduce a robust approach to tackling this issue, particularly when visiting homes during the life of a tenancy and especially where a tenant has applied for the Right to Buy		
Review backlog and resource improved performance in this area		
Produce a detailed Planned Maintenance Programme, monitored through Engagement Channels		
Q4 2025 (January to March)		
Complete tenant consultation and produce final version for approval (Planned Maintenance Policy)		
Provide a tailored training session for Housing and Asset staff on EDI		
Improve the website page and make it easier to report ASB online		
Undertake review of ASB processes in ActiveH and how they are linking with other modules in the system		
Achieve consistency at 98% (improved emergency repairs performance)		

Achieve consistency at 90% (improve routine and other repairs performance)		
Q1 2026 (April to June)		
Establish a clear plan for the collection, analysis, and use of household data	A review of the current way of collecting data is underway and will be analysed to create a draft plan for review and approval.	11%
Configure data storage facilities in Active H to ensure capture, storage, and reporting of data for both internal requirements and submitting data to the Housing Regulator		
Introduce an appointment system for repairs	This is part of the repairs re-procurement process. A review of the existing contract has taken place and will be used as part of the new contract specification.	11%
Q2 2026 (July to September)		
Design and configure processes, workflows, and tasking to ensure data is updated and continually validated and can effectively assist in modelling and programming future work requirements		
Q3 2026 (October to December)		
To deliver the action plan contained in the new engagement strategy	Action plan has been created and is being worked towards.	20%
Priority to be given to expanding the number of	Groups, events, and activities have been taking place to engage with Tenants and will continue.	20%

engaged tenants and monitoring that they are representative of the council's tenant population		
Increase the promotion to the wider body of tenants of the different ways of being involved and for differing periods of time. Also to evidence the benefits (outcomes) of resident engagement	This is an ongoing task and has seen Tenants participating in Boards and Involvement groups through the Council.	20%
Put arrangements in place to widen the range of involved activities, continuing to introduce practical activities similar to the estate walkabouts	This is an ongoing task and is part of the overall action plan.	20%
Complete all repairs and assets policies	Several Assets policies have been approved through Board, Scrutiny and Cabinet (the big6) these will need to be published. The percentage on this item will shift as the action will be broken down for all relevant policies and what stage they are currently at. This will be revised for February meeting.	20%

COMPLETED ITEMS	COMPLETION DATE	RAG	PROOF
Approve the Project environment and identify the Project resources, structure, plans and processes	November 4, 2024		
Comment on draft report and receive final report from HQN	November 4, 2024		
Develop a Risk Register for the Action Plan	November 4, 2024		
Brief senior officers, member groups and members	November 4, 2024		
Chief Exec to brief managers in Housing, Health & Communities & Assets	November 4, 2024		
Complete a Consumer Standards compliance action Plan. HQN to support	November 4, 2024		
Set up a structured and controlled document depository	November 4, 2024		
Finalise the current outstanding and overdue complaints as highlighted by HQN	November 4, 2024		
Publish the 23/24 submitted TSM's on the website	November 4, 2024		
Produce an up-to-date self-assessment form and publish on the web. Consistent with the self-assessment findings, also, complete and submit to the Housing Ombudsman the Complaint Handling Code Annual Submissions form	November 4, 2024		
Review complaint information on the website ensure Policy and processes are clear	November 11, 2024		
Review outstanding jobs and enhance monitoring process to reduce and improve the financial completion process	November 29, 2024		
Ensure the tenancy update visit proforma is comprehensive and customer focused, and used by all	November 29, 2024		
Appoint service leads for DA	December 3, 2024		
Identify and put in place the required resources to manage and deliver the action plan	December 6, 2024		
Publish the names and roles of senior staff on the website	December 6, 2024		Website was updated
Comprehensively review the published self-assessment in particular the non-compliant provisions	January 10, 2025		Review was undertaken
Complete an action plan based on review of non-compliant provisions in the published self-assessment	January 10, 2025		Action plan was created based on the review of the published self-assessment

RAG Colour Key:

Stage	Colour
Not Started	
Working on It	Yellow
Need Help	Red
Completed	Green