

Title: Consumer Standards Improvement Plan  
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 Portfolio Holder: Councillor Helen Adkins, Cabinet Member for Housing  
 Wards of the District directly affected: all

<b>Approvals required</b>	<b>Date</b>	<b>Name</b>
<b>Portfolio Holder</b>	16.01.2025	Helen Adkins
<b>Head of Housing, Health and Communities</b>	15.01.2025	Lisa Barker
<b>Finance</b>	16.01.2025	Andrew Rollins
<b>Legal Services</b>		N/A
<b>Chief Executive</b>	15.01.2025	Chris Elliott
<b>Director of Climate Change</b>		N.A
<b>Deputy CEO</b>	16.01.2025	Darren Knight
<b>Section 151 Officer</b>	16.01.2025	Andrew Rollins
<b>Monitoring Officer</b>	16.01.2025	Graham Leach
<b>Leadership Co-ordination Group</b>		N/A
<b>Final decision by this Committee or rec to another Cttee / Council?</b>	No	
<b>Contrary to Policy / Budget framework?</b>	No	
<b>Does this report contain exempt info/Confidential? If so, which paragraph(s)?</b>	No	
<b>Does this report relate to a key decision (referred to in the Cabinet Forward Plan)?</b>	No	
<b>Accessibility Checked?</b>	Yes	

## Summary

This report provides Housing Scrutiny Committee with an update on the current position and progress made against the Consumer Standards Improvement Plan since the Housing Scrutiny Committee meeting on 26 November 2024.

## Recommendation(s)

- (1) That the Committee notes the progress made since the last meeting.
- (2) That the Committee notes the changes to delivery dates of the actions listed in the table.

## 1 Consumer Standards and Compliance Action Plan Update

- 1.1 The Council is progressing well against the high-level milestones set out in the Consumer Standards Improvement Strategy.
  - a) Established the Housing Consumer Board and Housing Scrutiny Committee
  - b) Started the process to integrate the HRA asset management team into Housing
  - c) Started to scope out a new Operating Model and have held engagement sessions with Tenants and staff to consider what good service looks like and how it could be delivered.
  - d) Progressed approval for additional resources for the improvement project
- 1.2 The Consumer Standards Compliance plan is progressing well. Of the 108 action items in the plan a total of 58 are currently underway or completed. KPIs are also being monitored for remedial actions and how complaints are being handled by the Council.
- 1.3 The highlight report **Appendix 1** provides further context to the Committee on the progress of the action plan. This has updates for each action as well as a RAG standing.
- 1.4 The Consumer Standards Excel output report from Monday.com **Appendix 2** provides the current standing of each item including the target dates (start, completion, and revised) for each action.
- 1.5 The Big 6 for Asset Compliance are still being monitored through the Compliance Dashboard **Appendix 3**.
- 1.6 Managing follow up actions are being followed via spreadsheets and additional monitoring is being developed **Appendix 4**
- 1.7 Complaints are being monitored **Appendix 5**
- 1.8 There have been some revisions to current target dates. These changes have not required a change to the overall completion date of the project. The current amendments are listed below:

<b>Action</b>	<b>Target Due Date</b>	<b>Revised Target Date</b>	<b>Reason for change</b>
Complete all outstanding remedial work in relation to known HHSRS CAT 1 risks	29.11.2024	31.01.2025	No access has been an issue with certain properties. Where work has been completed, tenants are being called directly to verify completion and satisfaction. Where access is needed to inspect, no access policy will be enforced.
Review and update the DMC Policy	31.10.2024	31.01.2025	The Policy has been reviewed internally and awaiting 3 <sup>rd</sup> party validation.
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.	31.12.2024	20.01.2025	Prior to deployment there was the need for some additional work that required a few more weeks. This involved additional testing of the system and feedback from key users.
Finalise draft Repairs and Maintenance policy	22.01.2025	03.02.2025	Additional changes need to be made to the draft policy prior to going to Managers review and feedback prior to being sent for consultation and approval.

These target dates continue to be monitored and if there is a need for additional revision of dates, Consumer Standards and Compliance Board and Housing Scrutiny Committee will be advised as soon as possible

## **2 Feedback from the Regulator of Social Housing (RSH) meetings**

- 2.1 There have been three meetings with RSH, 16 October, 18 November, and the latest one held 13 December 2024. All three meetings have been positive, constructive and informative.
- 2.2 For the December meeting they received
  - a) an update on the Improvement strategy and plan
  - b) Decent Homes standards/Progress with the Stock condition Survey
  - c) Review of the compliance KPI's and
  - d) Complaints performance

They commented that the Council was still making good progress on the Strategy and improvement plan and the ongoing development of monitoring remedial actions from building safety inspections since the judgement. They will continue to check and challenge progress.

## **3 Financial Services**

- 3.1 Staffing resourcing for the delivery of the overall consumer standards project has been approved. Recruitment is currently underway to fill the resources that had been identified, prioritising the urgent requirements.

## **4 Risk Assessments**

- 4.1 **Appendix 6** is the Consumer Standards Improvement Plan risk register. This has been reviewed and comments are included Column W entitled, Notes.
- 4.2 Since the last meeting there have been no changes to the risk register.

### **Background papers:**

Appendix 1 – Consumer Standards and Compliance improvement plan highlight report

Appendix 2 – Consumer Standards and Compliance improvement plan tracker (Monday.com)

Appendix 3 – Compliance dashboard

Appendix 4 – Follow up actions

Appendix 5 - Complaints

Appendix 6 – Consumer Standards and Compliance improvement plan risk register