

Consumer Standards SMART Goals

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COMPLETED ITEMS

Name	Start Date	Target Due Date	Revised Due Date	Actual Completion Date	Final	Progress
Approve the Project environment and identify the Project resources, structure, plans and processes.	2024-09-03	2024-10-04		2024-11-04	Achieved	100%
Comment on draft report and receive final report from HQN	2024-06-21	2024-07-15		2024-11-04	Achieved	100%
Develop a Risk Register for the Action Plan	2024-08-08	2024-08-28		2024-11-04	Achieved	100%
Brief senior officers, member groups and members	2024-06-21	2024-07-25		2024-11-04	Achieved	100%
Chief Exec to brief managers in Housing, Health & Communities & Assets	2024-06-21	2024-07-10		2024-11-04	Achieved	100%
Complete a Consumer Standards compliance action Plan. HQN to support	2024-07-01	2024-07-22		2024-11-04	Achieved	100%
Set up a structured and controlled document depository	2024-07-22	2024-09-27		2024-11-04	Achieved	100%
Finalise the current outstanding and overdue complaints as highlighted by HQN	2024-07-22	2024-09-30		2024-11-04	Achieved	100%
Publish the 23/24 submitted TSM's on the website.	2024-10-01	2024-10-31		2024-11-04	Achieved	100%
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	2024-06-10	2024-06-28		2024-11-04	Achieved	100%
Review complaint information on the website ensure Policy and processes are clear.	2024-07-22	2024-12-02		2024-11-11	Achieved	100%
Review outstanding jobs and enhance monitoring process to reduce and improve the financial completion process	2024-09-02	2024-10-31	2024-11-29	2024-11-29	Achieved	100%
Ensure the tenancy update visit proforma is comprehensive and customer focused, and used by all	2024-07-22	2024-11-29		2024-11-29	Achieved	100%
Appoint service leads for DA	2024-07-22	2025-01-22		2024-11-03	Achieved	100%
Identify and put in place the required resources to manage and deliver the action plan	2024-08-05	2024-11-29	2024-12-04	2024-12-06	Achieved	100%
Publish the names and roles of senior staff on the website	2024-10-14	2024-12-02	2024-12-12	2024-12-06	Achieved	100%
Comprehensively review the published self-assessment in particular the non-compliant provisions.	2024-07-22	2025-02-03		2025-01-10	Achieved	100%
Complete an action plan based on review of the non-compliant provisions in the published self-assessment.	2024-07-22	2025-02-03		2025-01-10	Achieved	100%

October to December 2024 (Q3 2024) Goals

Name	Start Date	Target Due Date	Revised Due Date	Actual Completion Date	Final	Progress
Complete all outstanding remedial work in relation to known HHSRS CAT 1 risks	2024-07-22	2024-11-29	2025-01-31		Working on it	78%
Review and update the DMC Policy	2024-10-14	2024-10-31	2025-01-31		Working on it	45%
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	2024-07-22	2024-12-31	2025-01-20		Working on it	67%

January to March 2025 (Q4 2024) Goals

Name	Start Date	Target Due Date	Revised Due Date	Actual Completion Date	Final	Progress
Finalise the draft joint Tenancy Strategy with neighbouring Warwickshire councils	2024-07-22	2025-01-06			Working on it	67%
Finalise draft Repairs and Maintenance policy	2024-06-03	2025-01-22	2025-02-03		Working on it	40%
Review all repair measures reported and validate	2024-12-02	2025-01-22			Working on it	25%
Produce plan to ensure all properties have an in-date EPC	2024-12-02	2025-01-22			Working on it	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.	2024-12-02	2025-01-22			Working on it	34%
Review and cleanse live repairs data to identify the actual repairs backlog of outstanding jobs over the 30 day target.	2024-06-28	2025-01-31			Working on it	51%
Meet with Contractors to discuss Action plan and approach to improvements and changes to complaints.	2024-12-02	2025-01-31			Working on it	56%
Produce a process map for the end-to-end process - DMC	2024-10-31	2025-01-31			Working on it	45%
Complete all actions by end of January 2025.	2024-07-22	2025-02-03			Working on it	67%
Produce a new self-assessment to be published on the website by end of January 2025	2025-05-01	2025-01-31			Working on it	56%
Set targets and monitor the completion of tenancy update visits	2024-12-02	2025-02-03			Working on it	11%
Develop a robust Action Plan with clear target timescales to complete the backlog of repairs asap	2024-12-02	2025-02-28			Not Started	0%
Develop a Knowledge Information Management (KIM) Strategy for how data will be, collected, stored, reported on and used to share services.	2024-09-02	2025-03-14			Working on it	25%
Continued provision of actions against the Pennington's report	2023-11-01	2025-03-31			Working on it	71%
For High-rise – individual information sheets/screens -Engagement Strategies being developed from surveys currently being undertaken	2024-04-01	2025-03-31			Working on it	50%
Development of information for all properties with communal areas (particularly when contract changes)	2024-04-01	2025-03-31			Not Started	0%
Reviewed Tenancy Agreement	2024-04-01	2025-03-31			Working on it	9%
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.	2024-09-09	2025-03-31			Working on it	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	2024-12-02	2025-03-31			Working on it	22%
Housing / Asset staff to receive briefings on the new Housing Ombudsman Complaint handling code by managers	2024-12-02	2025-03-31			Working on it	17%
Review the performance reporting and monitoring system and make improvements	2025-01-06	2025-03-31			Not Started	0%
Produce a procedure for DMC	2025-02-03	2025-03-31			Not Started	0%
Update the planned programme ensure sufficient data to model, programme and cost out the work	2024-12-02	2025-03-31			Not Started	0%
Review the customer journey and pathways and develop a proposed operating model.	2024-09-05	2025-03-31			Working on it	75%
Review ASB policies and ensure consistency and clarity and update the website. Implement clear procedures which are trained out.	2024-08-05	2025-03-31			Working on it	50%
Produce a suite of KPI's for DMC	2025-02-03	2025-03-31			Not Started	0%
Complete all remedial and improvement work in relation to known Non-Decent Homes	2024-07-22	2025-03-31			Working on it	67%
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.	2024-11-04	2025-03-31			Working on it	20%

April to June 2025 (Q1 2025) Goals

Name	Start Date	Target Due Date	Revised Due Date	Actual Completion Date	Final	Progress
Pennington's to audit on completion of action plan and sign off	2025-03-31	2025-04-30			Not Started	0%
Complete HRA asset management strategy	2025-01-06	2025-06-30			Not Started	0%
Finalise draft Aids and Adaptations policy, consult and obtain approval	2024-12-02	2025-04-30			Working on it	6%
Review approach to managing aids and adaptations, in particular the contractual arrangements, underspends and take action to improve service delivery	2024-10-01	2025-06-23			Not Started	0%
Produce an EDI (including vulnerability) policy for Health, Housing & Communities services.	2024-12-02	2025-06-30			Not Started	0%
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 Relevant asset/housing team members to complete training (complaints).	2024-09-02	2025-04-30			Working on it	15%
	2024-12-02	2025-06-30			Working on it	20%
Set up and embed a 'specialist team' to handle and investigate complaints to ensure consistency and provide some independence from the delivery teams	2024-09-02	2025-06-30			Working on it	11%
Brief staff on what can be promoted relating to work on social, environmental or economic wellbeing	2025-01-06	2025-06-30			Not Started	0%

Undertake a review of the Housing officers' duties and responsibilities and make recommendations	2024-12-02	2025-04-30		Not Started	0%
Finalise policy (Hate Crime), consult residents and other stakeholders and approve final version Implement clear procedures which are trained out	2024-11-29	2025-06-30		Not Started	0%
Promotion of available services and support to tenants involved or witnessing hate crimes	2025-01-06	2025-04-30		Not Started	0%
Finalise policy (Domestic Abuse), consult residents and other stakeholders and approve final version	2024-09-09	2025-06-30		Not Started	0%

#### July to September 2025 (Q2 2025) Goals

Name	Start Date	Target Due Date	Revised Due Date	Actual Completion Date	Final	Progress
Validate and complete 100% SCS.	2023-06-22	2025-08-29			Working on it	20%
Review all elements of homes and communal areas to check they are being monitored for risks and mitigate such risks identified	2024-12-02	2025-07-22			Not Started	0%
Complete tenant consultation and produce final version for approval (repairs and maintenance policy)	2025-01-23	2025-08-07			Not Started	0%
Improve emergency repairs performance	2024-12-02	2025-07-22			Not Started	0%
Improve routine and other categories of repairs performance.	2024-12-02	2025-07-22			Working on it	67%
Collect data on customer contact in relation to all stages of the repair cycle	2024-12-02	2025-08-29			Working on it	14%
Finalise draft Planned Maintenance policy	2025-02-03	2025-09-30			Not Started	0%
Produce an Action plan on EDI developments in the service to include training	2025-05-01	2025-07-31			Not Started	0%
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. resoeect and meeting diverse needs	2024-12-02	2025-09-30			Working on it	17%
Ensure widespread understanding (by staff and tenants) of why data is being collected and what it will be used for	2025-05-12	2025-07-31			Not Started	0%
Finalise Policy (Neighbourhood Management), consult residents and approve final version. Implement clear procedures which are trained out.	2024-12-02	2025-07-31			Not Started	0%
Produce quarterly reports on EDI data held and how effectively the key service areas are meeting the diverse needs	2025-04-21	2025-07-31			Not Started	0%
Develop a formal pathway with agencies	2024-12-02	2025-07-22			Not Started	0%
Produce a monitoring report on the impacts of the Allocations policy by relevant protected characteristics	2025-04-21	2025-07-04			Not Started	0%
Promote mutual exchanges to tenants.	2025-01-06	2025-07-22			Not Started	0%
Consult and sign off the new strategy (tenancy strategy)	2025-01-06	2025-07-31			Not Started	0%
Introduce an audit programme. Visits targeted upon a set of priorities to include	2025-03-31	2025-07-22			Not Started	0%
Finalise the Tenancy Fraud Policy, consult and sign off.	2025-01-06	2025-09-30			Not Started	0%
Implementation of new operating model (based on review of customer journey)	2025-04-07	2025-09-30			Not Started	0%

#### October to December 2025 (Q3 2025) Goals

Name	Start Date	Target Due Date	Revised Due Date	Actual Completion Date	Final	Progress
Fully implement Aids and Adaptations policy	2025-05-05	2025-12-19			Not Started	0%
Review promotion and communication of HEART service	2025-05-05	2025-12-19			Not Started	0%
Finalise draft of Vulnerability Strategy - consult and sign off	2025-07-01	2025-10-31			Not Started	0%
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	2025-04-14	2025-10-31			Not Started	0%
Review existing information on the web, update as required and as information and data is developed and enhance upload onto website	2025-06-09	2025-10-31			Not Started	0%
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.	2025-01-20	2025-10-31			Not Started	0%
Implement policy and required procedures and guidance and brief/train staff on their roles in relation to Domestic Abuse	2025-07-01	2025-10-31			Not Started	0%
Provide improved information on the Council website in respect of domestic abuse (DA) with specific reference to council tenants.	2025-07-01	2025-10-31			Not Started	0%
Introduce a robust approach to tackling this issue (tenancy fraud), particularly when visiting homes during the life of a tenancy and especially where a tenant has applied for the Right to Buy	2025-03-31	2025-11-28			Not Started	0%
Review backlog and resource improved performance in this area	2025-09-01	2025-12-19			Not Started	0%
Produce a detailed Planned Maintenance Programme, monitored through Engagement Channels	2025-09-01	2025-12-19			Not Started	0%

#### January to March 2026 (Q4 2025) Goals

Name	Start Date	Target Due Date	Revised Due Date	Actual Completion Date	Final	Progress
Complete tenant consultation and produce final version for approval (Planned Maintenance Policy)	2025-10-06	2025-03-31			Not Started	0%
Provide a tailored training session for Housing and Asset staff on EDI	2025-09-01	2025-03-31			Not Started	0%
Improve the website page and make it easier to report ASB online	2025-04-01	2025-03-31			Not Started	0%
Undertake review of ASB processes in ActiveH and how they are linking with other modules in the system	2025-10-06	2025-03-31			Not Started	0%
Achieve consistency at 98% (improved emergency repairs performance)	2025-07-23	2025-03-31			Not Started	0%
Achieve consistency at 90% (improve routine and other repairs performance)	2025-07-23	2025-03-31			Not Started	0%

#### April to June 2026 (Q1 2026) Goals

Name	Start Date	Target Due Date	Revised Due Date	Actual Completion Date	Final	Progress
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	2025-03-24	2026-06-19			Not Started	0%
Introduce an appointment system for repairs.	2024-08-05	2026-04-01			Working on it	11%
Establish a clear plan for the collection, analysis and use of household data	2024-09-02	2026-06-26			Working on it	11%

#### July to September 2026 (Q2 2026) Goals

Name	Start Date	Target Due Date	Revised Due Date	Actual Completion Date	Final	Progress
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.	2025-05-19	2026-07-22			Not Started	0%

#### October to December 2026 (Q3 2026) Goals

Name	Start Date	Target Due Date	Revised Due Date	Actual Completion Date	Final	Progress
To deliver the action plan contained in the new engagement strategy	2023-04-03	2026-11-30			Working on it	20%
Priority to be given to expanding the number of engaged tenants and monitoring that they are representative of the council's tenant population.	2023-04-03	2026-12-18			Working on it	20%
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	2023-04-03	2026-12-18			Working on it	20%
Put arrangements in place to widen the range of involved activities, continuing to introduce practical activities similar to the estate walkabouts.	2023-04-03	2026-12-18			Working on it	20%
Complete all repairs and assets policies	2024-06-03	2026-11-30			Working on it	20%