

Housing improvement plan V0.1 DRAFT

Jan 2025

Action	Start date	By when	update/comments	Outcomes
Compliance				
Governance & Assurance	Dec-24	Jun-25	Review of governance structure for oversight and assurance.	Training completed for key individuals with responsibility for oversight & assurance across all compliance areas Regular reporting on compliance for housing services to Corporate H & S Board. Regular reports through the governance structure and evidence to demonstrate assurance & scrutiny.
Data validation & reconciliation	Dec-24	Jan-26	Work underway on data validation and reconciliation for total asset stock across core systems. Mapping across all compliance programmes to be completed.	Data reconciled and agreed process for reconciliation in place and independently verified. Systems containing compliance data are reconciled and meet the council's requirements.
Compliance reporting	Dec-24	Mar-25	New template created for housing scorecard. Work ongoing and dependent on data activities to close gaps and provide full performance data across all 6 compliance areas.	Regular, accurate compliance report across all areas
Policies & Procedures	Jan-24	Apr-25	Schedule created to review and update policies & procedures. Approach to be agreed on how to involve tenants in this work	Full suite of updated policies and procedures in place for all which have been subject to consultation with customers

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Structure & resources	Dec-24	Apr-25	Interim resource requirements understood to support this work. Role profile work ongoing to fill vacancies within existing structure.	Vacant posts in agreed structure filled and temporary posts in place to support additional work required
Training & qualifications	Jan-25	Jan-26	Work has begun to create a training matrix to identify gaps and prioritise training schedule.	Training plan agreed and implemented to ensure that the service can meet its compliance obligations
Contract management	Jan-25	Jan-26	Commissioning contracts with compliance contractors to deliver services.	Commissioning and contracting compliance activity in line with council contract regulation.
Resident engagement	Jan-25	Jun-25	Existing structures and arrangements agreed as part of the resident engagement strategy have been employed to support this activity.	That customers are well informed, involved and aware of compliance related activities.
Audits	Dec-24	Jan-26	Internal assessment of all audits of compliance activity has been completed.	Agreed audits in place for all audit activity independently verified
Gas & heating safety	Jan-25	Jan-26	Some data validation to identify surveys required and approach to monitor properties with potential for gas supply.	Validated and verified data for gas and potential for gas supply in place.
Electrical safety	Dec-24	Mar-25	Data reconciliation in progress to ensure all properties captured on current programme. Policy & procedure work scheduled.	Agreed updated policy & procedure in place for electrical safety
Fire safety	Dec-24	Jun-26	Progressing mobilisation of new fire contractor to deliver 100% FRA surveys for all blocks and provide a refreshed and updated set of type 3 FRA surveys. Fire door surveys to begin Feb 25.	Revised all FRA surveys with updated remedial actions which are monitored through governance arrangements.

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Asbestos management	Dec-24	Jun-26	Procurement through a framework in progress to appoint contractor to carry out asbestos surveys as part of revised approach.	Up to date asbestos information across housing stock
Water hygiene	Mar-25	Jun-26	Need to scope resource & timeframes to complete actions. Prioritising other higher risk compliance related work first.	Independently verified data on water hygiene
Lift safety	Feb-25	Dec-25	Need to scope resource & timeframes to complete actions. Prioritising other higher risk compliance related work first.	Carried out an audit across our domestic stock of any lifts and associated responsibilities around this