

ACTION PLAN: Regulatory Compliance Action Plan												Senior Responsible Officer: Guy Chaundy	
ID	Service Area	Workstream	Governance	BRAG	Tracking	Deadline	Action	Business Lead	SRO	Monthly Update (Commentary)	Status		
A1	Business Support	Housing Ombudsman Para 49	Compliance Board		On track	31/12/2023	Amend Complaints Policy to make reference to the new Compensation Policy	Joanne Podmore	Wendy Griffiths	30.08.2023- Complaints Policy re-draft is finalised and has been signed off, awaiting reference to the Compensation Policy before being re-drafted	Open		
A2	Strategic Enabling	Housing Ombudsman Para 49	Compliance Board		On track	31/12/2023	Embed Oracle systems to ensure compensation payments can be managed consistently by one team	Naomi Morris	Guy Chaundy	30.08.2023- Cost centre has now been set up, ensuring all relevant personnel have appropriate Oracle access to deliver	Open		
A3	Strategic Enabling	Housing Ombudsman Para 49	Compliance Board		Not on track	31/12/2023	Develop Compensation Policy to provide some governance around compensation payments for emotional distress	Naomi Morris	Guy Chaundy	30.08.2023- Comments from legal provided on draft Compensation Policy, amendments to be made before sign off process can begin	Open		
A4	Asset Management	Housing Ombudsman Para 49	Compliance Board		Complete	31/12/2023	Recruit additional resource to support the repairs complaints backlog	Asha X Patel	Wayne Davies	04.07.2023- resources are in post (2 x FTE)	Closed		
	Business Support	Housing Ombudsman Para 49	Compliance Board		Not on track	31/12/2023	Reduce the backlog of overdue complaints, across all areas but particularly repairs	Joanne Podmore	Wendy Griffiths	30.08.2023- Backlog for repairs cases is currently circa 700, reduction continuing to be made across the board but dependent on SLA performance before this can be considered fully stabilised 04.07.2023- resources in post as of the 12.06.2023	Open		
A5	Strategic Enabling	Housing Ombudsman Para 49	Compliance Board		Complete	31/12/2023	Recruit internal Ombudsman function and streamline activity to ensure lessons have been learned in relation to determinations	Naomi Morris	Guy Chaundy		Closed		
A6	Business Support	Complaints Recovery Plan	Compliance Board		Not on track	30/09/2023	Recruit to vacancies in the complaints team, increasing capacity to satisfactorily manage SLA timescales	Joanne Podmore	Wendy Griffiths	30.08.2023- Recruitment continues, fifth round of recruitment is underway with different advertising mechanisms now in place.	Open		
A7	Business Support	Housing Ombudsman Para 49	Compliance Board		On track	30/09/2023	Ensure there is a robust reporting process and live data stream to support leaders to understand the position around complaints at any given time	Joanne Podmore	Wendy Griffiths	30.08.2023- new Power BI dashboard in place, regularly reporting at DMT, Compliance Board, C1T Assurance Board and CMB. Dashboard is being built for the complaints backlog, removing the need for manual manipulation of data	Open		
A8	Business Support	Housing Ombudsman Para 49	Compliance Board		On track	30/09/2023	Develop and publish annual report on complaints performance for the City Council	Joanne Podmore	Wendy Griffiths	30.08.2023- Formal sign off process has been undertaken, report to be published by the 31/08	Open		
A9	Business Support	Housing Ombudsman Para 49	Compliance Board		Complete	17/04/2023	Identify senior lead officer responsible for complaints handling across the Council	Joanne Podmore	Wendy Griffiths	30.08.2023- Report due for sign off internally, to be published by the 31st August 2023.	Closed		
A10	Strategic Enabling	Housing Ombudsman Para 49	Compliance Board		Complete	17/04/2023	Complete a reviewed version of the self-assessment against the Housing Ombudsman Complaint Handling Code	Naomi Morris	Guy Chaundy	04.07.2023- completed and submitted as part of the initial Para 49 submission to the Housing Ombudsman	Closed		
A11	Asset Management	Housing Ombudsman Para 49	Compliance Board		On track	31/12/2023	Review the dashboards set up in Power BI to monitor service delivery in the repairs area to make sure these are reflective of what is required	Asha X Patel	Wayne Davies	30.08.2023- Dashboards now in place within Power BI to monitor service delivery, final tweaks being made by Senior Data Analyst to ensure best used.	Open		
A12	Asset Management	Housing Ombudsman Para 49	Compliance Board		Not on track	31/12/2023	Recruit to Business Information Officer position to improve record keeping in the repairs function	Asha X Patel	Wayne Davies	30.08.2023- Role has now been set up on Oracle, recruitment is imminent and is being posted internally initially	Open		
A13	Business Support	Complaints Recovery Plan	Compliance Board		Not on track	31/12/2023	Ensure both Stage 1 and Stage 2 complaints are managed within SLA timescales	Joanne Podmore	Wendy Griffiths	30.08.2023- Achieving circa 60% performance against SLA at Stage 1 and circa 40% at Stage 2 which is an improved position from March 2023 but doesn't reflect corporate or HO targets yet.	Open		
A14	Business Support	Complaints Recovery Plan	Compliance Board		Not on track	31/12/2023	Reduce the backlog of overdue complaints, ensuring that tenants receive responses in line with published timescales	Joanne Podmore	Wendy Griffiths	30.08.2023- Backlog has now been fixed, improvements made to ensure numbers are visible and any changes are clear- final work being undertaken to set up dashboard to monitor this.	Open		
A15	Strategic Enabling	TSM	Compliance Board		On track	01/04/2023	Undertake quarterly surveys via Housemark against all TSMs, developing operational action plans to inform service delivery	Naomi Morris	Guy Chaundy	30.08.2023- Q1 TSM survey delivered and presented at compliance board, informing operational delivery plan	Closed		
A15	Housing Management	TPAS	Compliance Board		Not on track	30/06/2024	Deliver against all aspects of the TPAS action plan, refreshing engagement structures and opportunities for engagement	John Jamieson	Stephen Gabriel	30.08.2023- Delays due to capacity in existing team, programme manager has now been recruited to drive progress in this area and TPAS have supported to deliver several 're-engineering engagement events' over the last 6 months	Open		

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A1	Asset Management	Asbestos	Compliance Board		On track	30/06/2024	Deliver on asbestos programme to ensure all outstanding management surveys are completed	David Stevens/Brian Clifton	Wayne Davies	30.08.2023: BCI have procured additional resources to scale up the programme and are confident they can deliver within the timescale, exploring direct award to provide additional capacity on the low risk	Open
A2	Asset Management	Governance	Compliance Board		On track	30/06/2024	Embed new Compliance IT system to eradicate the need for manual intervention and reduce the opportunity for mistakes	David Stevens/Brian Clifton	Wayne Davies	30.08.2023: IT system is going through internal approvals process and implementation has been scheduled for January 2024	Open
A3	Asset Management	Fire Safety	Compliance Board		Not on track	30/06/2024	Ensure all remedial actions are recorded, categorised and audited and there are appropriate processes in place to deliver this	David Stevens/Brian Clifton	Wayne Davies	30.08.2023: IT system has been updated to allow for more effective recording of remedial actions, this will begin to show in the systems in October. November once they have all been loaded in	Open
A4	Asset Management	Fire Safety	Compliance Board		Not on track	30/06/2024	Deliver on safety programme in low risk blocks to ensure all outstanding FRAs have been completed	David Stevens/Brian Clifton	Wayne Davies	30.08.2023: Direct award for low risk FRAs has now been agreed and PO raised, contractor due to commence in early September 2023	Open
A5	Asset Management	Electrical Safety	Compliance Board		Not on track	30/06/2024	Undertake a full analysis of remedial actions for electrical that historic remedials have been actioned and those outstanding are included within the current programme	Carl Wallace/Ricky Jones	Wayne Davies	30.08.2023: Full list of circa 3000 remedial actions have been issued to contractors and sub-contractors are being procured to ensure these can either be signed off as complete or added to an existing programme	Open
A6	Asset Management	Electrical Safety	Compliance Board		Not on track	30/06/2024	Deliver on electrical safety programme, accelerating in both domestic and communal blocks	Sayed Kadir/Regan Taylor	Wayne Davies	30.08.2023: Both contractors are bringing in additional resource to accelerate the programme, aiming to have these resources in place for the end of September 2023.	Open
A7	Asset Management	Gas Safety	Compliance Board		On track	31/10/2023	Savills to undertake a full audit of gas safety cases to provide full data validation around the numbers	Sayed Kadir	Wayne Davies	30.08.2023: Report due from Savills on the 31/08	Open
A8	Asset Management	Carbon Monoxide Installation	Compliance Board		On track	30/09/2023	Deliver the carbon monoxide installation programme in all relevant properties	Sayed Kadir	Wayne Davies	30.08.2023: Programme on track, currently in excess of 80%. Any tenant refusal to be picked up in October 2023 once programme ends	Open
A8	Asset Management	Smoke detectors	Compliance Board		On track	30/06/2024	Deliver smoke detector testing in line with the October 2022 legislation	Carl Wallace/Ricky Jones	Wayne Davies	30.08.2023: Programme on track, currently at 95%. Any tenant refusals to be picked up in October 2023 once programme ends	Open
A9	Asset Management	Legionella	Compliance Board		On track	30/06/2024	Deliver the legionella programme, improving compliance in domestic properties	Sayed Kadir	Wayne Davies	30.08.2023: Legionella programme is accelerating, currently achieving 74.03%. Meeting with Acwico next week to drive programme further	Open
A10	Asset Management	Lifts	Compliance Board		Not on track	30/06/2024	Improve visibility of data and regularity of reporting in relation to lift safety checks	Carl Wallace/Ricky Jones	Wayne Davies	30.08.2023: monthly lift returns now being provided, 2 weekly contractor meetings set up. Confirming that the remaining outstanding blocks are demolition blocks	Open
A11	Asset Management	Data	Compliance Board		Complete	01/04/2023	Ensure the 'big 6' are regularly reported on at the Compliance Board and there is a Power BI dashboard to reflect this	Carl Wallace/Ricky Jones	Wayne Davies	04.07.2023: reported on at the Compliance Board at the last 3 monthly meetings and ongoing	Closed
A12	Asset Management	Data	Compliance Board		On track	31/10/2023	Savills to undertake a full data validation exercise across all of the 'big 6' to provide confidence in the data being presented	Sayed Kadir	Wayne Davies	30.08.2023: Gas safety has been selected as a pilot area with a report due on the 31/08, assurance in other areas to begin following this	Open
A13	Asset Management	Decent Homes Standards	Compliance Board		Not on track	31/10/2023	Accelerate stock condition programme from 1,000 to 7,000 through Acwico	Adele Livesy	Wayne Davies	30.08.2023: Additional 6,000 surveys have just been approved, developing a programme for Acwico	Open
A14	Asset Management	Decent Homes Standards	Compliance Board		On track	31/10/2023	Develop an overarching 30 year investment plan with a specific focus on Decent Homes Standards	Gwen Haq	Guy Chaundy/Wayne Davies	30.08.2023: Draft business plan to go through approvals process and consultation across the next 4 weeks before formal sign off in October 2023	Open
A15	Asset Management	Decent Homes Standards	Compliance Board		On track	31/10/2023	Develop an asset management strategy setting out our commitment to providing Decent Homes for our tenants	Gwen Haq	Guy Chaundy/Wayne Davies	30.08.2023: As above, AM5 strategy will go through approvals process with the draft business plan	Open
A16	Asset Management	Decent Homes Standards	Compliance Board		Not on track	30/06/2024	Accelerate actual stock condition surveys with the view to achieve 20% a year over the next 5 years	Adele Livesy	Wayne Davies	30.08.2023: Understating procurement activity as part of the business planning work to further accelerate actual stock condition surveys with a view to complete 20% per year over the next 5 years	Open
A17	Asset Management	Decent Homes Standards	Compliance Board		Complete	01/04/2023	Agree £40m additional investment for 2023/2024 capital programme	Asha X Patel	Wayne Davies	04.07.2023: programme agreed and now being implemented for the 2023/2024 period	Closed
A18	Asset Management	Decent Homes Standards	Compliance Board		Not on track	30/06/2024	Recruit to full complement of internal stock condition surveys for resilience in the future	Sayed Kadir	Wayne Davies	30.08.2023: rounds of recruitment have been unsuccessful thus far because of difficulties in the market. Continuation through HR etc. looking to recruit using broader advertising	Open
A19	Asset Management	Repairs	Compliance Board		On track	01/04/2024	Develop assurance process, around contractor activity ensuring quality of service	Gwen Haq	Wayne Davies	30.08.2023: Assurance process has been developed as part of the Housing Deliverables Para 49 recommendations, this will be rolled out across October-November 2023	Open
A20	Asset Management	Repairs	Cabinet		Not on track	01/04/2024	Recommissioning of the R&M contract to reflect aspects of customer satisfaction	Asha X Patel	Wayne Davies	30.08.2023: Contract re-procurement has been re-assessed, an extension is being agreed to cover a year period to re-start the procurement process	Open
A22	Asset Management	Contract Management	Compliance Board		On track	Ongoing	Ensure there are regular contract management meetings undertaken across the 'big 6' areas and these are formally recorded	Sayed Kadir	Wayne Davies	30.08.2023 meetings have now been set up across each of the contract areas to ensure acceleration.	Open
A24	Asset Management	Contract Management	Compliance Board		Not on track	30/06/2024	Develop mechanisms to review under performing contracts to accelerate delivery with contractors etc.	Sayed Kadir	Wayne Davies	30.08.2023: Savills findings will support this review, developing new SCRs to robustly manage external contractors	Open
A25											