RSH STANDARD	OUTCOME REQUIRED	ACTION	Priority	Target Date
Safety & Quality (S&Q)	Health & Safety Compliance	Review of the governance and associated structure aligned to compliance	HIGH	August
S&Q	Health & Safety Compliance	Development and implementation of a written and clear interim action plan to resolve the issues aligned areas not yet achieving full compliance (e.g. FRA and Asbestos).	HIGH	August
ALL	Accurate record-keeping / Knowledge and Information Management (KIM)	Review of the governance, structure and procedures aligned to record-keeping / KIM	HIGH	December
ALL	Accurate record-keeping (KIM)	Development and implementation of a written and clear action plan to resolve the issues aligned to KIM	HIGH	December
S&Q	Governance & Accountability	Strengthen the scrutiny of Housing, Repairs and Asset Management performance.	HIGH	December
S&Q	Repairs and Maintenance	Ensure the (currently draft) Damp and Mould policy is fully resourced to enable all desired action aligned to Awaab's Law.	HIGH	October
ALL	Documentation	Utilising the Housing Quality Network document list, compile matrix of key service documents, and ensure all are up-to-date, regularly reviewed and easy to identify when required.	HIGH	October

S&Q	Stock Quality	Development and implementation of a written and clear interim action plan to resolve the issues aligned to Stock Condition Surveys.	HIGH	December
ALL	Governance & Accountability	Implementation of Total Mobile	HIGH	March
S&Q	Governance & Accountability	Offer Cabinet members training on Regulator and Health & Safety responsibilities	MEDIUM	December
S&Q	Stock Quality	Continue with the development of the 2025-2030 asset management strategy. Developed from and aligned to the stock condition survey and the future investment program.	MEDIUM	September
S&Q	Stock Quality	Clearly demonstrate that the current indicative future investment program and the more accurate program developed from the full stock condition survey is deliverable within the financial constraints of the HRA.	MEDIUM	September
S&Q	Stock Quality	Develop a clear and evidenced plan and program to achieve EPC band C by 2030, ensuring that this can be fully funded under the HRA business plan	MEDIUM	December
S&Q	Repairs and Maintenance	Re-draft of the Repairs Policy, ensuring consistency in delivery (from the customer's perspective). Policy to ensure; · Repair standards are communicated and complied with (inc time taken to respond, messaging to confirm appointments, reminders, etc). · both the Repairs policy and relevant processes within Asset Management align, support and compliment (one part of a cohesive service)	MEDIUM	December (on-going)

S&Q	Housing Adaptations Service	Review– agree clear service measures with tenants, implement and monitor service delivery	MEDIUM	March
ALL	Clear Strategic Direction	Ensure the housing strategy is fully adopted, inc. actions for meeting standards in Council Homes and Allocations / Lettings Identify any other strategies required and develop plan to create	MEDIUM	March
ALL	Effective Staff	Development and implementation of a strategy and action plan to improve staff engagement and behaviour.	MEDIUM	December
Transparency, Influence and Accountability (TIA)	Complaints	Utilising the new Complaints Officer, improve performance in responding to complaints on time. Consider; · introducing a triage process so that the really urgent / pressing complaints are managed first · increasing accountability for staff involved · use of phone calls at start of complaint journey to help speed up resolution · shorter, more personal responses taking accountability	MEDIUM	December
TIA	Complaints	Implement a system to identify and record learning from complaints.	MEDIUM	December
TIA	Household Data	Develop a clear plan for collection and use of tenant data and ensure there is a tested process so that any changes required to Capita are easily implemented	MEDIUM	March
Neighbourhoods & Community (N&C)	Neighbourhoods	Implement estate walkabouts – ensuring there is; · a regular schedule in place · monitoring of attendance and issues identified/ follow up actions delivered · a clear and tested process so that any changes required to Capita are easily updated · good publicity captured and shared	MEDIUM	March
Tenancy	Service Standards	Develop a clear lettable property standard, publish for tenants	MEDIUM	March

ALL	Policies	Create a definitive list of policies that either need updating or creating and… · Rank the list in order of risk · create an action plan to deliver · (Ensure signed off up-to-date policies are in place for all key service areas including: H&S compliance, repairs, lettings, etc).	low	December
ALL	Policies	Ensure the policy review process is implemented so that policies are reviewed every 3 years and updated/ readopted/ replaced as required. Process to include tenant engagement on changes	low	December
ALL	Procedures	Create a definitive list of procedures that either need updating or creating. · Rank the list in order of risk · create an action plan to deliver · (ensure signed off up-to-date procedures are in place for all key service areas including H&S compliance, repairs, lettings, etc).	low	December
Tenancy	Service Delivery	Improve management of void properties – to support providing homes to more people (considering the recommendations from Tenant Influence Panel review)	low	March
Tenancy	Tenancy Support	For learning purposes, consider introducing an annual report on tenancy outcomes (sustainability), identifying; · number of evictions / not evicted but bailiff stage · number tenancies that are failing · Introductory tenancies that are subsequently abandoned	low	March
Tenancy	Right-sizing	Consider reporting on numbers of tenants who are overcrowded or under-occupying (by more than one room) to support work in right-sizing and meeting tenants' needs	low	March
TIA	Tenant Engagement	Agree a schedule of priority areas for involved tenants to review	low	October (ongoing)
N&C	Neighbourhoods	Work with Housing Influence Panel to continue to develop / review service standards e.g for lettings, neighbourhoods	Low	March