

Action No.	Applicable regulatory standard	Delivery output	Action owner	Operational lead	Key dependencies	Outcomes for tenants	Strategic / organisational outcomes	Start date	End date	Key milestones	Status	Progress tracking	Summary headline of progress - October 2024	Summary headline of progress - November 2024	Summary headline of progress - December 2024	Summary headline of progress - January 2025
1	Transparency, Influence and Accountability Standard	Develop a more reciprocal approach to tenant engagement, so as to 'turn up the volume' on tenant voice	Assistant Director for Housing Quality, Development and Landlord Services	Tenant Engagement and Regulatory Compliance Lead (TERCL)	TPAS	Tenants' voices will be heard, they will be given an enhanced opportunity to engage on service improvement and scrutinise services.	To ensure that policies, decisions, changes and service delivery arrangements are influenced by tenants. To ensure that tenants have access to the right information at the right time and have opportunities to scrutinise our performance and service delivery. Increased percentage of tenants who feel that we listen to their views and act upon them.	Jan-24		1. December 24 - Submit SMART review (COMPLETE) 2. 31st March 25 - TPAS to send report and recommendations. 3. Future dates to be decided once TPAS report reviewed.	In progress	On track	Initial desktop study completed by TPAS in Jan 24. Project on hold whilst recruiting TERCL. TERCL started in post 19th August 24. TERCL has engaged TPAS on the next stage (SMART review), timescales to be provided).	SMART review now complete and due to be signed off internally. Will be sent to TPAS by 29th November. TERCL will provide a project end date once TPAS have provided the action plan. Other work is underway to improve our approach to tenant engagement: - Tenants recruited to the Landlord Assurance Board and first meeting held with tenants in attendance. - Your Choice meeting Terms of Reference being updated following an engagement meeting with a tenant task and finish group. The intention is to re-launch the meeting after the December meeting. - TERCL is creating an engagement plan for the next twelve months, including roadshows, patch walks and an update tenant social event.	SMART review submitted in December 2024. - Initial meeting held with TPAS on 17th Jan 2025. - TPAS will review the paperwork that we have provided by the end of February 2025. - They will then issue a report with their recommendations by the end of March 2025. Other work underway to improve our approach to tenant engagement: - Revised terms of reference discussed and finalised with tenants at the December 'Your Choice' meeting. Re-launch planned for 11th February, including new name and logo chosen by tenants. - Twelve month engagement plan now developed and in place. - Task and finish group planned with tenants for 11th February to co-design and code of conduct for staff and contractors to follow. This is an idea that tenant members of the LAB proposed.	SMART review submitted in December 2024. -Awaiting report and recommendations from TPAS. Other work underway to improve our approach to tenant engagement: - Relaunch of Your Choice delayed until March to allow more time for tenants to be notified. - Task and finish group held on 11th February to co-design and code of conduct for staff and contractors to follow. This is an idea that tenant members of the LAB proposed. Kerry now compiling a draft code of conduct for further consultation.
2	Transparency, Influence and Accountability Standard	Improve the collection, quality, and use of tenant information to strengthen the Council's ability to proactively tailor services to tenants' needs and to more clearly demonstrate outcomes for tenants	Assistant Director for Housing Quality, Development and Landlord Services	Tenant Engagement and Regulatory Compliance Lead	Customer Journey Project Tenant profile project Reported to Helping People Board	Services will be designed to suit our tenants own unique, diverse needs. Communication with tenants will be meaningful, effective and relevant to tenants' contact preferences. Specifically: 1. Our services will be shaped based on our tenant profiling, meaning tenants will see a service that is more specific to their collective needs. 2. Our correspondence and promotional material will be shared in line with their preferred methods. 3. Our liaison with tenants over service delivery, such as repairs, will be more efficient.	To ensure that policies, decisions, changes and service delivery arrangements are shaped by our tenant demographic. To strengthen our assessment of equality and diversity impacts based on a deeper understanding of our tenants needs and protected characteristics. To ensure we have confidence that communication is reaching tenants more effectively. To see a positive improvement in tenant satisfaction around communication with us as a landlord (keeping them informed).	Apr-24	Jan-26	1. Stage one - Design phase commences 27.01.25 and will take 4-6 weeks to complete 2. Stage two, realisation phase will commence Mar 25, target for completion June 25. 3. Stage three, Go Live Preparation, commences July 25. 4. Stage 4, Official Go Live will commence August 25. 5. Stage 5 - Project closure Dec 25	In progress	On track	Tenant profile data project. Initial project brief developed by previous Reg Compliance Lead in April 24. Project set up on the Helping People Board for monitoring purposes. Project on hold whilst recruiting TERCL. TERCL started in post 19th August 24. Project brief developed and scheduled for consideration at Senior Leadership Team meeting 12th November 24.	Project brief considered by the Senior Leadership team on 12th November and approved. This will form the basis of project update reports to the Helping People Board. Project Team now assembled and project team meetings are scheduled in. A meeting is being arranged with HACT to consider data collection options. A full review of data matrix is underway which will then be used to update the IT team.	Data matrix review is complete to allow software provider to support with the configuration stage. Official project launch meeting planned for 27th Jan 25, followed by initial blueprint design meeting which will map our business processes for keeping data up to date. System configuration work planned to start in Feb 25.	System configuration work is now underway, which will ensure that the system is configured correctly and we can use the data to profile / contact tenants. Existing and proposed process mapping is underway, which will help us to establish methods of keeping data up to date in the system once new data is collected.
3	Transparency, Influence and Accountability Standard	Increase the visibility of performance information for tenants (focused on complaints and landlord health and safety)	Assistant Director for Housing Quality, Development and Landlord Services	Tenant Engagement and Regulatory Compliance Lead	Corporate performance team	Tenants will have access to clear and understandable information at the right time to know how we are performing and to be able to hold us to account. Tenants will have clear and easy ways to ask questions about how we are performing or raise concerns.	To ensure that tenants understand how we are performing. To improve tenant satisfaction of the safety of their homes and the quality of services we provide.	Jan-24	Apr-25		In progress	On track	Directly linked to the tenant profile data project as preferred methods of contacted are to be collected as part of the project. TERCL has started to review the format for our annual report and tenant newsletters, including how this information is sent out to tenants.	An updated version of the annual report is being finalized to send out in December. Tenant LAB members will be consulted on the draft prior to finalizing. Quarter 2 performance information will be added to the website once signed off. TERCL reviewing the format of performance information and will engage with tenant groups.	REVISED DEADLINE APRIL 25 (previously April 26) Annual Report is complete and will be sent to tenants with their annual rent statements. Tenant LAB members will be provided with a copy prior to sending to all tenants and asked for their feedback. Quarter 2 performance and Landlord Health and Safety Audit results have been published on the tenant webpage. TERCL reviewing the format of performance information and will engage with tenant groups. See update in action 4 relating to performance information.	Annual report has been published and has been sent out to tenants with rent statements. LAB members asked for their feedback. Compliance report has been updated to provide greater clarity on CO / Smoke detection figures and asbestos information, giving improved transparency. Complaints reporting has been improved with the intention of providing an improved complaints report in April.
4	Transparency, Influence and Accountability Standard	Strengthen IT systems to support complaints reporting and monitoring	Assistant Director for Organizational Development	Senior Corporate Policy Officer	Corporate complaints handling system and policy	See above	See above	Apr-24	Apr-25		In progress	On track	Business case for new IT system for complaints handling and reporting is development for approval by the Great Council Board in December 2024. Aiming to procure and implement a new system by April 2025 however it has now been flagged that these timescales are tight. Once timescales are confirmed an assessment of the benefit of any short term measures will be made. A meeting has been scheduled for 28th November to improve the way that complaints are logged so that actions are logged and tracked to completion. The complaint log and documents will be moved over to SharePoint to make information more accessible.	Work to introduce new IT system for complaint handling is still underway however anticipated go live date is now September 2025. Following the meeting in November we have evolved our complaint logging so that more information is captured to allow more detailed reporting to happen relating to complaints. This means we have the ability to see and track trends, and TERCL will work with the individual teams to develop action plans. This is now in place and will result in enhanced performance data which will be shared with tenants quarterly. Team leaders have been trained to ensure that the information is inputted on the tracker.	New complaint logging process in place and more data is being collected ready for reporting in April. Still aiming for September for new complaint handling system to be in place.	
5	Transparency, Influence and Accountability Standard	Improve the case management systems used to monitor and report on ASB trends and outcomes for tenants	Assistant Director for Housing Quality, Development and Landlord Services	Tenancy Services Manager	NEC, Corporate Project Officer and Housing Systems Officer	Tenants will have a clear and consistently applied ASB policy and case management arrangements. Tenants will have a clear understanding of how to report ASB and how their cases will be managed, including taking an incremental approach. Tenants will have ways to feedback on their satisfaction with the way their case was managed and resolved. Tenants will have access to clear and understandable information at the right time to know how we are performing and to be able to hold us to account.	Ensure that we have confidence that our policy is being consistently applied to all ASB cases. Ensure that we have the ability to review performance around ASB, including satisfaction, to help shape future improvements and service delivery. Improved tenant satisfaction with our handling of their cases. Coherent and robust partnership approach to case management across Housing, Safer Communities teams and partners (inc. police).	Apr-23	Mar-25	1. 27th February 25 - Staff training on policy and process. 2. 31st March 25 - Module fully developed, training complete and reporting live.	In progress	On track	The ASB module in NEC Housing has been developed to allow cases to be logged and monitored. The development work is in the final stages, with letters to be completed. Processes are being developed for the Tenancy Services and Community Safety Team to follow. A programme of training is being arranged for the operational team.	Progress on the project is being reported to the Helping People Board meeting. Reporting dashboard has been developed and signed off by lead officer. ASB heat maps are working Various letters in test system to be tested	A review of the options for ASB systems has been undertaken. The corporate ASB team are moving to a county wide system that will allow more efficient sharing of information, which will also apply to housing. Work to implement the ASB module and train staff is still on track for March 25. Training scheduled for 27th February 25. An ASB case closure survey has been developed, which will allow reporting on satisfaction of case handling and outcomes to be reported to tenants.	Staff training package now developed. Training moved to 13th March due to staff availability, to ensure all relevant team members receive training.
6	Transparency, Influence and Accountability Standard	Resolve issue with clarity on online and paper rent statements	Assistant Director for Housing Quality, Development and Landlord Services	Tenancy Services Manager	Customer Services Team	Improved clarity on rent statements to make them easier to understand		Nov-24	Apr-25		In progress	On track	Issue with clarity on rent statement (online and paper) identified following contact from tenants and formal complaint. The issue was a formatting issue and did not impact on the account balance being shown. Issue flagged to RSH team.	Revised paper statement produced and with Tenancy Services Manager for checking prior to sending to tenants. Explanatory note to be provided to tenants that explains the issue and what we have done to solve it. Further work is required to improve the online statements. Work is underway with the team that manages this.	New paper statements have been checked and posted out to tenants. Previous errors now fixed to provide tenants with greater clarity on their statements. Explanatory note included with rent statement, explaining the situation and offering to send paper copies of older statements if required.	