

Housing Compliance Action Plan

(Completion of all actions will take us to a BAU state)

Ref	Action Source	Code	Action	Lead	Due Date
CAP1	Risk - Asbestos	C1	Ensure the full surveying programme is in place as per the asbestos regulations	Gary Mitchell	Oct 2020
			<i>Comments</i>		
			Program complete and Keystone fully updated		
			<i>Milestones</i>		<i>Progress</i>
			Communal programme completion	Ranie Goolcharan	Oct 2020
			Garage Programme completion	Ranie Goolcharan	Aug 2020
CAP2	Risk - Asbestos	C1	Policies to be written and go through governance	Garry Knights	Oct 2020
			<i>Comments</i>		
			Provide clear policies which can be published to all stakeholders		
			<i>Milestones</i>		<i>Progress</i>
			Take to SMT	Garry Knights	August 2020
			Take to SLT	Garry Knights	Sep 2020
			Take to Themedboard	Garry Knights	Sep 2020
			Publish policies (see below)	Garry Knights	Sep 2021
			Develop an overall comms strategy to include publishing of policies, FRAs, compliance information and guidance	Garry Knights	Jan 2021
			Deliver comms approach as approved by Compliance board – note this is now forming part of the website review process	Garry Knights	Feb 2022
CAP3	Risk - Asbestos	C1	Asbestos register to be fully populated and maintained in Keystone	Gary Mitchell	Dec 2020
			<i>Comments</i>		
			Database fully updated		
			<i>Milestones</i>		<i>Progress</i>
			All communal surveys on asbestos register	David Moosapoor	Dec 2020

			Garage surveys on asbestos register	David Moosapoor	Oct 2020
CAP4	Risk - IT	C2	CADI project implementing keystone modules fully operational	Gary Mitchell	Mar 2021
			<i>Comments</i>		
			Successfully move from the current use of individual spreadsheets to a fully integrated system		
			Delays to project (Data matching, Procurement and IT processes)		
			<i>Milestones</i>		<i>Progress</i>
			Full keystone system review undertaken	John Mitchell	Sep 2020
			To-be processed mapped and ready	John Sanders	Oct 2020
			System design work and data update	John Mitchell	Sept 2021
			Go live	John Mitchell	Dec 2021
CAP5	Risk - IT	C2	Relevant staff being trained on keystone	Gary Mitchell	Mar 2021
			<i>Comments</i>		
			Delays in training due to delays in finalising the work flows		
			Training programme delivered to all new starters		
			<i>Milestones</i>		<i>Progress</i>
			All officer suitably trained for go live	John Mitchell	Nov 2021
CAP6	Risk - IT	C2	Swordfish to be fully populated with compliance data	Gary Mitchell	Mar 2021
			<i>Comments</i>		
			Swordfish is currently being used as primary storage repository for new certificates and significant older data populated into the system		
			<i>Milestones</i>		<i>Progress</i>
			All historic documents on swordfish	Ranie Goolcharan	Mar 2021
			Swordfish process for all new documents to be stored	Ranie Goolcharan	Sep 2020
CAP7	Risk – Staff/team	C3	Review JDs ahead of all permanent recruitment to ensure relevance and market salary	Gary Mitchell	Dec 2020
			<i>Comments</i>		
			JDs submitted for evaluation. Now to become part of a larger reorganisation within Property Services		
			<i>Milestones</i>		<i>Progress</i>
			New JDs to be completed for all Property Services	Gary Mitchell	Mar 2021

CAP8	Risk – Staff/team	C3	Training programme to be developed for growing our own compliance officers	Garry Knights	Mar 2021
			<i>Comments</i>		
			Training identified in policies and will work with Occupational Development and apprenticeship team		
			<i>Milestones</i>		<i>Progress</i>
			All staff trained following reorganisation		Mar 2022
CAP9	Risk – Staff/team	C3	Develop additional team capacity, take through relevant governance and recruit	Gary Mitchell	May 2021
			<i>Comments</i>		
			Will begin recruitment in October.		
			<i>Milestones</i>		<i>Progress</i>
			New reorganisation underway to include all of Property Services	Gary Mitchell	Nov 2021
			Permanent recruitment to be completed	Gary Mitchell	Feb 2022
CAP10	Risk – Fire Safety	C5	Deliver Type 4 FRA programme for high, medium and low risk buildings	Gary Mitchell	Oct 2021
			<i>Comments</i>		
			This is an ongoing programme of FRAs and reassessments, this action reflects the completion of the first type 4 for each property		
			<i>Milestones</i>		<i>Progress</i>
			Completion of full programme in high risk buildings	Ranie Goolcharan	Jan 2020
			Completion of full programme in medium and low risk buildings	Ranie Goolcharan	Oct 2021
CAP11	Risk – Fire Safety	C5	Develop asset sustainability model	Garry Knights	Dec 2020
			<i>Comments</i>		
			Saville's working with Housing asset management team to deliver a model		
			<i>Milestones</i>		<i>Progress</i>
			Completion and application of model		Nov 2020
CAP12	Risk – Fire Safety	C5	Long terms works programmes to deliver FRA works to be developed and procured	Gary Mitchell	Nov 2021
	Risk – Compliance Management	C6	<i>Comments</i>		
			14 individual packages identified		

			Delays to procurement due to the removal of consultant. New consultant being sought via Bloom Looking to extend contracts for a further year		
			<i>Milestones</i>		<i>Progress</i>
			Appoint consultant to support	Gary Mitchell	Aug 2020
			Scope and strategy to be agreed	Gary Mitchell	Nov 2020
			All packages procured, all contracts to be in place to replace existing arrangement mobilised by April 2022	Gary Mitchell	April 2023
CAP13	Risk- Compliance Management	C6	Stock data to be validated to create single point of truth in the compliance system	Garry Knights	Dec 2020
			<i>Comments</i>		
			working with land registry to match land titles and identify core property list to reconcile to systems		
			<i>Milestones</i>		<i>Progress</i>
			Land registry data matching exercise	Garry Knights	May 2021
			Data matching and error correction to Keystone and Open Housing	Garry Knights	Dec 2021
CAP14	Risk- Compliance Management	C6	KPIS reporting being reviewed by external expert and honed where necessary	Garry Knights	Dec 2020
			<i>Comments</i>		
			KPI reports currently presented to Compliance Board, SLT, and Cabinet		
			<i>Milestones</i>		<i>Progress</i>
			Appoint Savills to undertake as part of their critical friend work	Garry Knights	11 Sep 2020
			Review and implement changes once feedback received	Garry Knights	Dec 2020
CAP15	Risk – Building Safety Bill	C11	Continue to monitor changing legislation and make relevant changes as required	Gary Mitchell	Mar 2022
			<i>Comments</i>		
			Principally review the new Building safety Bill and Fire Reform Orders. Unsure as to exact date these will be enacted		
			<i>Milestones</i>	<i>Date</i>	<i>Progress</i>
			Ongoing		

CAP16	Risk - Governance	C12	Undertake External Audit	Patrick Odling-Smee	May 2021
			<i>Comments</i>		
			This review will now be done by external auditor Mazaars		
			Ongoing. Final draft sent to Mazars 30/9/21		
			<i>Milestones</i>	<i>Date</i>	<i>Progress</i>
			Agree Terms of reference and appoint auditor	Patrick Odling-Smee	Feb 2021
			Complete assessment and provide report	Patrick Odling-Smee	Nov 2021
CAP17	Risk - Governance	C12	Appoint critical friend to cabinet	Garry Knights	Oct 2020
			<i>Comments</i>		
			<i>Milestones</i>		<i>Progress</i>
			Appoint Savills to undertake as part of their critical friend work	Garry Knights	Sep 2020
			Hold initial workshop with Cllr White and Cllr Chapman	Garry Knights	Sep 2020
			Provide all feedback to Cabinet including standard questions	Garry Knights	Dec 2020
CAP18	Risk - Finance	C13	Ensure budgets include all compliance programmes and likely programmes flowing from the BSB	Garry Knights	Nov 2020
			<i>Comments</i>		
			<i>Milestones</i>		<i>Progress</i>
			Budget setting process	Garry Knights	Nov 2020
CAP19	Action Plan	5	Develop and deliver a training plan for staff on compliance	Gary Mitchell	Mar 2021
			<i>Comments</i>		
			<i>Milestones</i>		<i>Progress</i>
			Training plan identified in compliance policies	Gary Mitchell	Sep 2020
			Identify how/who these can be deliver by	Gary Mitchell	Dec 2020
			Work with HR and H&S as how best to deliver and record	Gary Mitchell	Mar 2021

CAP20	Action Plan	11	Develop a communication strategy for publishing compliance information	Gary Mitchell	Mar 2021
			<i>Comments</i>		
			<i>Milestones</i>		<i>Progress</i>
			Basic compliance information shown on website	Ranie Goolcharan	Dec 2020
			Information included in tenancy handbooks	Ranie Goolcharan	Jan 2021
			Communication strategy to be developed for compliance board to approve	Ranie Goolcharan	Mar 2021
CAP21	Action Plan	12	Ensure internal audit is arranged to review progress	Garry Knights	Mar 2021
			<i>Comments</i>		
			<i>Milestones</i>		<i>Progress</i>
			Provisional date of Q4 2020/21 agreed	Garry Knights	Sept 2020
			Complete audit	Internal audit team	Mar 2021
			Note – see CAP16 - A full audit will now be undertaken by Mazaars and internal audit will therefore not conduct an additional one at this time. Internal audit will add to forward plan		
CAP22	Action Plan	15	Notice of deficiencies resolved	Ranie Goolcharan	Oct 2020
			<i>Comments</i>		
			All NoDs have been signed off		
			<i>Milestones</i>		<i>Progress</i>
			Formal sign off of NODs	Ranie Goolcharan	July 2020
			Note – all old NODs have been completed and signed off, however the process of ongoing review by the LFB will likely result in new NODs, we have clear processes in place for working with the LFB to minimise where possible and dealing with new NODs as they arise		Jan 2021