

Annex B – Housing Repairs Action Plan Oct 23

Theme	Area	Complete	To complete
Resources	Staffing	<ul style="list-style-type: none"> New Head of Housing in post Appointment of Quantity Surveys x2 New uniforms 	<ul style="list-style-type: none"> Consider steps to ensure the Council can attract and retain talent Consider whether structure is fit for the future in consultation with staff and trade unions. CDP Business Plan and Service Plan showing golden thread Apprentice programme
	Contractor	<ul style="list-style-type: none"> Recontracting key contracts Increased contract management Increased post work inspection 	<ul style="list-style-type: none"> Full suite of contract management approaches Fully compliant contracted services and devised new way of working once backlog complete Appointment of key contractor for catch up work
Repairs Maintenance & System	Internal Process	<ul style="list-style-type: none"> External review of service Review of repairs process stage 1 	<ul style="list-style-type: none"> Continued improved to repairs handling and job allocation
	Data & System	<ul style="list-style-type: none"> Appointment of consultants for full stock condition survey New tablets for operatives Staff training on systems 	<ul style="list-style-type: none"> Analysis to feed into asset management plan work System overhaul and re planning to ensure improved management of repairs process Forward planning of asset work medium term 'live' data system with 'live' feedback from site work
Engagement & Culture	Staff	<ul style="list-style-type: none"> Comprehensive programme of training (commenced) Change programme overall commenced 	<ul style="list-style-type: none"> Comprehensive programme of training (ongoing) and traing matrixes developed
	Tenants	<ul style="list-style-type: none"> Join even with housing ombudsman and EMH Tenant pop up events Tenancy audit commenced Tenancy management refresh Rent accounting checks 	<ul style="list-style-type: none"> Increased programme of tenant engagement focusing on in particular hard to reach groups Continued fall in complaints
Strategy & Policy	Asset Mtg & Bus Plan	<ul style="list-style-type: none"> Appointment of consultants First member engagement event booked 	<ul style="list-style-type: none"> Complete refresh of asset management plan and business plan by Q1 2024

Annex B – Housing Repairs Action Plan Oct 23

	Policy refresh	<ul style="list-style-type: none">• Void and repairs standard under way	<ul style="list-style-type: none">• Compensation policy review
--	----------------	---	--