

## Agenda item 4b

### Regulator of Social Housing and Tenant Satisfaction Action Plan, updated February 2025

Ref	Action	Sub-tasks		Target	Progress	Owner	Status
<b>1. Safety and Quality Standard</b>							
1.1	<b>Appoint new customer care officer in repairs service to keep people informed when they make a complaint and repairs timescale queries</b>	Identify short term support	√	Jan 25	Customer service officer in place in HPS	Service Director – Housing	In progress
		Review permanent role requirements as part of HPS reshape		Apr 25	Consultation on the HPS management and office reshape has commenced	Responsive Repairs Manager	
1.2	<b>Implement a new IT system to improve repairs efficiency and performance</b>	Complete procurement exercise	√	Nov 24	Procurement exercise completed and entered into contract	Service Director – Housing	In progress
		Commence implementation	√	Jan 25	Project work has commenced	ICT Project Manager	
		Implement new system		Aug 25			
1.3	<b>Implement training for trades staff so more jobs can be completed in one visit</b>	Develop training programme		Apr 25	Learning and development requirements are currently being scoped out	Service Director – Housing	In progress
		Implementation of training programme		From Summer 25		Human Resources	

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1.4	Review the structure and staffing levels for repairs	Consultation on structure to commence in Jan 25	√	Jan 25	Consultation on the HPS management and office reshape has commenced	Service Director - Housing	In progress
		Implementation		Apr 25	It is likely this will be late spring / early summer		
1.5	Make it easier for tenants to find out when improvements will be carried out in their home or block	Confirm new 5 year capital programme	√	Jan 25	Programme prepared	Head of Housing Assets	In progress
		Cabinet approval	√	Feb 25	Complete		
		Upload information on website		Summer 25			
		Signpost tenants to where they can find information about upcoming programmes		Summer 25			
1.6	Relaunch the repairs handbook to make it clearer for tenants what repairs we will do as a landlord and what repairs are the tenant's responsibility	Share final draft with tenant communication and accessibility group	√	Oct 24	Complete	Responsive Repairs Manager	In progress
		Launch repair handbook online	√	Jan 25	Complete		
		Publicise and include reminder in rent letters to all tenants; make paper copies available to tenants on request	√	Feb 25	Complete		
1.7	Provide better quality and more regular information for tenants on safety checks so	Upload safety performance data on housing webpage on a quarterly basis	√	Oct 24	This commenced in Oct 24 and all performance information will be published following Housing Advisory Board meetings	Service Director - Housing	In progress

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	they know how well we are performing	Include information in Your Chesterfield	√	Nov 24	Complete	Head of Housing Assets	
		Send fire safety information out to all tenants in blocks	√	Jan 25	Letter was issued at the end of February		
1.8	Complete the migration of stock data from the current Keystone system to the NEC Asset Management module	Procurement of NEC asset management module	√	2023	Complete	Head of Housing Assets	In progress
		Establish project team resources	√	Mar 25	Project progressing well with existing staff resource, currently considering whether additional resource needed to complete the project		
		Complete migration of data		Dec 25	Data cleansing and preparation for migration is well underway by existing staff		
1.9	Reaffirm our strategic approach to fire safety in the five-storey blocks at Flamsteed Crescent	Implement recommendations following Fire Service audit	√	Nov 25	Complete	Head of Housing Assets	In progress
		Carry out fire awareness and clear up event	√	Nov 25	Complete		
		Send information out to all residents regarding fire safety	√	Jan 25	Letter was issued at the end of February	Service Director - Housing	
		Reaffirm strategic approach and timeline for the four, five-storey blocks		June 25			
1.10	Continue to deal with the backlog of void properties	Establishment of voids project group and weekly performance monitoring	√	July 24	Complete	Housing Assets Service	In progress

Ref	Action	Sub-tasks		Target	Progress	Owner	Status
		Procure external contractor to complete up to 200 void properties	√	Oct 24	Complete and good progress made within first month	Housing Property Services	
		Improve overall performance by removing the backlog and ensuring Housing Property Service have sufficient resources and processes to maintain normal 'churn' of void properties		Mar 26		Service Director - Housing	
<b>2. Neighbourhoods and Communities Standard</b>							
2.1	<b>Provide better feedback to tenants so they understand what action is being taken to tackle anti-social and criminal behaviour</b>	Add our new 'ASB and the housing service' video to the website	√	Oct 24	Complete	Housing managers	In progress
		Press release issued on action taken on ASB throughout the year	√	Oct 24	Complete		
		Ensure staff continue to keep tenants updated on actions specific to reported cases, in line with GDPR requirements		Ongoing			

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2.2	Review all anti-social behaviour letters to make sure they reflect the level of seriousness and make information about anti-social behaviour more accessible	Workshops with staff to review letters	√	Sep 24 Oct 24	Complete	Housing managers	Complete
		Meeting with tenant communication and accessibility group to approve letters	√	Nov 24	Complete		
2.3	Improve communications with tenants living in block accommodation, for example via noticeboards and meetings	Install new noticeboards in all blocks	√	Dec 25	New noticeboards have been installed in all blocks	Housing Managers  Head of Housing Assets	Complete
2.4	Identify any communal lighting issues and address this through the housing capital programme	Finalise new 5-year capital programme to be submitted to Cabinet for approval in Feb 25 – communal lighting to be addressed through block refurbishment programme	√	Jan 25	Complete and approved by Cabinet and Full Council in February	Head of Housing Assets	In progress
2.5	Review the progress of changes to communal cleaning specification with tenants, leaseholders and private tenants	Consultation and review to take place between Oct and Jan 25	√	Jan 25	Complete	Housing Managers	In progress
		Findings to be discussed and next steps agreed		March 25	Setting up focus groups, invites sent out to tenants who expressed an interest, recruitment of community surveyors will follow. Satisfaction levels have improved and a report will be presented to the next HAB meeting.	Housing Strategy and Engagement Team  Environmental Services	

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<b>3. Tenancy Standard</b>							
3.1	<b>Provide more support for new tenants, particularly those with complex needs or who may have been previously homeless</b>	Improve communication between homelessness, allocations and housing management teams on sensitive lets and support requirements	√	Sep 24	Complete	Housing Managers  Head of Statutory Housing Solutions	In progress
		Introduce home visits and the development of personal housing plans (PHP) to identify support needs earlier	√		Complete		
		Increase the number of tenancy support officers from under 5, to 10 (full time equivalent)	√		Complete		
		Review monitoring arrangements for commissioned services (Action, Framework, P3, Housing First, Step-Up etc)		June 25			

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		Identify funding opportunities to develop new support services		Jul 25	Confirmation of Homelessness Prevention Grant received in Jan 2025.  Review underway of existing projects/services to ensure fit for purpose and value for money.		
3.2	Carry out additional analysis of the equalities and diversity data for new tenants, and regularly review the equalities impact assessment	Analyse and report on existing data		May 25	To commence in early 2025	Housing Managers	In progress
		Review the allocations equalities impact assessment and establish regular updates		May 25	To commence in early 2025	Housing Strategy and Engagement Team	
3.3	Improve the way we measure and report on outcomes from our tenancy support service	Review the new tenancy and home tenancy visits criteria and reporting processes		Mar 25	This review is currently underway	Housing Managers	In progress
		Implement outcome capture / monitoring process		Apr 25			
<b>4. Transparency, Influence and Accountability Standard</b>							
4.1	Develop a tenant communications plan to keep tenants better informed	Wrote to all tenants with important information about disrepair, damp and	√	Sep 24	Complete	All senior housing managers and	In progress

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	on progress and improvements with a focus on 'you said, we did'	mould, universal credit and tenant engagement in Sep 24				Corporate Communications Team	
		Housing update feature in Your Chesterfield – Nov 24	√	Nov 24	Complete		
		Launch new repairs handbook – by Jan 25	√	Jan 25	Complete		
		Promote quarterly performance information on website from Oct 24 and in Your Chesterfield Nov 24	√	Oct 24	Complete		
		Develop new tenant communications strategy		Mar 25			
		Send further info to all tenants as part of Feb 25 rent letters	√	Feb 25	Complete		
4.2	Ensure new tenants are made aware of tenant engagement opportunities	Tenant engagement leaflets to be provided and discussed at all new tenancy and home tenancy visits	√	Jan 25	Complete	Housing managers	Complete
4.3	Promote tenant engagement when we send out annual rent letters	Include tenant engagement information in Feb 25 rent letters	√	Feb 25	Complete	Service Director – Housing	In progress
4.4	Consider how we can make tenant engagement opportunities more inclusive	Continue to learn from best practice elsewhere to expand our tenant engagement offer.		Ongoing	Communication and accessibility group in place. Meetings offered at different times, in person and online. 1:1 engagement where appropriate	Housing Strategy and Engagement Team	In progress



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4.5	Train staff on complaints handling and customer care and focus on learning from complaints	Develop training programme	√	Feb 25	Training programme being developed and ICT changes now capture learning from complaints	Corporate Customer Services	In progress
		Learning from complaints summaries to be presented to future Housing Advisory Board meetings	√	Feb 25 and ongoing	A new Housing Complaints Officer has been appointed, to start during Feb 25 and work is underway to agree the format for learning from complaints reports.	Service Director – Housing	
		Carry out equalities analysis of complainants to ensure no barriers / inequalities in the way we deliver services and deal with complaints		Mar 25	An initial exercise has been carried out but limited data to allow accurate comparisons. Further work will be undertaken by the new Housing Complaints Officer to encourage complainants to complete the equalities section.	Housing Strategy and Engagement Team	
4.6	Implement a new Housing Advisory Board		√	Oct 24	Board established, initial informal meeting took place on 1st Oct and first formal meeting on 8th Oct 24		Complete
4.7	Undertake an IT transformation programme to ensure systems are integrated and all services have a clear view of tenants' individual needs	Develop IT proposal and present to Digital Development Board		Mar 25		Service Director – Housing	In progress
		Develop targets for improving the coverage and accuracy of data on tenants' protected characteristics		May 25			
4.8	Strengthen our approach to revisiting all equalities impact	Develop programme of reviews		Mar 25	Work has commenced	Service Director – Housing	In progress

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	assessments and keeping them up to date	Review all previous equalities impact assessments	June 25	Work has commenced	Housing Strategy and Engagement Team	
		Establish review schedule and report to the Strategic Housing Board	June 25	Work has commenced		