

## Consumer Standards Project Group Action Plan

Following the independent review of the Council's housing management functions to evaluate compliance against the Consumer Standards, Savills concluded that:

*“For most areas CWC/WH has an adequate policy framework in place to ensure compliance against the RSH Consumer Standards, however, there are discrete areas that require material improvement primarily Repairs (part of the Home Standard) and Tenant Involvement and empowerment”*

Following the results of the review by Savills, Wolverhampton Homes, in partnership with CWC Landlord Services have formed a project group to identify the areas where there are opportunities for improvements and the actions required to address these. A summary of this action plan is provided below:

### 1. Home Standard – Keep homes safe, decent and in a good state of repair

- Provide evidence and assurance of current stock condition
- Non-functionality issues with asset database to be addressed
- Accurate stock investment scenarios and options appraisals for an investment plan will need to be provided
- Need to accurately report on decent homes figures and projections for those falling out of decency
- Review capacity of stock condition team and stock condition survey data
- Review new asset module system to ensure that it is fit for purpose
- Consult with Tenants and Leaseholders on the repairs and maintenance policy
- Improve the number of repairs completed “Right First Time”
- Demonstrate value for money, cost, quality, productivity and efficiency
- Improve KPI suite and benchmark against top performing organisations
- Produce a comprehensive portfolio of policies in relation to “Big 6” Health and Safety areas for compliance
- Introduce secondary checks and sampling of KPI data
- Provide an automated system to provide linkage/interface between existing systems for monitoring housing stock condition
- Ensure that all big 6 compliance activities can demonstrate that we are able to demonstrate status of follow-up remedial works

### 2. Tenancy Standard – Let homes and manage tenancies in a fair, transparent and efficient way

- Promote availability of support to tenants who do not have access to the internet and who wish to undertake a mutual exchange
- Explore the benefits of having a formal eviction policy in accordance with the consumer standards

### 3. Neighbourhood and Community Standard – Keep the wider area clean and safe, help to tackle anti-social behaviour and promote community well-being

- All neighbourhood management procedure documents to be reviewed and updated on an annual basis

- A procedural note for high rise flatted inspections to be created
  - Produce a policy that sets out the overall framework for maintaining and improving the neighbourhoods associated with their homes. To be developed in consultation with tenants
  - A statement of policy and procedures of ASB should be reviewed and updated in line with the publication of the new ASB policy (April 2021)
  - Policy for approach to dealing with domestic abuse to be produced and published
  - ASB policy to be updated to reflect how perpetrators of ASB will be dealt with
  - Management of tenancy breaches procedure to be updated to ensure that it is in line with current requirements
4. **Tenant Involvement and Empowerment Standard – Understand and respond to the diverse needs of tenants, provide choice and opportunities for involvement, resolve complaints fairly and promptly**
- Customer satisfaction survey specific to neighbourhood and communal areas to be conducted
  - Complaints reporting to include, reason for complaint, % upheld, number escalated to stage 2 and the Housing Ombudsman, learning and action taken
  - Demonstrate how and where the learning from complaints shape improvements to services and procedures and how these improvements are reported to Senior Management Team
  - Improvement to the current mechanisms for achieving tenant involvement & empowerment to include evidence of the systematic approach to engagement, customer consultation (every 3 years) and involvement
  - A Customer Experience Strategy to be produced and tenants consulted with

In addition to the improvements identified for compliance against the Social Housing Regulator's Consumer Standards outlined above, further areas of improvement have been identified for the governance mechanisms that exist between CWC and the Housing Managing Agents:

- Develop the range and content of information provided to Cabinet
- Housing Managing Agents to undertake regular self-assessments against the Consumer Standards
- Introduce an annual assessment of compliance to provide wider assurance on the Consumer Standard framework
- Review the range and number of KPI's to be reviewed at the monthly Performance Officers Group and Better Homes Board
- Formalise the reporting of Consumer Standards compliance to Cabinet
- Policy and procedure programme for renewal and approval to be established and reported against annually