KEY	DO IT NOW (ASAP - 3 MONTHS) Plan to complete or start the action ASAP	PARK IT HERE (WITHIN 3 - 6 MONTHS) Set it aside for action at a later date	SHARE THE LOAD (TIMESCALE DEPENDENT ON RESOURCE) Let another part of Council know that the action is required by them i.e. actions where another part of Council has to help us or do something that enables us to do our work better	STORE IT FOR LATER (WITHIN 6 - 12 MONTHS) No immediate requirement or opportunity for action but it is an opportunity to act on it if circumstances change in the future

ACTION What do we need to do?	RESPONSIBILITY Who will do it?	TIMELINE What is the realistic timescale?	TARGET What is our ideal outcome?	STATUS What progress have we made?	MEASURE Which TSM/consumer standard does this meet?	PROGRESS UPDATE What did we last share at HMT?
Repairs Contact - Crib Sheet	Repairs	>4 weeks	Create a crib sheet to help staff learn where to direct repairs enquiries.	In Progress	TP06, TP07, TP08, TP09	To be completed by 31 March 2024
Repairs Contact - Call Backs	Business Improvement	>2 months	Explore options for reducing call wait times, and look at enabling a call back function if technology allows.	In Progress	TP06, TP07, TP08, TP09	Being reviewed as part of the work being done to bring call handling in house
Repairs Contact - Tenant Feedback	Business Improvement	> 6 months	Develop a tenant feedback plan to ensure we action repairs feedback from surveys	Complete	TP06, TP07, TP08, TP09	A process for repairs feedback is now in place
Repairs Contact - Complaints Training	Business Improvement	>12 weeks	Complaints training to be arranged and undertaken for new staff	Complete	TP06, TP07, TP08, TP09	This is complete and training has been delivered, this will be ongoing and further training will be carried out in April 2024.
Repairs Contact - Estate Services	Neighbourhoods	> 12 months	Introduce service charging for estate services.	In Progress	TP06, TP07, TP08, TP09	A scoping exercise has been carried out, with a report to come to members in the first quarter of 24/24 setting out our proposed approach
Accessibility to Services	Housing management team	Ongoing	To reduce call wait and response times for our residents when contacting housing services	In Progress	TP06, TP07, TP08, TP09	Call monitoring reports are shared with managers and team leaders monthly, and call response times are being monitored within each team. We are utilising hunt groups to ensure someone is always logged on to answer calls
Repairs Contact - Accessibility to Services	Unassigned	TBC	Request separate ADC Housing Services Facebook page with chat facility.	Not Started	TP06, TP07, TP08, TP09	An options appraisal to be carried out, looking at the resource required for this, this forms an action as part of our Resident Engagement Strategy
Day to Day Repairs - Quality Assurance	Repairs	TBC	Review our repairs standard.	Not Started	TP02, TP03, TP04	This will be considered as part of the tender process for a new repairs contractor and will be reviewed alongside the new Decent Homes Standard when released.

Day to Day Repairs - Quality Assurance	Repairs	>8 weeks	Introduce post work inspections by TO's and develop a process for this.	In Progress	TP02, TP03, TP04	Post inspections are taking place and a process will be written and in place by 31 March 2024
Day to Day Repairs - Quality Assurance	Repairs	>12 weeks	Review repairs timescales to ensure consistency across contractors	Complete	TP02, TP03, TP04	Work complete, but further reviews of repairs timescales will take place as part of the tender process for the repairs contract.
Day to Day Repairs - Contractor Expectations	Repairs and Business Improvement	>12 weeks	Create a contractor communication standard to use for new responsive repairs arrangements	In Progress	TP02, TP03, TP04	Repairs and Business Improvement have discussed these requirements and requirements have been built into a process map for use by staff and to share with contractors.
Communication and Information - Communication Channels	isiness Improveme	>3 months	Decide on whether staff email signatures need to change to improve perception of the work we do to listen to their views and act on them	Not Started	TP06, TP07, TP08, TP09	This is not being taken forward currently, but instead we are updating our website quarterly with a 'you said, we did' function to share the improvements we are making to services as a result of resident feedback.
Communication and Information - Communication Channels	Repairs	TBC	Use of videos to show how to fix simple repair issues e.g., how to change a washer if a tap is dripping.	Not Started	TP06, TP07, TP08, TP09	No resource to take this forward, but is a consideration once Civica implemented and we have the tenant portal in place.
Communication and Information - Communication Channels	Repairs	>4 weeks	Review and publicise repairs response times on all channels. Align repair response timescales to Right to Repair targets.	In Progress	TP06, TP07, TP08, TP09	To be completed by 31 March 2024
Communication and Information - Communication Channels	Housing management team	Ongoing	HMT to update their webpage information and check links/forms (including I-Housing) and report any issues.	In Progress	TP06, TP07, TP08, TP09	Each service will be reviewing their webpage information each quarter to ensure it remains up to date and relevant
Communication and Information - Communication Channels	Compliance	>8 weeks	Create a communication plan for Compliance for use on all channels.	Complete	TP06, TP07, TP08, TP09	A new compliance e-mail address has been created which will be shared with residents, an ongoing compliance article goes in each edition of Arun at Home. Further work to be done to the website in Q1 of 24/25
Communication and Information - Communication Channels	Repairs	>12 weeks	Publicise any planned maintenance programme on our website	In Progress	TP06, TP07, TP08, TP09	A new tile will be created on the website and updated regularly by the repairs team

Communication and Information - Communication Channels	Neighbourhoods	>6 weeks	Promote Homeswapper on all channels so residents know how to mutual exchange.	In Progress	TP06, TP07, TP08, TP09	An article will go in Arun at Home in the next edition in the summer
Communication and Information - Communication Channels	Repairs and Business Improvement	>3months	Develop a communication standard for repairs call handling if coming in house	In Progress	TP06, TP07, TP08, TP09	Resident engagement took place in March to help shape our call handling for repairs, a standard will be in place by 30/04/2024
Communication and Information - Communication Channels	Neighbourhoods	TBC	Add news items to rent statements.	Not Started	TP06, TP07, TP08, TP09	
Communication and Information - Communication Channels	Neighbourhoods	>12 months	Review service charge and rent statements and check jargon.	Complete	TP06, TP07, TP08, TP09	Complete - statements have been reviewed to ensure no jargon is present
Communication and Information - Communication Channels	Business Improvement and Compliance	>6 months	Introduce a property scorecard for residents which sets out key compliance checks for their homes, to improve residents perception that their home is safe.	In Progress	TP06, TP07, TP08, TP09	Two scorecard examples have been created, and have been sent out for resident consultation.
Communication and Information - Communication Channels	Repairs	TBC	Promote planned improvements consider use of a board outside schemes being refurbished e.g., roofing programme.	Not Started	TP06, TP07, TP08, TP09	
Communication and Information - Communication Channels	isiness Improveme	>6 months	Create Feedback Loop to ensure residents know how their feedback help to improve and shape services	In Progress	TP06, TP07, TP08, TP09	A new feedback framework will be in place for 30/04/2024, for staff to follow to ensure we are actioning feedback received. We also have a 'you said, we did' section of our website which is updated each quarter.
Communication and Information - Communication Channels	Business Improvement	>12 weeks	ublication of performance informatio	Complete	TP06, TP07, TP08, TP09	Complete and updated on our website every quarter

Communication and Information - Communication Channels	Business Improvement	>3 months	To arrange focus groups with residents on key themes that came out of the TSM survey.	In Progress	TP06, TP07, TP08, TP09	First focus groups held in March on the theme of communication
Communication and Information - Policies and Procedures	isiness Improveme	> 3 months	Create a policy list and timeline for new policies and when/how to review them,	In Progress	TP06, TP07, TP08, TP09	A list has been completed by all services, and a central document created to capture when policies are updated or coming up for review. A programme of policy development will start in Q1 of 24/25
Communication and Information - Policies and Procedures	Neighbourhoods	>6 months	Draft a domestic abuse policy and identify a specialist officer.	In Progress	TP06, TP07, TP08, TP09	To be completed by 30/04/2024
Communication and Information - Policies and Procedures	Neighbourhoods	>3 months	Add ASB outcome possibilities, mediation service and conflict counselling to the website, adding context on how often those outcomes happen, and publicise the positive outcomes on ASB that haven't relied on people being evicted.	In Progress	TP06, TP07, TP08, TP09	To be completed in quarter 1 of 24/25
Communication and Information - Policies and Procedures	Neighbourhoods and Compliance	>6 months	No access policy needs to be reviewed for Compliance and Neighbourhoods.	In Progress	TP06, TP07, TP08, TP09	To be completed as part of the policy work programme
Communication and Information - Policies and Procedures	Business Improvement and Neighbourhoods	>6 months	Create a business process map for estate inspections and ensure mobile forms for officers are available for Civica (or another route such as iAuditor).	In Progress	TP06, TP07, TP08, TP09	Business process map complete, form to be developed for use in Q1 of 24/25
Property Condition - Capital Works	Repairs	>6 months	Create a capital works programme and confirm a cyclical decorations programme.	In Progress	TP04, TP05, TP10, TP11	Planning will start not budget approval has taken place
Property Condition - Property Scorecard	Compliance	>6 months	Review our compliance scorecards and processes used in our compliance system to improve performance monitoring	In Progress	TP04, TP05, TP10, TP11	Our compliance scorecards are being improved to reflect the changes in fire safety and building safety legislation. These will be complete by 30/04/2024.
Property Condition - Property Scorecard	Repairs	>3 months	Review our damp and mould process to ensure in line with best practice	In Progress	TP04, TP05, TP10, TP11	A process map has been drafted and will be approved by 31/03/2024 with a policy to follow in Q1 of 24/25

Property Condition - Property Scorecard	Repairs	>3 months	Carry out a programme of stock condition surveys	In Progress	TP04, TP05, TP10, TP11	In the process of agreeing the contractors that will be used for this work
Communication and Information - Policies and Procedures	Unassigned		Electronic signups for Council tenants as excessive paperwork is being completed in hard copy which is time consuming and not good for the environment.	Not Started	TP06, TP07, TP08, TP09	Further discussions needed on this required, and will be considered as part of future system improvements.
Communication and Information - Policies and Procedures	Unassigned		Clients to be taken on a pre-viewing of the property following nomination and prior to sign up. (Similar to how a letting agents would conduct their sign up) as tenants are ignoring warnings about attending site or property prior to occupation and without supervision.	Not Started	TP06, TP07, TP08, TP09	Further discussion required by housing management team to decide whether this can be taken forward