

| Standard: Home Standard          |   |             |       |
|----------------------------------|---|-------------|-------|
| Element                          | Action  | Target date | Owner |
| 1.1 (a)                          |   |             |       |
| Corrective actions on compliance | <p>Develop a plan and a target date for completion of insulation/roof works to comply with current DHS standards.</p> <p>Agree reporting on DHS compliance, to enable assurance checks by the Council of legal and regulatory compliance.</p> <p>Agree reporting on Health and Safety compliance to an appropriate Council Committee and to the Council Executive Team.</p> <p>Ensure the reporting on safety compliance includes not just the assessments completed but also the completion of all works. Ensure all four types of fire risk assessments are reported separately, to ensure more urgent works and investment or delays can be teased out quickly and easily by the senior team and the Council.</p> <p>Most improvement works are completed within seven to eight months, within a 12-month allowable window. Whilst this appears disruptive to residents, residents did not raise any concerns on this matter. We do feel that the timescales might be cut down as this represents major disruption to the household, though some lead-in works do include a full 2D image of component replacement – e.g., a kitchen and a plan for the works, which is very positive.</p> <p>Quantify the costs of likely compliance on likely carbon zero targets in housing, from what is currently expected, to enable the Council to make future funding provision to enable legal and regulatory compliance.</p> <p>Refresh the Asset Management Strategy and agree reporting on delivery to an appropriate Council Committee and to the Council Executive Team.</p> <p>Engage residents in Asset Management Plans and Investment works.</p> |             |       |
| Social Housing White Paper       | <p>Share with an appropriate Council Committee and residents, the Council’s current and future expectations on DHS/Asset Management/Housing Investment/Net Zero planning, to increase their capacity to understand and engage on these matters.</p> <p>TBC should prepare for the introduction of the Tenant Satisfaction Measures (TSMs) which the RSH has consulted on. Draft TSMs relevant to the Home Standard (to be confirmed by RSH in the Autumn 2022) are:</p> <ul style="list-style-type: none"> <li>• Homes that do not meet the Decent Homes Standard</li> <li>• Repairs completed within target timescale</li> <li>• Satisfaction with repairs</li> <li>• Satisfaction with time taken to complete most recent repair</li> <li>• Gas safety checks</li> <li>• Fire safety checks</li> <li>• Asbestos safety checks</li> </ul>  |             |       |

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|                                  | <ul style="list-style-type: none"> <li>• Water safety checks</li> <li>• Lift safety checks</li> <li>• Satisfaction that the home is well maintained and safe to live in</li> </ul> <p>Prepare to share with Members and residents, the final KPI data when agreed by RSH in Autumn 2022.</p>  |  |  |
| 1.1 (b)                          |   |  |  |
| Social Housing White Paper       | HRA investment Plan, Business Plans and AMS to be refreshed once stock condition survey completed and shared with residents   |  |  |
| 1.1 (c)                          |   |  |  |
| Corrective actions on compliance | Current standards are to be found within in the repairs policy. Write up a standard for repairs and voids in a standard which can be measured by residents and Members  |  |  |
| Social Housing White Paper       | Specific and enhanced standards for residents are currently not included as based on HRA expenditure envelope, so a higher investment is likely to be required  |  |  |
| 1.2 (a)                          |   |  |  |
| Corrective actions on compliance | <p>Right first-time (RFT) indicators for repairs completion are monitored in contractor performance – a requirement for compliance under the Home Standard. Develop RFT reporting and compliance to enable sharing with residents, (website/newsletters) to enhance resident information and satisfaction (duplication, reduced waste and value for money for TBC and its residents).</p> <p>Develop a gardening standard of service for communal areas (to meet the Neighbourhood and Community Standard).</p> <p>Develop a repairs standard, which includes resident responsibilities and enable residents to monitor measurable delivery.</p> <p>Capture the changes suggested and made as a result of TCG and website engagement from residents in the Repairs Policy, to gather the evidence of listening and acting on changes proposed from residents (when possible).</p> <p>Agree how involved residents will be involved in monitoring the new service standards.</p> |  |  |
| Social Housing White Paper       | <p>Share the contractor performance repairs satisfaction levels, already monitored by TBC with residents.</p> <p>Agree responsibilities and the name of a H&amp;S lead officer and share this with residents.</p> <p>Engage the TCG and other residents in their information needs on safety and on quality of forward repairs and improvement programmes. Develop a forward plan for delivery of resident recommendations.</p>   |  |  |

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|                                   | Develop a plan to collect the 22 draft KPIs currently proposed by the Regulator of Social Housing, across all departments of the Council, sharing these with the Council, the Executive Leadership Team and residents.  |  |  |
| Other suggestions for improvement | <p>The TCG feel they are waiting for information to come back to them to agree the final Repairs Policy, having discussed ideas towards the end of 2021. Minutes of the meeting do not reflect the changes suggested by residents. Additional feedback was sought through Rent Statement and on the Council’s website, with few comments received by the 25 March 2022 deadline. Some clarity is required to synergise the view of residents into the final Repairs Policy, and to decide next steps to achieve this.</p> <p>Gardening services are available to elderly and vulnerable people living in TBC homes, with their own private garden. We heard comments from officers and tenants that this list may require renewal in terms of criteria and the support given to those where relatives may be able to complete this work.</p> <p>Review the leases used for future Right to Buy or shared ownership homes, to ensure leaseholders pay a share of safety works. Officers tell us this needs intervention by a legal department.</p> |  |  |
| 1.2 (b)                           |   |  |  |
| Corrective actions on compliance  | <p>Complete insulation programme to ensure all homes meet DHS. IF TBC is unable to be achieved within a reasonable short time period, consider informing the RSH and asking for an extension</p> <p>Consider reporting on damp and mould, in line with recent reports from the Housing Ombudsman</p>  |  |  |
| Social Housing White Paper        | Agree a process for the new “Access to information” intentions of the social housing white paper and agree what will be shared on the TBC website   |  |  |
| 2.2.1                             |   |  |  |
| Corrective actions on compliance  | <p>Develop a target for SAP ratings for all property types/ages. Measure and report on these to a Council Committee and residents</p> <p>As previously mentioned:</p> <ul style="list-style-type: none"> <li>the AMS requires a refresh. The revised AMS should be accompanied by a plan to embed the strategy, including systems, policies and procedures to follow</li> <li>Develop a plan for current DHS compliance</li> <li>Set a repair service standard which can monitored by engaged residents. Include both landlord expectations of residents as well as how residents’ views will be taken into account into the creation of the service standard when the new policy is agreed. Publish this and enable involved and other residents to monitor if the standard is met as required by the Tenant Involvement and Empowerment standard. There are no major disposals of council homes planned or completed.</li> </ul>  |  |  |

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|                                   | <p>Within the tenant involvement and AMS procedures, attention should be drawn to residents in decant policies or regeneration policies/procedures on the requirement of the Tenant Involvement and Empowerment Standard for consultation and sharing the consultation with the landlord committee, prior to final decisions being taken to dispose of homes</p>  |  |  |
| Other suggestions for improvement | <p>5-year forecasting may not be enough to forward think the investment for government targets on compliance for Net Zero.</p> <p>Some TCG residents would like to spot check completed void standards occasionally, to ensure the standards of voids are completed. Whilst TBC have confirmed that safety arrangements are not possible for the original void home to be visited by the TCG, they would like to see a selection of completed voids and to see pictures of the empty homes when vacated to get an idea of the extent of works completed. There is no requirement for this sort of engagement with residents, but a discussion might be worth having to bottom out this request from the TCG</p> <p>Tenants would like to see a better standard of decoration to empty homes let as they do not feel £25 pays for much per room through the decoration allowance</p> <p>Consider the wish list on repairs engagement in section 2.2.1 above which the TCG would be interested in engaging on, in repairs and investment in their homes</p> |  |  |
| 2.2.2                             |   |  |  |
| Corrective actions on compliance  | <p>Procure an OT for disabled adaption assessments.</p> <p>Agree a budget to catch up on major disabled adaptations, when the temporary OT service has been procured</p> <p>Report on adaptations completed and outstanding, within repairs KPI reporting</p>   |  |  |

| Standard: Neighbourhood and Community Standard |   |             |       |
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| Element  | Action  | Target date | Owner |
| 1.1  |   |             |       |
| Corrective actions on compliance               | <p>Develop standards of Environmental Services with involved residents on grass and shrub cutting/garden/tree/play area/street scene/cleansing/graffiti/bin collections within council housing estates maintenance, to enhance the basic specification known to the team, but not to residents</p> <p>Develop standards of service with involved residents in caretaking/the waste management function, to evidence regularity of services and VFM. Share Waste KPIs with residents. This is accepted by Officers who will prioritise this work in 2022/23.</p> |             |       |

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|                                   | <p>Collate evidence of improvements completed by the Housing Maintenance Officers to share with residents on a “you said, we did” platform</p> <p>Understand and evidence how Council residents benefit from the Community Grant Fund</p>   |  |  |
| Other suggestions for improvement | <p>Consider how residents with shared bin chutes could recycle, to meet resident demands</p> <p>Share the list of activities planned by the former caretaking services, to enable residents to know when the work is planned to enhance their communal area, or that their communal area is on the list for action</p> <p>Consider whether the review of the list/criteria for resident own gardens is due for a refresh.</p> <p>Maintain evidence of social value from the Housing Maintenance Officers to the evidence base to demonstrate resident driven outcomes</p> <p>Maintain of council housing Hate Crime records, separately from the Councils total information, to enable other related tenancy and housing management solutions</p> <p>Consider if the two stages of the sifting of applications for the Neighbourhood investment budget of £250 pa could be streamlined to achieve VFM</p> <p>Ensure good record keeping from TCG and other consultation with residents, to evidence changes made as a result of resident requests/TCG recommendations</p> |  |  |
| Social Housing White Paper        | <p>TBC should prepare for the introduction of the Tenant Satisfaction Measures (TSMs) which the RSH has consulted on. TSMs relevant to the Neighbourhood and Community Standard are:</p> <ul style="list-style-type: none"> <li>• Anti-social behaviour cases relative to the size of the landlord</li> <li>• Satisfaction that the landlord keeps communal areas clean, safe and well maintained</li> <li>• Satisfaction that the landlord makes a positive contribution to neighbourhoods</li> <li>• Satisfaction with the landlord’s approach to handling of anti-social behaviour, specifically for housing residents</li> </ul> <p>TBC will need to decide (as with repairs and other housing services), how “access to information” for residents on documents of interest to residents (for assurance or otherwise) can be made available, under new requirements yet to be introduced. Residents may be able to help TBC to define their interest in documents</p>  |  |  |
| 1.2                               |   |  |  |
|                                   | <p>Consider the benefits of more strategic working with housing associations within the Neighbourhoods team and or within the Homelessness and Social Housing Sub-Committee of the Council.</p>   |  |  |

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| Corrective actions on compliance  | <p>Consider how social value works from contracts can be evidenced to demonstrate the requirements from this Standard</p> <p>Data from TAC is currently gathered based on referrals from: general public, tenancy sustainability team and homeless team. Consider the benefits of evidencing compliance by collecting data on services and outcomes delivered to Council housing residents. Residents may not be clear how this work supports rent and debt advice for council residents.</p> <p>The TCG are not fully aware of the role of the community safety team and the ASB teams within neighbourhoods, this might help to raise their capacity to engage. Officers suggested that this can be included in Community Cohesion priorities.</p> <p>TBC might consider an Impact Assessment for their work on social value</p> |  |  |
| Social Housing White Paper        | Respect indicators are underdeveloped at TBC. TBC should consider KPI reporting based on residents view on how KPIs might reflect respect.   |  |  |
| 1.3                               |  |  |  |
| Corrective actions on compliance  | <p>Clarify boundaries through the development of a service standard on ASB and nuisance which is managed by more than one team in the council</p> <p>Include all teams' work relevant to ASB in the ASB standard for social housing residents</p> <p>Obtain assurance on the delivery of the local offer on ASB</p> <p>There is a ASB tenure neutral panel and tenants have been interviewed as part of the accreditation. Consider the merit of the actions suggested to gather council residents' input into the ASB accreditation, to evidence resident influence on the service</p> <p>Deliver the Accreditation Action Plan and update Policies with CSP</p>  |  |  |
| Other suggestions for improvement | Involve residents in the planned review of the role of community wardens   |  |  |
| Social Housing White Paper        | Consider how transparency in safety matters for residents and easy access to information can reduce risks of the new naming and shaming planned by government (also applies to repairs and all other Housing Services)   |  |  |
| 2.1                               |  |  |  |
| Corrective actions on compliance  | TBC to consider how it will meet the requirement for a standard and a policy to ensure compliance in this section.   |  |  |
| 2.2 (a)                           |  |  |  |
| Corrective actions on compliance  | Gather data as evidence of acting on the council resident voices/outcomes from the tenant inspections (recently recommenced with residents after Covid)  |  |  |
| Social Housing White Paper        | Publish roles of names officers (applies to all standards)   |  |  |
| 2.3.2                             |  |  |  |
|                                   | Collate outcomes from tenant voices and involvement in ASB, to evidence the work being completed which may show gaps in services as well as compliance   |  |  |

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| Corrective actions on compliance  | Collate Council tenant legal actions which have been successful through direct prosecution and three evictions<br><br>Residents are aware of the new Service Improvement Groups planned on ASB and keen to engage on this. They are keen to engage on the information they will be able to hear as this was previously restricted due to Data Protection and led to some frustration |  |  |
| Other suggestions for improvement | Reflect on the wish list from the TCG above to see if their ideas can be considered for improvement  |  |  |
| Social Housing White Paper        | Triage at the first point of contact could be improved as tenants reported getting inconsistent advice from customer service. Access to information and roles of officers, including transparent and openness are key foundations for SHWP.  |  |  |

| Standard: Tenancy Standard        |  |             |       |
|-----------------------------------|--|-------------|-------|
| Element                           | Action   | Target date | Owner |
| 1.1.1                             |  |             |       |
| Corrective actions on compliance  | For compliance with the Tenant Involvement and Empowerment Standard for policy review, consult TCG or residents at the start of policy review, enabling them to share their views on services and improvement required, prior to policies being written and returned to them<br>Record the changes made to policies as a result of resident involvement. |             |       |
| Social Housing White Paper        | Capture TCG comments for the Council's approach to transfers within Council homes in the next edition of the policy.   |             |       |
| 1.1.1 (a)                         |  |             |       |
| Corrective actions on compliance  | Consider the layout of Corporate Service Plans across the housing portfolio to ensure they are SMART, outcome focussed, have milestones and evidence periodic measurement for assurance of delivery  |             |       |
| Other suggestions for improvement | Assets team to Involve recent tenants of new build homes into the design of other TBC new build schemes  |             |       |
| 1.1.1 (b)                         |  |             |       |
| Other suggestions for improvement | Play back survey results to the team engaged in doing the work which is surveyed, as part of existing review systems<br>Clarify with TCG whether and how homes can be occupied prior to completion of all void works   |             |       |
| 1.1.1 (c)                         |  |             |       |
| Other suggestions for improvement | Ensure the Allocations Operational Procedure guide is always reviewed at the same time as the Allocations Policy. The current procedure is due for review on 2023/24   |             |       |
| 1.1.2                             |  |             |       |
| Other suggestions for improvement | Be proactive in promoting mutual exchanges as a route to move home   |             |       |

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| 1.2.1                             |  |  |  |
| Corrective actions on compliance  | Ensure resident engagement in new Tenancy Management policy and any future changes as a result required to the tenancy agreement (fixed to lifetime homes)   |  |  |
| 2.1.1                             |  |  |  |
| Other suggestions for improvement | Consider opportunities to work more strategically with other social housing providers operating in Tamworth  |  |  |
| 2.1.2                             |  |  |  |
| Other suggestions for improvement | Work with TCG to gather their ideas and evidence on how to review and promote the incentive scheme for downsizing  |  |  |
| 2.1.3                             |  |  |  |
| Other suggestions for improvement | <p>Address the underlying causes of property dampness in Sunset Close, Lichfield Street</p> <p>Consider the energy bills/costs to residents by fitting fixed dehumidifiers</p> <p>Whilst the above resident experiences are one off and very different, in a small group of TCG members, it might be helpful for the TCG to engage in more detail in the survey results from new lettings and to add their own ideas to improve the process</p> <p>Engage involved residents in improvement of transfer and allocations procedures</p> |  |  |
| 2.1.4                             |  |  |  |
| Other suggestions for improvement | <p>Consider enabling technology for translation on the website for those whose first language is not English. If this is not possible, ensure key local institutions have been briefed on how to support residents who wish to apply for housing, or tenants who wish to find out about the services they can access.</p> <p>Refresh mutual exchange procedures 2015, even if they are simply renewed, with input from residents</p>   |  |  |
| 2.1.5                             |  |  |  |
| Other suggestions for improvement | <p>Agree a lettings standard beyond the offer of property condition with residents</p> <p>Investigate delays in void performance</p>   |  |  |
| 2.1.6                             |  |  |  |
| Other suggestions for improvement | Copies should be retained if inspected as this would be a document request.  |  |  |
| 2.1.10                            |  |  |  |
| Corrective actions on compliance  | There has been no tenant involvement in the design or promotion of the mutual exchange process, which is overdue for refreshment   |  |  |
| 2.1.11                            |  |  |  |
| Corrective actions on compliance  | Clarify the mixed message on access to Marmion House (Tenant Involvement and Empowerment standard)   |  |  |



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| Other suggestions for improvement | The Council's digital strategy and customer service offer will offer review opportunities to tailor services.  |  |  |
| 2.2.1                             |  |  |  |
| Corrective actions on compliance  | Update policies so they are in date – for example the Tenancy Management Policy which is currently being updated (at EMT stage) to add a forfeiture clause, following the 2021/22 update |  |  |
| Other suggestions for improvement | Share the full schedule of policies and review dates with the appropriate council committee  |  |  |
| 2.2.9                             |  |  |  |
| Corrective actions on compliance  | Update Decant Policy 2013  |  |  |

| Standard: Tenant Involvement and Empowerment Standard |   |             |       |
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| Element   | Action  | Target date | Owner |
| 1.1 (a)   |   |             |       |
| Corrective actions on compliance                      | Consider potential to isolate tenant satisfaction data on tuts, grumbles, comments and suggestions to enhance landlord services and service planning  |             |       |
| Social Housing White Paper                            | Information on policies, service standards and performance will need to be more explicit for residents to access once the proposals in the SHWP are translated into legislation and revised Regulatory Standards<br>Find and focus on residents who are not on line in Council homes and ensure they can access service information on safety and service standards |             |       |
| 1.1 (b)   |   |             |       |
| Corrective actions on compliance                      | Change policy and procedures to comply with the latest advice from the HOS by October 2022, as required by the HOS service<br>Change reporting on line to capture annual reports on complaints handling and lessons learnt, in addition to the newsletter<br>Share lessons learnt from housing complaints with an appropriate committee of Elected Members.         |             |       |
| Other suggestions for improvement                     | TBC to publish actions to be taken in the next 12 months to improve complaints handling and outcomes as a result of the self-assessment which will now be required annually from 2022<br>Use data and reports into research findings from the Housing Ombudsman website to pick up lessons learnt from other landlords  |             |       |
| Social Housing White Paper                            | Consider the Councils strategic response to any negative findings by the Housing Ombudsman against TBC, in response to the new naming and shaming which the government has started to develop from the SHWP   |             |       |
| 1.2.(a)   |   |             |       |
|   | Collate evidence of outcomes from resident influence on all policies (and all customer involvement activities) where residents have made a positive change to services, satisfaction and performance  |             |       |

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| Corrective actions on compliance  | <p>Consider how residents who are not part of TIG/TCG can influence policy</p> <p>Share improvements made as a result of feedback on the 10% survey of calls</p> <p>Improve/recruit more diversity of engaged residents</p> <p>Reach out for new diverse residents to join up and engage, both digitally and in meetings/surveys etc.</p> <p>Ensure minutes of all residents' meetings capture the evidence and outcomes of resident consultation</p> <p>Consider how residents can be involved in shaping strategic priorities with councillors</p> |  |  |
| Other suggestions for improvement | <p>Involve residents at the outset and at the end of policy review, to explain changes made</p> <p>Share wider service user comments, including transactional survey and other survey data, with TCG to enable them to understand and consider the wider voice of residents when they agree final draft policies</p> <p>Record influence and outcomes as a result of young person scheme meetings, Seniors United and the bi-monthly sheltered meetings</p>  |  |  |
| Social Housing White Paper        | <p>Clarify access to service offer to engage on policy</p> <p>Consider use of on-line websites used by many landlords to engage digitally with residents</p>   |  |  |
| 1.2 (b)                           |  |  |  |
| Corrective actions on compliance  | <p>TBC to develop service standards with residents, including enabling monitoring/measurement of these standards, by residents</p> <p>Capture how service standards will be defined, developed and monitored in the Involvement Strategy</p>   |  |  |
| Social Housing White Paper        | TBC to develop service standards for the new standards which can be anticipated from the SHWP  |  |  |
| 1.2 (c)                           |  |  |  |
| Corrective actions on compliance  | <p>Enable wider resident influence and suggestions for improvement on landlord performance and all engagement activities</p> <p>Collate and publish resident influence from TCG and other resident involvement on satisfaction and performance. Action plans can be helpful to motivate residents to continue to volunteer</p> <p>Consider how residents who are not part of TCG can influence performance</p>   |  |  |
| Other suggestions for improvement | <p>Consider the advantages and offer for new people to engage in a non-daytime meeting manner through digital engagement platforms</p> <p>Consider how "clean and green" involved residents from other landlords focus on local communal area standards</p>  |  |  |
|                                   | TBC should prepare for the introduction of the Draft Tenant Satisfaction Measures (TSMs) which the RSH has consulted on and will be firmed up in Autumn 2022.  |  |  |

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| Social Housing White Paper       | TSMs relevant to the Tenant Involvement and Empowerment Standard are: <ul style="list-style-type: none"> <li>• Overall satisfaction</li> <li>• Complaints relative to the size of the landlord</li> <li>• Complaints responded to within Complaint Handling Code</li> <li>• Satisfaction with the landlord's approach to handling of complaints</li> <li>• Tenant knowledge of how to make a complaint</li> <li>• Satisfaction that the landlord listens to tenant views and acts upon them</li> <li>• Satisfaction that the landlord keeps tenants informed about things that matter to them</li> <li>• Agreement that the landlord treats tenants fairly and with respect</li> </ul> |  |  |
| 1.2 (d)                          |  |  |  |
| Corrective actions on compliance | TBC to include reference to the Right to Manage in the new involvement strategy  |  |  |
| 1.2 (e)                          |  |  |  |
| Corrective actions on compliance | Ensure the new repairs policy or the involvement policy includes this regulatory requirement when refreshed<br><br>Consider how task and finish scrutiny with recent service users might add value to performance and satisfaction scrutiny of repairs and contractor performance  |  |  |
| 1.2 (f)                          |  |  |  |
| Corrective actions on compliance | Consider how to develop local offers within new service standards – see below.<br><br>The Local Offer information 2010 and prior to the most recent in 2015-18 does not demonstrate current compliance. As with all evidence, consider its relevance due to the date of the documents, when you submit information for assessment  |  |  |
| 1.3 (a)                          |  |  |  |
| Corrective actions on compliance | Collate the impact assessments completed on equalities across all landlord services  |  |  |
| Social Housing White Paper       | Consider how TBC can demonstrate it sets and meets a standard of fairness and respect for council tenants  |  |  |
| 1.3 (b)                          |  |  |  |
| Corrective actions on compliance | Develop an annual action plan to improve diversity and address any inequalities found for council tenants  |  |  |
| Social Housing White Paper       | Develop a fair access to services and respect standard for landlord services   |  |  |
| 2.1.1 (b)                        |  |  |  |
| Corrective actions on compliance | Develop service standards, including local offers for all services to Council tenants<br><br>Publish performance reports and make it possible for residents to reviewing performance and satisfaction data to suggest ideas for service improvement  |  |  |

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| Social Housing White Paper        | Enable measurement of the delivery of service standards by Members at an appropriate committee and residents  |  |  |
| 2.1.1 (e)                         |   |  |  |
| Other suggestions for improvement | When the new repair policy is agreed, update the “keeping tenants informed” document and incorporate this part of the regulatory standard into the new policy.<br>Consider how new performance indicators from the RSH can be incorporated into the Repairs Policy and the “keeping tenants informed document”  |  |  |
| 2.1.1 (f)                         |   |  |  |
| Social Housing White Paper        | With the new Right to Access information coming in with SHWP, it may be appropriate to review information on the website to ensure it is all current and clearly meeting diverse resident priorities  |  |  |
| 2.1.1 (g)                         |   |  |  |
| Corrective actions on compliance  | Refresh tenant handbook for general needs tenants or replace with service standards   |  |  |
| 2.1.1 (h)                         |   |  |  |
| Corrective actions on compliance  | Review the overall approach to engagement to hear from the wider customer base, without losing the skills and commitment of the existing involved residents, which are valued by everyone involved<br>Review digital and survey based resident engagement and resident assurance<br>Measure and publish success and outcomes from involvement activities  |  |  |
| 2.1.2 (a)                         |   |  |  |
| Corrective actions on compliance  | Amend definition of a complaint to reflect the Housing Ombudsman’s definition – we understand from officers that this has been completed  |  |  |
| 2.1.2 (b)                         |   |  |  |
| Corrective actions on compliance  | Ensure an update to the complaints policy in line with new HOS Complaint Handling Code<br>Within the update, include how the council will accept complaints from advocates  |  |  |
| 2.2.1 (a)                         |   |  |  |
| Corrective actions on compliance  | Include the RTM in the new involvement strategy   |  |  |
| 2.2.1 (c)                         |   |  |  |
| Corrective actions on compliance  | TBC should conduct a new STAR survey and reconsider the intervals between surveys<br>TBC should publish performance data at least quarterly on their website, with commentary on actions being taken to address underperformance. This publication should also suggest where residents can send their ideas for improved services or service satisfaction<br>TBC should publish their benchmarking partners and compare results openly with the performance of partners |  |  |

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| Corrective actions on compliance  | TBC may wish to look to other providers and good practice for their annual report content<br>TBC may wish to consult TCG and more widely on the preferred content of this year's annual report<br><br>The annual report should be a look back at service delivery promises in the previous year, including details on what went well and any corrective action on performance that might be being taken, it should also include service promises for the next year |  |  |
| Social Housing White Paper        | TBC should agree their approach to publish satisfaction and performance data annually in line with SHWP expectations   |  |  |
| 2.2.1 (d)                         |  |  |  |
| Corrective actions on compliance  | Resurrect the training programme for involved residents and consider how it can be widely offered on-line to all residents, as well as the TCG.  |  |  |
| Other suggestions for improvement | Consider documenting the approach and support which will be provided, and any boundaries for support by TBC, for new TARAs   |  |  |
| 2.2.2                             |  |  |  |
| Corrective actions on compliance  | Review the service standards across all services to enable measurement/testing of assurance of delivery  |  |  |
| Social Housing White Paper        | When service standards are reviewed, include those within our assessment which are not specifically mentioned in the current service standards and those which we can anticipate from the SHWP   |  |  |
| 2.2.3                             |  |  |  |
| Corrective actions on compliance  | Review the involvement strategy and ensure it includes all elements of TBC's approach to regulatory compliance on tenant involvement and empowerment, as well as the SHWP expectations now made a little clearer by the recent publication of the clauses of the Social Housing Regulation Bill  |  |  |
| 2.2.4                             |  |  |  |
| Corrective actions on compliance  | Review the strategy for involvement (including resident scrutiny and their involvement in governance) three yearly   |  |  |
| 2.3.1                             |  |  |  |
| Corrective actions on compliance  | TBC to consider how they can demonstrate compliance with this regulatory requirement   |  |  |

| Standard: Rent Standard           |                                     |             |       |
|-----------------------------------|-------------------------------------|-------------|-------|
| Element                           | Action                              | Target date | Owner |
| N/A                               |                                     |             |       |
| Other suggestions for improvement | Update Rent Setting Policy document |             |       |

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