

## Progress report for the RSH at 27<sup>th</sup> September 2024

	RSH Question	Information Required	Lead Officer	Evidence Links
1	Electrical position update?	Numbers and Summary with target dates for Nov-March	<a href="#">@Weston,</a> <a href="#">Paul@Mustafa,</a> <a href="#">Tina@Ian Gardner</a>	<p>Tamworth has taken the opportunity to update the RSH template previously submitted on 30<sup>th</sup> August showing progress across core compliance areas.</p> <p><a href="#">Please refer to attached link</a></p>
2	Fire Position Update? By types of actions and targets to end of October completion	Numbers and Summary	<a href="#">@Harper, Martin</a>	
3	Legionella/Water Update? By types of actions and Targets to end of October completion	Numbers and Summary	<a href="#">@Harper, Martin</a>	
4	Latest Position on Stock condition and how that links to Carbon/fire detection	Numbers and Summary as referenced around AMS/HRA etc	<a href="#">@Weston,</a> <a href="#">Paul@Mustafa,</a> <a href="#">Tina</a>	
5	Tenant Risk Assessment whilst work underway?	Collaborative work with SFARs	<a href="#">@Mustafa,</a> <a href="#">Tina@Harper,</a> <a href="#">Martin</a>	<p>Tamworth has undertaken an impact assessment to mitigate risks to tenants and leaseholders whilst it completes outstanding works. This risk assessment has had regard for property types and household vulnerability and was done in conjunction with the council's compliance team, retained external consultants, the council's H&amp;S lead. Details of which were also shared with SFRS via a workshop which resulted in further measured being included. The council's tenant voice manager is overseeing the continued implementation of all these actions.</p> <p><a href="#">Please refer to the attached link.</a></p>
6	How are you going to sustain momentum and service improvement – root	Discussed scope of externally support review	<a href="#">@Barnes, Rob</a> <a href="#">@Mustafa, Tina</a>	<p>A key objective of the improvement plan was to conduct a thorough root and branch review of the causation factors around the self-referral.</p>

	and branch review to avoid self-referral, ensure capacity, resource and structural adequacy?			<p>The scope of this is currently being finalised and will be undertaken with external support and completed by Christmas. This review is intended to follow best value principles and look at the repairs service generally rather than a narrow focus. This will also be informed by the external review undertaken for asset compliance; as well as the ongoing one into repairs contractor(s).</p> <p>Whilst this full review is undertaken the Programme Director will be recommending complimentary options around adding capacity and resource given new pressures within the team relating to training, turnover and expertise.</p> <p>Tamworth has already seconded the Programme Director full-time, adding back fill resource until November to ensure that momentum and progress is sustained.</p>
7	Complaint handling – Can we see detailed numbers and themes ?	Latest improvement plan; housing complaints/compliments/service request intel for 2023/4 with response times and improvement plan for learning	<a href="#">@Wolicki,</a> <a href="#">Zoe@Hesketh,</a> <a href="#">Nicola</a>	<p>The <a href="#">external review of complaints</a> for 2023/24 is attached. Further work is needed on improving response times and learning from complaints at a more granular level which is the next piece of work.</p> <p>Performance for Q1 was 27 stage 1 complaints with 13 answered in target. 8 stage 2 complaints with 2 answered in target.</p> <p><a href="#">Minutes of the tenant meeting review the 2023/24 is attached.</a> It is intended that the complaint review panel will work on the ‘You said, We did’ approach reflected in the tenants annual report.</p>

				Tamworth has invested in resources approving a tenant voice manager and a tenant analyst in the tenant involvement team to support tenant complaint investigation and complaint handling improvements.
8	Damp & Mould self assessment – please to see can we have an update on progress	Review of 'spotlight' on damp self assessment with check of SMART plan	<a href="#">@Weston, Paul</a>	Tamworth has taken the opportunity to update the RSH template previously submitted on 30 <sup>th</sup> August showing progress across core compliance areas.  <a href="#">Please refer to attached link</a>
9	Complaint handling – 23% satisfaction – where do you want this to be?	Linked to above and improvement plan with narrative	<a href="#">@Wolicki, Zoe@Hesketh, Nicola</a>	As per the plan above, aiming for 35% in this year's survey and 50% next year.
10	Environmental Service standards have you progressed?	Draft service offer for HMOs	<a href="#">@Peate, Hannah@Greaves, Mark</a>	Good progress. <a href="#">Draft service standards attached</a> which have been <a href="#">discussed with tenants</a> . <a href="#">Minutes of the meeting with tenants are attached</a> . Further work and consultation needed which should be completed by November.  The evidence attached in the folder shows comprehensive tenant engagement in the co-design of service standards as you will see these include mechanisms by which tenants can monitor these standards. There is an organisational intention to rationalise all the service standards so there is a consistent approach and this is reflected in the actions within the TIA standard.
	TSM questionnaire used – have checked website and pleased to see published	Completed see attached	<a href="#">@Birch, Lee</a>	<a href="#">This is attached</a> . The action is complete.

	information but want the blank questionnaire			
	Governance & Timeline	Dates for Members	<a href="#">@Mustafa, Tina</a>	<p><a href="#">Homelessness &amp; Housing Advisory Board 1/10/24</a> - the item on the self-referral is confidential. Please click on the link for the full report.</p> <p><a href="#">Corporate Scrutiny to review Draft Cabinet report 09/10/24 - Cabinet 10/10/24</a></p> <p>Discussion with JB around whether to release ahead of formal review – as items currently non-confidential – reports not yet issued.</p>