

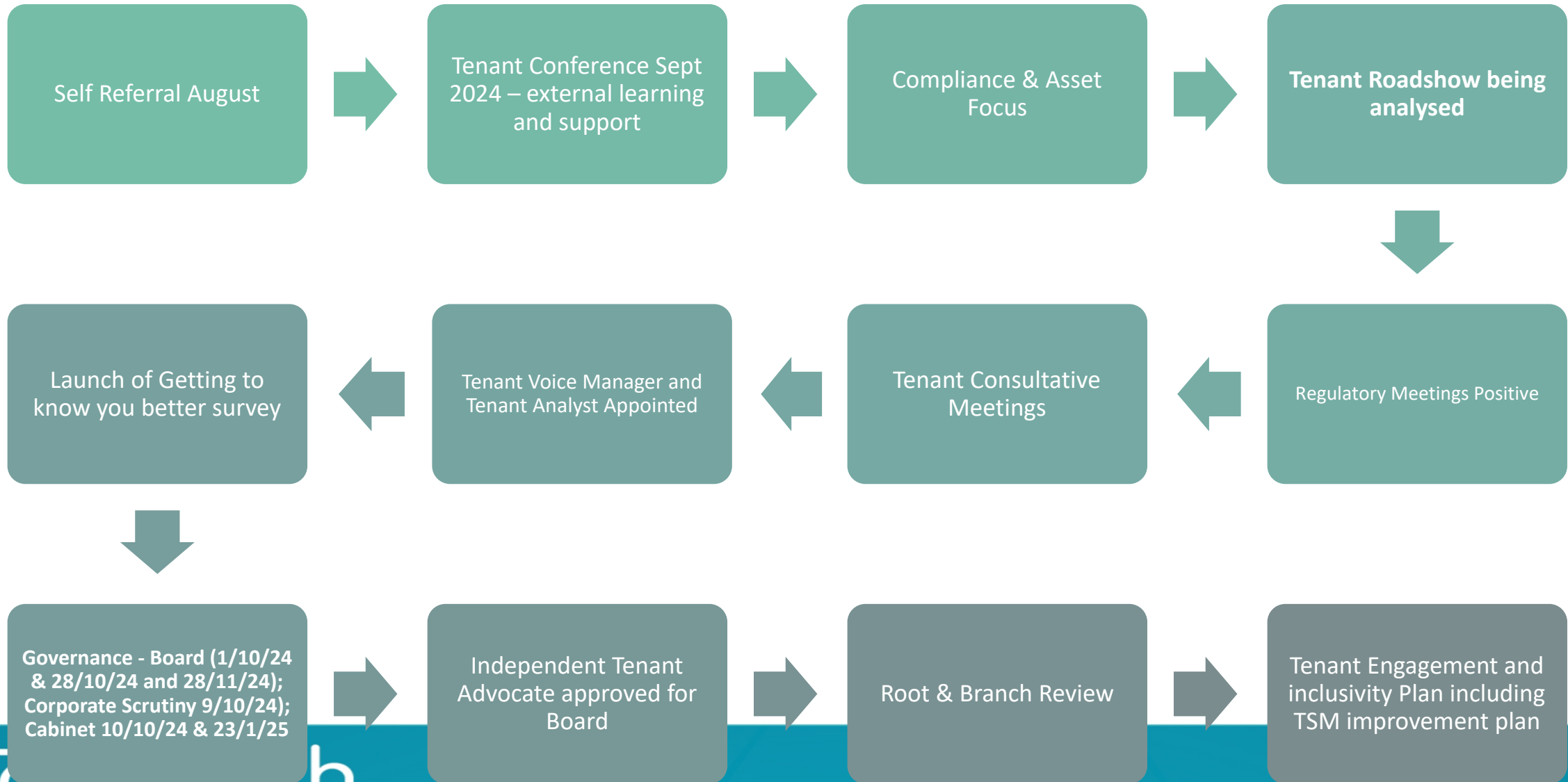
Regulator of Social Housing  
Tamworth's Journey  
13<sup>th</sup> December 2024

Cllr Ben Clarke – Portfolio Holder of Homelessness, Housing & Planning  
Rob Barnes – Executive Director Communities  
Tina Mustafa – Programme Lead  
Paul Weston – Assistant Director Assets  
Martin Harper – Repairs & Compliance Manager



Regulator of  
Social Housing

# Re-Cap on Self Referral



# Performance Dash-Board at a glance!\*

Ref	Compliance Area	% Compliance	No. Properties or communals Affected	Frequency	% compliance at self-referral	Trend	Commentary
	Fire Risk Assessments (communal) (12month rolling)	40% (2024/2025)	77	Annual	100% (2023/2024)	↔	2024/2025 underway – completion by Jan 2025. NFSS re-procured with external investment in training & strategy for onward management
Page 363	Fire Risk Remedials	100%	260	Variable	0%	↑	2023/2024 all completed. 2024/2025 underway
	Gas Safety (LGSR) Domestic	99.95%	3312	Annual	99.6%	↑	Consistent with no-access – 2 properties in court process
	Electrical (EICR) Domestic & Communal	75.5%	1038	5-yearly	1370 (67.6%)	↑	332 completed based on 320 per month target. 1370 down to 1038 overdue (4222 properties in total)
	Asbestos Re-inspections (communal)	100%	68	Variable	100%	↔	Asbestos Register now re-created – significant work
	Passenger Lifts Inspections (LOLER)	100%	11	Annual	100%	↔	
	Water Hygiene (L8) Risk Assessments	100%	28	Bi-Annual	69%	↑	2024/2025 completed but subject to external verification and tracking
	Water Hygiene Remedial actions	100%	28	Variable	0%	↑	Completed for 2023/2024

# Progress with Electrical Safety work

- 3-phased approach underway
  1. Options on commercial delivery – August - September
  2. work procured via Fusion 21 – Gooms mobilised October
  3. Delivery – on site November – monthly target 320 exceeded 332
- Robust Contract Management supported externally
- Quality Assurance via Third Party Auditor (Morgan Lambert)
- Gooms Operations Director attended Board on 28/11/24
- SFARs risk assessment updated – localised visits to sheltered
- [Case study on work completed](#)



# Understanding of the progress in any category 1 or 2 hazards identified from the stock condition survey



Routine reporting of Hazards from the Stock Condition Survey



Compliance team check status of repairs in line with the repairs policy



36 category 1 hazards identified in the stock condition survey since April. 34 resolved immediately with 2 recent reports booked in for works to be completed within target timescales

# Updates on your records in relation to smoke and carbon monoxide detectors.

- All missing smoke and carbon monoxide detectors replaced during the annual gas servicing, which covers the majority of the stock, remaining ones part of the 5 yearly EICR.
- 19 smoke detectors identified as missing and replaced.
- 7 carbon monoxide detector identified as missing and replaced.
- All of the above have been replaced following notification. The stock condition survey is acting as a further level of check on the existing system. The low level of missing detectors, which is for a variety of reasons shows that the current system is robust.

ference was a great success today.

or anyone who didn't get the opportunity to join us k

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# Leaseholder Voice

## Update from your work around understanding your tenants.



- **'Getting to know you better'** programme launched.
- Successful [Tenant Conference held in September](#) with over 100 tenants in attendance; followed by a Tenant Roadshow.
- Tenant Voice Manager & Tenant Analyst recruited by tenants – now in post
- Some emerging findings around peer2peer support; handyman service; learning academy; home tenant champion; involved in all housing recruitment...
- MEL have been commissioned to improve the knowledge of the households and they will be starting their survey on 27th January for 4 weeks.
- **Tenant & Leaseholder Engagement & Inclusivity Plan set for Cabinet February 2025 with tenant profiling informing equality impact assessment**
- Tamworth has 4,222 properties with 5614 sole or joint tenants living in our properties
- Tamworth holds on average 67% of data across the protected characteristics within the Public Sector Equality Duty.
- Tamworth currently holds 100% information relating to gender; 97% on age; 82% on ethnicity with between 25-51% on other categories.





# Being Better!

## Communication and transparency with your tenants.

- Refreshed Cross-Partner **Housing and Homelessness Board** - H&HAB [meeting pack](#) and [minutes](#).
- Terms of Reference of the H&HAB have been reviewed and agreed. New Board members being recruited including an independent tenant advocate.
- **Getting to Know you Better** - MEL have been commissioned to improve the knowledge of the households. This programme is scheduled to start in late January & tenants co-designed the plan.
- **Tenant centric Focus** – Tenant Conference September followed by a [tenant roadshow](#) in November to consult on the **draft tenant engagement strategy & TSM improvement plan**. Over 200 tenants & leaseholders contributed so far – engaging in a variety of ways
- **Role of our Tenant Consultative Group** – mentoring by TPAS and involved in the recruitment of the Tenant Voice and Tenant Analyst roles – examples of a [TCG](#) meeting summary here.
- **Independent Complaint review** with a focus on learning, resolution and performance. Latest update is [here](#). Supported by Tenant Complaint review panel
- **Open House and Publication of Annual Report** co-designed by Tenant Voice team and approved through Cabinet – [link Here](#)

# Root & Branch Review

## Putting tenants at the heart!



- How & Why did we get here?

1. Transparency & Self referral
2. Independent Compliance Review as part of the Council SHR Programme
3. Root & Branch Discovery Work informed by specialist works , i.e. ARK and External compliance assessment
4. Emerging themes – capacity, skills gap, tenant engagement
5. Councils Corporate Peer Challenge end of October – recommended continued and sustained performance across social housing – Council wide action planning

- Roadmap to C1?

1. **Resourcing** – immediate and longer term
2. **Corporate Health & Safety Group established** – Deputy Lead as Health & safety Lead
3. **Training** – H&S Lead & Matrix assessment
4. **Learning** – Benchmarking and research, outward focused
5. **Governance** – Board refreshed, Independent Tenant Advocate approved & being progressed, tenants at the heart
6. **Cultural Reset & Accountability based on tenant centric approach** – behaviours, values, transparency, performance , change management through contractual line of sight
7. **ICT investment** – data capture and management through orchard
8. **Steps to Success-** planning into New Year & beyond!

# Improved dashboard supporting improved Governance, Leadership & Organisational Grip

- Here is a [link](#) to the latest **Performance dashboard** which was presented to the Housing and Homelessness Board on 28th November & subject to a Board workshop January 7th 2025.
- The dashboard will be integrated to the **Councils performance management framework** – via Corporate Scrutiny and Cabinet decisions
- The information feeds directly into the TSM dashboard accessible by tenants on the [website](#).
- The Executive Leadership Team review compliance performance [weekly](#).
- The Organisational Wide Corporate SHRP Team meeting are the accountable team for performance.
- There is an updated version of the Asset compliance improvement plan contained in the pack [link](#)

# Next Steps – dates for our Diary 2025

## Emerging Cabinet Recommendations for 23/01/25 NB - To be Approved

- Page 372
- Approve the **Refreshed Terms of Reference** for the Homelessness & Housing Advisory Board
  - Acknowledge **Progress with the Regulator** Social Housing following self-referral
  - Support continued development of Housing performance **dashboard**
  - Acknowledge the role of the Portfolio Holder Homelessness, Housing & Planning as the as **Housing lead supporting Deputy Leader as Corporate Health & Safety lead**
  - Approve **Release contingency for Compliance resourcing** and refer to Appointments & Staffing the arrangements for approval
  - Agree **Work Plan for Board** including panel for tenant advocate appointment
  - **Undertake mock inspection End of March 2025** – Previous Cabinet approval in principle – operational options



Happy New Year

The image features the text "Happy New Year" in a large, white, 3D sans-serif font. The letters are arranged in two lines: "Happy New" on the top line and "Year" on the bottom line. The text is set against a dark background filled with various colorful fireworks, including yellow, red, purple, and white bursts. The overall scene is festive and celebratory.

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