

# **Appendix Ai**

**Housing Consumer Standards Programme**

**February Homes & Housing Delivery Committee Highlight Report**

# Overview – 14 February H&HDC

Owner

Date  
completed

Richard James

16/01/2025

## Programme RAG Status

Last period

AMBER

This period

AMBER

Next period

AMBER

### The RAG status for this period is AMBER because:

Some key improvement plan activities relating to response repairs, HHSRS, fire safety and damp & mould (D&M) are continuing to be identified as 'High Risk Areas'. Delays in the delivery of these areas impact on the delivery of historic, current and future action deadlines.

Good progress continues to be made in other areas of workstream one such as electrical safety and actions within workstream two and three (see activity update below).

## Activity Update

### Actions completed and significant progress:

- Workstream 1: The repairs data review has been completed. The electrical data review has also been completed and the non-compliance position has been confirmed within the performance report. Revised interim delivery timescales will be presented to the January programme board and shared with H&HDC at the April meeting.
- Workstream 2: Good progress with completing complaint learning.
- Workstream 3: Understanding of ASB feedback and development of policy completed.

### Focus for next period:

- Workstream 1: Issue Flag reports will be presented to the January Programme Board for the high-risk areas of D&M and fire safety. This will enable the programme board to fully understand all blockages to delivery and make any necessary decision to accelerate delivery. An issue flag report will also be presented to the January Programme Board to update on the impact of the completed electrical data review and propose any revisions to the electrical safety programme.
- Workstream 5: Work is ongoing to ensure that the NEC IT system performance reporting is provided in a timely manner and is fit for purpose. The strategic root cause workshop report to be presented to the Jan prog board.

# High-Risk Areas

| Owner         | Date completed |
|---------------|----------------|
| Richard James | 16.01.25       |

## December 2024:

### Workstream 1

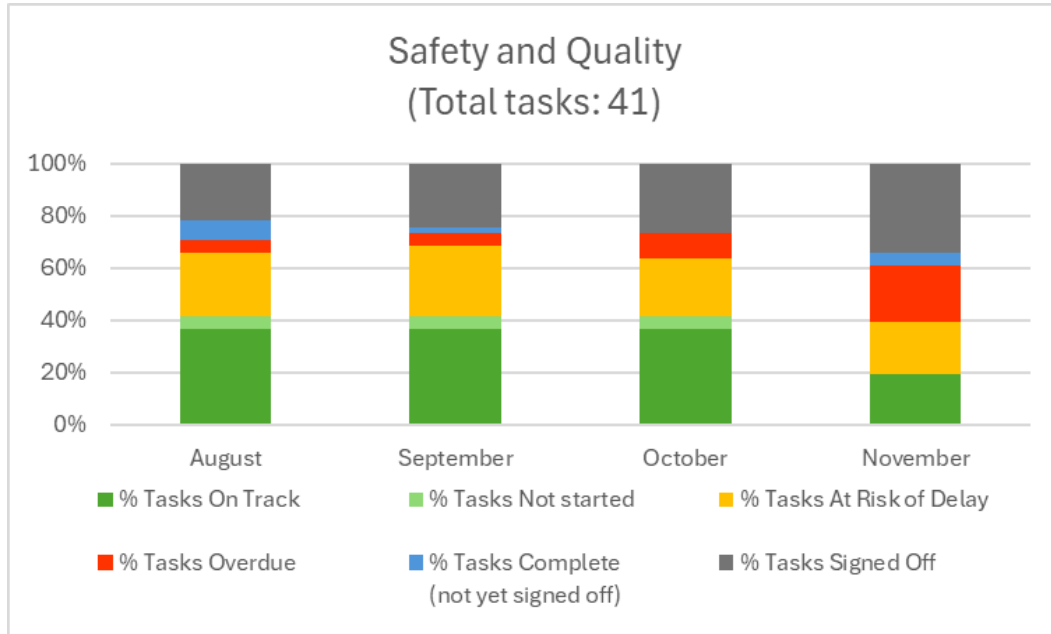
- At the Project Board Workstream 1 on 16.12.24 several high-risk areas were identified for Issue Flag Reports to be submitted to Jan 25 programme board; they are:
  - Damp & Mould
  - Fire Safety
  - Electrical safety (following the completion of the electrical data review)
- Following the completion of the electrical data review it has been confirmed that there are c.9000 non-compliance electrical certificates which is in line with what we expected. The number of outstanding electrical related remedial works is higher than expected and will be responded to as a priority. As a result of the electrical data review, the revised prioritisation and delivery targets will be presented to the Jan 25 programme board. An update on this will be brought to the April H&HDC.
- The proactive management of Housing Health & Safety Rating System (HHSRS) actions resulting from the stock condition surveys. Further work is required to improve the processes, reporting and delivery of these actions. An Issue Flag report will be presented to the February Programme Board.
- Aids and Adaptations was identified as high-risk last period (November). It has been removed from the December programme board update as there has been good progress providing visibility of the domestic lift servicing requirements. It expected that subject to access, by the end of March 2025, all domestic lift servicing requirements will be compliant.

### Workstreams 2-5

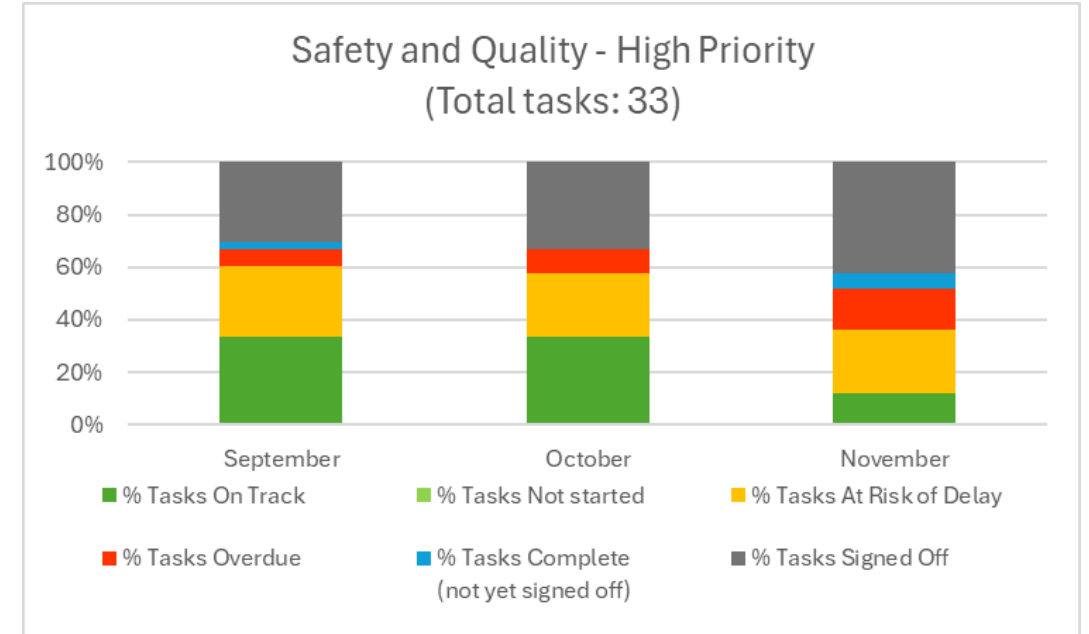
- At Workstream 2 to 5 project board on 16.12.24, a high risk was discussed regarding the timely delivery and suitability of NEC system reporting associated with phase 1 implementation. This is being managed through a new group set up to assist in the alignment of the Housing & Consumer Standards Programme and the Housing IT Transformation Programme.

# Overview

## Improvement Plan – All Tasks

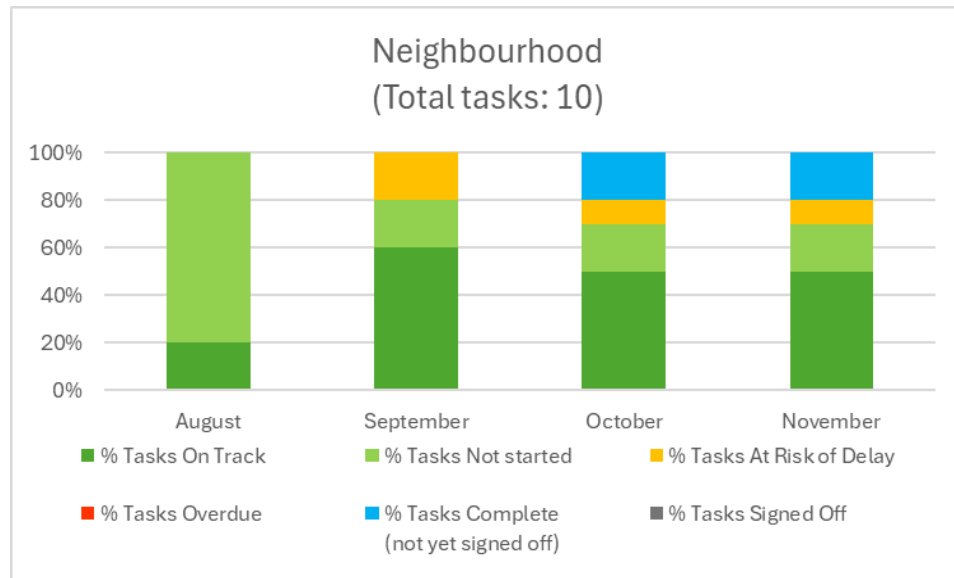
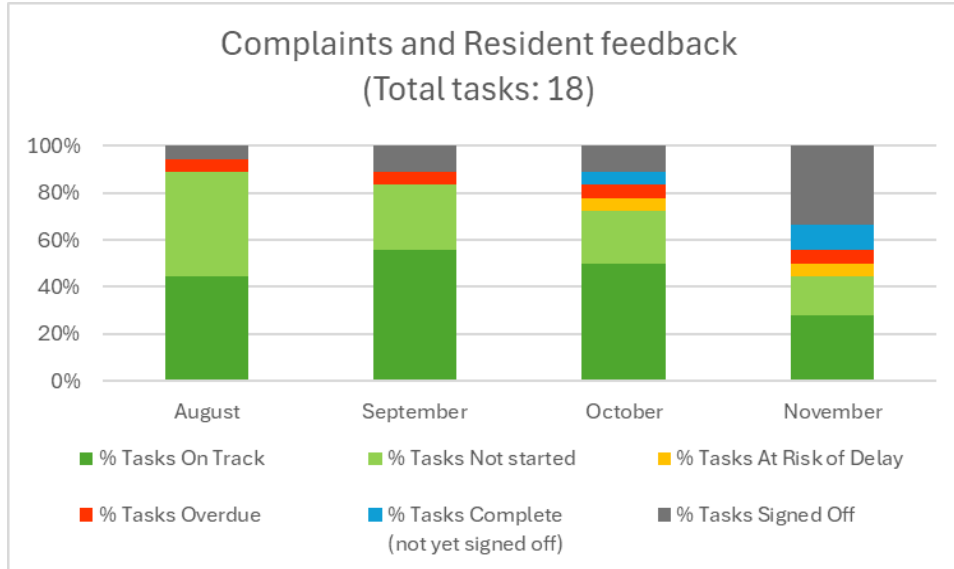


## Improvement Plan – High Priority Tasks

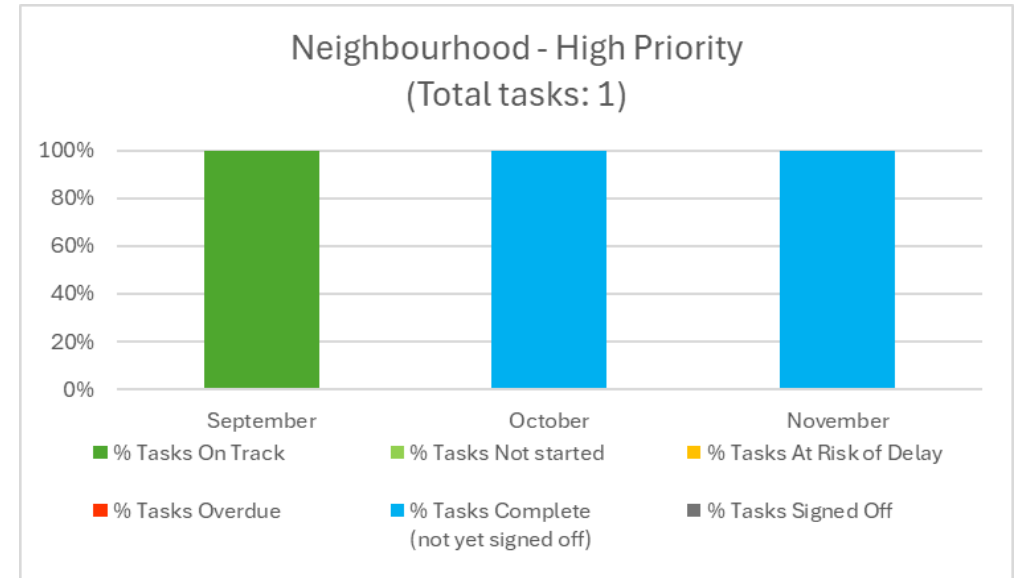
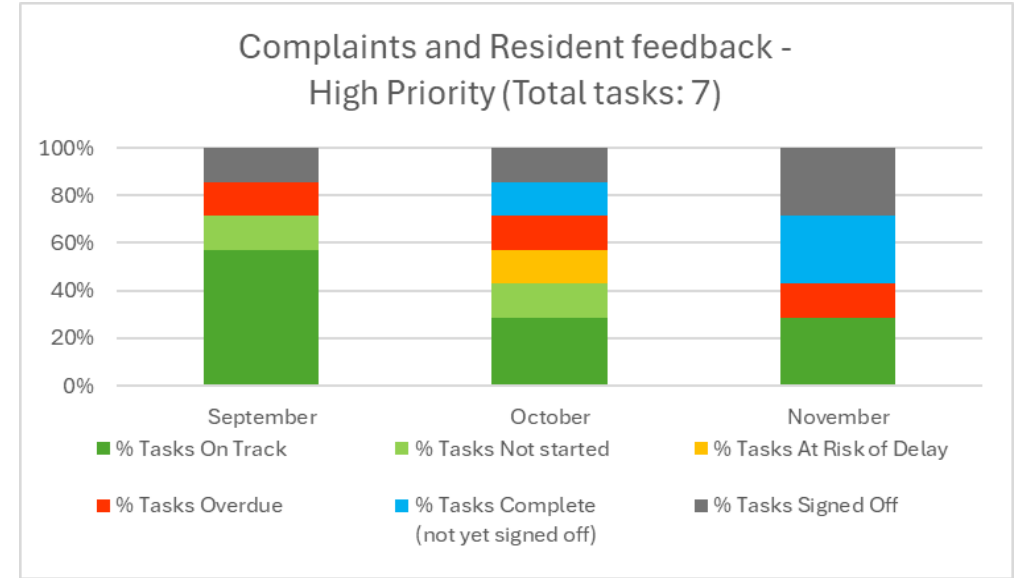


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## Improvement Plan – All Tasks

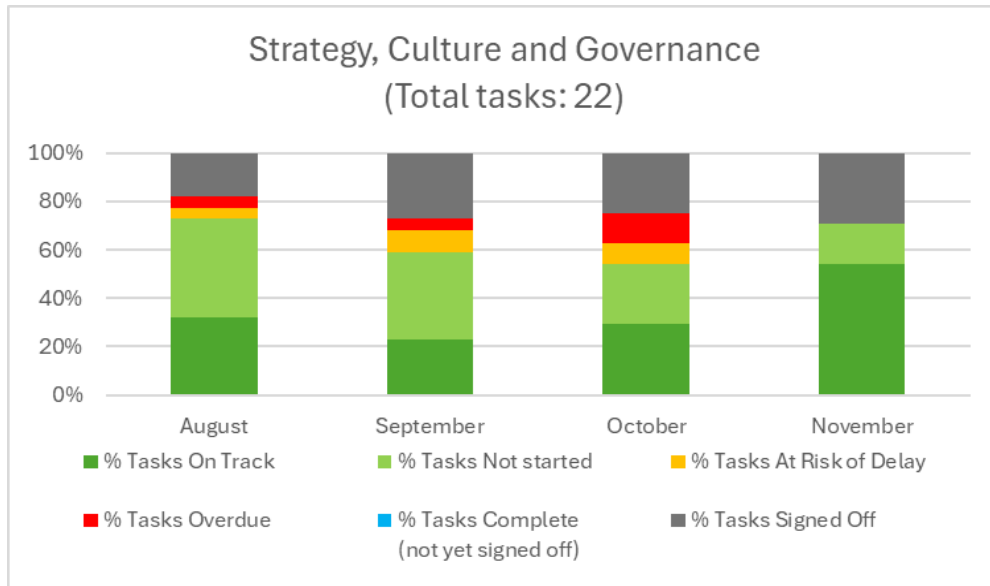
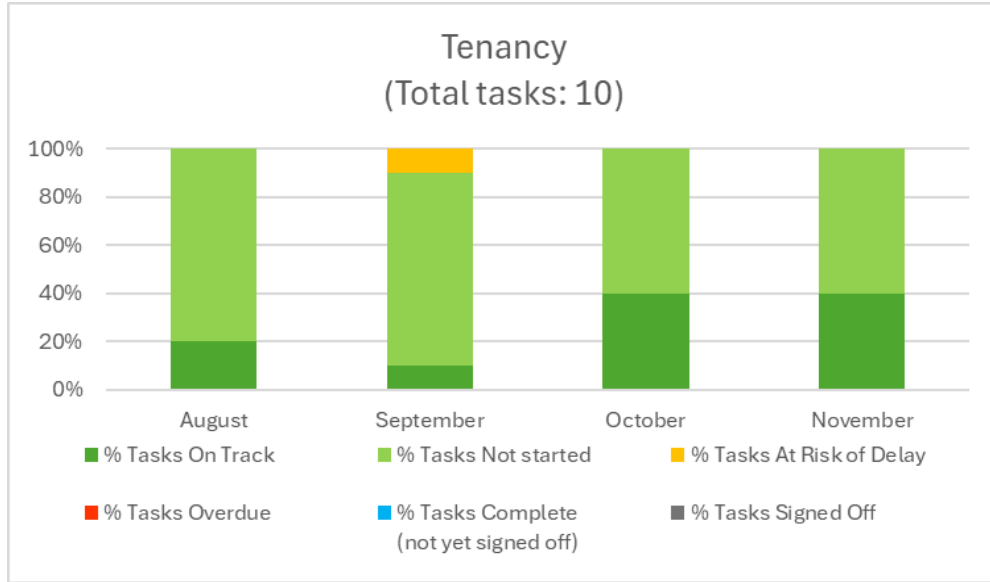


## Improvement Plan – High Priority Tasks



# Overview

## Improvement Plan – All Tasks



## Improvement Plan – High Priority Tasks

