

Homes & Neighbourhoods - Housing Ombudsman Action Plan

Ref	Objective	Measure	Action	SRO	Priority	Status	Start Date	Due Date	RAG	Link to Key Plan (Origin)
HO1	Rec 1 - Take a consistently SMART approach to improvement measures, using active language to plan and to drive accountability, with regular oversight from senior staff.	Confirmation that all live action plans have been updated and that SIB are overseeing Departmental Action Plan. Work SRO identified on Departmental Improvement Plan	All action plans to be implemented using SMART methodology and overseen by Service Improvement Board. Reporting on progress to Housing Scrutiny Committee. Progress against plan being overseen by Service Improvement Board	Hannah Bowman	High	In Progress	01/11/23	31/01/24	Green	Housing Ombudsman Report Action Plan
HO2	Rec 2 - Enable and empower services to work together effectively, both internally and with external agencies. This should include allocating ownership of cross departmental issues, to co-ordinate the investigation and analyse the issue before planning the most effective response.	See an improvement in the confidence of staff to resolve issues and feel empowered in their roles.	Departmental practice of allocating a Senior Responsible Officer for all significant improvement projects – who is responsible for strategic ownership and ensuring buy in from all services.	Hannah Bowman	High	Complete	01/11/23	31/12/23	Green	Housing Ombudsman Report Action Plan
HO3		See a reduction in complaints that involve cross team issues.	To undertake a pulse survey in January 2024, for all officers across the Homes and Neighbourhoods service led by Human Resources to produce an action plan to promote empowerment, autonomy and promoting a coaching environment. Undertake a follow on survey in June 2024 - mapping increases in confidence in staff and empowerment to resolve issues.	HMT	High	In Progress	01/11/23	28/02/24	Green	Housing Ombudsman Report Action Plan
HO4	Rec 3 - Improve the quality of the investigations into service requests carried out by its staff or contractors to address the failings identified in this report.	Reduction in complaints escalating through the complaints process.	Actions meeting this requirement are contained within this plan at points: [ADD LIST OF ACTION POINTS] HO7, HO9, HO10, HO11, HO13, HO16, HO21,HO22, HO23,HO25, HO36, HO48, HO55, HO88 - 93, H99, H100	Ian Swift	High	In Progress	See relevant actions for details	See relevant actions for details	Green	Housing Ombudsman Report Action Plan
HO5	Rec 4 - Train its staff and its contractors on how to communicate clearly and appropriately with residents about who will do what, why, and when.	Monitor all required staff have attended the training.	Develop a programme of communications training offer for Frontline staff and managers.	Hannah Bowman	High	In Progress	01/12/23	31/03/24	Green	Housing Ombudsman Report Action Plan
HO6		See a downward trend in the number of complaints involving communication failure, using new trend reporting available from our new complaints management system.	Deliver a compulsory training programme with staff to attend identified by each service. Setting out clear standards for communicating, the need to adapt communication to the needs of the resident, agreeing a lead	Hannah Bowman	High	In Progress	01/12/23	30/11/24	Green	Housing Ombudsman Report Action Plan
HO7		Ensure all e-learning Housing Ombudsman training is undertaken by all front-line officers and the Leaders of each service area across the Homes and Neighbourhood service	Ensure that contractors are providing suitable communications training to staff.	Mike Hall	High	In Progress	23/11/23	31/01/24	Amber	Housing Ombudsman Report Action Plan

HO8	Rec 5 - Put in place formal procedures for proactive managerial oversight of record keeping designed to ensure records are complete and accurate, and stored in the correct place.	Procedure in place, which has been tested and reviewed by frontline managers.	Develop a simple procedure for record keeping for all key areas of service – setting the standard for the department and an audit form for team leaders to use to ensure staff are implementing the form (procedure) and a framework document to be completed by each service to provide assurance to the Service Director of the services arrangements.	Ian Swift	High	In Progress	11/12/23	29/02/24	Green	Housing Ombudsman Report Action Plan
HO9		Evidence shared of audit activity with next line managers.	Managers to audit notes taken by staff members and feedback on quality and quantity to staff as part of the monthly check-in process. Measuring staff against the procedure.	Matt West/Ian Swift	High	In Progress	01/04/24	31/05/24	Green	Housing Ombudsman Report Action Plan
HO10		Audit to be carried out by service delivery teams (tenancy services, repairs & HD, legal disrepair) management structure – to check impact of system and that information is reliably recorded.	Housing Ombudsman Knowledge and Information Management training made mandatory for managers and recommended for staff	Ian Swift	High	In Progress	01/11/23	31/4/24	Green	Housing Ombudsman Report Action Plan
HO11		New IT system to enable analysis of complaints and show trends in this area	Include the importance of record keeping as part of the communications training. Ensure contractors have adequate training in place for this too.	Ian Swift	High	In Progress	01/12/23	30/11/24	Green	Housing Ombudsman Report Action Plan
HO12		New IT system in place with the required functionality	Include record keeping failures in quarterly complaints reports and alert service managers where trend identified within a specific team.	Hannah Bowman	High	In Progress	02/01/24	31/01/24	Green	Housing Ombudsman Report Action Plan
HO13		Audit outcome show clear improvement of recording.	Ensure the new single view IT system for Homes and Neighbourhood addresses the findings of the Housing Ombudsman for all management of records and data.	Ian Swift	High	In Progress	01/01/24	TBC	Green	Housing Ombudsman Report Action Plan
HO14		Improvement in record keeping evidenced through audit process and overseen by the Group Leaders meetings.	Undertake spot audits of our ASB and tenancy management records, including listening to call recordings.	Ian Swift	High	In Progress	On-going	On-going	Green	Housing Ombudsman Report Action Plan
		Audits show that staff are implementing the procedures and policies consistently.	See action 15 above plans for audit of cases and address issues of non-adherence through one to ones.	HMT	High	In Progress	See relevant actions for details	See relevant actions for details	Green	
HO15	Audits show that staff are implementing the procedures and policies consistently.	Property services actions - 1) All orders are to be managed on OneServe and records are kept up to date on jobs and close when complete. 2) Works in progress team to manage complex jobs to completion (weekly review meetings), 3) W in P call over tracker in place overseeing all legal, D&M and high risk cases (including leaks), 4) Quarterly audit, including reviewing call recordings to ensure call quality.	Mike Hall	High	In Progress	On-going	on-going	Green	Housing Ombudsman Report Action Plan	

HO16	Rec 6 - Ensure that its staff are properly considering any vulnerabilities of a resident and how that might impact the landlord's response.	Review of implementation to demonstrate the policy is being used and benefitting residents.	Develop a vulnerability policy with colleagues across the council that reflects Islington's needs and levels of vulnerability and consolidate our vulnerability data and ensure system flags are appropriate. Benchmark against best practice nationally and consult residents and partners before formally launched	Ian Swift	High	In Progress	09/10/23	30/06/24	Green	Housing Ombudsman Report Action Plan
HO17		Reduction in the number of complaints and HO determinations (after full implementation) which include findings that vulnerabilities not properly responded to.	Promote the new policy with staff and embed with local training within team meetings.	Ian Swift/Matt West	High	Not Started	TBC	31/07/24	Green	Housing Ombudsman Report Action Plan
HO18			Review the implementation of the policy through complaints reviews, consultation with residents and managerial audits.	Ian Swift	High	Not Started	TBC	30/06/24	Green	Housing Ombudsman Report Action Plan
HO19			Ensuring all home visit audits record vulnerabilities and these are recorded onto core IT system.	Ian Swift	High	In Progress	01/01/24	29/02/24	Green	Housing Ombudsman Report Action Plan
HO20			Undertake annual training for front line staff on empathy and trauma informed service provision for people with vulnerabilities .	Ian Swift	High	In Progress	On-going	On-going	Green	Housing Ombudsman Report Action Plan
HO21			Ensure contractors have adequate training in place for their staff or extend our training offer to them.	Mike Hall	High	In Progress	On-going	On-going	Green	Housing Ombudsman Report Action Plan
HO22			Work with Health Colleagues to improve our data quality on vulnerability. Ensure the locality based working between Adult Social Care and Homes and Neighbourhoods is harmonised	Ian Swift	High	In Progress	01/09/23	On-going	Green	Housing Ombudsman Report Action Plan
HO23	Rec 7 - Carry out comprehensive research into the reasons for ineffective appointments and create an action plan to reduce the number.	Reduction in % of missed appointments, though service monitoring within the council and Partners.	Complete a review of missed appointments across the repairs and surveying teams. Check list has been provided to staff to ensure appointment issues such as sickness/timescales are signed off by supervisors – to reduced missed appointments.	Mike Hall	High	Complete	01/07/23	31/12/23	Green	Housing Ombudsman Report Action Plan
HO24		Downward trend in complaints referencing missed appointments	Back stop team in place that are working through live work orders. A new process that is on-going with Housing Direct to ensure missed appointments are minimised.	Mike Hall	High	In Progress	On-going	On-going	Green	Housing Ombudsman Report Action Plan
HO25		Partners produce a report or data on ineffective appointments and an produce action plan to implement measures to reduce.	Through clienting arrangements, discuss with Partners a mirrored review of missed appointments within their repairs service. Seek best shared practise with directly managed service. Agree implementation plan with Partners.	Hannah Bowman	High	In progress	Nov-23	31/01/24	Green	Housing Ombudsman Report Action Plan

HO26	Rec 8 - Improve oversight of repairs which involve third party contractors or managing agents.	Audit demonstrate that information in the system is of a consistent quality where third parties are delivering repairs	Ensuring monthly operational meetings with contractors to go through and focus on Works in Progress and ensuring they update the systems. 100% of contractor repairs are post inspected. Reviewed through Property Service Management Team meetings.	Mike Hall	High	Complete	Complete	Complete	Green	Housing Ombudsman Report Action Plan
HO27			Moving forward, looking at ways where contractors can access Oneserve remotely so the council can have live updates on work orders.	Mike Hall	High	In Progress	01/12/23	TBC	Amber	Housing Ombudsman Report Action Plan
HO28			Increased oversight and quality assurance of the repairs process.	Mike Hall	High	Complete	Complete	N/A	Green	Housing Ombudsman Report Action Plan
HO29			Ensure record keeping is maintained to a consistent standard to in-house delivery. Include in audits of jobs to check this is happening.	Mike Hall	High	Complete	01/09/23	31/01/24	Green	Housing Ombudsman Report Action Plan
HO30		Monthly audits	SPV and increased clienting team monthly audits of repairs delivery in addition to Rydon's repairs supervisors carry out 10% technical sample checks of responsive repairs and 100% of major repairs. Partners Special Purpose Vehicle carries out a 10% sample check of repairs data to analyse for repeat repairs to identify failures. The SPV post inspect 5% of responsive and 50% of major works to communal areas.	Hannah Bowman	High	Complete	01/11/23	31/12/23	Green	Housing Ombudsman Report Action Plan
HO31			Annual report to HMT/Housing Scrutiny as part of Partners clienting arrangements and performance Report. Last report submitted in July '23	Hannah Bowman	High	Complete	Jul-23	Annually	Green	Housing Ombudsman Report Action Plan
HO32			The Clienting team will also carry out a 50% sample check of cases deemed as Major Works within the PFI contract and will implement a process to seek an expert technical opinion on the quality or standard of a repair or works where a complaint has not been upheld by Partners.	Hannah Bowman	High	Complete	01/11/23	31/12/23	Green	Housing Ombudsman Report Action Plan
HO33		Rec 9 - Proactively consider what can be done to mitigate the impact of more complex repair situations on the resident as far, and as soon, as possible.	Performance measures in place to check that there has been an improvement in timescales through the weekly call over meetings and reduction of chase up calls and missed appointments.	HPS actions: 1) Backstop team now in place which deals with live updates and back-office operations to ensure works are completed, 2) leaks team now in place that all remedial woks are monitored to completion, 3) Weekly call overs in place.	Mike Hall	High	Complete	Complete	N/A	Green

HO34		Positive feedback from partner organisations.	Reviewing idea of structure and expanding leak team to undertake more complex works across the service. Ensure that consideration of vulnerabilities are embedded in to these reviews.	Matt West	High	In progress	01/11/23	31/01/24	Green	Housing Ombudsman Report Action Plan
HO35			Further partnership events to be held to review changes we have made and their impact/improvements	Ian Swift	High	In Progress	01/11/23	31/03/24	Green	Housing Ombudsman Report Action Plan
HO36			The clienting team to discuss with directly managed services to understand the definition of a complex repair and the processes and teams in place and how they manage these types of works to share with Partners. The clienting team will carry out a weekly desktop audit of around 50% of repairs deemed as Major Works within the PFI contract to check that they are on track and that there are no avoidable or unnecessary delays to completion.	Hannah Bowman	High	Complete	15/11/23	30/11/23	Green	Housing Ombudsman Report Action Plan
HO37			Clienting team to hold quarterly joint meetings with the SPV, Rydons and directly managed services to share practises and updates or improvements on key repairs policies.	Hannah Bowman	High	Complete	01/11/23	30/11/23	Green	Housing Ombudsman Report Action Plan
HO38			Review of major works transfer procedure to ensure complex repairs and appropriate responses of residents are included in the procedure.	Ian Swift	High	In Progress	01/08/24	28/02/24	Green	Housing Ombudsman Report Action Plan
HO39			Communication training – including within this the need to adapt how we communicate with people and finding out their needs – see recommendation 4.	Hannah Bowman	High	In Progress	01/12/23	31/11/2024	Green	Housing Ombudsman Report Action Plan
HO40	Rec 10 - Include in its damp and mould procedure an early risk-assessment that specifically factors in any vulnerabilities, with corresponding timescales for a surveyor visit dependent on the preliminary risk assessment. The damp and mould procedure should also clarify the escalation trigger points and be clear about ownership	Monitor the use of the risk assessment to ensure it is being used by the call centre. DAM24 work orders are raised when applicable or from site following diagnostic inspection.	Develop a short risk assessment for use in Housing Direct to identify and record risk factors and share with Partners. The Damp and Mould Team Manager to use this to prioritise property visits. Flags currently on system ensure HD prioritise property visits. Further work with Colleagues in Public Health to identify residents that are vulnerable to add to the system.	Mike Hall	High	In Progress	01/09/23	28/02/24	Amber	Housing Ombudsman Report Action Plan
HO41	and accountability for ensuring a final resolution for the resident.	Further work with Colleagues in Public Health to identify residents that are vulnerable to add to the system.	Update the damp and mould procedure to include trigger points.	Mike Hall	High	Complete	Complete	N/A	Green	Housing Ombudsman Report Action Plan

HO42		Monitor the success of the use of trigger points through a damp and mould case review.	Stand alone damp and mould team, that carry works out two types of priority. DAM20 & DAM24. If members are contacting us with regards to vulnerabilities DAM24s are raised which means we will be attending that property within 24 hours.	Mike Hall	High	Complete	Complete	N/A	Green	Housing Ombudsman Report Action Plan
HO43			Produce a revised repairs policy including a damp and mould Section for agreement by Executive.	Mike Hall	High	In Progress	01/09/23	30/04/24	Green	Housing Ombudsman Report Action Plan
HO44			Partners have implemented Damp and Mould processes in line with the required framework. The Clienting Team to carry out a comparison exercise with the councils processes to ensure that there are no gaps. Including sharing the councils short term risk assessment with Partners to adopt. Link Partners with colleagues in Public Health to identify and improve their data on vulnerable residents. Ensure Partners adopt the same attendance targets where cases of damp are reported, for residents with vulnerabilities.	Hannah Bowman	High	In Progress	01/12/23	31/12/23	Green	Housing Ombudsman Report Action Plan
HO45			The team to work closely with the repairs service to understand updates and improvements made to the Damp and Mould process and ensure Partners capture these within their service.	Hannah Bowman	High	In Progress	15/11/23	30/01/24	Green	Housing Ombudsman Report Action Plan
HO46			Share councils revised repairs policies with Tenant Management Organisations. Organise briefings through Managers Forum and other joint TMO platforms.	Hannah Bowman	High	In Progress	01/12/23	31/01/24	Green	Housing Ombudsman Report Action Plan
HO47	Rec 11 - Create an action plan for additional steps designed to establish communication with the residents it has identified as having previously reported damp and mould	Confirmation that the live action plans have been updated. Action plan will be developed with this approach – amending any action points that are not SMART	Create SMART action plan to establish communication with residents Islington Council have identified as having historic reports of Damp and Mould	Matt West	High	In Progress	01/12/22	31/01/24	Green	Housing Ombudsman Report Action Plan
HO48	Rec 12 - Review its void process and procedure to remove unnecessary hand-over points and use the void period more effectively to address any disrepair.	See a reduction in the amount of works carried out after the resident is in occupation through voids in occupation team reports. Reviewed through call over meeting with Group Leaders.	Monitor the embedding of any changes and reduction in post occupation void works.	Mike Hall	High	Complete	on-going	on-going	Green	Housing Ombudsman Report Action Plan
HO49			Currently reviewing Voids process and void standard review in place with colleagues in tenancy. Review voids process to ensure they address disrepair during the voids period and avoid unnecessary hand over points.	Mike Hall	High	Complete	01/05/23	31/01/23	Green	Housing Ombudsman Report Action Plan

HO50			Clienting team to validate that Partners Voids specification incorporates checks for damp and mould and other potential disrepair issues and share the councils revised voids standard with Partners.	Hannah Bowman	High	In Progress	01/02/24	31/01/24	Green	Housing Ombudsman Report Action Plan
HO51			Clienting team to monitor complaints and disrepair from voids through regular contract review meetings (CRM) and progres on improvements form a recent audit of the service has lead to improvements in identify complex or lengthy works to the property, such as damp and mould, early on in the voids servicing to avoid delays where structural works are required.	Hannah Bowman	High	In Progress	01/12/24	31/01/24	Green	Housing Ombudsman Report Action Plan
HO52			Share council's revised voids policies with Tenant Management Organisations. Organise briefings through Managers Forum and other joint TMO platforms.	Hannah Bowman	High	Complete	01/12/23	12/01/24	Green	Housing Ombudsman Report Action Plan
HO53	Rec 13 - Review its mutual exchange policy to ensure it does not place unreasonable onus on the resident to identify damp and mould or other disrepair.	Policy updates complete and changes promoted with tenancy officers in the council and Partners through briefings.	Review the council's policy and procedure, which is used by the council and Partners and update resident facing documents and information.	Hannah Bowman	High	In Progress	01/09/23	28/02/23	Green	Housing Ombudsman Report Action Plan
HO54	Rec 14 - The repairs policy should contain a clear escalation pathway if repairs are delayed beyond agreed or expected dates, ensure senior involvement and oversight, and processes to ensure all relevant teams within the landlord work together in a resolution-focussed way.	Web pages updated	Overhaul of the Repairs page on the website – as part of the service	Mike Hall	High	In Progress	01/09/23	30/04/24	Green	Housing Ombudsman Report Action Plan
HO55		Policy in place and meet requirements.	Changes to repair policy will address this issue as well as back stop, leaks team and damp team arrangements will	Mike Hall	High	In Progress	01/09/23	30/04/24	Green	Housing Ombudsman Report Action Plan
HO56		Monitoring service against agreed timeframes.	Policy has clear guidelines on priority times. Additional 'Repairs stories' being	Mike Hall	High	In Progress	01/09/23	30/04/24	Green	Housing Ombudsman Report Action Plan
HO57			Partners will need to respond to any changes in our policy. – Stacey to	Hannah Bowman	High	In Progress	01/12/23	31/01/24	Green	Housing Ombudsman Report Action Plan
HO58			Clienting team to determine current escalation processes within Partners repairs policies. Share council's revised Repairs Policy with Partners to mirror	Hannah Bowman	High	In Progress	01/12/23	31/01/24	Green	Housing Ombudsman Report Action Plan
HO59	Rec 15 - Self-assess against the recommendations in Time to be Heard and use this insight in its policy development. In particular, the landlord should ensure its Good Neighbourhood policy and ASB policy work together coherently.	Assessment will be completed and shared with senior leaders of the Council and the Housing Ombudsman. Actions that arise from the self-assessment will be tracked via a departmental action plan and will pass through the governance	Self-assessment against these recommendations began in August 2023 and is due to be finalised by the end of October 2023.	Ian Swift	High	Complete	01/08/23	31/10/23	Green	Housing Ombudsman Report Action Plan
HO60		Present to Policy and Performance Scrutiny Committee 2 nd November 2023 and incorporate their feedback.	Review on how best to advise residents on recording noise for reporting issues to us - new process in place.	Ian Swift	High	In Progress	01/06/23	31/07/24	Green	Housing Ombudsman Report Action Plan
HO61			Conduct monthly audits to ensure best practice is taking place.	Ian Swift	High	In Progress	on-going	on-going	Amber	Housing Ombudsman Report Action Plan

HO62			Attend the Policy and Performance Scrutiny committee in November 2023, to provide a transparent presentation on	Ian Swift	High	Complete	01/11/23	30/11/23	Green	Housing Ombudsman Report Action Plan
HO63	Rec - 16 - Ensure that relevant staff are fully empowered and supported in applying the procedures for responding to reports of ASB or noise.	All relevant staff are trained across the council and Partners .	Develop staff and frontline manager training programme on the ASB and Neighbourhood policy and applying this	Ian Swift	High	In Progress	01/04/24	31/08/24	Amber	Housing Ombudsman Report Action Plan
HO64		Audits show that staff are implementing the procedure consistently.	Ensure all staff are trained and follow up on cases in check-in meetings.	Ian Swift	High	Complete	31/03/24	01/06/24	Green	Housing Ombudsman Report Action Plan
HO65		Staff survey shows staff feel empowered in their roles and are	Audit cases across the team to ensure that processes are being correctly	Ian Swift	High	In Progress	15/01/24	On-going	Green	Housing Ombudsman Report Action Plan
HO66			Complaints team to identify with Service Head any failures to adhere to the ASB and related policies identified through complaints investigation	Hannah Bowman	High	In Progress	02/01/24	On-going	Green	Housing Ombudsman Report Action Plan
HO67			Conduct annual staff opinion surveys to monitor empowerment, satisfaction etc.	Ian Swift	High	In Progress	01/11/23	28/02/23	Green	Housing Ombudsman Report Action Plan
HO68	Rec 17 - Put in place structured proactive processes for monitoring officers' compliance with its policy and effectively addressing any failures	Audits show that staff are implementing the procedures and policies consistently.	See action HO9 above plans for audit of cases and address issues of non-adherence through one to ones.	Ian Swift/Matt West	High	Not Started	01/04/24	On-going	Green	Housing Ombudsman Report Action Plan
HO69	Rec 18 - Put in place more effective executive and board level oversight, including its member responsible for complaints, to ensure accountability, and effective and timely learning from complaints.	Reports in updated format.	Housing Management Team quarterly complaints report – consistent approach to learning from complaints to be implemented – moving away from case studies towards trends across the board	Jed Young	High	In Progress	01/11/23	On-going	Green	Housing Ombudsman Report Action Plan
HO70		Learning from complaints incorporated into departmental action plan and measurements of success included in objectives.	Significant actions from complaints learning to be incorporated into Departmental Action Plan. Outcomes of actions to be measured through the	Jed Young	High	In Progress	02/01/24	On-going	Green	Housing Ombudsman Report Action Plan
HO71			Produce an annual report to the Housing Scrutiny covering all Housing Ombudsman and housing related Local Government & Social Care Ombudsman outcomes, complaints and compliments.	Jed Young	High	Complete	01/11/23	01/12/23	Green	Housing Ombudsman Report Action Plan
HO72	Rec 19 - Provide mandatory complaint handling training to all staff, even those not directly involved in responding to complaints, to promote the benefits of complaints and ensure all staff appreciate the importance of complaints, as well as raising the standard of investigation and response.	Ensure that all staff have been trained in complaints handling and the importance of complaints.	Develop a programme of complaints handling training over the next year. Maintain records of staff who have had	Jed Young	High	Complete	30/11/23	30/11/23	Green	Housing Ombudsman Report Action Plan
HO73		Monitor impacts on quality and timeliness of responses within the complaints process to ensure improvement.	Train staff in priority order and include training as mandatory for new starters.	Jed Young	High	Not Started	19/02/24	30/11/24	Green	Housing Ombudsman Report Action Plan
HO74		Assess the benchmark results annually going forward	Undertake benchmarking against best in class in England for the management of	Jed Young	High	Not Started	02/01/24	28/02/24	Green	Housing Ombudsman Report Action Plan
HO75		To further improve the quality of our services	Undertake independent and external facilitated annual mystery shopping exercises across all Homes and Neighbourhood services. To review the Chartered Institute of Housing Better	Jed Young	High	In Progress	03/12/23	On-going	Amber	
HO76	Rec 20 - Put in place a coherent complaints process and procedure with clear expectations of quality.	Quality audits see an improvement in responses.	Review complaints procedure and enhance quality requirements.	Jed Young	High	In Progress	13/03/24	31/05/24	Green	Housing Ombudsman Report Action Plan
HO77		Lower levels of escalation through the complaints process.	Restructure complaints team to include two team leaders to review quality of complaints and identify staff who need	Jed Young	High	In Progress	05/12/23	13/03/24	Green	Housing Ombudsman Report Action Plan

Priority	Status	RAG	Link to Key Plan	Consumer Standard
Low	Complete	Red	Damp, Condensation & Mould Action Plan	Safety & Quality Standard
Medium	On Hold	Amber	Housing Ombudsman Report Action Plan	Transparency, Influence & Accountability Standard
High	In Progress	Green	Housing KIM Audit Action Plan	Neighbourhood & Community Standard
	Not Started		Housing Property Services Improvement Action Plan	Tenancy Standard
	Delayed		Pilot Inspection Lessons Learned Log Action Plan	
			Resident Engagement Strategy Action Plan	
			Spotlight Reports on Noise Complaints Action Plan	