



# Housing Compliance

## Team Plan 2015/16

Team Manager: **Richard Stopgate**  
Service Plan: Housing and Building Services  
Date signed off: 31/07/2015  
Signed off by: **Miles Punter**

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## Team Overview – Housing Compliance

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The Housing Compliance team undertakes a number of key roles for the Council. The team provides asset management and housing compliance functions.

### **The Team's broad functions are:**

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- Preparing the Council housing management strategy.
- Management of the asset management database.
- Compliance for housing on gas, electrical, asbestos, legionella and fire risk assessments.
- Management of investment programmes.

## Our Contribution to Service Plan priorities 2014/15

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Our contribution to the Service Plan priorities last year:

- Achieving excellent results on gas servicing.
- Up-dating keystone to provide meaningful data to assist asset management.
- Client function associated with major works.
- Improvement in service delivery to all housing compliance areas.

## Our Team Plan 2015/16

<b>Service Outcome 1:</b>		<b>Everyone has a home that they can afford that meets their needs.</b>						
<b>Objective 1:</b>		<b>To be an excellent landlord in terms of housing and asset management services.</b>						
<b>Ref.</b>	<b>During 2015-16 we plan to:</b>	<b>Success Criteria/ Outcomes we'll achieve from this action are:</b>	<b>High, Medium or Low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start date</b>	<b>Finish date</b>	<b>How will the work be resourced?</b>	<b>Progress</b>
HS/A114 (Internal Audit Report)	Deliver a structured approach to improving and monitoring our inspections.	We are effectively monitoring our performance against pre/post inspections and demonstrate that work is completed on time to a quality standard.	High	Andrew Treweek	April 2015	March 2016	The Maintenance Inspectors will carry out inspection regime under the supervision of the Responsive Repairs team Leader (Approximately 3FTEs)	
HS/A080	Provide leadership, financial and management training that includes Health and Safety training to all frontline managers.	We adopt a right first time approach, increased productivity and improvement in quality of work. Improved tenant satisfaction.	High	Andrew Treweek	April 2015	March 2016	All staff operating in the DLO will undertake training. Training regime to be developed and monitored by the Operational Manager for Building Services (Approximately 1FTE).	
HS/A124	Contribute to the	Live up to date data	H	Hayley Selway	April 2015	March	Approximately 1	

	<b>development and delivery of a new mobile working solution and asset management IT system.</b>	<b>that will enable us to improve completion of work within timescales and promote agile working.</b>				<b>2016</b>	<b>FTE to lead.</b>	
(HS/A114) 1a	Ensure 100% of Housing properties have an up to date electrical condition or installation report.	Data cleanse Keystone to ensure the information held on the servicing module is correct and up to date.  A programme of electrical inspections have been organised to assist with achieving 100% compliance.  WHQS contractor will have provided all outstanding installation reports.  KPI will be provided to monthly KPI meetings	High	Richard Stopgate	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	HRA	10/06/15 - Two Agency staff recruited to carryout data cleansing and provide current compliance figure.
(HS/A114) 1b	Ensure 100% of Housing Communal Areas have an up to date electrical condition report	A programme of electrical inspections have been organised & implemented to assist with achieving 100% compliance.  Data cleanse Keystone to ensure the information held on the servicing	High	Richard Stopgate	1st April 2015	31st March 2016	HRA	

		<p>module is correct and up to date.</p> <p>KPI will be provided to monthly KPI meetings</p>						
(HS/A114) 1c	Ensure 100% of communal area fire alarm and emergency lighting systems have been serviced and maintained.	Records available to demonstrate 100% of all fire and emergency lighting systems have received their servicing and maintenance	High	Richard Stopgate & Mark Harvey	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	HRA, Building Services Electricians	
(HS/A114) 1d	Ensure 100% of smoke & Heat detectors are serviced annually.	<p>All smoke detector information is uploaded onto Keystone servicing and asset modules.</p> <p>Servicing programme is setup for the Tunstall smoke and heat detectors</p> <p>KPI will be provided to monthly KPI meetings</p>	Medium	Richard Stopgate	1st April 2015	31st March 2016	HRA	
		Arrange for Aico smoke & heat detector servicing training for contractors and In-House Electricians.	Medium	Mark Harvey	1 <sup>st</sup> April 2015	31 <sup>st</sup> October 2015	HRA	

(HS/A114) 1e	Complete the communal area fire stopping and fire door survey programme.	Advanced Fire Technologies complete the programme of inspections of all communal area fire doors and fire stopping compliance.	Medium	Mark Harvey	1 <sup>st</sup> April 2015	31 <sup>st</sup> October 2015	HRA	
		Report provided to the HIP with projected costs and action plan developed with allocated money to resource the programme of works e.g. WHQS communal up grades incorporate the work.	Medium	Richard Stopgate	1 <sup>st</sup> April 2015	31 <sup>st</sup> October 2015	Staff time	
(HS/A114) 1f	Ensure 10% of work which is undertaken by contractors is post inspected and records kept	Records are available to demonstrate that post inspections have been undertaken following works completed by contractors.	Medium	Richard Stopgate	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Staff time	
(HS/A114) 1g	Ensure 100% of gas, oil & solid fuel appliance servicing is undertaken	Records available to demonstrate 100% in gas, oil, & solid fuel compliance.	High	Richard Stopgate	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	HRA Gas servicing budget and staff time	
(HS/A114) 1h	Keystone gas servicing module implemented	KGI sheet updated with the latest equipment installed within all properties, last service date and	High	Richard Stopgate	1 <sup>st</sup> April 2015	October 2016	Staff Time	



		<p>uploaded onto the keystone Gas servicing module.</p> <p>Keystone able to run current position report on gas compliance to challenge contractor information.</p>						
(HS/A080) 1i	Arrange for Gas Safety Awareness Training for Housing and Building Services Staff	Gas Safety Awareness Training attended by all identified Housing and Building Services Staff.	Medium	Richard Stopgate & Phil O'Connell	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	HRA and Twin Hat Trading Account	
(HS/A114) 1j	Ensure 100% of communal area fire risk assessments have been completed.	100% of communal area fire risk assessments are up to date.	High	Richard Stopgate	1 <sup>st</sup> April 2015	31 <sup>st</sup> December 2015	Existing resources	
1k	Undertake a Legionella desktop assessment of all council Housing properties.	Production of up to date housing stock data provided to an identified contractor.	Medium	Richard Stopgate & Mark Harvey	1 <sup>st</sup> April 2015	November 2015	Staff time	
		Risk assessment report produced outlining the current legionella risks present within Council housing properties with recommendations for remedial actions.						
		Legionella action plan produced to identify the next stage.	Medium	Richard Stopgate	1 <sup>st</sup> April 2015	30 <sup>th</sup> November 2015	Staff Time	

1l	Advice on specification development and Undertake monitoring inspections of all CDM works being undertaken as part of WHQS and planned improvement schemes.	Housing compliance team provide advice and guidance on all project specification and H&S management.  Housing Compliance Team undertaking regular site inspections to ensure all work complies with current health & safety, DDA and environmental legislation.	High	Richard Stopgate & Mark Harvey	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Staff Time	
1m	Undertake a review of the Asbestos Management Policy	Updated Policy produced and approved by cabinet	Medium	Richard Stopgate & Mark Harvey	1 <sup>st</sup> April 2015	31 <sup>st</sup> December 2015	Staff Time	
1n	Under a review of the asbestos information held on Keystone Asbestos Module to produce up to date asbestos register.	Information from WHQS surveys transferred onto the keystone asbestos module.  In-house Asbestos Team information being consistently uploaded onto keystone.	Medium	Richard Stopgate & Mark Harvey	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Staff time and HRA	
1o	Ensure all communal area ACMs have been inspected and remedial action taken where necessary.	100% of ACM's have been inspected and left in a safe condition or removed where necessary. Records kept as evidence.	High	Mark Harvey	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Staff time and HRA Asbestos budget line.	

1p	Continue to Develop Team Operating and Emergency procedures	Team electronic operating manual developed with key risk assessments, procedures and guidance within for all team members to use.	Medium	Richard Stopgate	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Staff Time	
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