

## Appendix 2

**Service Improvement plan – Key Activities**

The Council's focus remains on delivering safe, high-quality homes for our residents. It is committed to learning from the inspection and demonstrating progress. The Council will continue to work closely with the Regulator as officers continue to implement actions within the Service Improvement Plan over the coming months. The plan focuses on a number of activities to improve service delivery, including:

- continuing with the implementation of activity to reduce the number of outstanding actions following the completed Fire Risk Assessments
- continuing with the implementation of activity to fully understand the diverse needs of all our tenants so we can tailor services appropriately
- completing the remainder of stock condition surveys, which will improve the quality of our data on all our tenants' homes
- providing more robust information to the Housing Influence Panel, which will enable tenants to better scrutinise performance
- implementing a better system to capture and share lessons learned from the complaints we receive to improve service delivery
- improving the information available for tenants reporting anti-social behaviour and hate crime, to enable the Council to take prompt and appropriate action
- ensuring tenants are fully aware of the timescales aligned to the Damp and Mould Policy
- Improving the visibility of reporting on analysis and associated service improvements (which includes the TSM action plan being published for tenants online).