

TSM	Q2 Score	Responsible Person	Improvement Actions
Overall Satisfaction	59%	HSLT	<ul style="list-style-type: none"> <li>Main drivers are Repairs and complaint handling (See actions below)</li> <li>SQA Team to review all transactional surveys to support key front-line service delivery by Nov 23</li> </ul>
Repairs Service	63%	IK	<ul style="list-style-type: none"> <li>New Contract Manager in place at Osbourne's since August 23</li> <li>Improvement plan being agreed to start in October 23</li> <li>Re-procurement of service underway (will last 12/14 months)</li> </ul>
Time taken for repair	63%	IK	<ul style="list-style-type: none"> <li>See actions above</li> </ul>
Home Well Maintained	57%	MP	<ul style="list-style-type: none"> <li>See actions above and note Asset Management Strategy / business plan refresh 24/25</li> </ul>
Home Being Safe	65%	RL	<ul style="list-style-type: none"> <li>Resident Engagement Strategy for High Risk blocks being rolled out to all high rise blocks by end October 23</li> <li>Information on website to be updated</li> <li>Be-spoke articles required for Dacorum Life</li> </ul>
Listening to views and acting on them	43%	HSLT	<ul style="list-style-type: none"> <li>Be-spoke articles required for Dacorum Life on 'You Said, We Did'</li> <li>Piloting an Estate Improvement Plan at in October 23</li> </ul>
Keeping tenants informed	57%	SW	<ul style="list-style-type: none"> <li>Dacorum Life monthly</li> <li>TPAS Smart Review underway</li> </ul>
Fair & Respectful treatment	64%	HSLT	<ul style="list-style-type: none"> <li>No specific actions underway other than work on corporate values</li> </ul>
Complaint Handling	22%	SW	<ul style="list-style-type: none"> <li>Current approach being reviewed by SQA for HSLT/SLT in Oct 23</li> <li>To introduce tracking of promises made in complaint response to ensure completion</li> </ul>

			<ul style="list-style-type: none"> <li>All DMC complaints now tracked separately</li> </ul>
Neighbourhood Management	45%	OJ	<ul style="list-style-type: none"> <li>Introduced 4 area inspectors</li> <li>Piloting an Estate Improvement Plan at Grovehill East in November 23</li> <li>SLA between Housing &amp; Cleaner, Safe &amp; Green</li> </ul>
Making a positive contribution to neighbourhood	52%	OJ	<ul style="list-style-type: none"> <li>Piloting an Estate Improvement Plan at Grovehill East in October 23</li> <li>Building Safety, High Risk visits will incorporate estate improvement elements (7 blocks by end Nov 23)</li> </ul>
Approach to handling ASB	53%	JS	<ul style="list-style-type: none"> <li>This improved from Q1, as number of potential points of failure have been removed</li> </ul>
Management Indicators - Complaints		AT	<ul style="list-style-type: none"> <li>Agreed for SQA team to lead on improving quality, monitoring transactional satisfaction and improving performance monitoring during Q3</li> </ul>
Management Indicators - Compliance		RL	<ul style="list-style-type: none"> <li>Headline figures are strong</li> <li>A scorecard of underlying actions to be shared at HSLT for further assurance, with first one attached to this report</li> </ul>
Management Indicators - ASB		JS	<ul style="list-style-type: none"> <li>Statistical returns only</li> </ul>
Management Indicators - Repairs		IK	<ul style="list-style-type: none"> <li>See actions above in Repairs (perception) section</li> </ul>
Management Indicators – Decent Homes		MP	<ul style="list-style-type: none"> <li>Plans in place to be 100% as at 31/3/24.</li> </ul>