Compliance Assessment Summary

- This document sets out our self-assessment against the consumer standards with the aim of identifying gaps and areas for improvement.

- The RAG ratings below reflect the current, evidence-based position, following Governance review and alignment with improvement activity set out in the accompanying slide deck.

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RAG Rating Definitions

RAG	Description
🔴	Substantial non-compliance with improvement work needed
🟠	Partial compliance with improvement work needed
🟢	Full compliance (in some cases strengthening work proposed)

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Safety & Quality – Safety in Service Design

Overall Assessment: Amber

- Strong statutory controls and operational processes are in place. Amber ratings reflect the need to improve consistency, evidencing

Requirement	RAG	Summary
1.1 Stock quality	🔶 Amber	Accurate stock condition data held for the majority of homes, with a defined programme and governance oversight to achieve full coverage.
1.2 Decency	🔶 Amber	Decency standards largely met; access issues and evidencing of outcomes prevent a full Green rating at this stage.
1.3 Health and safety / Building Safety	🔶 Amber	Robust statutory compliance regimes (gas, electrical, fire, asbestos, water, lifts). Further work underway to strengthen end-to-end evidencing, particularly for damp, mould and vulnerability-led mitigation and remedials.
1.4 Repairs, maintenance and planned maintenance	🔶 Amber	Repair timescales are defined and communicated and safety-critical repairs prioritised. Inconsistent delivery and customer communication mean Amber remains appropriate.
1.5 Adaptations	🟢 Green	Clear, pathways for supporting tenants needing adaptations, strong partnership working and appropriate allocation of adapted stock.

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Safety & Quality – Safety in Service Design

Areas of Partial Compliance

- Consistency of repairs delivery against published timescales

- Evidencing of health & safety mitigation actions

- Handling and recording no-access cases

- Consistent use of vulnerability data in service delivery

- Tracking and monitoring remedials and risk-based progress.

Transparency, Influence and Accountability

Overall Assessment: Amber

Governance, scrutiny and tenant influence are well established. Amber reflects improvements still required to evidence consistency and outcomes, not absence of engagement or accountability.

Requirement	RAG	Summary
2.1 Fairness and respect	🟠 Amber	Policies, EDI governance and reasonable adjustments in place. Further work required to evidence outcomes consistently across services. Development of vulnerable tenant policy is required. Deliver ICS recommendations once review concludes.
2.2 Tenant engagement & influence	🟠 Amber	Active HAB and TVF with meaningful influence. Under-representation of some cohorts and consistency of outcome tracking prevent a Green rating. Work with TPAS to improve engagement offer / strategy and embed tenant scrutiny throughout the service.
2.3 Information about landlord services	🟠 Amber	Information is available across channels. Improvements needed in clarity, accessibility and consistency of updates.
2.4 Performance information (incl. TSMs)	🟠 Amber	Assurance mechanisms exist (governing statements, sign-off boxes, portfolio scrutiny HAB scrutiny). Documentation and audit trail not yet fully consistent across all products.
2.5 Complaints	🟠 Amber	Fully compliant with HOS Complaint Handling Code, strong governance and learning evidenced. Need to implement Housemark recommendations.
2.6 Self-referral	🟢 Green	Clear escalation routes and evidence of timely, appropriate self-referral where required.

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Transparency, Influence and Accountability

Areas of Partial Compliance

- Consistency of documented approval/sign-off of performance data
- Clear recording of member scrutiny and approval
- Demonstrating the impact of tenant engagement ("you said, we did")
- Develop vulnerable Tenant policy
- Deliver on Complaint Housemark recommendations
- Strengthen Engagement offer and tenant led service scrutiny – work with TPAS and implement recommendations
- Deliver on Institute of Customer Service recommendations

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Neighbourhood and Community Standard

Overall Assessment: Amber
Strong partnership working and community engagement. Amber reflects service consistency and outcome-evidence gaps rather than ineffective delivery.

Requirement	RAG	Summary
3.1 Safety of shared spaces	🔴 Amber	Systems in place for estate management and inspections. Greater consistency of recording and follow-up required.
3.2 Local co-operation	🔴 Amber	Good partnership working with internal and external agencies; evidence of outcomes needs strengthening.
3.3 ASB and hate crime	🔴 Amber	Policies and processes in place. Low reporting levels and satisfaction scores indicate need for improved confidence and visibility. Deliver on Housemark Accreditation recommendations
3.4 Domestic abuse	🔴 Amber	Policies, partnerships and training in place; further work needed to demonstrate consistent outcomes and assurance.

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Neighbourhood and Community Standard

Areas of Partial Compliance

- Recording and evidencing outcomes from ASB and community interventions

- Demonstrating tenant confidence and satisfaction

- Consistency of follow-up and assurance reporting

- Deliver on ASB House mark Accreditation recommendations

Tenancy Standard

Overall Assessment: Amber

- Core tenancy management arrangements are compliant. Amber reflects service delivery consistency rather than fundamental gaps.

Requirement	RAG	Summary
	🟢 Green	Transparent, policy-led allocations with core compliance demonstrated.
	🟠 Amber	Strong prevention focus; improvements needed in consistency of support and outcome evidence.
	🟠 Amber	Secure tenancy framework in place; clarity and communication of tenure pathways could be strengthened.
	🟠 Amber	Service available and promoted; accessibility and outcome monitoring require improvement.

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Tenancy Standard

Areas of Partial Compliance

- Evidencing tenancy sustainment outcomes
- Consistency in mutual exchange support and monitoring

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Overall Self-Assessment Conclusion

- No areas are currently assessed as Red

- Amber ratings reflect managed risk and improvement activity, not unmanaged failure

- Clear routes to Green are defined and aligned with improvement plans and accreditation recommendations.

- The Housing Service demonstrates regulatory awareness, governance control and an improvement trajectory. The focus is now on consistency, evidencing impact and embedding assurance.

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