

SKDC Compliance External Audit Action Plan

							Update							
	Item	Resolution	Priority	Responsible Person	RAG rating	Target completion date	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Policy														
	Gas Safety	Review policy	1	Compliance Manager	Yellow	30 October 2023	Total Housing Compliance (THC) suite of policies to be compiled and adopted							
	Electrical Safety	SKDC should update its Electrical Safety Policy as outlined in the 'Observation'.	1	Compliance Manager	Red	30 October 2023	Total Housing Compliance (THC) suite of policies to be compiled and adopted							
	Lift Safety	Review policy	1	Compliance Manager	Yellow	30 October 2023	Total Housing Compliance (THC) suite of policies to be compiled and adopted							
	Fire Safety	Review policy	1	Compliance Manager	Yellow	30 October 2023	Total Housing Compliance (THC) suite of policies to be compiled and adopted							
	Smoke and CO	Review policy	1	Compliance Manager	Yellow	30 October 2023	Total Housing Compliance (THC) suite of policies to be compiled and adopted							
	Asbestos Management	SKDC should develop a detailed Asbestos Management Plan as outlined in the observation.	1	Head of Technical Services / Compliance Manager	Yellow	30 October 2023	Total Housing Compliance (THC) suite of policies to be compiled and adopted							
	Damp and Mould	Review policy	1	Compliance Manager	Yellow	30 October 2023	Total Housing Compliance (THC) suite of policies to be compiled and adopted							
	Radon	Review policy	1	Compliance Manager	Yellow	30 October 2023	Total Housing Compliance (THC) suite of policies to be compiled and adopted							
	Water Hygiene	Review policy	1	Compliance Manager	Yellow	30 October 2023	Total Housing Compliance (THC) suite of policies to be compiled and adopted							
Procedure														
	Electrical Safety	SKDC should develop a more comprehensive no-access tracker for the new contract.	2	Head of Technical Services / Compliance Manager	Green	01 April 2024	In progress to form a part of new contract, aim is for all info to be live updated by the contractor via our online contractor portal linked to IHMS							
	Fire Safety	SKDC should make a decision over the priority of FRA reviews, and update the Fire Management Policy accordingly, and reflect the frequency of FRAs accurately within the tracker	2	Compliance Manager	Yellow	30 October 2023	In 2021 all properties requiring a fire risk assessment received a full fire risk assessment by an external contractor. Since that time SKDC has undertaken a lot of work on our approach to fire safety, particularly as actions were not all completed. In 2022, all risk assessments received an on-site review to confirm which actions were complete and our focus was on the completion of more thorough compartmentation surveys which were identified as recommendations in a great number of the Fire Risk Assessments. These have been commissioned and we are now starting to develop plans for the work arising from these. Full risk assessments have been commissioned for this year.							
	Fire Safety	SKDC should review the Fire Safety Management Plan and make sure that the requirements of the Fire Safety (England) Regulations are reflected within.	2	Compliance Manager	Yellow	01 January 2024	We do not have any buildings classed as high rise under the guidance and only one building over 11m. The Fire Management Policy will be updated to reflect the controls contained in the Fire Safety (England) Regulations 2022.							

Reconciliation													
	Electrical figures	A quality review process should be established for all compliance KPIs, but focusing on Electrical Safety whilst the Electrical Safety Manager is calculating these figures for the initial period of their employment.	1	Head of Technical Services		01 August 2023	The figures for Electrical Safety will be documented and reviewed by the Head of Technical Services each month for the first quarter and quarterly thereafter.						
	Gas figures	SKDC should increase the frequency of reconciliations of the gas programme.	1	Head of Technical Services		31 August 2023	A quarterly reconciliation programme will be introduced to reconcile data from the contractor and SK. The methodology will be documented.						
	Water Hygiene	SKDC should increase the frequency of reconciliations of the legionella programme and supporting control scheme programmes. Evidence of reconciliations should be retained.	1	Compliance Manager		01 September 2023	Bi annual reconciliation programme will be introduced to reconcile data from the contractor and SK. The methodology will be documented.						
	Stairlifts	SKDC should determine where it holds responsibilities for the maintenance and inspection of stairlifts in domestic stock and put in place a programme to inspect these assets. A decision should be made whether SKDC should maintain stairlifts in private stock at Board-level.	2	Head of Technical Services		30 October 2023	We have already started work in this area. We have identified those properties with stairlifts and other fitted lifting equipment which SKDC may be responsible for. We are currently in the process of discussions with two contractors for the delivery on an annual service and inspection.						
Methodology													
	Electrical figures	SKDC should document the methodology to calculate Electrical Safety KPIs.	1	Head of Technical Services		31 August 2023	The methodology to calculate Electrical Safety KPI's will be documented.						
Data													
	Gas programme	SKDC should as part of planned data projects, review component data within Apex and ensure that this reflects the current make up of stock.	1	Head of Technical Services		01 April 2024	The specification for the new heating contract includes an item to collect component data. Apex will be reviewed to ensure that we can collect all the data in a format that supports the robust approach to compliance. Ongoing updates to data will take place from April 2024						
	Electrical	SKDC should as part of planned data projects review the accuracy of EICR data to source records	2	Head of Technical Services / Compliance Manager		01 November 2023	Apex is not currently the main source for EICR data and is therefore not maintained. As part of the upgrade to the IHMS & Apex						
Performance													
	Gas Safety	SKDC should develop KPI reporting frameworks to include the areas highlighted in the 'observation'.	2	Acting Director of Housing		01 October 2023	In line with our annual KPI reporting process, we will explore opportunities to align our reporting with Sector best practice.						

Quality Review	Action Items for Q1 2024												
	Electrical Safety	A quality review process will be implemented as part of the ongoing work to update and renew the Apex database	2	Head of Technical Services & Health & Safety & Compliance Manager		01 January 2024							
Health & Safety	Void contractors	SKDC should liaise with relevant contractors for responsive and void works and request suitable risk assessments be completed prior to undertaking qualifying works.	1	Head of Technical Services		In progress							
Home Standard	Gas supply/heating	SDKC should document the process to highlight residents without a connected gas supply and put in place suitable alternative heating methods.	1	Head of Technical Services / Head of Housing Services		01 September 2023	SKDC already hold a register of capped properties . These are capped at the request of tenants. Contact will be made with all those on the register prior to the colder weather and we will introduce a new process to undertake welfare checks to ensure that tenants have adequate means to heat their homes.						
Contractor Management	Void property LGSR	SKDC should investigate the property in question to understand why multiple visits were undertaken; a monitoring process should be established to highlight further instances and raise with gas contractors as appropriate in contract management meetings.	1	Head of Technical Services		31 July 2023	Prior to go-live of the IHMS, weekly lists of voids will be passed to the Compliance Administrator to ensure that the information is passed on to the Gas contractor						
	Water Hygiene	SKDC should establish regular contract management meetings with Second Element.	2	Compliance Manager		01 September 2023	Quarterly contract meetings will be established from August 2023.						