

Appendix 1 - HQN Summary of Findings - Self-Assessment Deep Dive February 2025

Standard	HQN findings	Key Observations	Areas for Improvement
Safety and Quality	You will be able to provide the level of assurance we expect the Regulator (RSH) will be seeking to confirm compliance with this standard	<p>Good performance and compliance is reported in most key areas - electrical safety, asbestos in communal areas and fire risk remedial actions</p> <p>Fire Risk Assessment performance improving rapidly from unsatisfactory historical position</p> <p>Performance management systems and performance monitoring systems are well developed in all key areas and are reported to the BCP advisory board but only annually to cabinet</p> <p>Gas servicing compliance is reported as high (100% compliance)</p> <p>Good and up to date data on properties with smoke and carbon monoxide alarms</p> <p>Strong awareness of damp and mould procedures and requirements amongst operatives and staff</p> <p>Rolling programme of stock condition surveys in place. Data will be 70% current and valid by March 2025</p>	<p>Policy development and approval (completion of alignment)</p> <p>Improve performance reporting and oversight to Cabinet</p> <p>Improve use of data on damp and mould to identify high-risk properties</p> <p>Ensure a robust and up to date understanding of the condition and needs of its stock and the resources necessary to keep it safe and well maintained.</p> <p>Stock data currently not yet reconciled between Poole and Bournemouth</p> <p>An asset management strategy is not in place – although measures are being taken to start to develop an AMS in 2025</p> <p>Clarification is needed that future investment programme is sustainable and fundable – based on the up-to-date stock condition data</p>

Appendix 1 - HQN Summary of Findings - Self-Assessment Deep Dive February 2025

		<p>A lot of good work has been undertaken to merge Poole and Bournemouth data into one consolidated Keystone database, but more consolidation work still needs to be done</p> <p>Reporting 0.9% non-decency</p> <p>Good energy efficiency understanding - reporting approximately 20% of properties below band C</p> <p>Strong performance on repairs - reporting 90.45% housing repairs are completed on time, average completion of 5.87 working days</p> <p>Tenant satisfaction:</p> <p>Repairs – 83%</p> <p>Time taken repairs – 82%</p> <p>Well-maintained home - 81%</p>	<p>Development of the HRA business plan is critical following completion of the AMS</p> <p>Develop fully funded strategy to achieve EPC band C by 2030</p> <p>Under developed aids and adaptations service</p>
Transparency, Influence and Accountability	You may not be able to provide the level of assurance we expect the Regulator	<p>Interested, engaged tenant representatives</p> <p>Good work by teams to involve and inform tenants</p> <p>Evidence of impact of involvement on local issues, eg, improvement schemes</p>	<p>Limited evidence of tenant impact on strategy, policy or performance</p> <p>Complete the development of the resident involvement strategy</p>

Appendix 1 - HQN Summary of Findings - Self-Assessment Deep Dive February 2025

	<p>(RSH) will be seeking to confirm compliance with this standard, but continuing with your planned actions and improving governance could see you achieve compliance soon</p>	<p>Household data collection:</p> <p>There is a programme in place to collect data at tenant review visits</p> <p>Lettings team collect/check tenant data at sign ups</p> <p>Tenancy audit programme in place</p> <p>Review of complaints showed care in responses but scope to improve tracking of follow-up actions and opportunities for service improvement</p> <p>Complex complaints investigated well, with good responses to complainants; improvement plans to track lessons learned</p> <p>Complaints report is shared with advisory board and lead member</p> <p>Examples of asking tenants who have complained to get involved; involved residents scrutinised complaints and made recommendations</p> <p>Good evidence from TSMs and staff interactions on site that staff treat tenants fairly and respectfully</p>	<p>Develop clear service standards for residents to hold the service to account</p> <p>Improve governance including clarity on where policy decisions are taken, or how tenants and residents can really influence policy decisions</p> <p>Improve line of sight for cabinet on regulatory issues including H&S and compliance</p> <p>Improve transparency by reviewing website content to include governance and oversight, how residents can report, how residents can get involved.</p> <p>Follow up on the large-scale consultation in 2022 by informing residents of the progress of BCP Homes and how we have responded to their priorities</p> <p>Ensure that the importance of housing regulation and its impact on the Council is recognised at the most senior level</p> <p>Improve use of tenant data and insight to inform strategic planning and operational programmes.</p> <p>Critical need for one new Housing Management system.</p>
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Appendix 1 - HQN Summary of Findings - Self-Assessment Deep Dive February 2025

		<p>All staff have mandatory EDI training</p> <p>Good practice in considering needs at sign-up</p> <p>Complaints reviewed were dealt with fairly and respectfully</p> <p>ASB cases reviewed showed respect</p>	<p>More work is needed to ensure information on household information including protected characteristics is collected, stored and used</p>
Neighbourhood and Community	<p>You may be able to provide the level of assurance we expect the Regulator (RSH) will be seeking to confirm compliance with this standard</p>	<p>Staff demonstrate a good understanding of locality and services and show a commitment to supporting tenants and communities well</p> <p>Officers know their areas well and are engaged.</p> <p>Community centres play a key role in providing events for different ages and in supporting projects to tackle health inequalities</p> <p>Stock seen was in good condition, some benefitting from new front doors from recent programme</p> <p>We observed care taken in added value services including food banks with fresh bread; raised planters; allotments; resident involvement in communal areas</p>	<p>Complete harmonization programme to ensure consistent practice across all services – this must be expedited</p> <p>Consider housing officer resources to ensure this is adequate</p> <p>TSMs show ASB is a priority for residents</p> <p>Case management requires improvement where currently using multiple systems,</p>

Appendix 1 - HQN Summary of Findings - Self-Assessment Deep Dive February 2025

		<p>There is fly-tipping, but it is dealt with quickly. Residents reported a good response from caretaking/estates teams (high-rise blocks have an advanced caretaking service with daily visits)</p> <p>New “<i>neighbourhood inspectors</i>” programme was due to start from January 2025 with walkabouts including local councillors, police as well as housing staff and resident reps. Evidence of the outcomes achieved, eg, issues found and actions taken would be good for future reviews</p> <p>Tenants have been involved in consultation on changes in their local areas</p> <p>Focus on safety, eg, effective use of zero tolerance approach to items in stairways etc</p> <p>Community action (skip) days and other community events arranged</p> <p>Community improvement scheme budget for local improvements, eg, new bin areas, sheds for children’s toys and bikes</p> <p>Knowledgeable staff include specialist officer for youth ASB plus links to teams to provide support including on tenancy sustainment and domestic abuse</p>	
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Appendix 1 - HQN Summary of Findings - Self-Assessment Deep Dive February 2025

		<p>Cases reviewed showed sensitive and effective management</p> <p>Team use sensitive lets to try to manage conflict where ASB issues are known to exist</p> <p>Very low incidence of hate crimes identified</p> <p>Partnerships in place with other agencies to provide support on relevant cases</p> <p>Working towards DAHA accreditation:</p> <p>20 DA champions trained by Dragonfly (local specialists) – training so they can refer into MARAC</p> <p>Appointing a specialist HO for DA to support families in TA</p> <p>Looking to roll out fresh DA training for all (have done safeguarding training)</p> <p>Briefings for involved tenants have taken place on Domestic Abuse services.</p>	
Tenancy Standard	You will be able to provide the level of assurance we expect the Regulator (RSH) will be seeking	<p>Evidence of the correct tenancies being used</p> <p>Good evidence from staff of a wide understanding of the importance of supporting tenancy sustainment</p> <p>Properties are allocated by the Council according to the common allocation policy: consider whether increased flexibility would allow BCP homes to</p>	<p>Some monitoring of outcomes from the tenancy support service – consider how you can expand this and get more insight on who is at risk</p> <p>Improve online information about adapted homes and options as circumstances change</p>

Appendix 1 - HQN Summary of Findings - Self-Assessment Deep Dive February 2025

	<p>to confirm compliance with this standard</p>	<p>make better use of stock through planned management moves</p> <p>Support is available for people to downsize or to move to adapted properties. An OT is available to assess suitability for use or further adaptation</p> <p>Strong tenancy sustainment service (TSS) includes support and specific financial advice from the your money team</p> <p>Internal tenancy sustainment board links up other services including homelessness, ASB, as well as housing</p> <p>Engagement and Enforcement Officer supports work on hoarding cases, no access and other breaches linked to support needs</p> <p>Close working between TSS and other teams – lettings and income. Focus on maintaining the tenancy wherever possible. Example provided of tenant with very high arrears from benefit fraud/error</p> <p>Annual review visit for residents in senior living</p> <p>Outcome tracking in place – very low levels of evictions</p>	<p>Ensure new IT being developed will meet BCP's needs for storing, updating, analysing and using household/tenant data</p> <p>Clarify programme of tenancy review visits (TRV) – who is doing these, targets, how you are tracking progress and how data will be used</p> <p>Communicate importance of TRVs to tenants and staff and evidence of the outcomes</p> <p>Evidence which properties are let under licence and why</p> <p>Consider how to build on work of TSS in evidencing outcomes of support – and how to use tenant profile data to understand who is most at risk of tenancy failure</p>
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