

ACTION PLAN – TRIP REVIEW – ESTATE INSPECTION PROCEDURE REVIEW

ITEM	TRIP RECOMMENDATION	LEAD	TARGET DATE	ACTION	CURRENT POSITION @ 11 August 2023
1.	Complete a dynamic risk assessment for each estate inspection	Sharon Hoskin	June 2022	Develop a template for a dynamic risk assessment and ensure one is completed when setting the schedule at the beginning of each year to determine priority/risk. This should then be reviewed prior to each inspection taking place.	COMPLETED This is already included in section 1.2 of the procedure. A written risk assessment for estate inspections is not required as this is covered in our lone working policy and risk assessment. Dynamic risk assessments are built into this and staff are fully aware of this and trained in it.
2.	Create a guidance document for non-staff members attending estate inspections to ensure confidentiality is adhered to at all times	Sharon Hoskin	June 2022	Guidance notes sent to TRIP 1.2.22 to review. Once approved to communicate to staff who will advise those attending inspections of the guidance and provide a copy to all participants at the beginning of each inspection.	COMPLETED Guidance notes have been produced and included in the procedure following the initial review. We have recently undertaken intensive 2 day training for all housing officers as part of our housing management realignment and comprehensively covered estate inspections and the role of non-staff members including data protection. The guidance document produced by TRIP has been slightly amended and adopted and is appended to our procedure document. Staff know to advise attendees of the guidance.
3.	Lack of enforcement by DMBC relating to private properties who are crossing the public footpath to access their home and without the provision of a	Sharon Hoskin		S Hoskin has linked in with Assets to identify who within DMBC we could meet with to discuss this recommendation	UNABLE TO PROGRESS We have taken this up with CDC but have been advised they do not have the capacity to increase their enforcement work.

	dropped kerb and to explore with DMBC if a joint enterprise could be considered to install dropped kerbs as a reduced cost to resolve this issue			and the possibilities going forward.	
4.	Review the current Lone Working Policy to ensure the on-going safety of staff while carrying out an Estate Inspections	Sharon Hoskin	June 2022	Lone Working Policy is already in place but following the recommendation to review in conjunction with the Health & Safety to identify any changes.	COMPLETED
5.	Ensure garden boundaries are checked and action progressed relating to boundaries which have been removed by the tenant and without authorisation from SLHD to create a car port or car parking space	Sharon Hoskin	June 2022	Review how staff can access information while conducting an inspection to check if permission has been granted for alterations identified. Review current procedures linked to alterations made without obtaining prior permission to ensure they are current, clear and concise.	COMPLETED Staff can obtain information following an inspection but it would be helpful to be able to check this during the actual inspection as would save a lot of time. Staff would have the opportunity to speak to the tenant there and then to provide advise on how to rectify the issue. Following the review Assets now attend estate inspections when able to and are able to check if permission has been granted for alterations identified. Following the Housing Services restructure and additional Customer Service Advisor resource we are now able to collate this information prior to each estate inspection.
6.	Produce an article for HouseProud to provide feedback on the review and outcomes and improvements made as a result of TRIP's scrutiny of Estate Inspections	Sharon Hoskin			COMPLETED Article appeared in HouseProud directly following the review but may be advisable to produce a further article following the completion of all actions after recommendations. We will also use this

					opportunity to publish our schedule and highlight the benefits of tenants attending and the objectives of the inspections.
7.	Deliver training to all relevant staff once all the recommendations have been completed to ensure there is a consistent and safe approach to estate inspections across the borough	Sharon Hoskin	July 2022		<p>COMPLETED</p> <p>Training delivered through the Housing Officer of the Future training.</p> <p>We are however embarking on a review of estate inspections as part of our mobile working roll out and will deliver further improvements.</p>