



**Northern Ireland Housing Executive  
Compliance Action Plan**

## Introduction

Based on the recommendation in the DSD/NIHE Asset Commission Compliance Review a draft action plan for compliance has been developed which will address the findings of this review.

The main aims of the plan are to develop a compliance manual with a complete suite of policies, processes and procedures supported by process maps including details of data storage management and a corporate performance management monitoring and reporting system.

The corporate performance management monitoring system will provide clear line of sight relating to accountability and responsibility at each level of the organisation including the Board, Audit and Risk Committee, Senior Management Team, the Centre and Regions for landlord compliance.

In order to protect NIHE from non-compliance issues emerging it is proposed to develop the manual and reporting in two stages. Initially the manual, its processes and reporting system will be developed to provide compliance using existing structures, resources and IT systems currently available to us.

A second later stage will take account of business improvements, contract restructuring and introduction of a new asset management system with a compliance module.

To ensure a consultative approach in its development and that ownership and accountability is also achieved, it is essential that there be input by Housing Management, Asset Management, Finance and Corporate stakeholders with representation from a mix of disciplines based in the Housing Centre, Regional and area offices.

A training plan will be developed and implemented to communicate roles and responsibilities at appropriate levels within the organisation.

<b>Task</b>	<b>Date Started</b>	<b>Due Date</b>
Review Signed off by ACCPB		
CXBC Action plan		9th June 2015
Board Paper/Approval		24th June 2015
Draft Improvement Plan		End May 2015
Appoint Strategy Group Project Manager		End June 2015
Identify Strategy Group members		Mid July
Initial meeting of strategy Group		5th August
Establish Terms of Reference for Strategy Group		10th September
Appoint Working Group Project Manager		1. End July 2. 15th September
Identify Working Group team members		1. End July 2. 15th September
Graduate trainees recruitment into project		1 September
Initial meeting of working groups		15th September
Establish remit		15th September
<b>Draft Gas heating policy</b>	<b>June 2015</b>	
Data collection and storage		June 2015
Appoint L2 Data Input resource to input cp12		1. End August 2. 15th September
Data cleansing exercise gas records		June/July 2015
Sign off by Strategy Group		10th September 2015
Draft Processes/Process maps		10th September 2015
Sign off by Strategy Group		10th September 2015
Develop performance management reports		10th September 2015
Sign off by Strategy Group		10th September 2015
Training delivered		
	<b>Mid-September 2015</b>	

<b>Draft Oil etc. heating policy</b>		
Data Collection and storage		
Sign off by Strategy Group		10th September 2015
Draft Processes/Process maps		8th October 2015
Sign off by Strategy Group		8th October 2015
Develop performance management reports		8th October 2015
Sign off by Strategy Group		8th October 2015
Gas and Oil Policy, procedures and reporting sign off by CXBC		22nd October 2015
Training delivered		
<b>Draft Fire Safety policy</b>	<b>1<sup>st</sup> October 2015</b>	
Data Collection and storage		
Sign off by Strategy Group		8th October 2015
Draft Processes/Process maps		5th November 2015
Sign off by Strategy Group		5th November 2015
Develop performance management reports		5th November 2015
Sign off by Strategy Group		5th November 2015
Fire Safety Policy, procedures and reporting sign off by CXBC		19th November 2015
Training delivered		
<b>Draft Lift/LOLER policy</b>	<b>1st October 2015</b>	
Data collection and storage		5th November 2015
Sign off by Strategy Group		5th November 2015
Draft Processes/Process maps		5th November 2015
Sign off by Strategy Group		5th November 2015
Develop performance management reports		5th November 2015
Sign off by Strategy Group		5th November 2015
Draft Lift/LOLER policy, procedures and reporting sign off by CXBC		19th November 2015
Training delivered		
<b>Draft Window restrictor policy</b>	<b>1 September 2015</b>	
Data collection and storage		8th October 2015
Sign off by Strategy Group		8th October 2015

Draft Processes/Process maps		8th October 2015
Sign off by Strategy Group		8th October 2015
Develop performance management reports		8th October 2015
Sign off by Strategy Group		8th October 2015
Window restrictor Policy, procedures and reporting sign off by CXBC		22nd October 2015
Training delivered		
<b>Draft Periodic Electrical Testing policy</b>	<b>1<sup>st</sup> November 2015</b>	
Data Collection and storage		
Sign off by Strategy Group		5th November 2015
Draft Processes/Process maps		3rd December 2015
Sign off by Strategy Group		3rd December 2015
Develop performance management reports		3rd December 2015
Sign off by Strategy Group		3rd December 2015
Periodic Electrical Testing Policy, procedures and reporting sign off by CXBC		17th December 2015
Training delivered		
<b>Draft PAT testing Policy</b>	<b>1st November 2015</b>	
Data Collection and storage		
Sign off by Strategy Group		3rd December 2015
Draft Processes/Process maps		3rd December 2015
Sign off by Strategy Group		3rd December 2015
Develop performance management reports		3rd December 2015
Sign off by Strategy Group		3rd December 2015
PAT Testing Policy, procedures and reporting sign off by CXBC		17th December 2015
Training delivered		
<b>Draft Lightning Conductors policy</b>	<b>1st November 2015</b>	
Data Collection and storage		
Sign off by Strategy Group		3rd December 2015
Draft Processes/Process maps		3rd December 2015
Sign off by Strategy Group		3rd December 2015

Develop performance management reports		3rd December 2015
Sign off by Strategy Group		3rd December 2015
Lightning conductor Policy, procedures and reporting sign off by CXBC		17th December 2015
Training delivered		
<b>Draft Smoke Detector Replacement policy</b>	<b>1 December 2015</b>	
Data collection and storage		14th January 2016
Sign off by Strategy Group		28th January 2016
Draft Processes/Process maps		28th January 2016
Sign off by Strategy Group		28th January 2016
Develop performance management reports		28th January 2016
Sign off by Strategy Group		11th February 2016
Window restrictor Policy, procedures and reporting sign off by CXBC		22nd February 2016
Training delivered		
<b>Draft Carbon Monoxide policy</b>	<b>1 December 2015</b>	
Data collection and storage		14th January 2016
Sign off by Strategy Group		28th January 2016
Draft Processes/Process maps		28th January 2016
Sign off by Strategy Group		28th January 2016
Develop performance management reports		28th January 2016
Sign off by Strategy Group		11th February 2016
Window restrictor Policy, procedures and reporting sign off by CXBC		22nd February 2016
Training delivered		
<b>Draft Asbestos policy</b>	<b>Mid December 2015</b>	
Data Collection and storage		
Sign off by Strategy Group		14th January 2106
Draft Processes/Process maps		28th January 2016
Sign off by Strategy Group		28th January 2016
Develop performance management reports		28th January 2016

Sign off by Strategy Group		28th January 2016
Asbestos Policy, procedures and reporting sign off by CXBC		11th February 2016
Training delivered		
<b>Draft Legionella policy</b>	<b>1 January 2016</b>	
Data Collection and storage		
Removal of water storage tank in High Rise Blocks		Works commenced
Sign off by Strategy Group		28th January 2016
Draft Processes/Process maps		25th February 2016
Sign off by Strategy Group		25th February 2016
Develop performance management reports		25th February 2016
Sign off by Strategy Group		25th February 2016
Legionella Policy, procedures and reporting sign off by CXBC		11th February 2016
Training Delivered		
<b>Draft Scalding Risk policy</b>	<b>1st January 2016</b>	
Data Collection and storage		
Sign off by Strategy Group		28th January 2016
Draft Processes/Process maps		25th February 2016
Sign off by Strategy Group		25th February 2016
Develop performance management reports		25th February 2016
Sign off by Strategy Group		25th February 2016
Scalding Policy, procedures and reporting sign off by CXBC		11th March 2016
Training Delivered		
<b>Draft Lead pipe policy</b>	<b>1st January 2016</b>	
Data Collection and storage		
Sign off by Strategy Group		25th February 2016
Draft Processes/Process maps		25th February 2016
Sign off by Strategy Group		25th February 2016
Develop performance management reports		25th February 2016
Sign off by Strategy Group		25th February 2016
Lead Pipe, Policy procedures and reporting sign off by CXBC		11th March 2016
Training Delivered		

<b>Draft Septic Tank policy</b>	<b>1st February 2016</b>	
Data Collection and storage		
Sign off by Strategy Group		25th February 2016
Draft Processes/Process maps		24th March 2016
Sign off by Strategy Group		24th March 2016
Develop performance management reports		24th March 2016
Sign off by Strategy Group		24th March 2016
Septic tank Policy, procedures and reporting sign off by CXBC		31st March 2016
Training delivered		
Training delivered		
<b>Draft RIDDOR policy</b>	<b>1st January 2016</b>	
Data collection and storage		
Sign off by Strategy Group		25th February 2016
Draft Processes/Process maps		25th February 2016
Sign off by Strategy Group		25th February 2016
Develop performance management reports		25th February 2016
Sign off by Strategy Group		25th February 2016
RIDDOR Policy, procedures and reporting sign off by CXBC		11th March 2016
Training delivered		
Compile Compliance Manual		End March 2016
Governance/Audit/Risk test of Robustness of system and reporting	24th August 2015	
Review business structure to ensure it is compliance compatible and create new compliance unit		March 2016
Review Job descriptions		March 2016
Develop Staged/phased mobilisation plan based on outputs from above		End August 2015
Review		August 2016



<b>Procure New OTS Asset Management System</b>		
Initiation	September 2014	
Tender process		18th June 2015
Business Case approval/ concurrent with tender process		25st August 2015
CR raised		10th September 2015
Contract signed		30th September 2015
Implementation initial meeting		22nd October 2015
System configuration and data migration		31st March 2016
Compliance area process change	31st March 2016	
Migration to asset management system compliance modules		September 2016
Training		December 2016
Develop staff induction training manual and process		December 2016