

Better Social Housing Review – Curo Group Action Plan

Recommendation	Curo Agreed Actions	Status
1. Every housing association, and the sector as a whole, should refocus on their core purpose and deliver against it.	1.1 Ensure core purpose is considered in agreement of Vision	Complete – our new 10 year vision 'Everybody feels proud about the quality of our homes' reinforces and aligns with our Purpose of 'Homes for Good'. This was shaped by customers and colleagues over a two year period.
	1.2 Ensure core purpose is considered by Board in final approval of future Strategy (November 2023)	Complete. The strategy was approved and published in April 2024.
2. Housing associations should work together to conduct and publish a thorough audit of all social housing in England	2.1 Review and consider adoption of new audit standard once published	The new standard stock condition survey methodology for the social housing sector was announced by the NHF and RICS in September 2024. We will consider the merits of adoption as part of our new Asset Management Strategy, due for Board review in March.
	2.2 Deliver against agreed targets for stock condition surveys	Current performance indicated that by April 2025, 100% of homes will have a stock condition survey which is 5 years old or less, using the existing methodology. 88.22% of properties have undergone a stock condition survey within the last five years as at 11.10.2024 ahead of required trajectory.
	2.3 Review approach to tenancy audits (including feedback from customers on this)	New audit programme being trialled, initially focusing on two pilot areas including heritage properties in Bath.
3. Housing associations should partner with tenants, contractors and frontline staff to develop and apply new standards defining what an excellent maintenance and repairs process looks like.	3.1 Review of Repairs	The Review of our Maintenance and Repairs service started in July 2024 with sign off by the Board. Initial focus has been on developing a structured approach in response to Awaabs Law. The review is due to make recommendations in the spring of 2025.
	3.2 Implementation of recommendations	The review of our Maintenance and Repairs service will recommend to Board and our new Customer Experience Committee in the spring of 2025.

4. The Chartered Institute of Housing should promote the traditional housing officer role as a supported and valued employment opportunity with a Chartered Institute of Housing recognised programme of training and continuing development.	4.1 Create implementation plan once requirements of Social Housing Regulation Bill/Act are known	This recommendation will be considered as part of our new Housing Management Strategy, which will be devised in Q4 of 2024/5
	4.2 Develop People/Culture plan, to include: <ul style="list-style-type: none"> • Technical and 'soft' skills • Housing management • Leadership development • Fostering a culture of inclusion. 	We have appointed a new Chief People Officer who is leading on our People and Culture strategy. The strategy was approved by the Board in March 2024 and is integrated into our new business plan and budgets.
	4.3 Adopt SHARP anti-racism pledge	In place and action plan in development.
5. Housing associations should work with all tenants to ensure that they have a voice and influence at every level of decision making across the organisation, through both voluntary and paid roles.	5.1 Formalise opportunities for customers to have advocates throughout our complaints process	In Place. Family members, community leaders, politicians, support workers and mediation services all available for customers.
	5.2 Review and re-articulate our Resident Engagement Strategy and Involvement Framework	New strategy approved by the Board in Nov 2024. It will be published on our website in Q4 of 24/25.
	5.3 Review opportunity for paid roles for customers	Customers sitting on new Customer Experience Committee are paid. We are working with the Oversight Group on a broader policy for every element of customer engagement.
6. Housing associations should develop a proactive local community presence through community hubs which foster greater multi-agency working.	6.1 Establish framework for 'Community Catch-Ups' within Resident Engagement Strategy and Involvement Framework	These have now been running for around 18 months, and covered 63 communities last year.
	6.2 Roll-out of caretakers	In Place.

	6.3 Develop plan for fostering multi-agency working	We have added a new strategic objective to our new Strategic Plan – Collaboration and Growth. This new strategic objective is led by the Chief Customer Officer. We are now an anchor institution in B&NES, and also on the board of the local Community Wellbeing Hub.
	6.4 Develop plan for better use of existing community buildings	Our new Housing Management Strategy will review the effectiveness and purpose of our community buildings
7. Housing associations should support tenants and frontline staff to undertake an annual review of the progress each organisation is making in implementing this review's recommendations.	7.1 Add review of progress against the Better Social Housing Review recommendations to the Terms of Reference for the Oversight Group	The progress against this plan was reviewed by our new Customer Experience Committee in Q4 24/25. The role and TOR for the Resident Oversight Group was reviewed in Q3 24/25, and the group is being refreshed and relaunched in Q4.
	7.2 Annual review	This review will be undertaken in Q4 24/25.