

Action Reference	Issue	Action Agreed	Responsible person	Action by date	Current status of Action (RAG)
1	Inconsistent address data	Update with same addresses as Water Quality Contractors	Service Manager, Asset Management	Complete	
2	Outstanding Risk Assessments	Complete outstanding Risk Assessments	Senior M&E Team Leader	End of July 2021	
3	Not all properties included on the monitoring schedule	Add all properties to the monitoring schedule	Senior M&E Team Leader	Complete	
4	Faults identified not forwarded to Property Service	Forward all identified faults to the Property Service	Head of Commercialisation/ Contract Manager	Complete	
5	Incomplete log book reviews	To complete 20% checks of log books annually	Senior M&E Team Leader/ Technical administrator	Ongoing	
6	Not all fault sheets sent to the technical administrator	A temperature monitoring sheet will be sent in weekly with fault sheet number so remedial works can be monitored.	Senior M&E Team Leader/ Technical administrator	Ongoing	
7	Testing highlighted that there is not a central register of responsibilities or water quality training and qualifications in place	<p>This has been discussed at the H&S board, for resolution across the Authority. Property Services staff and Housing Operations Water Quality Managers have refresher training booked for 28 July 2021.</p> <p>Following an internal review, there are a number of actions which are being planned for Water Quality specifically, and Compliance related activities generally. Part of this includes provision of a training regime for all relevant staff, to ensure that they have the right competencies to deliver the service.</p>	Service Manager, Asset Management/ Head of Property/Senior M&E Team Leader	30/09/2021	

		The responsible person register was discussed at the Health and Safety Board Meeting of the 24/06/21. An action has been raised for the relevant officers from the property division to draw up a responsible person list.			
8	Incomplete property schedule provided to Contractors	A property audit will be completed by Property Division for the Corporate & Housing portfolios, to ensure that a comprehensive property schedule is provided to Freeston and Housing Operations.	Service Manager, Asset Management	Complete	
9	Not possible to confirm the status of 16/19 remedial works	A trail of the use of Tech Forge (Water Quality Management Software) has begun with the aim of improving visibility and remedial monitoring across all teams. Trial follow up meetings have been planned to monitor data input progress and resolve any issues.	Senior M&E Team Leader/ Technical administrator	31/10/2021	
10	No contract in place for temperature monitoring, risk assessments and some remedial work for properties	The procurement process has been delayed and will go out to tender by the end July 2021, as the tender documents will be reviewed as part of the internal compliance review by Ridge, before being finalised. There will be a separate tender for the Risk Assessment programme and for the servicing and inspection process. The length of contract will also be reassessed with the Ridge Team, Procurement and the Property Division.	Service Manager, Asset Management	End of July 2021	

11	The WQMG are not achieving their primary objective, to provide assurance on water quality.	Follow up testing confirmed that the WQMG Terms of Reference had been reviewed by the Service Manager - Health, Safety and Employee Wellbeing and were found to be accurate. A WQMG meeting was held on the 24/06/21 at which terms of reference and future information reporting was discussed and agreed.	Service Manager for Health, Safety and Employee Wellbeing	Complete	
12	Testing highlighted that the Authority's current Combined Policy and Safe Working Procedure was last reviewed in August 2017	Update and publish the Combined Policy and Safe Working Procedure	Service Manager for Health, Safety and Employee Wellbeing	Complete	