

Independent Audit of Compliance Areas Policy

Document Owner	Head of Property Safety
Prepared by	Operations Director
Approved by	Operations Management Team Directors Group
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Monitoring, Auditing and Reporting	<ol style="list-style-type: none"> 1. Performance reporting against service standards – compliance checks by Head of Property Safety 2. Compliance checks by independent contractors engaged to verify work 3. Internal Audit

1. Scope and Aims

- 1.1. This policy relates to the property safety/compliance function at Hexagon Housing Association (Hexagon).
- 1.2. This policy sets out how the compliance function of Hexagon will be audited.
- 1.3. The purpose of the audit arrangements set out in this policy are designed to ensure that services are delivered in a way that aligns with published customer service standards and procedure documents (which incorporate legal requirements and statutory guidance).

2. Equality and Diversity

- 2.1. An equality and diversity screening has been carried out and is attached as an appendix to this Policy.
- 2.2. The screening identifies there are no equality issues related to this policy.

3. Resident Consultation

- 3.1. This policy has been discussed at the Resident Repairs Group in March 2024.
- 3.2. The group agreed with the Hexagon recommendation that no wide scale resident consultation is required for this policy – as this policy is designed to ensure that other compliance related policy commitments are kept.

4. Policy Statement

- 4.1. Hexagon commitments to ensuring compliance services are delivered in line with its published customer service standards and procedure documents.
- 4.2. Hexagon will develop an operational performance indicator suite to enable managers to monitor the delivery of services ensuring they align with customer service standards and procedures.
- 4.3. Managers are expected to check their services comply with procedures. These checks should be directed by performance data which indicates where cases have not been delivered in line with customer service standards. 'Spot checks' will ensure that deviations from procedure are addressed.
- 4.9. Independent verification of compliance actions - third party technical auditing will be put in place for fire work, fire door inspections, asbestos and water programmes, with a percentage of surveys / inspections / works and documentation audited each month in. The resultant reports are used to

measure the technical performance of each contractor and address any non-conformities.

- 4.10. In 2024/25 Hexagon's property safety/compliance function will seek ISO 9001 accreditation. When accreditation is achieved this will enable the service to demonstrate an external standard of 'quality management' and that "continual improvement that is driven by customers' needs. This [will] lead.... to cost savings, improved efficiencies, and greater consistency of service deliverables."
- 4.11. Hexagon's property safety/compliance function will also be subject to internal audit. This programme will be set corporately; focusing on high-risk areas for the organisation (this includes compliance functions).

5. Legal Framework

5.1. Property safety/compliance is impacted by over 20 pieces of legislation, statutory instruments, and government/HSE guidance. Including: -

- 5.1.1. Building Safety Act 2022

- 5.1.2. Fire Safety Act 2021

- 5.1.3. The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

- 5.1.4. The Control of Asbestos Regulations 2012

- 5.1.5. The Regulatory Reform (Fire Safety) Order 2005

- 5.1.6. The Gas Safety (Installation and Use) Regulations 1998

- 5.1.7. Control of Substances Hazardous to Health Regulations (1994)

- 5.1.8. Health and Safety at Work Act 1974

5.2. Reference to the relevant legislation/guidance is made within the individual property safety/compliance policy document.

6. Related Hexagon policies, strategies, and procedures

- 6.1. Asset Management Strategy

- 6.2. Property Safety Strategy

- 6.3. Property Safety Policies

- 6.4. Asbestos Management Plan

6.5. Door Entry System

6.6. Fire Door Inspection Policy

6.7. Fire Safety Policy

6.8. Lift Safety Policy

6.9. Property Safety Works in Voids Policy

6.10. Smoke and Carbon Monoxide Detection Policy

Appendix 1: Equality Impact Assessment

Part one: Initial Screening

Name of policy, service or function	Independent Audit of Compliance Areas Policy
Persons completing initial screening	Andy Vincent

Analysis of relevant data

Data Type	Summary and Analysis
Organisational Statistics	None relating to auditing of compliance areas. The 'audit' function does not relate to residents.
National / Regional Statistics	None
Qualitative data from colleagues managing/delivering the service area	None

Resident Involvement

Method	Data
Resident Group	This policy has been discussed at the Performance Review Group with residents – partly to assess if any further consultation is required.

Screening

Protected Characteristic	Is impact positive, negative, or none			Reason (include description of any data or research used)
	Positive	Negative	No Impact	
Age			X	This policy is not a customer facing policy
Disability			X	
Sex			X	
Gender reassignment			X	
Race			X	

Religion or belief			X	
Sexual orientation			X	
Socio-economic			X	
Literacy			X	

What are the arrangements for monitoring the policy and its impact on customers?
None

As no negative impact has been identified for any group in this screening, we will not proceed to Part 2 of the Equality Impact Assessment.