

DRAFT IMPROVEMENT PLAN – SERVICE WIDE ISSUES

Ref No.	What we will do	Key Milestones	Target Dates	Responsible Person/Section	Monitoring & Reporting	Comment
SERVICE WIDE						
HS1	SHR Recommendation: <i>Gather more feedback from its tenant and service users and act upon it</i>					
(a)	Develop a comprehensive approach to gathering tenant and service user feedback	Revise the Customer Feedback Policy	October 2009	HPM	HBVG/Housing Sub Committee/ Communities Committee	Draft to be considered in November 2009. Draft revised policy to Committee in February 2010.
(b)	Review the approach to the three yearly tenant survey to consider alternative options	Ensure customer feedback is reported and influences policy/procedural review	Ongoing	HPM	Housing Sub Committee/ Communities Committee	Ongoing
(b)	Review the approach to the three yearly tenant survey to consider alternative options	Option appraisal	December 2009	HPM	Housing Sub Committee	Option appraisal to be completed by mid December 2009. Any proposals to be reflected in HRA Budget proposals for 2010/11.
HS2	SHR Recommendation: <i>Improve the information gathered around applicants' ethnicity</i>					
(a)	Implement improved information gathering as part of the Common Housing Register.	<ul style="list-style-type: none"> Implementation of the CHR 	December 2009	HNM	Communities Committee	Work progressing to completed development of CHR.
(b)	Gather information on applicants' disabilities	<ul style="list-style-type: none"> Implementation of CHR 	December 2009	HNM	Communities Committee	Implementation of CHR may be delayed as a result of workload pressures arising from flooding.

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HS3	SHR Recommendation: <i>Ensure compliance with statutory responsibilities regarding equalities impact assessments</i>						
	(a)	Complete all equality impact assessments by end of March 2009.	Impact assessments completed	March 2009	HPM	Communities Committee	Completed.
	(b)	Ensure all revised policies/strategies include an equalities impact assessment.	<ul style="list-style-type: none"> Ensure completion as part of policy/strategy development. 	Ongoing	HPM	Communities Committee	Ongoing.
	(c)	Implement and monitor improvement actions arising from Equalities Impact Assessments	<ul style="list-style-type: none"> Maintain up to date record of current assessments Annual monitoring 	Ongoing	HPM	Communities Committee	Database established.
HS4	Additional issues: <i>Develop consistent approaches to the recording of informal complaints</i>						
	(a)	Ensure that informal complaints and compliments are recorded	<ul style="list-style-type: none"> Develop use of facility in corporate database Develop procedures for staff and information for customers 	June 2009	HPM	Communities Committee/ Housing Sub Committee	Staffing vacancies have affected progress. Work projected to be commenced in 2010.
						Communities Committee/ Housing Sub Committee	Follows on from above.

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HS5	<p>Additional Issues: <i>Continuous improvement</i> Develop Public Sector Improvement Framework approach in Housing Services</p>	<ul style="list-style-type: none"> Initial scoping Subject to corporate agreement, carry out work to complete PSIF in housing services. 	<p>May 2009 March 2010</p>	CHO	Moray Performs Board/ Communities Committee	Housing Management activity assessment completed. All other activities included in corporate programme for assessments, with completion anticipated by March 2011.

DRAFT IMPROVEMENT PLAN – HOUSING MANAGEMENT

Ref No.	What we will do	Key Milestones	Target Dates	Responsible Person	Monitoring & Reporting	Comment
HOUSING MANAGEMENT						
HM1	SHR Recommendation: <i>Further develop the performance management framework for antisocial behaviour</i>					
	(a) Examine the effectiveness of current performance management in Anti Social Behaviour	<ul style="list-style-type: none"> Review of performance measured and gap analysis completed. 	May 2009	SAHM	Housing Sub Committee	Review and gap analysis completed July 2009.
	(b) Revise procedures and systems to ensure that we can record outcomes experienced by tenants	<ul style="list-style-type: none"> Draft and agree key improvements to be made Consult with tenants groups Implement changes and measure improvements 	August 2009 September 2009 October 2009	SAHM SAHM SAHM	Housing Sub Committee Housing Sub Committee Housing Sub Committee	To be identified by December 2009. Report to be presented to Housing Sub Committee – December 2009 Projected implementation date – April 2010.
HM2	Additional issues: <i>Improve performance in recovering former tenant arrears.</i>					
	(a) Prevention	<ul style="list-style-type: none"> Develop the profile of former tenant arrears 	January 2009	SAHM	HOT	Profile completed January 2009.
	(b) Review Procedures	<ul style="list-style-type: none"> Agree changes to procedures 	May 2009	SAHM	HOT/Housing Sub Committee	Review of procedures completed – March 2009

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(c)	Monitor Performance	<ul style="list-style-type: none"> F.T. arrears are reducing 	Monthly	SAHM	HOT Housing Sub Committee Audit and Performance	Monitoring arrangements in place from April 2009.

DRAFT IMPROVEMENT PLAN – ASSET MANAGEMENT

Ref No.	What we will do	Key Milestones	Target Dates	Responsible Person/Section	Monitoring & Reporting	Comment
ASSET MANAGEMENT & REPAIRS						
AM1	SHR Recommendation: <i>Meet all legislative duties regarding Right to Repair</i>					
(a)	Review procedure in accordance with statutory legislation and Policy Statement.	<ul style="list-style-type: none"> Review Right to Repair scripts, letters and booklets Carry out Staff Training on procedures Ensure Annual Notification to Tenants Develop Right to Repair for Gas Repairs and OoHs emergency repairs 	April 2009 June 2009 April 2009 October 2009	CPM CPM CPM CPM/DLO GM	Asset Improvement Group/HOT Asset Improvement Group/HOT Asset Improvement Group/HOT Asset Improvement Group/HOT	Scripts reviewed and re-issued to Teams in October 2009. Completed in August 2009. Completed in February 2009. Initial training carried out in June 2009. Further training to be scheduled.
AM2	SHR Recommendation: <i>Gather feedback from tenants and service users</i>					

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Ref No.	What we will do	Key Milestones	Target Dates	Responsible Person/Section	Monitoring & Reporting	Comment
(b)	Improve customer feedback on housing repairs and capital improvement works	<ul style="list-style-type: none"> Pilot Tenant Surveys in two contracts. Review pilot exercise Introduce surveys for all contracts Develop Tenant feedback on Urgent and Emergency repairs Develop Tenant feedback on Gas Repairs and Servicing Use feedback from New Tenant Surveys to improve void standards 	<p>January 2009</p> <p>May 2009</p> <p>June 2009</p> <p>July 2009</p> <p>September 2009</p> <p>Ongoing</p>	<p>CPM</p> <p>CPM</p> <p>CPM</p> <p>CPM/DLO GM</p> <p>CPM/DLO GM</p> <p>CPM/DLO GM</p>	<p>Housing Best Value Group</p> <p>Housing Best Value Group/Housing Sub Committee</p> <p>Housing Best Value Group</p> <p>Housing Best Value Group/DLO Gas Safety Group</p> <p>Housing Best Value Group</p> <p>HBVG/HOT/Housing Sub Committee</p>	<p>Pilot surveys completed in June 2009.</p> <p>Results being collated for consideration by Housing Best Value group in November 2009.</p> <p>Survey forms will be issued as 2009/10 contracts complete.</p> <p>Telephone surveys being piloted for urgent/emergency repairs feedback.</p> <p>To be developed.</p> <p>Ongoing. Feedback from surveys reviewed at HBVG and issues identified for action.</p>
AM3	SHR Recommendation: <i>Accurately record performance in carrying out Response Repairs</i>					
(c)	Review current policy and practice to ensure that performance is accurately recorded.	<ul style="list-style-type: none"> Investigate operation of current policy in 	June 2009	CPM/DLO GM	Housing Sub Committee	Overview of current practice completed October 2009.

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		detail <ul style="list-style-type: none"> Draft revised repairs Policy for consultation Final Repairs Policy Develop I-World system to gather information on non-access, repairs completed on first visit and repair appointments kept Review Repairs by Appointment System to offer wider range of appointments 	December 2009 March 2010 June 2009 March 2010	CPM/DLO GM CPO/ DLO GM CPM CPM/DLO GM	Housing Sub Committee Housing Sub Committee Housing Planning Group/HMT Housing Sub Committee	Progress delayed due to flooding workload. Now projected for February 2010. Now projected for May 2010. Currently being tested in DLO. Not progressed meantime as it will be influenced by DBS
AM4	SHR Recommendation:	<i>Meet the commitments and timescales contained in the Partnership Agreement</i>				
	(d) Meet the timescales in the Partnership Agreement around demonstrating value for money	<ul style="list-style-type: none"> Best Value Review approved by Communities Committee 	January 2009	CHO	Communities Committee	Completed in January 2009.

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		<ul style="list-style-type: none"> Develop robust procurement procedures for non-partnership works Continue to benchmark/ review Partnership rates with local market/other Authorities Implement Maintenance Partnership Improvement Plan (January 2009) 	<p>June 2009</p> <p>Ongoing</p> <p>March 2010</p>	<p>CPM/PM</p> <p>CPM/DLO GM/PM</p> <p>CPM/DLO GM/PM</p>	<p>Partnership Core Team</p> <p>Partnership Core Team</p> <p>Partnership Core Team</p>	<p>Completed June 2009</p> <p>Ongoing. DLO now members of APSE benchmarking group. Other benchmarking opportunities being examined.</p> <p>Implemented from March 2009. Actions and improvements reviewed at regular Partnership meetings.</p>
AM5	Additional Issues:					
	<i>Bring together all component parts of the Asset Management Strategy</i>					
	(e) Produce an Asset Management Strategy for Council housing stock	<ul style="list-style-type: none"> Draft Strategy Consultation with tenants on draft Final strategy 	<p>September 2009</p> <p>December 2009</p> <p>February 2010</p>	<p>CPM</p>	<p>Housing Sub Committee/ Communities Committee</p>	<p>Projected date for completion – February 2010.</p> <p>Draft to be discussed at Housing Sub Committee in February 2010.</p> <p>Final strategy projected for April 2010.</p>

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