

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 revised policy agreed by Housing Sub Committee in February 2010.
		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 completed and reported to Housing Sub Committee in February 2010. Agreed to defer the three year survey until 2011 in light of DBS implementation during 2010.
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 progressing with

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						partners. Testing now ongoing.
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.	<ul style="list-style-type: none"> 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. Maintain up to date record of current assessments 	Ongoing	HPM	Communities Committee	Ongoing as strategies and policies developed.
	(c) Implement and monitor improvement actions arising from Equalities Impact Assessments	<ul style="list-style-type: none"> Annual monitoring 	Ongoing	HPM	Communities Committee	Database established.
			March 2010	HPM	Communities Committee	Last review – November 2009. Further review scheduled for November 2010.
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 	June 2009	HPM	Communities Committee/ Housing Sub Committee	Staffing vacancies have affected progress. Work projected to be commenced in 2010.
			September 2009	HPM	Communities Committee/ Housing Sub Committee	Follows on from above.

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		customers				
HS5	Additional Issues: <i>Continuous improvement</i>					
(a)	Develop Public Sector Improvement Framework approach in Housing Services	<ul style="list-style-type: none"> Initial scoping Subject to corporate agreement, carry out work to complete PSIF in housing services. 	<p>May 2009</p> <p>March 2010</p>	CHO	Moray Performs Board/ Communities Committee	Housing Management activity assessment completed. Other activities deferred in 2010 due to DBS implementation in housing service.

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 	August 2009	SAHM	Housing Sub Committee	Feedback forms agreed by Housing Sub Committee in December 2009.
		<ul style="list-style-type: none"> Consult with tenants groups 	September 2009	SAHM	Housing Sub Committee	Agreed by Housing Sub Committee in December 2009
		<ul style="list-style-type: none"> Implement changes and measure improvements 	October 2009	SAHM	Housing Sub Committee	Implemented from March 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 	<p>April 2009</p> <p>June 2009</p> <p>April 2009</p> <p>October 2009</p>	<p>CPM</p> <p>CPM</p> <p>CPM</p> <p>CPM/DLO GM</p>	<p>Asset Mgt Improvement Group/HOT</p> <p>Asset Mgt Improvement Group/HOT</p> <p>Asset Mgt Improvement Group/HOT</p> <p>Asset Mgt Improvement Group/HOT</p>	<p>Scripts reviewed and re-issued to Teams in October 2009.</p> <p>Completed in August 2009.</p> <p>Completed in February 2009.</p> <p>Initial training carried out in June 2009. Further training to be scheduled.</p>
AM2	SHR Recommendation: <i>Gather feedback from tenants and service users</i>					

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	(b) Improve customer feedback on housing repairs and capital improvement works	<ul style="list-style-type: none"> <li data-bbox="862 244 1111 331">• Pilot Tenant Surveys in two contracts. <li data-bbox="862 371 1111 427">• Review pilot exercise <li data-bbox="862 547 1111 643">• Introduce surveys for all contracts <li data-bbox="862 683 1111 834">• Develop Tenant feedback on Urgent and Emergency repairs <li data-bbox="862 1018 1111 1137">• Develop Tenant feedback on Gas Repairs and Servicing <li data-bbox="862 1177 1111 1329">• Use feedback from New Tenant Surveys to improve void standards 	<p data-bbox="1133 244 1305 268">January 2009</p> <p data-bbox="1133 363 1261 387">May 2009</p> <p data-bbox="1133 547 1261 571">June 2009</p> <p data-bbox="1133 675 1261 699">July 2009</p> <p data-bbox="1133 1010 1261 1066">September 2009</p> <p data-bbox="1133 1169 1238 1193">Ongoing</p>	<p data-bbox="1328 244 1395 268">CPM</p> <p data-bbox="1328 363 1395 387">CPM</p> <p data-bbox="1328 547 1395 571">CPM</p> <p data-bbox="1328 675 1507 699">CPM/DLO GM</p> <p data-bbox="1328 1010 1507 1034">CPM/DLO GM</p> <p data-bbox="1328 1169 1507 1193">CPM/DLO GM</p>	<p data-bbox="1550 244 1742 300">Housing Best Value Group</p> <p data-bbox="1550 363 1742 483">Housing Best Value Group/Housing Sub Committee</p> <p data-bbox="1550 547 1742 603">Housing Best Value Group</p> <p data-bbox="1550 675 1742 826">Housing Best Value Group/DLO Gas Safety Group</p> <p data-bbox="1550 1010 1742 1066">Housing Best Value Group</p> <p data-bbox="1550 1169 1742 1257">HBVG/HOT/Housing Sub Committee</p>	<p data-bbox="1765 244 2063 300">Pilot surveys completed in June 2009.</p> <p data-bbox="1765 363 2063 515">Results reviewed. Report to be presented to Housing Sub Committee in June 2010.</p> <p data-bbox="1765 547 2063 635">Survey forms issued as 2009/10 contracts complete.</p> <p data-bbox="1765 675 2063 978">Telephone surveys piloted for urgent/emergency repairs feedback but answered call rate has been low. It is proposed to discuss the potential role of the Contact Centre for this role with the Customer Services Manager.</p> <p data-bbox="1765 1010 2063 1129">Not progressed meantime due to flooding and workload in implementation of DBS.</p> <p data-bbox="1765 1169 2063 1289">Ongoing. Feedback from surveys reviewed at HBVG and issues identified for action.</p>

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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 detail 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 	<p>June 2009</p> <p>December 2009</p> <p>March 2010</p> <p>June 2009</p> <p>March 2010</p>	<p>CPM/DLO GM</p> <p>CPM/DLO GM</p> <p>CPO/ DLO GM</p> <p>CPM</p> <p>CPM/DLO GM</p>	<p>Housing Sub Committee</p> <p>Housing Sub Committee</p> <p>Housing Sub Committee</p> <p>Housing Planning Group/HMT</p> <p>Housing Sub Committee</p>	<p>Overview of current practice completed October 2009.</p> <p>Agreed to defer until implementation of DBS as this will impact on policy.</p> <p>As above.</p> <p>Initial work carried out but input was complicated and inefficient. The collection of this information will be considered during the implementation of DBS.</p> <p>To be progressed as part of implementation of workforce scheduling within DBS implementation.</p>
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	<ul style="list-style-type: none"> Best Value 	January 2009	CHO	Communities	Completed in January

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	for money	<ul style="list-style-type: none"> Review approved by Communities Committee 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>Committee</p> <p>Partnership Core Team</p> <p>Partnership Core Team</p> <p>Partnership Core Team</p>	<p>2009.</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>	CPM	<p>Housing Sub Committee/ Communities Committee</p>	<p>Completed February 2010.</p> <p>Discussed with Housing Sub Committee.</p> <p>Completed - April 2010.</p>