

# FINAL Action plan for Audit Commission Short Notice Inspection

## Update report as at the End of September 2010



### Purpose

This paper provides an update on the progress made towards our commitments outlined in the post inspection action plan. It will enable the board, residents, staff and regulators to clearly identify where actions have been taken in order to meet these commitments, what is outstanding and what actions are being taken as a result.

### Audit Commission recommendations

The Audit commission made 10 recommendations within the judgement 1, 'How good is the service' report. These are themes around the cross-cutting measures as they relate to the inspected service areas, stock investment:

The expected benefits of implementing the recommendation for Access & Customer Care are:

- a consistent experience for all customers;
- improved levels of engagement with tenants and services better shaped around their needs;
- customers will know what level of service to expect and how well their landlord is performing.

The expected benefits of implementing the recommendation for Equality & Diversity are:

- a better knowledge of the needs of customers;
- improved communication with more hard to reach customers;
- the identification and removal of barriers to service provision;
- the ability to demonstrate services are delivered equitably.

The expected benefits of implementing the recommendation for Value for Money are:

- better levels of understanding and awareness of value for money across the association;
- improved value for money and achievement of efficiency gains;
- better outcomes for residents.

KLOE area	Recommendation	Actions already in place through 2009-10 Service Improvement Plan	Proposed further actions	Key Outcomes for Residents	Lead Officer	Progress Update	Status Completed In progress Outstanding/Late Not yet started	Target Date
Access & Customer Care	<b>Working with tenants develop a SMART plan to improve the associations' response to complaints telephones and letters;</b> <i>(To improve performance for repairs call handling and set more challenging targets in line with best practice)</i>	The new Repairs Manager started in Dec-09 and active call handling management has been in place since Jan-10 including call listening – performance issues raised with staff at 1:1s and customer care training provided in training provided where identified. Performance management of call handling – monthly performance meeting – what is being done in Repairs team to improve	1. Review peak times – analysis of calls by time of day and abandonment rate; plan staff working hours to mirror busy periods	Residents will have less time to wait to be attended to on the phones with >85% of calls answered within 30 seconds and an average call waiting time <10 seconds	David Gibson	May-10 performance results show call answering rate of 95.6% for repairs. Of all received calls 84% were answered within 30 seconds.  Further work to be done to reduce the average call waiting time which is currently 19 seconds. This is as a result of seeking to ensure the quality of the call and improve repair diagnosis.  Evidence = <a href="#">Customer service performance report</a>	Completed	March 2010
			2. 'One and Done' approach to deal with each repair in one call • staff diagnosing repair	Reduce the amount of disruption residents experience as a result of repairs and improve	David Gibson	Staff have had repairs diagnostic training. Repairs manager analysing orders for correct diagnosis, and raising issues in 1;1's	Completed	May 2010

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			<p>correctly</p> <ul style="list-style-type: none"> <li>train &amp; monitor at 1:1 and reviews</li> <li>analyse orders for incomplete diagnosis</li> <li>reduce chase up calls.</li> </ul>	<p>satisfaction with last repair to &gt;87%. Deliver a more effective VfM service through &gt;75% with first time fix for responsive repairs &gt;4 staff complete accredited training on repairs diagnosis</p>		<p>Coaching and additional support will be provided through Mears. Satisfaction at the end of May-10 was 87.9% First time fix at the end of May-10 was 68.3%. Action plan is in place to raise performance Additional accredited training will be delivered as required.</p>		
			<p>3. Staff will receive accredited training on diagnosing repairs supported by local coaching from Mears</p>		David Gibson	<p>Staff have had in-house diagnostic training, and accredited training has been scheduled. On duty surveyor providing support to staff re diagnosis.</p>	Completed	March 2011
			<p>4. Call handling will be monitored via:</p> <ul style="list-style-type: none"> <li>weekly phone analysis</li> <li>contractor meetings</li> <li>performance meeting</li> </ul>		David Gibson	<p>Daily and weekly call monitoring takes place using the 'High-path' call management system. Silent listening is in place to help improve call quality. Phone options have been changed to include repairs as the first option. We have also included a system welcome message/apology when customers are waiting for a prolonged period. Introducing automatic call deflection to Mears operatives when there is heavy call traffic to reduce call waiting times as much as possible Trend analysis takes place and is reported in monthly performance meetings. <b>Evidence:</b> Performance reports and High-path reports</p>	Completed	March 2010
Access & Customer Care	<b>Working with tenants develop a SMART plan to improve the associations' response to complaints</b>	Internal improvements in performance management and management systems introduced. Introduced stretching	5. Correspondence and complaints have a weekly update and reminder	Residents will receive responses within the published 10 working days standard.	Scott Fissenden	May-10 performance shows 100% acknowledged and responded to within 10 days. <b>Evidence</b> = <a href="#">continuous improvement performance report</a>	Completed	March 2010

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	<b>telephones and letters</b> (Improve performance on response to customers letters and emails: unchallenging target, not being met; emails not monitored)	internal targets for acknowledgement, customer contact and quality control. Moved to closing complaints on resolution not response.	6. All correspondence and complaints to be contacted within 3 days	Residents will receive improved communication during investigations with 94% contacted within three days of complaint acknowledgement.	Scott Fissenden	May-10 performance shows 100% of complainants contacted within 3 working days of the complaint  <b>Evidence</b> = <a href="#">continuous improvement performance report</a>	Completed	April 2010
			7. Weekly update meeting between with repairs and improvement teams take place to discuss progress and lessons learnt.	Residents will not experience the same service failure twice.	Scott Fissenden	Meetings take place on a weekly basis to track progress. Lessons learned captured and reported through monthly performance reports.  Evidence = continuous improvement performance reports	Completed	March 2010
			8. Embed learning from mystery shopping into call management for responsive repairs	Improved mystery shopping satisfaction score at >90%.	Scott Fissenden	The first round of mystery shopping for achieved an overall score of 78%, up by 13% on the last shop. This was reported to SMT on 7 <sup>th</sup> June including recommendations for improvement. Next shop is due to take place in Sept-2010. In the meantime, SMT are asked to commit to 1 hour of shopping per quarter and Resident Involvement Staff will complete 1 hour per month.	Completed	June 2010
			9. We will hold monthly customer surgeries to report repairs and check progress with a PSA & CSM	1 neighbourhood surgery per month between 5:30pm and 7:30pm	David Gibson, & June Lewins	Surgeries scheduled for the remainder of the year at a number of sites. First surgery held in June.	Complete	June 2010
Access & Customer Care	<b>Working with tenants develop a SMART plan to improve the associations' response to complaints telephones and letters</b> (Further improve the management of complaints to – whether problem has been fully resolved; satisfaction	Introduced new approach to complaints monitoring Introduce enhanced local standards: <ul style="list-style-type: none"> <li>Acknowledgement within 24 hours</li> <li>Customer contact within 3 days</li> <li>Quality check before response issued</li> </ul>	10. Proactive complaint management to ensure everything promised in the complaint response is completed	Residents will experience >80% satisfaction with complaint outcome Increased satisfaction with complaint handling to >80%	Scott Fissenden	Complaint monitoring log in place and actively used (daily) to check on progress of complaint investigation and follow-up. April-10 satisfaction was  Evidence = complaint files and follow-up log	Completed	April 2010
			11. Review of customer satisfaction complaints surveys to improve response rates	>70% satisfaction with views taken into account >80% satisfaction with overall landlord	Scott Fissenden	Complaint satisfaction is a corporate survey completed by Invicta on Old Ford's behalf.  Satisfaction in April-10 was based on	Completed	April 2010

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	<i>not monitored)</i>			service		only 6 respondents resulting in 16% satisfaction with how the complaint was dealt with. Further analysis is being carried out on what improvements we might make.		
			12. Only close a complaint when all repairs/complaint issue actions are complete		Scott Fissenden	This approach is now in operation. Complaint only closed once any follow up action has been completed. Response letter states date when this should be achieved. Follow up logged and reported in monthly performance report.  Evidence = complaint files and follow-up log	Completed	April 2010
Access & Customer Care	<b>Review with residents office opening hours to ensure they offer effective access to all residents</b> <i>(Review service hours including office opening hours and availability to report repairs, including non-emergency repairs, outside of office hours)</i>		13. We will now use the opportunity of moving offices to consult with residents to determine their preferences for office opening hours	Review completed and options piloted. Ensure services are available at times that meet residents needs, including working residents.	June Lewins	Consultation document was issued in w/c 1-June-10. Consultation is on the front page of the Old Ford web-site 19 paper and 3 web-based surveys received by 23 <sup>rd</sup> June. Analysis completed.	Completed	June 2010  New target date of Sept-10
			14. Develop options for extended repairs reporting hours via a pilot		June Lewins	Due to low numbers, surveys will be supplemented by an open consultation event scheduled for the evening of 14 <sup>th</sup> July-1 Only 2 people attended!  Due to the continued low numbers of residents participating in the consultation, SMT have agreed to extend the consultation into September and pilot opening on a Saturday for 1 month to test and analyse likely footfall and use. We will also analyse current daily footfall and website traffic.  Also promoting other options including accessing services via the web-site and repairs surgeries.  Pilot of Saturday opening was published on estate notice board, display screens and on the web-site. Despite this, only 7 people took advantage of the service during the 4 Saturdays in September (after the	Completed	Pilot period between July and Sept 2010

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						school holiday period). <b>Conclusion:</b> there is not currently a demand for Saturday opening of the office and it does not represent good value for money.		
Access & Customer Care	<p><b>Reviewing service standards so they are measurable and cover all services and are reported in a meaningful way to customers.</b></p> <p><i>(Review and promote service standards with residents, reporting on performance against these standards:</i></p> <ul style="list-style-type: none"> <li>- report performance against standards to residents</li> <li>- update leaflets &amp; web-site comparisons of performance to be given in reports)</li> </ul>	Training for staff on customer care and correspondence – need refresher for current and new staff	15. Circle Anglia will update service standards in consultation with residents following the publication of the new service standards by the TSA	Services standards will be established to meet residents' needs and choices. Residents will be more involved in service scrutiny and performance review with >70% satisfaction with views taken into account.	Scott Fissenden	Questionnaire drafted, consulted on and issued in Aug-10. 93 responses from Old Ford residents. Group level analysis completed. Old Ford analysis in process including variance from group.	In progress	March 2011
			16. CA Group to review service standards and publish correct leaflets for Old Ford repairs		David Gibson	Focus group being set up for details discussion on results. 29 residents (31% of survey respondents) wish to participate in focus group. Will form part of the discussion at the Residents' Conference on 30-Oct-10	In progress	March 2011
			17. Repairs performance to be reported against current standards: <ul style="list-style-type: none"> <li>• in Home Matters newsletter (to be established in consultation with residents),</li> <li>• on reception display screen</li> <li>• at neighbourhood management boards</li> <li>• at repairs boards</li> </ul>	Every 'Homes Matters' to include performance information Put performance headlines of the Old Ford web-site ( <a href="http://www.oldford.org">www.oldford.org</a> ) each month. Display performance headlines on reception screen each month Estate inspection results posted on notice boards every 6 weeks, 2 weeks after inspection	Scott Fissenden	Performance information included in Home Matters since Jun-2009 Display screen amended to show performance information on a monthly basis Neighbourhood management boards include performance report	Completed	July 2010

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Equality & Diversity	<b>Increasing the proportion of customer profile data available across all diversity strands and ensuring this is used to tailor service provision appropriately</b>  <i>(Board collects and considers its diversity profile)</i>	Since inspection there has been an improvement in the amount of diversity information held. Information already available and plan being delivered to increase amount of diversity information known, i.e. Dates of Birth	18. Board has strongly encouraged all Board members, including neighbourhood board members to complete diversity profiling information with option to decline to answer.	100% of diversity information known for all Board members including neighbourhood boards and reported to Board annually	Scott Fissenden	Diversity profile collected and reported to each of the neighbourhood boards and the main Old Ford Board.	Completed	May 2010
			19. Consider members' skills and diversity at appointment of all new members.	Complete annual skills audit of 100% of Board members enabling them to identify with resident's issues	June Morton & Louise Wykes	Below is relevant extract of Circle Anglia's Selection, Renewal & De-selection Procedure for Boards & Committees  <i>"When a vacancy arises, the Company Secretariat will review the skills statements and advise the Chair of areas the Board/Committee should focus on attracting in terms of skills and diversity".</i>	Completed	July 2010
			20. Deliver diversity training to neighbourhood board and main Board members as required – 80% attendance.		Scott Fissenden	Resident Board members attended diversity training in June-10	Completed	August 2010
Equality & Diversity	<b>Increasing the proportion of customer profile data available across all diversity strands and ensuring this is used to tailor service provision appropriately</b>  <i>(Improve amount of diversity information known about residents to &gt;90%)</i>	Action plan developed Analysis of information gaps completed by patch and neighbourhood 4 EIA completed using known information	21. Update management database from known information on scanned tenancy documents.	We will be able to provide services targeted at the needs of individual residents and ensure no group of residents received unfavourable advantage >90% of customer diversity information known by end of year including 100% dates of birth	Scott Fissenden	Date of Birth data entry from scanned documents completed and known date of birth increased 12% from 84% to 98.9%. Now within tolerance.	Completed	March 2010
			22. Plan in place for CSM/CSA teams to complete diversity information capture of missing diversity data.		Scott Fissenden	Plan being developed by ADCI & ADHS. Collection of the data will be one of the two main focuses for the door knocking event on 06-Aug-10	Completed	June 2010
			23. Collect and input 100% of required information on tenancy sign-up.		June Lewins	100% of data collected for all new tenants since the inspection. <a href="#">E&amp;D Report</a>	Completed	April 2010 & reviewed quarterly

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Equality & Diversity	<b>Increasing the proportion of customer profile data available across all diversity strands and ensuring this is used to tailor service provision appropriately</b> <i>(Make better use of diversity information in service planning)</i>	Diversity information used in EIA Diversity considered as part of Decent Homes works planning	24. Analyse customer satisfaction by diversity for repairs, gas services and reception service	Develop and deliver action to improve fair access to services as a result of analysis where required	Scott Fissenden	First Diversity Champions Group held on 25-Jun-10 which included scrutiny of the Equality Impact Assessments already completed.  Action notes of meeting provide evidence.  Next meeting due to be held on 17-Sept-10 and will consider next batch of EIAs.	Completed	Quarterly reviewed
Equality & Diversity	<b>Ensure that customers receive communications in an appropriate format to ensure services are provided equitably</b>	Translation captions included in all key materials Translation services available to residents and other customers Staff are used to translate key services Introduce arcHouse+ for standard letters production including format and translation	25. Implement ArcHouse plus with automatic translation and different format reminders built into the letter workflow.	Provide communications to residents in the format and language of their preference	June Morton	arcHouse plus now implemented into Old Ford and used to send communications in other languages and formats when necessary.	Completed	February 2010 <b>Action complete.</b>
			26. Introduce monitoring system to show how automatic translation services have been implemented	Improve residents' access to information >80% satisfaction with overall landlord services	Scott Fissenden	IT Services looking into options for reporting through Business Objects report.  Business Objects report not possible. However, we will be able to report through the management accounts information.  <a href="#">Evidence = e-mail from IT Trainer</a>	Completed	May 2010
			27. Include key messages in one main community languages in 'Home Matters' magazine and review VfM/Cost benefits		Scott Fissenden	Included in the spring edition of Home Matters, distributed in May-10.  Currently preparing summer edition with Inspection results as the main key message.	Completed	May 2010
			28. Promote translation services more prominently in reception areas		June Lewins	Posters now in place in reception.	Completed	May 2010
			29. Promote accessibility options for Old Ford web-site	Improve residents' access to information while ensuring value for money is maintained	Scott Fissenden	To be promoted in Homes Matters (July-2010) and via display screens (w/c 24-May-2010)	Completed	May 2010
			30. Consider all leaflets		Group	Policy review team will lead on the	In progress	March 2011

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			include main language translations on front page of what the leaflet is about		communications	review which is due to start in is August with a completion date of December.		
			31. Upload all current leaflets onto Old Ford web-site		Scott Fissenden	All Old Ford leaflets are available on the web-site as are all Old Ford policies Leaflets - <a href="http://www.olford.org/news-and-publications/publications/leaflets">http://www.olford.org/news-and-publications/publications/leaflets</a> Policies - <a href="http://www.olford.org/news-and-publications/publications/policies">http://www.olford.org/news-and-publications/publications/policies</a>	Completed	May 2010
			32. All newsletters to be edited and checked for readability by a residents' panel – free from jargon and abbreviations.	Improve residents' involvement and ensure key we meet their residents communication needs.	Scott Fissenden	Readers panel is being developed and will be in place for Autumn edition of Home Matters. This includes new members.  Makeshift readers panel has been created and is reviewing the 2010 Resident Review.	Completed	June 2010
Equality & Diversity	<b>Completing a programme of full equality impact assessments.</b> <i>(Complete the following Equality Impact Assessments including developing actions plans for implementation as part of continuous improvement plan)</i>	Equality Impact Assessments already completed for the following service areas: Reception service Income management Caretaking & Estate services Resident Involvement Anti-social behaviour	33. Complete Equality Impact Assessment for Responsive repairs	Deliver improvements to access to services as recommended in Equality Impact Assessments.	David Gibson	Equality Impact Assessment completed and on file.  Evidence = <a href="#">the responsive repairs equality impact assessment</a>	Completed	February 2010 <b>Action complete</b>
			34. Complete Equality Impact Assessment for Complaints & correspondence	>80% satisfaction with overall landlord services by diverse strands	Scott Fissenden	Completed 10-Jun-10. Scrutiny at the inaugural Diversity Champions group on 25-Jun-10.  <b>Evidence</b> = Diversity Champions Meeting Notes, 20100625	Completed	July 2010
			35. Complete Equality Impact Assessment for Aids & adaptations		David Gibson	Additional training being sourced to ensure staff have the skills to complete the EIA.	Completed	August 2010
			36. Complete Equality Impact Assessment for Gas safety assurance servicing		David Gibson	Staff Diversity Forum will support and scrutinise EIAs when completed	In progress	October 2010

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Value for Money	<i>Putting into place, with the involvement of customers and staff, an improved value for money strategy that clearly identified the relative costs and quality of services and sets a series of SMART targets to monitor and address</i>	<p>Agreed for all staff to have VfM objectives for the year.</p> <p>VfM register in place and reported to Board with statement on an annual basis.</p> <p>VfM articles published in Home Matters, residents magazine, showing how costs have been reduced and where VfM has been achieved.</p>	37. VfM targets to be included in all staff's objectives for 2010/11 and onwards	<p>Residents clearly able to identify where money has been saved</p> <p>A VfM register to be compiled as a result of the VfM review days and reported to Board and residents twice yearly.</p>	June Morton	2010/11 Objective set by the end of May-2010. Staff have VfM objectives. Middle Manager are accountable to reporting VfM in performance reports and bi-annually to the VfM review days, next to be held on 6-Oct-2010	Completed	August 2010
			38. Hold VfM review days reporting achievements and plans for the future VfM actions.		Robert Rhoden	<p>First VfM review day held on 30-June. Reports received from all budget holding managers.</p> <p>Evidence = <a href="#">The reports</a></p> <p>Next scheduled VfM dates is 6 October 2010</p>	Completed	June 2010
Value for Money	<i>Putting into place, with the involvement of customers and staff, an improved value for money strategy that clearly identifies the relative costs and quality of services and sets a series of SMART targets to monitor and address</i>	<p>Old Ford participates in cost benchmarking for repairs and maintenance.</p> <p>Performance benchmarking information routinely published in Board/Neighbourhood Board performance reports.</p> <p>VfM triangulation log developed and tested; being piloted for reporting internally.</p>	39. Housemark and internal benchmarking used to determine priorities	<p>Residents able to identify where money has been saved and how decisions are made in light of others' performance.</p> <p>&gt;80% of residents say service is value for rent</p>	Robert Rhoden	ADCI attended workshop on HouseMark process on 25-May-2010. Benchmarking exercise due to be completed by end of June – report will be provided by Housemark in the autumn.	Completed	June 2010
			40. Adopt the Group 'VfM Triangulation' to identify where to prioritise resources using data already available, and developing the relationship between cost and performance.		Robert Rhoden	<p>HoCI group considered proposal for triangulation of key measures. Presentation and training for budget holding managers to take place in July-2010.</p> <p>Process agreed with Group Performance Team leading on development.</p> <p>Critical information on costs still a major barrier.</p> <p>Completed middle manager training on 2<sup>nd</sup> Aug after delivery to SMT by Finance Director. Group Performance Manager is supporting the population of performance data in conjunction with the financial services team in Norwich on cost.</p>	Completed	June 2010

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Value for Money	Analyse and understand the costs of responsive repairs and use this information to set SMART targets for improving performance	<p>Analysis of responsive repairs costs on quarterly basis.</p> <p>Training is being delivered for staff to ensure consistent application of priority banding for repairs.</p> <p>Costs of contractors known from year of partnership working and benchmarking through competitive tendering processes.</p>	41. Analyse cost of all expenditure to identify trends in repairs on a monthly basis.	Reduce costs of repairs as they become part of planned works programme = repairs costs <£600 per unit for 2009/10 and reported to Board	David Gibson	Operations manager analysing on monthly basis	Completed	June 2010
			42. Complete an audit of contractor preliminary costs including benchmarking.	More focused repairs service that addresses resident priorities resulting in: >97% completion of urgent & routine repairs in standard >98% of emergency repairs completed within standard >87% satisfaction with landlords handling of last repair	David Gibson	JRP commissioned to lead on this. High level report received.	Completed	May 2010
			43. Use information on current expenditure and repairs bandings in workshop with residents to identify their priorities for the service	Risks shared between Old Ford and contractors Move to open book approach for next financial year with target savings to be achieved against current costs.	David Gibson	Seven residents, some who have not been involved until now, have agreed to take part in the focus group. First meeting took place on 14 <sup>th</sup> June at which 5 residents were in attendance. <a href="#">Notes of the meeting.</a>  Residents yet fully to determine their priorities. This was considered in open discussion at the initial panel meeting but did not at this stage speak specifically about the detail.	Completed	May 2010
			44. In parallel to traditional accounting, test 'Open Book' accounting with partner contractors using information to set new target costs.		David Gibson	JRP have been commissioned to assist with open book accounting. They will provide a draft report by 6-Oct-2010 which will outline the options for an open book arrangement with Mears, advantages and disadvantages of these, and possible economies from the new arrangements. All will be subject to Mears agreement and appetite!  JRP scheduled to do presentation to SMT on 25 October  Mears have agreed to provide actual costs for last year, so we may not have to run it in parallel for 6 months as previously thought.	In progress	Oct- 2010 (to commence April 2010, min 6 months)
Value for Money	Improve the approach to the collection of rechargeable repairs	Policy in place.	45. Provide training to front line staff on recharge policy	Increase in recharges issued with options to pay in advance	David Gibson	Awaiting confirmation of training for PSA's which will be delivered w/c 17-	Completed	April 2010

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						May-10		
			46. Set targets for collection and actively monitoring of performance.	Reduced repair costs and improved transparency of actual costs for residents Recharge collection performance reported	David Gibson	A target of 75% of income collection rate has been established. This has been communicated to the housing team who are responsible for collection and will be monitored through the monthly performance reports. The Operations Manager (Repairs) is developing a work flow for the process. <a href="#">e-mail evidence</a>	Completed	May 2010
Value for Money	Take steps to understand the detailed costs, performance and satisfaction in the service areas inspected, how these compare to other similar providers and act on the findings	Benchmarking within the group takes place.  Benchmarking using standard Housemark benchmarking groups in place.  Residents involved in performance scrutiny on Repairs Board and through Neighbourhood Management Boards	47. Identify and join appropriate benchmark group with stock profile.	Improved information for residents on performance against similar organisations	David Gibson	Old Ford has changed from the South-East benchmark club to the London benchmark club with HouseMark.  Additionally, we will continue to benchmark within the Circle Anglia group and with local RPs in Tower Hamlets and Havering.  Evidence = e-mails to confirm change in group and future HouseMark benchmark reports	Completed	April 2010
			48. Set up resident repair focus group to be involved in reshaping the service to suit their needs and aspirations.	Greater resident involvement and ownership of monitoring of the services: 3 visits completed >70% satisfaction with views taken into account	David Gibson	Seven residents, some who have not been involved until now, have agreed to take part in the focus group. First meeting took place on 14 <sup>th</sup> June at which 5 residents were in attendance. <a href="#">Notes of the meeting.</a>  April-10 performance information shows 70.8% satisfaction with view taken into account.	Completed	May 2010
			49. With residents visit 3 Registered Providers without or outside the Circle Anglia group whose strengths outweigh weaknesses, to identify quick wins and longer term		David Gibson	Meetings established with 2 internal and 2 external organisations.  Meeting with Notting Hill Housing Trust completed on 9 <sup>th</sup> June and reported back to residents on 15 <sup>th</sup> June.  Meeting with C33 on 3 February 2010 and a number of improvements agreed	Completed	June 2010

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			improvements to service delivery model			as a result. Further meeting with C33 on 15 <sup>th</sup> June 2010. Initiatives to be fed back to next residents panel.  Meeting held with Russet on 19 <sup>th</sup> June and follow up meeting arranged for 15 <sup>th</sup> July. Again to feedback to next residents panel.		
			50. With residents and using information from cost analysis works, review major areas of expenditure and patterns to identify top 10 priorities for major works to address local needs.	Reallocation of resources to deliver VfM 2 <sup>nd</sup> quartile cost profile for responsive repairs Identify residents top 10 priorities	David Gibson	With residents raising issues with repairs/housing management as needing higher priority we have brought forward the following planned works: <ul style="list-style-type: none"> <li>Planned closure of rubbish chute to Sandall as a result of fire/repairs costs</li> <li>Different specification on internal heating for Butley Court and Josseline Court</li> <li>Work to heating supply to Butley and Josseline</li> <li>Pilot flat: reviewed specification on internals to deal with thermal efficiency for Lakeview</li> <li>Hitchin Square works brought forward because of repairs and decent homes failures highlighted on asset data base</li> </ul>	Completed	June 2010
			51. Develop a detailed action plan and incorporate into continuous improvement plan	Greater resident involvement and ownership of monitoring of the services:	David Gibson	Actions resulting from C33 visit incorporated into CI plan.  CI plan to be reviewed during July and updated with additional actions.	Completed	June 2010
			52. Introduce a programme of resident scrutiny of improvements/Tenant led inspection and report findings to SMT & Board.	3 visits completed >70% satisfaction with views taken into account >87% satisfaction with last repair	David Gibson	Resident scrutiny of performance in place through residents repairs group, repairs board and neighbourhood boards.  Seeking to extend options further. Canvassing residents' opinions/preferences through door knocking evening on 6-Aug-10.	Completed	September 2010

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						<p>Resident repairs panel in place, with terms of reference. Regular meeting diarised and receiving reports on performance and initiatives, and looking at ways to get them more actively involved in estate inspections and void standards (inspections).</p> <p>Repairs Board and the resident majority Neighbourhood Management Boards receive performance reports and scrutinising these.</p> <p>The 2010 Door-knocking exercise provided a number of new residents wishing to get involved. Resident repairs panel to receive report on how to get them involved. Residents being encouraged to interview new members to ensure they are not just bringing personal issues to the table. Repairs staff and Continuous Improvement Officer working with involved residents to help them select a satisfactory mix of people who are representative and will enhance the panel.</p> <p>The Operations Manager is preparing report to SMT on issues discussed and feedback from the panel. This will include lessons learned from practice sharing visits to Notting hill, Russet Housing and Circle 33 Housing Trust. Report to SMT scheduled for 25 Oct.</p>		