



DELIVERY PLAN

Priority Tasks 2009-2010

QUARTER 1



Action owner	Team	Lead	Task	Milestone	Milest end	Task end	Progress or outcomes for completed tasks	Traffic Light	Resources required
1. Good Governance Risk & Performance Management									
Chair SLH Board	SLDC	Peter Thomas	To support the first phase of the strategic options review in conjunction with SLDC and in consultation with tenants and other key stakeholders			SLDC Lead	SLDC has now initiated project (July 09) and milestones to be identified following SLDC appointment of Project Manager	○	
Sue Boulton	BUS	Helen Dewhirst	Combine management systems for Risk, H & S and Quality and ensure conformity with standards.			Dec 09		●	
				Review risk management and H & S framework	Oct 09				
				Produce procedures in accordance with IS09001 requirements	Nov 09				
				Present combined management system to F & P	Dec 09				
Garry Ronson	BUS	Sue Boulton	Complete review of corporate governance systems			Mar 10		●	
				Produce draft action plan	Oct 09				
				Present to Committee for approval	Dec 09				
				Complete governance review	Feb 10				
				Report findings to Board	Mar 10				
2. Finance, Procurement and Value-for-money Board Champion: Christine Chadwick									
Garry Ronson	FIN	Sue Mallinson	Achieve submission of consolidation figures and draft 08/09 accounts to SLDC by 20 May 09			May 09		● 100%	
Peter Thomas	FIN	Garry Ronson	Complete 2009-10 VFM Plan reviews, update and report efficiencies to Board.			Mar 10		● 25%	
				Identify SLA's and areas to be reviewed in 2009	July 09		Completed		
				Perform reviews taking account of KLOE requirement	Oct 09				
				Update VFM Plan with actions and results	Jan 10				
				Present summary of efficiencies made to F & P and the Board	Mar 10				
Sue Boulton	BUS	Lisa Maguire	Review options for reducing carbon-footprint			Feb 10		●	
				Identify areas of priority	Oct 09				
				Secure additional funding where appropriate	Dec 09				

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				Annual report produced to the Board	Feb 10				
Peter Thomas	FIN	Garry Ronson	Update Procurement Policy to include joint procurement and "green" procurement			Dec 09		●	
				Review existing policy and identify "gaps"	Sep 09				
				Identify areas where joint procurement is appropriate	Nov 09				
				Update policy for joint procurement and green procurement	Dec 09				
				Present to F & P for approval	Dec 09				
3. Staff									
Garry Ronson	BUS	Sue Boulton	Improve staff skills base through NVQ's, SMT professional training			Mar 10		● 16%	
				Secure budget	Apr 09				
				Identify additional funding streams	Sep 09				
				Introduce self assessment process for middle managers and SMT	Dec 09				
				Develop training programme	Mar 10				
				Implement training programme	Mar 10				
				Annual report to HR Committee	Mar 10				
Garry Ronson	BUS	Sue Boulton	Implement employee mentoring scheme			Feb 10		● 40%	
				Produce mentorship scheme	Apr 09				
				Identify pilot area and pilot scheme	Apr 09				
				Review progress for pilot scheme	Sep 09				
				Report to HR Committee	Dec 09				
				Roll out to appropriate areas of business	Feb 10				
Peter Thomas			Identify options for improvements to existing accommodation			Apr 10	Investigating lease of Aynam Mills subject to SLDC homelessness delegation	●	
Garry Ronson	BUS	Helen Lawler	Address Audit Commission recommendations regarding accessibility at Ulverston Town Hall			Nov 09	Consultation with SLDC over one stop shop in Ulverston	●	





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4. Information Technology									
Garry Ronson	BUS	Sue Boulton	Review ICT strategy			Mar 10		●	
				Consult stakeholders	Oct 09				
				Draft strategy					
				Prepare report	Dec 09				
				Report to Board	Mar 10				
Garry Ronson	BUS	Sue Boulton	Extend asset management system (PIMMS) and review.			Nov 09	This task is subject to confirmation of bid to SLDC for capital funding	○	
				Confirm receipt of funding	Aug 09				
Garry Ronson	BUS	Sue Boulton	Review provision of head office telephony			Mar 10		●	
				Conduct desk top review of potential suppliers	Dec 09				
				Undertake procurement process	Jan10				
				Award contract	Feb10				
				Implement new provider	Mar 10				
5. Access and Customer Focus									
Garry Ronson	BUS	Sue Boulton	Review Access and Customer Care Strategy			Dec 09		● 25%	
				Review of survey information for preferred methods of contact	Jul 09				
				Consult with stakeholders	Sept09				
				Produce draft strategy	Oct09				
				Strategy to Board for approval	Dec09				
6. Equality & Diversity									
Sue Boulton	BUS	Lisa Maguire	Complete year 3 programme for Equality Impact Assessments (EIA's)			Mar 10		● 40%	
				Produce new EIA programme	Jun 09		Completed		
				EIA programme to Policy Committee	Jul 09				
				Allocate specific management responsibilities	Jul 09				
				Arrange consultation with stakeholders	Dec 09				
				Report back to Board	Mar 10				

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Sue Boulton	FIN	Lisa Maguire	Review housing specific good standards for E & D and report progress to board			Dec 10			
				Research and identify areas of good practice ensuring SLH complies	Sept 09				
				Produce improvement action plan	Oct 09				
				Produce report to Board	Dec 09				
7. Stock Investment									
Peter Thomas	PS	Jacqui Blenkinship	Define, implement and monitor an operationally efficient process for maintaining the stock condition database			Jul 09	Process adopted and completed, Board paper to July showing funding gap. procedure adopted to be written up by September 09	 100%	
				Process fully functional in operation	June 09				
Peter Thomas	PS	Jacqui Blenkinship	Define the options programme of planned maintenance works for 2010/11 and 2011/112 and report progress and exceptions to the Board			Jan 10	Resource gap identified in July 09 Board paper, MRA budget holding progressing with SLDC, priorities for funding to be identified in Q3 09/10	 100%	
Peter Thomas	PS	Jacqui Blenkinship	Determine funding streams for new stock purchase or development			Aug 09			
				Progress cannot be made without SLDC agreement to prudential borrowing			Review completed for Board paper December 08 SLH cannot proceed without SLDC agreement to prudential borrowing – so far no decision. Each new HCA proposal reviewed		
Peter Thomas	PS	Jacqui Blenkinship	Undertake and report portfolio scores to Board for the stock and estate groups			Dec 09	Sheltered housing SIG and SLDC review – completion by October 09 General needs stock data collected, delay due to Resources allocated to responsive repairs monitoring – revised deadline – March 2010	 100% 	
David Stubbs	PS	Trevor Woodward	Introduce PDAs to aid gas servicing monitoring process and for audit purposes			Mar 10		 60%	£5K
				Purchase hardware	Apr 09	Apr 09	Completed		
				Install software and training	May 09	Jul 09	Completed		
				Commence 5% audits		Jun 09	Completed		
				Complete half of required audits		Oct 09			

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				Complete all required audits		Mar 10			
8. Responsive Repairs (See also 9. Void Management)									
David Stubbs	PS	Tom Lynch	Extend vehicle trackers to all vans in fleet			Jun 09		● 50%	£10K
				Assess funding and identify vehicles	Jun 09		Completed - Nine vehicles identified, cost-obtained		
				Agree quotation with Tomtom and send off data	Jun 09		Completed - Quotation agreed		
				Agree installation dates	Jul 09				
				Install and commence monitoring	Sep 09				
David Stubbs	PS	Tom Lynch	Enhance current apprenticeship scheme to include 2 year extension for multi skilling			Sept 09	Deferred	○	
David Stubbs	PS	Tom Lynch	Review flexible working for trades persons			Nov 09		● 25%	
				Meet with HR to review options	Jul 09				
				Consult with workforce	Aug 09				
				Arrange introduction of proposals with support team	Oct 09				
				Commence new arrangements	Nov 09				
David Stubbs	PS	Tom Lynch	Rationalise schedule of rates through introduction of composite jobs			Mar 10		● 25%	
				Conduct analysis of current SOR/most frequently used	Jul 09		Analylsis underway		
				Rationalise schedule/remove obsolete SOR	Aug 09				
				Merge SOR codes	Sep 09				
				Amend data on Anite, Optitime and PDAs	Dec 09				
9. Allocations, Lettings, Void Management									
David Stubbs	HOU	Alison Kinnon	Assist SLDC to introduce a sub regional choice based lettings (CBL) scheme into South Lakeland			SLDC lead Sept 10		● 40%	
				Recruit CBL Project manager	Apr 09		Completed		
				Establish CBL Project Board and Task Groups	May 09		Completed		
				Agree common allocation policy	Oct 09				
				Hold stakeholder conference	Nov 09				
				Procure IT system	Jan 10				

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Peter Thomas	OP	David Stubbs	Undertake a structural review of the integration of homelessness/advice with housing management/lettings			Mar 10			
				Agree common Allocations Policy & Assessment criteria	Mar 10				
				Procure IT System	Aug 10				
Alison Kinnon	HOU	Bev Townley	Produce SLH information leaflets on succession and assignment			Aug 09		 66%	
				Revise succession, assignment and mutual exchange policies	May 09		Completed		
				Draft leaflets for consultation purposes	July 09		Completed		
				Consult with tenant representatives	Aug 09				
David Stubbs	PS	Tom Lynch	Produce in house energy performance certificates for all voids			Oct 09		 25%	
				Training for officers	Mar 09		Completed		
				Complete and submit portfolios	Sept09				
				Arrange procedure of internal production of certificate	Sept 09				
				Start process	Oct 09				
David Stubbs	PS	Tom Lynch	Introduce software to produce electrical inspection certificates			Aug 09		 60%	£3K
				Install software on to PCs and purchase PDAs	Jun 09		Completed		
				Install software onto PDAs and trial run	Jul 09		Completed		
				Print off test certificate	Jul 09		Completed		
				Provide training to staff	Aug 09				
				Extend use to all electricians and develop inspection database	Aug 09			 100%	
David Stubbs	PS/ HOU	Tom Lynch/ Alison Kinnon	Investigate a preferred Energy supplier for void properties			Sep 09	Completed		
				Invite British Gas to talk to Voids Monitoring Group	Mar 09		Completed		

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				Invite EON to Voids Monitoring Group	Mar 09		Completed		
				Choose supplier	Sep 09		Completed		
10. Tenancy and estate management									
Alison Kinnon	HOU	Simon Hughes/ Fiona Harrison	Introduce Pet Management Policy			Dec09			
				Consultation on draft policy	Aug 09				
				Submit to Policy Committee	Nov 09				
				Board approval	Nov 09				
Alison Kinnon	HOU	Lynne Huxley/	Introduce Aids and Adaptations Policy			May 09	Completed	 100%	
				Carry out consultation with tenants and relevant stakeholders	Apr 09		Completed		
				Submit to Policy Committee	May 09		Completed		
				Board approval	May 09		Completed		
11. Resident Involvement and Community Development Board Champion: David Vatcher									
Alison Kinnon		Suzy Duffy	To develop other wider ranging opportunities for involvement			Mar 10			
				Hold 3 summer family fun events, Kendal, Lakes, Ulverston	Aug 09				
				Hold 1 winter family event	Dec 09				
Alison Kinnon		Suzy Duffy	Complete the agreed tasks in line with the timescales set out within the District Wide Tenant Participation Agreement Action Plan			Mar 10			
				Develop TIC database	Sep 09				
				Complete review of T & RA's	Sep 09				
				Review involvement pages of website	Dec 09				
Alison Kinnon		Suzy Duffy	Review the District Wide Tenant Participation Agreement			Mar 10			

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				Agree programme for review with TIC	Jan 10				
				Stakeholders set survey	Nov 09				
				TC review results of survey	Jan 10				
				Obtain necessary approvals	Mar 10				
				Publish revised agreement	Mar 10				
12. Leaseholder Management & RTB									
David Stubbs			Hold annual Leaseholder event providing multi-agency advice/info to leaseholders			Dec 09			
				Source speakers and stands for event	Jun 09				
				Involve LESIG members in final plans for event	Aug 09				
				Publicise event across district	Aug 09				
				Hold event	Sept 09				
				Provide feedback to LESIG and all leaseholders via newsletter	Nov 09				
David Stubbs			Develop reporting information within Sun/Anite to enable full participation within benchmarking group (LEN)			Dec 09			
				Identify benchmarking areas to be carried out	Aug 09				
				Produce standard reports/e extracts within Sun and submit to LEN	Dec 09				
				Review benchmarked performance and review processes as appropriate	Jan 10				
				Report our benchmarking results and outcomes to LESIG	Mar 10				
13. Housing Income Management									
David Stubbs		David Stubbs/ Alison Kinnon	Review procedures for initial sign-up, and direct debit arrears reporting			Jan 10			
				Review procedures for Direct Debit sign up with Finance Team	Dec09				
				Up date procedures	Jan 10				
14. Sheltered Housing									
						Peter Bland			
Alison Kinnon	HOU	Gordon Aitken	Review individual support plan template			Sep 09			

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				Establish sub group of sheltered SIG to carry out review	Feb 09		Completed		
				Send out survey forms	Nov 09				
				Collate results	Dec 09				
				Publish results	Feb 10				
Alison Kinnon	HOU	Gordon Aitken	Carry out Annual survey of sheltered housing tenants			Dec 09		●	
Alison Kinnon	CCC Lead		To work with Cumbria County Council Adult Social Care to extending use of Telecare and mobile wardens in South Lakeland			Mar 10		●	
Alison Kinnon	CCC Lead		Work with Cumbria County Council and South Lakeland District Council to further develop extra care housing			Mar 10		●	
Alison Kinnon	SLDC Lead		Assist SLDC to complete the options appraisal of School Knott			Mar 10		○	