



# DELIVERY PLAN

## Priority Tasks 2008-09 – Quarter One

2008-09



Certificate No 1570/



INVESTOR IN PEOPLE



Team	Lead	Task	Milestone	Milest end	Task end	Progress or outcomes for completed tasks	Traffic Light	Resources required
<b>1. Good Governance Risk &amp; Performance Management</b>								
CE	PT	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	Discussion paper prepared for Board. SLDC briefing from consultant arranged. As yet project plan not in place to monitor percentage progress.	○	
BUS	SAB	Produce plan to meet the training needs of Board Directors identified through the 2008 appraisals			Sept 08	Consultant now finalising plan	● 70%	£5K
BUS	SAB	To introduce a structured system of mutual support between Board members as a means of coaching and developing skills			Sept 08	Discussed at Away Day and awaiting consultant recommendations	● 70%	
FIN	GR	Commission annual audit of the effectiveness of SLH's corporate governance arrangements, including risk management & internal controls possesses			Mar 09		● 20%	
			Review & update financial regulations	Jul 08		Draft completed and to be considered at next F & P.		
			Issue Risk Report to SLH Board	Dec 08				
			Complete internal Audit Plan	Mar 09				
			Complete annual review of Governance & report outcomes to Committee	Mar 09				
			Complete annual Governance Statement	Mar 09		2008-09 statement undertaken in conjunction with SLDC		
<b>. Finance, Procurement and Value-for-money</b>			<b>Board Champion: Robin Brown</b>					
FIN	GR	Complete all the service reviews in accordance with the schedule contained within the 2008-09 VFM plan			Mar 09		● 10%	
			Agree service reviews with Managers	Jul 08		Completed		
			Present updated VFM plan and efficiency log to F & P	Sept 08				
			Carry out reviews with regard to VFM plan	Jan 09				
			Report outcomes to F & P	Mar 09				
FIN	GR	Investigate the possibility of legacy income for Sheltered Housing schemes			Mar 09		●	
<b>3. Staff</b>								
BUS	SAB	Complete all actions identified within the February 2008 Health & Safety Audit report			Oct 08	Improved safety for staff and visitors	● 100%	

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BUS	SAB	Initiate an ongoing induction and training programme and on customer care to be inclusive of all SLH staff			Jul 08	A more consistent approach to good customer care	● 100%	
BUS	SAB	Achieve re-accreditation to the Investors in People Standard (IIP)			Dec 08	Meeting has taken place with the IIP advisor and assessment booked for 25.11.08	● 25%	
<b>4. Information Technology</b>								
BUS	SAB	Introduce a document management system			Jun 09	<ul style="list-style-type: none"> <li>Improved access for staff</li> <li>Reduction in duplication</li> </ul>	●	£15K
BUS	SAB	Completion of the integrated telephone network			Aug 08	Equipment for the sheltered housing sites has been delivered. Telephone lines upgraded	● 50%	£16K
BUS	SAB	Complete project for mobile working using hand held devices and workflow scheduling			Aug 08	Project still on target for completion end of August. All staff now have PDAs and all appointments transmitted electronically. Optitime scheduler being tested	● 90%	£90K
BUS	SAB	Evaluate the benefits and options in relation to the introduction of a computerised performance management system and implement system as necessary			Dec 08		● 20%	£30K
			Produce PID and business case	Jul 08		Completed		
			Agree specification and provision	Aug 08		Completed		
			Invitation to tender	Sept -08				
			Site visits	Oct 08				
			Evaluation of options	Oct 08				
			Report to Board	Nov 08				
<b>5. Access and Customer Focus</b>								
BUS	SAB	Working with the Customer Focus SIG to identify customer requirements to complete the improvements to the SLH website			Jun 08	Improved access to services and easier to use website	● 100%	
FIN	HL	Complete a review of office and depot premises requirements and produce plan			Sep 08	<ul style="list-style-type: none"> <li>The Company operates from premises which are cost effective and accessible</li> </ul>	● 60%	
			Set up Board Working Group and report issues/ options	July 08		Group set up and met.		
			Consult tenants and staff	Aug 08		Tenant survey sent out. Staff consultation begun.		
			Feasibility studies	Aug 08		Strategic issues investigated and possible premises identified. NPS appointed to investigate Ulverston options		£550
			Report to Working Group	Sep 08				
			Finalise review	Oct 08				
<b>6. Equality &amp; Diversity</b>								
<b>Board Champion: Ron Pritchard</b>								

Team	Lead	Task	Milestone	Milest end	Task end	Progress or outcomes for completed tasks	Traffic Light	Resources required
FIN	HL	Complete year 2 programme for Equality Impact Assessments (EIA's)			Mar 09	<ul style="list-style-type: none"> <li>Reduces risk of disadvantage to our customers</li> </ul>	● 30%	
			Follow up EIA training	Jun 08		Consultant arranged to deliver in October		
			Produce a programme for 2008/09 EIAs	Jul 08		Completed		
			Complete first priorities SIG consultations	Oct 08				
			Complete year 2 EIAs	Mar 09				
FIN	HL	Introduce a Financial Inclusion Policy			Dec 08		●	
			Develop options report and report to F & P	Jun 08		Completed. 3 July reported to Board on direction and priorities.	30%	
			Write strategy for consultation	Oct 08			100%	
BUS	SAB	Monitor, by racial group disability & gender, staff in post, applicants for employment, training & promotion, staff who receive training, staff who suffer detriment as a result of performance assessment, staff who are involved in grievance procedures & disciplinary procedures & staff who cease employment with SLH			Jun 08	All staff are treated fairly and equally	● 100%	
BUS	SAB	Develop a fair employment and equal pay policy			Oct 08	<ul style="list-style-type: none"> <li>Commitment to legislative requirements</li> </ul>		
<b>7. Stock Investment</b>								
BUS	SAB	Enhance and integrate PIMMS/Anite System and evaluate options			Oct 08		● 25%	
			Review the schedule of rates and life cycle assumptions on PIMMS			Completed		
			Determine the interface requirements between PIMMS and Anite and agree PIMMS attributes to be passed to Anite			Completed		
			Confirm suitability of PIMMS over five year review period and evaluate against other options			Completed		
			Incorporate data on PIMMS on non housing related assets					
			Undertake a check of quality of PIMMS data and prioritise improvements					
			Evaluate options, procure and introduce					



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PS	JB	Ensure data is collected on DHP to demonstrate compliance			Mar 09	Robust evidence that decency standard achieved in accordance with the programme	● 100%	
<b>8. Responsive Repairs (See also 9. Void Management)</b>								
PS	TL	Analyse the spread of demand for responsive repairs (by area, type of works, customer characteristics). Review ways in which the demand for small value non-urgent work might be reduced.			Aug 08	Resulted in a more effective use of resources, better productivity and improved customer responsiveness,	● 100%	
PS	TRW	Implement the NHC agreement to improve procurement of adaptations			Nov 08		●	
			Report to SLDC to seek approval to join the framework	Aug 08				
			Implement the required changes to procure adaptations	Oct 08				
PS	TL	Extend the use of Travis Perkins outsourced stores provision from Ulverston to Kendal			Nov 08		● 60%	
			Run down existing stock & empty vans into store	Jun 08		Went live on 16 <sup>th</sup> June with TP Cards. Moved existing stores from Ulverston to Kendal		
			Review success of TP Stores & van stores at Ulverston	Aug 08				
			Seek agreement with TP to stock vans from Kendal	Sept 08				
			Introduce van stocks to Kendal	Oct 08				
PS	TL / SAB	Undertake telephone checks with customers who have had repairs to monitor satisfaction with the quality of the repairs service			Sept 08	Completed – checks are being undertaken and it process will be automated later in the year. Identifying problems earlier, efficiency saving for SLH and improved service to tenant	● 100%	
<b>9. Allocations, Lettings, Void Management</b>								
HOU	AK	Assist SLDC to introduce a sub regional choice based lettings (CBL) scheme into South Lakeland			SLDC lead	Sub regional group have commenced putting bid for CLG funding together – submission date 10 <sup>th</sup> October 2008	● 20%	
<b>10. Tenancy and estate management</b>								
HOU	AK/SH	Increase confidence in reporting hate crimes & abuse			Sep 08	Features around neighbour nuisance in general to appear regularly in Tenant's Newsletter. We will issue press releases when securing court orders. <ul style="list-style-type: none"> <li>• Providing support &amp; assistance to customers</li> <li>• Improved estate management</li> </ul>	●	
HOU	AK/BT	Complete introduction of revised Tenancy Agreement on behalf of South Lakeland District Council			Dec 08	Consultation will be carried out in July/August	● 75%	


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<b>11. Resident Involvement and Community Development</b>						<b>Board Champion: Paul Jones</b>		
HOU	SD	Complete the agreed tasks in line with the timescales set out within the District Wide Tenant Participation Agreement action plan			Mar 09	Good progress is being made, such as the commencement of the programme of roadshows.	● 25%	
HOU	SD	Review the District Wide Tenant Participation Agreement			Mar 09		●	
HOU	SD	Carry out a the STATUS satisfaction survey			Nov 08	Procurement of survey has been undertaken	● 20%	
HOU	SD	Review and publish Tenant Participation Strategy			Aug 08	The draft Strategy is being presented at the August Board Meeting for approval.	● 90%	
<b>12. Leaseholder Management &amp; RTB</b>								
FIN	SKM	Review the data required to support Leaseholder cost statements and adjust coding scheme if required			Dec 08	<ul style="list-style-type: none"> <li>Providing the customer with more information</li> </ul>	●	
			Analyse data within SUN financial management system	Jul 08		The coding structure has been reviewed and is now complete.		
			Adjust coding if appropriate	Aug 08		Necessary adjustments have been completed.		
			Report results to SIG	Dec 08				
CE	PT	In conjunction with SLDC look at the option for 'buy back' where former tenants have exercised RTB but have problems with their housing cost (Forward Plan)			Sept 08	<ul style="list-style-type: none"> <li>Opportunity to increase stock numbers</li> <li>Assist homeowners in difficult financial positions</li> </ul>	●	
OPS	AK	Introduce leasehold induction visits to all RTB applicants/enquirers			Dec 08	<ul style="list-style-type: none"> <li>Increase in customer satisfaction</li> </ul>	●	
	SKM		Introduce Leasehold Induction Pack	Jun 08		The pack is now with the Printers		
			Training for Housing Officers	Sept 08		The training will take place at the Housing Officer's Team meeting on 17 <sup>th</sup> September		
	AK		Arrange for Housing Team to carry out interviews	Oct 08				
			Evaluate performance / success	Dec 08				
FIN	SKM	Source a reliable benchmarking group for leasehold issues (HQN - Leasehold Excellence Network)			May 08	Completed	● 100%	
FIN	SKM	Introduce freeholder information pack for issue following RTB sales			Sept 08		●	
			Design freeholder pack	Aug 08		The pack is now with the Printers		
			Discussions at SIG	Sept 08				
			Evaluate & amend as appropriate	Sept 08				


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HOU	SD	Develop Leaseholder Compact			Jul 08	Complete, due to be distributed on 25 <sup>th</sup> July	● 100%	
<b>13. Housing Income Management</b>								
HOU	AK	Consider outsourcing the recovery of former tenant arrears			Feb 09	<ul style="list-style-type: none"> <li>Increase levels of former tenant arrears recovered</li> </ul>	●	
HOU	AK	Review the housing benefit SLA with SLDC			Mar 09		●	
<b>14. Sheltered Housing</b>								
HOU	GA	Review the new sheltered housing compact			Dec 08	<ul style="list-style-type: none"> <li>Customer involvement in the decision making process</li> <li>Commenced through SIG</li> </ul>	● 50%	
HOU	GA		Seek out examples of best practice	Jun 08		Examples have been collected and a draft plan devised.		
HOU	AK		Review through the Service Improvement Group (SIG's)	Sept 08		The first discussion took place at the SIG held on 12 <sup>th</sup> May, consultation / drafting exercise will go back with firm proposals to the SIG in September		
HOU	AK		Approval by Tenants Committee	Aug 08				
HOU	AK		Signing & Launch event	Sept 08				
HOU	AK		Publish in accessible formats	Oct 08				
HOU	AK	Consider Implementing recommendations contained in Profit Focus Group VFM report			Dec 08		●	
HOU	GA	Carry out annual survey of sheltered housing tenants			Nov 08	<ul style="list-style-type: none"> <li>To gauge service satisfaction</li> <li>To inform service improvements</li> </ul>	●	
BUS	SAB/C F	Introduce fast broadband to all sheltered housing schemes for use by Scheme Managers and the housing service staff			Jul 08	Work is ongoing on this task and commenced on 7 <sup>th</sup> July. Delay because new line had to be installed at Canal Head. Now will be completed by end of August	● 80%	
HOU	GA	Work with Cumbria County Council Adult Social Care to consider extending the use of Telecare in South Lakeland				Awaiting outcomes from Supporting People's Community Alarms Strategy to enable of review of the service, in what form and how much funding from SP will be available. CCC led task	○	
<b>Audit Commission Recommendations 2008</b>								
CE	PT	R1: Review with customers, the policy relating to access outside of office hours. This should be done by considering robust research into customer requirements and good practice from elsewhere R2: Set up a system to deliver services outside of office hours which meets business needs			Dec 08		● 50%	MSC Consultancy support

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CE	MSC		1.1 Undertake desk top analysis of existing survey data	Jul 08		Completed milestone – identified need for comprehensive profile information and access needs		
CE	MSC		1.2 Devise survey methodology and questionnaire	Jul 08		Completed – questionnaire designed, methodology based on mail shot and public consultation events – to cover ASB questions		
CE	MSC		1.3 Review good practice in housing organisations to include ASB and Hate Crime out of hours service provision	Jul 08		Completed – identified that signposting only required – examples of 3 star websites provided		
BUS	SAB		1.4 Set up answerphone for ASB and introduce additional monitoring	Aug 08				
HOU	AK		1.5 Discuss out of hours access to ASB services at joint police/council liaison	Aug 08				
BUS	SAB		1.6 Advertise out of hours access to ASB on website, newsletter and customer leaflets	Oct 08				
BUS	SAB		1.7 Undertake sample survey	Aug 08		Survey sent for print 30.7.08		
	MSC		1.8 Undertake survey analysis	Sep 08				
	MSC		1.9 Produce report on customer feedback	Sept 08				
CE	PT		1.10 Present findings/Policy implications to the Customer Focus SIG	Oct 08				
CE	PT		1.11 Present recommendations to Tenants' Committee	Oct 08				
CE	PT		1.12 If office hours need to be extended following access survey then prepare Board report	Oct 08				
CE	PT		1.13 Report to the Board	Nov 08				
CE	PT		1.14 Publish results of the review	Dec 08				
BUS	SAB		1.15 Review staff protection issues for out of hours working	Aug 08		Completed – decided that no need for staff to do out of normal hours for ASB		
BUS	SAB		1.16 Introduce additional monitoring arrangements/KPI's for call centre to ensure it is responsive to customer requirements	Nov 08		Review to take place at the next Customer Involvement SIG on 9 Sept		

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BUS	SAB		1.17 Evaluate and report on the options and risks for electronic sharing of data (Eg access to repairs histories, property attributes and customer profile data) held on Anite, with the out of hours call centre	Dec 08		Completed – guidance researched – requires tenant permission. Agreed to include question in survey – omitted from access survey so to use next survey		
BUS	SAB	<b>R3: Review the weaknesses in accessibility identified in this report and put in place systems which demonstrably address them. Particularly:</b>			Sept 08	Demonstrable improvements in access to services and to the organisation	● 40%	High impact/ Medium Costs
BUS	SAB	The handling of customer complaints to ensure realistic targets are routinely met	3.1 Introduce automatic acknowledgement on receipt of complaint	May 08		Completed		
			3.2 Revise procedure to include re-assignment of complaint to deal with staff absence	Jul 08				
BUS	SAB	Regular testing of the website to ensure functionality	3.3 Purchase and introduce 'Site improve software' to report on website availability and usage	May 08		Completed		
BUS	SAB		3.4 Appoint designated officers and devise schedule for routine checks on website	May 08		Completed		
BUS	SAB	Development of a recruitment strategy to bring under represented groups on the board and into staff and management groups to ensure they are as broadly representative of the communities they serve as is practicable	3.5 Highlight issue of representation for consideration by SLDC	May 08		Completed		
CE	PT		3.6 Appointment of female interim Asset Management Director	Jun 08		Completed		
BUS	SAB		3.7 Review staff recruitment strategy with Profocus Consultancy adopting best practice	Jul 08		Action plan produced and desk top review undertaken with Profocus		
BUS	SAB		3.8 Undertake a Board development away day to review representation and recruitment strategy	July 08		Completed		
BUS	SAB		3.9 Report results of review to HR Committee	Aug 08				

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BUS	SAB		3.10 Complete Policy Review, introduce targets and monitor	Sept 08				
OPS	DS	The introduction of sanctions, rewards and appropriate performance reporting by contractors on equality and diversity issues to ensure that they begin to deliver against SLH's E & D objectives	3.11 Review and agree appropriate targets with DHP partnership	Aug 08		Appropriate targets are in place		
			3.12 Introduce and monitor clear targets/sanctions for all contracts and enforce standard reporting regime	Sept 08				
OPS	TL	<b>R4: Review with customers, the quality of cleaning and decoration set out in the lettings standard and guidance for staff. This should be done in the context of customer satisfaction responses and alongside current plans to change the system of awarding decorating vouchers</b>			Sept 08	Demonstrable delivery of a service which represents VFM and meets customer needs	 30%	MSC Consultancy support
HOU	AK		4.1 Issue procedural guidance on current decoration allowances, brief staff and update QA	Jun 08		Completed – amounts increased from Apr 2008 by £10 per room. Voids inspectors notified and inspection sheets updated to reflect new sums		
HOU	TL/AK		4.2 Review best practice in relation to decoration of voids – with particular reference to vulnerable and elderly persons	Jun 08		Completed – Meeting held, Housing and Repairs 28.7.08. Reviewed <ul style="list-style-type: none"> <li>• Pre-tenancy termination visits/promote incentive scheme.</li> <li>• Recharges.</li> <li>• Relet check list</li> <li>• Vulnerable persons policy</li> </ul>		
HOU	TL/AK		4.3 Consult with Allocation and Voids SIG	Jul 08		Reviewing surveys of new tenants that not satisfied with condition of new home and take learning to SIG		
HOU	AK		4.4 Report proposals to Tenants' Committee	Sept 08				
OPS	DS		4.5 Report to Board	Sep 08				
OPS	TL	<b>R 5: Set up a system to deliver a void product which meets business needs</b>			Sept 08	Demonstrable delivery of a service which represents VFM and meets customer needs	 25%	MSC Consultancy support
OPS	TL		5.1 Introduce early warning system to flag high cost voids	Jul 08		Completed – Voids Co-Ordinator now has access to the PIMSS system, where he can identify whether the property has had decency works, and can now allocated, 2 (days), 7, or major repairs likely.		

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	MSC		5.2 Agree sub contracting strategy and process for high cost voids at core group	Jul 08		Core Group meeting took place 28.7.08		
	MSC		5.3 Review Void processes	Jul 08		Meeting with TL, AK, LH and surveyors held 28.7.08 to agree changes to monitoring, coding of voids and procurement of cat Ds		
FIN	SKM		5.4 Produce specification/basket of works for void works	Aug 08		Basket of repairs work commenced – SKM to finalise in August and send to MSC		
	MSC		5.5 Report on changes to process to reflect best practice and VFM including costs, categorisation and procurement options	Sept 08				
OPS	RP		5.6 Explore options for draw down contracts	Sept 08				
OPS	RP		5.7 Invite quotations from Constructionline registered contractors	Sept 08				
OPS	TL		5.8 Commence pilot scheme and evaluate	Sept 08				
FIN	SKM	<b>R6: Review, with the Council, the various weaknesses identified in this report around service charge setting and rent accounting processes. Develop systems to bring them into line with good practice.</b>			<b>Dec 08</b>	Demonstrable delivery of a service which represents VFM and meets customer needs	 20%	Consultancy support MSC Ltd
OPS	DS	<b>Service charge setting</b>	6.1 Obtain GIS licence	Aug 08		Currently under review with SLDC		
FIN	SKM		6.2 Identify specific services applicable to each block	Sep 08		Work has commenced to produce a spreadsheet identifying all properties with service charges		
	MSC		6.3 Identify with Contracts Officer detailed breakdown of grounds maintenance costs	Sept 08		This task has commenced, a copy of the contract has been received and discussions with the Council are taking place to identify housing areas contract covers  Consultation events planned for August to determine gardening needs		
FIN	SKM		6.4 Account separately for building cleaning	Sept 08		Currently retrieving information to carryout a review.		
	MSC		6.5 Produce report identifying true cost of services and implications for de-pooled	Oct 08				
FIN	SKM		6.6 Implement system to unpool costs to leaseholders, grounds maintenance, building cleaning and security lighting	Apr 09				
FIN	SKM		6.7 Issue fully itemised bills	Apr 09				

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FIN	SKM	Rent accounting	6.8 Review best practice and outline proposals	Aug 08				
FIN	GR		6.9 Review with rent SIG	Oct 08				
FIN	AK/DS		6.10 Assess facilities for implementation of sub accounts	Oct 08				
SLDC	HS SLDC Finance		6.11 Calculate sheltered amenity charges on component/scheme by scheme basis	Nov 08				
SLDC	HS SLDC Finance		6.12 Report to Tenants' Committee	Nov 08				
SLDC	HS SLDC Finance		6.13 Report proposals to Cabinet as part of rent setting process	Jan 09				
HOU	AK	<p><b>R7: Review, with the Council and local advice agencies, the quality and quantity of money and benefits advice provided locally, in the context of robust research into need. Particularly ensure that:</b></p> <ul style="list-style-type: none"> <li>• Those debts which might result in homelessness are appropriately prioritised for payment at a corporate level</li> <li>• The arrangements currently in place to provide money and benefits advice in the public and voluntary sector are delivering optimal VFM</li> <li>• Appropriate consideration is given to enhancing these arrangements to meet the needs of customers</li> </ul>			Dec 08		 35%	High impact/ Medium Costs
HOU	AK		7.1 Meeting with SLH, SLDC & CAB	Jun 08		Meeting held on 9 <sup>th</sup> June		
HOU	AK		7.2 Agree service to be provided, timescales, responsibilities etc and detail in SLA	Jul 08		SLA signed on 1 <sup>st</sup> July		
HOU	AK		7.3 Receive monthly monitoring reports from CAB	Mar 09		The July report is due to be taken to the 5 <sup>th</sup> August meeting		
HOU	AK		7.4 Hold quarterly monitoring meetings with CAB	Mar 09				
FIN	HL		7.5 Review SLH corporate debt policy in conjunction with SLDC	Oct 08				

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SLDC	AR (SLDC)		7.6 Report to SLDC Cabinet with revised SLDC corporate debt policy	Oct 08				
FIN	HL		7.7 Report to Policy Committee	Nov 08				
FIN	HL		7.8 Board approval	Dec 08				
FIN	SKM	<p><b>R8: Review with leaseholders and the Council, the approach to managing leasehold properties. Particularly</b></p> <ul style="list-style-type: none"> <li>The limited payment methods offered to leaseholders, developing systems to bring these into line with those offered to tenants</li> </ul>			Dec 08	Demonstrable delivery of a service which represents VFM and meets customer needs	● 40%	High impact/ Medium Costs
FIN	SKM		8.1 Undertake technical review of payment options with Sun Systems	Jun 08		Completed		
FIN	SKM		8.2 Consult with Leaseholder SIG on payment options	Sept 08				
FIN	SKM		8.3 Investigate options for additional payment methods	Sept 08		Additional payment methods were reviewed and costed in June 08, the final decision on options will be made by the SIG in October		
FIN	SKM		8.4 Report to Board	Oct 08				
FIN	SKM		8.5 Implement recommendations	Dec 08				
		<ul style="list-style-type: none"> <li>The weak wording of the new lease around ASB, and approaching existing leaseholders with a view to varying their agreements</li> </ul>				This recommendation has been reviewed by SLDC. At the Cabinet meeting held on 18.7.08 it was decided not to implement as this would not deliver VFM		
OPS	DS	<p><b>R9: Review the weaknesses identified throughout this report and those examples provided during on site feedback around operational management and front line performance management. Put in place systems which demonstrably address each of these</b></p>			Dec 08	Demonstrable delivery of a service which represents VFM and meets customer needs	● 20%	MSC Consultancy support
OPS	TRW	<p><b>GAS</b> Review the new system in place to manage gas servicing. Demonstrate to the board that this is ensuring gas appliances are serviced within 12 months in SLH managed homes</p>						
			9.1 Report detailed gas KPIs on 6 weekly cycle to F & P Committee	Jun 08		Complete and was reported to F & P in May		
OPS	DS		9.2 Introduce anniversary dates flag 4 weeks in advance on Anite housing system	Aug 08				

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OPS	DS		9.3 Review draft procedures with Mike Schirwing	Aug 08		TRW to provide draft procedures		
OPS	DS		9.4 Incorporate referral to HMT to explore whether personal visit/Support worker may be appropriate in new QA procedure	Jul 08		Not yet actioned		
OPS	DS		9.5 Review corporate gas policy with MSC	Sept 08				
OPS	DS		9.6 Draft policy to be reviewed by Policy Committee	Oct 08				
OPS	DS		9.7 Board approval	Nov 08				
BUS	SAB	Review call handling	9.8 Review KPIs with customers on call handling and report quarterly	Oct 08		A review is due to take place at the next Customer Involvement SIG on 9 <sup>th</sup> September		
OPS	TL	Review responsive repairs performance management	9.9 Utilising mobile working system monitor and analyse individual operative and team performance against standard minute values, No of jobs done within one visit, at appointed time and to the satisfaction of the customer	Sept 08				
BUS	SAB	Put in place a programme of management development and support for managers below third tier to assist them in their performance management, service improvement and staff management roles.	9.10 Agree corporate training requirements for managers having regard to business and individual developments	May 08		Completed – Tutor from CIH has been engaged to provide a management development for all middle managers commencing 12.9.08.  Director of Finance to attend ALMO Senior management development course		High impact/ Medium Costs