

DELIVERY PLAN



Q3 Performance Report Priority Tasks 2009-2010

2009 -2010








Certificate No 1570






INVESTOR IN PEOPLE









Quarter 3- South Lakes Housing Delivery Plan 2009 -10


Action Status	
	Cancelled
	Overdue; No longer assigned
	Unassigned; Not Started; Check Progress
	Resuming; In Progress; Assigned
	Completed




Icon	Panic Icon	Name	Ownership Responsible OU
		01. Good Governance Risk & Performance Management	



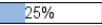



Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		SLH Plan 001a To support the first phase of the strategic options review in conjunction with SLDC and in consultation with tenants and other key stakeholders	<div style="width: 22%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 22%	31 Mar 2012	Target date to be agreed by SLDC once Project Manager appointed	Assist in procurement and appointment of Project Manager	30 Dec 2009	11 Feb 2010		Peter - SLH Thomas			
						Assist Stock Condition Consultants to initiate survey	31 Mar 2010						
						Assist TC and SLDC with	31 May 2010						




Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
						appointment process of ITA							
						Brief Board, staff and tenants	10 Feb 2010	11 Feb 2010					
						Establish Communications Group	26 Feb 2010						
						Establish Tenant and Leaseholder Group	26 Feb 2010						
						Identify SLH Project Board representation	26 Feb 2010						
						Support development and delivery of PR and Communication Strategy	30 Sep 2010						
						Support development of engagement and empowerment strategy and process	30 Sep 2010						
		SLH Plan 001b Combine management systems for Risk, H & S and Quality and ensure		31 Dec 2009		Present combined management system to F & P	31 Dec 2009	05 Jan 2010	Quality Assured by ISOQAR	Helen - Dewhirst	Sue - Boulton		
						Produce procedures in accordance	30 Nov 2009	30 Nov 2009					



Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		conformity with standards.				with ISO9001 requirements							
						Review risk management and H & S framework	31 Oct 2009	30 Nov 2009					
		SLH Plan 001c Complete review of corporate governance systems		31 Mar 2010		Complete governance review	28 Feb 2010	12 Feb 2010		Sue - Boulton	Peter - Thomas		
						Present to Committee for approval	31 Dec 2009	12 Feb 2010					
						Produce draft action plan	31 Oct 2009	12 Feb 2010					
						Report findings to Board	31 Mar 2010						



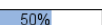



Icon	Panic Icon	Name	Ownership Responsible OU
		02. Finance, Procurement & Value for Money	Christine Chadwick – Board Champion







Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		SLH Plan 002a Achieve submission of consolidation figures and draft 08/09 accounts to		20 May 2009	Information submitted to SLDC 20 May 09					Peter - Thomas			



Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		SLDC by 20 May 09											
		SLH Plan 002b Complete 2009-10 VFM Plan reviews, update and report efficiencies to Board.		31 Mar 2010		Identify SLA's and areas to be reviewed in 2009	31 Jul 2009	27 Jul 2009	See budget book	Peter - Thomas			
						Perform reviews taking account of KLOE requirement	31 Oct 2009						
						Present summary of efficiencies made to F & P and the Board	31 Mar 2010						
						Update VFM Plan with actions and results	31 Jan 2010						
		SLH Plan 002c Review options for reducing carbon-footprint		28 Mar 2010		Achieve retained Gold from Cumbria Business Environment network	13 Dec 2009	14 Jan 2010	Achieved Retained Gold, will be awarded on 23rd March 2010	Lisa - Maguire	Sue - Boulton		
						Apply for funding to change lighting scheme at Yewbarrow Lodge	30 Oct 2009	23 Oct 2009	Bid unsuccessful, they suggested another option, so we will investigate				
						Carry out a green fleet review	13 Mar 2009	13 Oct 2009					










Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
						Register with WEECo who deal with electrical waste from tenants	30 Jun 2009	13 Oct 2009					
						Report to Board on progress	28 Mar 2010						
						Secure funding for remaining properties to have cavity/wall loft top up grants	28 Mar 2010		Properties identified, 101 to check by Maintenance Officers, Meeting arranged with funders				
		SLH Plan 002d Update Procurement Policy to include joint procurement and "green" procurement		31 Dec 2009	-- enter new status update --	Identify areas where joint procurement is appropriate	30 Nov 2009	09 Nov 2009					
						Present to F & P for approval	31 Dec 2009	09 Nov 2009					
						Review existing policy and identify "gaps"	30 Sep 2009	09 Nov 2009	Policy review in Nov 09 to F & P but will be subject to as further review in 2010/11 to take account of Strategic Options study	Peter - Thomas			
						Update policy for joint procurement and green procurement	31 Dec 2009	14 Jan 2010	Policy updated at F & P on 5 11 09				



Icon	Panic Icon	Name	Ownership Responsible OU
		03. Staff	



Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		SLH Plan 003a Improve staff skills base through NVQ's, SMT professional training		31 Mar 2010	By utilising Business Link have achieved £9K of training for £3K SLH expenditure. Have achieved Level 4 of Skills Pledge accreditation (highest level)	Annual report to HR Committee	31 Mar 2010				Sue - SLH Boulton		
						Develop training programme	31 Mar 2010						
						Identify additional funding streams	30 Sep 2009	08 Dec 2009					
						Implement training programme	27 Mar 2010						
						Introduce self assessment process for middle managers and SMT	31 Dec 2009	30 Oct 2009					
						Secure budget	30 Apr 2009	27 Jul 2009	10 k allocated on 2009 - 10 budget				
		SLH Plan 003b Implement employee mentoring scheme		28 Feb 2010		Identify pilot area and pilot scheme	30 Apr 2009	27 Jul 2009	Evidence with Alison K	Sue - SLH Boulton			
						Produce mentorship scheme	30 Apr 2009	27 Jul 2009	Evidence with Alison K				
						Report to HR Committee	31 Dec 2009	08 Dec 2009	Went to HR Committee Sept				



Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
						Review progress for pilot scheme	30 Sep 2009	08 Dec 2009	Went to HR Committee Sept				
						Roll out to appropriate areas of business	28 Feb 2010	21 Jan 2010					
		SLH Plan 003c Identify options for improvements to existing accommodation		30 Apr 2010	Investigating lease of Aynam Mills subject to SLDC homelessness agenda	Consultation with SLDC over Kendal and Ulverston depot and office accommodation	31 Aug 2009	21 Jan 2010		Peter - Thomas			
						Undertake joint review with SLDC on integrating allocations and homelessness	29 Jan 2010	21 Jan 2010					
		SLH Plan 003d Address Audit Commission recommendations regarding accessibility at Ulverston Town Hall		30 Nov 2009		Approval of refurbishment plans	30 Nov 2009	08 Dec 2009		Peter - Thomas			
						Project established to introduce one stop shop service to Ulverston Town Hall	30 Oct 2009	08 Dec 2009					



Icon	Panic Icon	Name	Ownership Responsible OU
		04. Information Technology	




Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date	
		SLH Plan 004a Review ICT strategy		31 Mar 2010		Consult stakeholders	31 Oct 2009	19 Aug 2009	Completed on 24 12.1 09 To go to F & P on 2 Feb 10	Sue - Boulton				
						Draft strategy	31 Dec 2009	14 Jan 2010						
						Prepare report	31 Dec 2009	14 Jan 2010						
						Report to Board	31 Mar 2010							
		SLH Plan 004b Extend asset management system (PIMMS) and review.		30 Nov 2009	This task is subject to confirmation of bid to SLDC for capital funding	Confirmation receipt of funding	31 Aug 2009	08 Dec 2009	System installed and training for staff to take place in January 2010	Sue - Boulton				
		SLH Plan 004c Review provision of head office telephony		31 Mar 2010	Due to high costs of telephony improvements and budgetary constraints this project has been deferred	Conduct desk top review of potential suppliers	31 Dec 2009	21 Jan 2010		Sue - Boulton				
						Review telephony options with SLDC	30 Nov 2009	21 Jan 2010						



Icon	Panic Icon	Name	Ownership Responsible OU
		05. Access & Customer Focus	










Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		SLH Plan 005a Review Access and Customer Care Strategy	<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31 Dec 2009		Consult with stakeholders	30 Sep 2009	07 Aug 2009		Sue - Boulton			
						Produce draft strategy	31 Oct 2009	07 Aug 2009					
						Review of survey information for preferred method of contact	31 Jul 2009	31 Jul 2009					





Icon	Panic Icon	Name	Ownership Responsible OU
		06. Equality & Diversity	



Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		SLH Plan 006a Complete year 3 programme for Equality Impact Assessments (EIA's)	<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31 Mar 2010	Table identifying responsibilities produced for all Managers, showing Policy, Consultation Dates, SIG Groups Attended.	Allocate specific management responsibilities	31 Jul 2009	31 Jul 2009	Table identifying responsibilities produced for all Managers	Lisa - SLH Maguire	Sue - SLH Boulton		
						Consult with relevant SIG group	30 Nov 2009	23 Oct 2009	New SIGs introduced, EIAs now going to meetings				










Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date	
						EIA programme to Policy Committee	30 Jun 2009	27 Jul 2009	Submitted to policy committee 23 July 09					
						EIA to go to Policy/HR Committee for approval	30 Nov 2009	22 Jul 2009						
						Organise a dedicated staff group to ensure the backlog of EIAs are complete	30 Nov 2009	30 Nov 2009	First meeting in Dec 09, policies now allocated to meetings to review					
						Produce new EIA programme	30 Jun 2009	27 Jul 2009	Submitted to policy committee 23 July 09					
						Publish EIAs on website	31 Dec 2009	14 Jan 2010	An ongoing process which has now been started					
						Report progress to Board	10 Dec 2009	10 Dec 2009	Went to Board 10 12 09					
		SLH Plan 006b Review housing specific good standards for E & D and report progress to board		31 Dec 2009		Produce improvement action plan	31 Oct 2009	30 Oct 2009		Lisa - Maguire	Sue - Boulton			
						Produce report to Board	31 Dec 2009	10 Dec 2009						
						Research and identify areas of good practice ensuring SLH complies	30 Sep 2009	23 Oct 2009	Code of Practice received & reviewed, plan being developed with Business Support Manager					



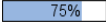
Icon	Panic Icon	Name	Ownership Responsible OU
		07. Stock Investment	Peter Thompson – Board Champion

Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		SLH Plan 007a Define, implement and monitor an operationally efficient process for maintaining the stock condition database		30 Jun 2009		Process fully functional in operation	30 Jun 2009	27 Jul 2009	Process adopted and completed, Board paper to July showing funding gap. procedure adopted to be written up by September 09	Peter - SLH Thomas			
		SLH Plan 007b Define the options programme of planned maintenance works for 2010/11 and 2011/112 and report progress and exceptions to the Board		31 Aug 2009	Resource gap identified in July 09 Board paper, MRA budget holding progressing with SLDC, priorities for funding to be identified in Q3 09/10					Peter - SLH Thomas			
		SLH Plan 007c Determine funding		31 Aug 2009	-- enter new status update --	Progress cannot be made without		06 Aug 2008	Review completed for Board paper December 08 SLH	Peter - Thomas			


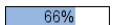


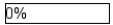


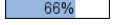
Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		streams for new stock purchase or development				SLDC agreement to prudential borrowing			cannot proceed without SLDC agreement to prudential borrowing – so far no decision. Each new HCA proposal reviewed				
		SLH Plan 007d Undertake and report portfolio scores to Board for the stock and estate groups	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	28 Mar 2010	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	Board report to 15 April Board				Peter - Thomas			
		SLH Plan 007e Introduce PDAs to aid gas servicing monitoring process and for audit purposes	<div style="width: 80%;"><div style="width: 80%;"></div></div> 80%	31 Mar 2010		Commence 5% audits	30 Jun 2009	27 Jul 2009		Trevor - Woodward	David - Stubbs		
					Complete half of required audits	31 Oct 2009	08 Dec 2009						
					complete required audits	31 Mar 2010							
					Install software and training	31 Jul 2009	27 Jul 2009						
					Purchase hardware	30 Apr 2009	27 Jul 2009						



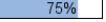



Icon	Panic Icon	Name	Ownership Responsible OU
		08. Responsive Repairs	

Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		SLH Plan 008a Extend vehicle trackers to all vans in fleet		30 Sep 2009		Agree installation dates	30 Jun 2009	30 Jun 2009		Tom - SLH Lynch	David - SLH Stubbs		
						Agree quotation with Tomtom and send off data	30 Jun 2009	28 Jul 2009	Completed - quote agreed				
						Assess funding and identify vehicles	30 Jun 2009	28 Jul 2009	Nine vehicles identified, cost obtained				
						Install and commence monitoring	30 Sep 2009	14 Aug 2009	Installed on 14.08 and now monitored				
		SLH Plan 008b Enhance current apprenticeship scheme to include 2 year extension for multi skilling		30 Sep 2009	Deferred					Tom - SLH Lynch	David - SLH Stubbs		
		SLH Plan 008c Review flexible working for trades persons		30 Nov 2009		Arrange introduction of proposals with support team	31 Oct 2009	23 Oct 2009	Assessing options	Tom - SLH Lynch	David - SLH Stubbs		

Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
						Commence new arrangements	30 Nov 2009						
						Consult with workforce	31 Aug 2009	31 Aug 2009					
						Meet with HR to review options	31 Jul 2009	23 Oct 2009					
		SLH Plan 008d Rationalise schedule of rates through introduction of composite jobs		31 Dec 2009		Amend data on Anite, Optitime and PDAs	31 Dec 2009		Reduced SOR items but now have to explore options to input changes into Anite system including investigation of cost	Tom - Lynch	David - Stubbs		
						Conduct analysis of current SOR/most frequently used	31 Jul 2009	31 Jul 2009	Analysis completed				
						Merge SOR codes	30 Sep 2009	23 Oct 2009	Identified items for removal merging				
						Rationalise schedule/remove obsolete SOR	31 Aug 2009	23 Oct 2009	Identified items for removal/merging				

Icon	Panic Icon	Name	Ownership Responsible OU
		09. Allocation, Lettings, Void Management	

Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		SLH Plan 009a Assist SLDC to introduce a sub regional choice based lettings (CBL) scheme into South Lakeland		30 Sep 2010		Agree draft common allocation policy	31 Oct 2009	29 Jan 2010		Alison - SLH Kinnon	David - SLH Stubbs		
						Consultation with stakeholders	30 Jun 2010						
						Establish CBL Project Board and Task Groups		28 Jul 2009					
						Hold stakeholder event	30 Nov 2009						
						Procure IT system	31 Jan 2010	29 Jan 2010					
						Recruit CBL Project manager		28 Jul 2009					
		SLH Plan 009b Undertake a structural review of the integration of homelessness/ advice with housing management/lettings		31 Aug 2010		Agree common Allocations Policy & Assessment criteria	31 Mar 2010			Alison - SLH Kinnon	David - SLH Stubbs		
						Procure IT System	31 Aug 2010						
		SLH Plan 009c Produce SLH		30 Nov 2009		Consult with tenant	30 Nov 2009		Approval required at next Allocations	Alison - Kinnon	David - Stubbs		

Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		information leaflets on succession and assignment				representatives			SIG on 1.3.10.				
						Draft leaflets for consultation purposes	31 Jul 2009	28 Jul 2009	Letter sent re leaflet				
						Revise succession assignment and mutual exchange policies	31 May 2009	28 Jul 2009	Completed				
		SLH Plan 009d Produce in house energy performance certificates for all voids		31 Oct 2009		Arrange procedure of internal production of certificate	30 Sep 2009	23 Oct 2009	Awaiting certification				
						Complete and submit portfolios	30 Sep 2009	23 Oct 2009		Tom - Lynch	David - SStubbs		
						Start process	31 Oct 2009						
						Training for Officers	31 Mar 2009	28 Jul 2009					
		SLH Plan 009e Introduce software to produce electrical inspection certificates		31 Aug 2009		Extend use to all electricians and develop inspection database	31 Aug 2009	23 Oct 2009					
						Install software on to PCs and purchase PDAs	30 Jun 2009	28 Jul 2009		Tom - Lynch	David - Stubbs		
						Install software onto PDAs and trial run	30 Jun 2009	28 Jul 2009					
						Print off test	30 Jun	28 Jul 2009					

Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
						certificate	2009						
						Provide training to staff	31 Aug 2009	23 Oct 2009					
		SLH Plan 009f Investigate a preferred Energy supplier for void properties		31 Mar 2009		Carry out consultation with tenants	31 Mar 2009	28 Jul 2009		Tom - Lynch	David - SStubbs		
						Invite British Gas to talk to Voids Monitoring Group	31 Mar 2009	28 Jul 2009					
						Invite EON to Voids Monitoring Group	31 Mar 2009	28 Jul 2009					

Icon	Panic Icon	Name	Ownership Responsible OU
		10. Tenancy & Estate Management	

Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		SLH Plan 010a Introduce Pet Management Policy		31 Dec 2009		board approval	30 Nov 2009	10 Dec 2009		Alison - SLH Kinnon			
						Consultation on draft policy	31 Aug 2009	23 Aug 2009					
						submit to policy committee	30 Nov 2009	18 Nov 2009					
		SLH Plan 010b		31 May		Board approval	31 May	28 Jul 2009		Alison -			

Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		Introduce Aids and Adaptations Policy		2009			2009			SLH Kinnon			
							Carry out consultation with tenants and relevant stakeholders	30 Apr 2009	28 Jul 2009				
							Submit to policy committee	31 May 2009	28 Jul 2009				



Icon	Panic Icon	Name	Ownership Responsible OU
		11. Resident Involvement & Community Development	David Vatcher- Board Champion



Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		SLH Plan 011a To develop other wider ranging opportunities for involvement		31 Dec 2009		Hold 1 winter family event	31 Dec 2009	10 Dec 2009		Alison - SLH Kinnon			
							Hold 3 summer family fun events, Kendal. Lakes, Ulverston	31 Aug 2009	28 Aug 2009				
		SLH Plan 011b Complete the agreed tasks in line with the timescales set out within the District Wide Tenant		31 Dec 2009		Complete review of T & RA's	30 Sep 2009	30 Sep 2009		Alison - Kinnon			
							Develop TIC database	30 Sep 2009	30 Sep 2009				
							Review involvement	31 Dec 2009	03 Feb 2010				




Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		Participation Agreement Action Plan				pages of website							
		SLH Plan 011c Review the District Wide Tenant Participation Agreement	<div style="width: 20%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 20%	31 Mar 2010		Agree programme for review with TC	30 Jul 2009	03 Feb 2010		Alison - Kinnon			
						Obtain necessary approvals	31 Mar 2010						
						Publish revised agreement	31 Mar 2010						
						Stakeholders set timetable	30 Nov 2009						
						TC review results of survey	31 Jan 2010						



Icon	Panic Icon	Name	Ownership Responsible OU
		12. Leaseholder Management & RTB	

Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		SLH Plan 012a Hold annual Leaseholder event providing multi-agency	<div style="width: 100%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 100%	31 Dec 2009		Hold event	30 Sep 2009	29 Sep 2009	Event held 29.9.09	Trevor - Woodward	David - Stubbs		
						Involve LESIG members in final plans for event	31 Aug 2009	23 Oct 2009	Completed				









Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		advice/info to leaseholders				Provide feedback to LESIG and all leaseholders via newsletter	30 Nov 2009	24 Nov 2009	Feedback provided to Leaseholder SIG				
						Publicise event across district	31 Aug 2009	23 Oct 2009	Posters distributed				
						Source speakers and stands for event		28 Jul 2009	Event taking place Sept 09 - speakers booked				
		SLH Plan 012b Develop reporting information within Sun/Anite to enable full participation within benchmarking group (LEN)	<input type="text" value="0%"/>	31 Mar 2010		Identify benchmarking areas to be carried out	31 Aug 2009			Trevor - Woodward	David - Stubbs		
						Produce standard reports/e extracts within Sun and submit to LEN	31 Dec 2009						
						Review benchmarked performance and review processes as appropriate	31 Jan 2010						

Icon	Panic Icon	Name	Ownership Responsible OU
		13. Housing Income Management	

Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		SLH Plan 013a Review procedures for initial sign-up, and direct debit arrears reporting		31 Jan 2010		Review procedures for Direct Debit sign up with Finance Team	31 Dec 2009	03 Feb 2010		Alison - Kinnon			
						Update procedure	31 Jan 2010	03 Feb 2010					

Icon	Panic Icon	Name	Ownership Responsible OU
		14. Sheltered Housing	

Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
		SLH Plan 014a Review individual support plan template		28 Feb 2010		Consultation	30 Nov 2009	03 Feb 2010		Alison - Kinnon			
						Discussions with Supporting People and printing	28 Feb 2010						
						Establish sub group of sheltered SIG to carry out review	28 Feb 2009	28 Jul 2009					

Covalent Action Icon	Status Icon	Action Code & Title	Progress Bar	Due Date	Notes & History Latest Note	Milestones Description	Milestones Due Date	Milestones Completed Date	Note	Ownership Action Owner	Ownership Managed By	Budgetary Project Budget	Budgetary Cost To Date
						Support plan approval	31 Dec 2009	03 Feb 2010					
		SLH Plan 014b Carry out Annual survey of sheltered housing tenants	<div style="width: 33%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 33%	31 Mar 2010		Collate results	26 Feb 2010			Alison - Kinnon	D Stubbs		
						Publish results	31 Mar 2010						
						Send out survey forms	31 Dec 2009	03 Feb 2010					
		SLH Plan 014c To work with Cumbria County Council Adult Social Care to extending use of Telecare and mobile wardens in South Lakeland	<div style="width: 0%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 0%	31 Mar 2010						Alison - Kinnon	D Stubbs		
		SLH Plan 014d Work with Cumbria County Council and South Lakeland District Council to further develop extra care housing	<div style="width: 0%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 0%	31 Mar 2010						Alison - Kinnon	D Stubbs		
		SLH Plan 014e Assist SLDC to complete the options appraisal of School Knott	<div style="width: 0%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 0%	31 Mar 2010						Alison - Kinnon	D Stubbs		

