

STATUS REPORT:- Action Plan to achieve our objectives

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Hyperlink to evidence
	Year 1						
A, B, C & D	Establish new involvement structure – including committees, scrutiny, local panels, tenant associations and street champions in partnership with resident services	Service Plan 2012-13	CL	Quarter 2	A	Complete – a new structure has been established and the Strategy will enable us to achieve this structure	Structure in word doc..doc
A & B	Establish aspirations of the Tenant and Leaseholder Committee to improve the housing service	Service Plan 2012-13	JG	Quarter 2	I	Complete – this formed part of the new terms of reference for the TLC	TLC terms of reference 10.07.12 (final).doc
A, B, C & D	Develop Tenant Scrutiny and launch the framework and recruitment at the Tenants Annual Conference 2012	Localism Act 2011 Service Plan 2012-13	CL	Quarter 2	I	Complete - Tenant and Leaseholder Scrutiny Panel have met and approved a Chair. Training is currently being sourced to support them.	..\Scrutiny\Tenant Scrutiny Form_14 Nov Recruitment.docx ..\..\TLSP\2013 minutes\2013-

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						.	08-15 TLSP minutes.doc
A,B,C & D	Create a consultation framework to ensure that effective consultation is undertaken with tenants and leaseholders on changes to policy and/or services and the results are communicated effectively	TLC Priority	JG	Quarter 3	A & I	DBC have a corporate consultation framework which is currently under review. We will be ensuring that this meets the requirements for our tenants and leaseholders and making recommendations to improve this where needed. 31.01.13 framework still under review at corporate level 22.02.13 – An update is awaited from the communications team with regards to the progress of this project at corporate level. Sue	..\..\Consultation framework\2013-08-20 Housing Service Consultation Framework Final Draft.docx

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						<p>has chased this and hopefully a response is due shortly</p> <p>19.03.13 – Take to TLC at next meeting – introduce Q1 13/14</p> <p>27.03.13 – Sue Prowse to take to TI review on 16.04.13 then TCL on 13.05.13</p> <p>Objective in Year two to complete</p>	
A, B, C & D	Undertake a consultation with tenants and leaseholders regarding the creation of local area panels	TPAS best practice	JG	Quarter 2	I	<p>Consultation took place at the Tenant and Leaseholder conference with no for or against. More work will be done around local area panels following the realignment of the Tenant Involvement team to enable more grass roots</p>	

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						involvement. 22.02.13 – the consultation was completed but more work needs to be done in this area post recruitment campaign – this will be addressed in the year one review of the strategy. 27.03.13 – Objective set for Tenant Involvement officers to investigate options for their patches – 1 st quarter 2013/14	
A,B,C & D	Create a supported housing forum to help ensure that the needs and priorities of supported housing tenants are being met	Service Plan 2012-13	OJ	Quarter 3	I	Complete - A supported housing forum has been created and they have met on several occasions to discuss matters that directly affect the service and its	

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						<p>tenants.</p> <p>22.02.13 – the next forum is scheduled for 7th March, good attendance at the last meeting, agenda very much lead around service issues specific to supported housing.</p> <p>27.03.13 – dates of next forum are 08.05, 03.07, 04.06 and 06.11.13.</p> <p>ToR created all members just to sign up to them and same code of conduct etc applies</p>	
A & D	Ensure that Tenant Involvement objectives are included in the staff appraisal process	Service Plan 2012-13	CL	Quarter 1	A & I	Complete – all staff have received TI objectives as part of their 2012/13 appraisal.	P:\Shared Information\Service Planning\201213\Updated 22.08.12 Service Planning

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							Objectives 2012-13 all objectives V2 2003 2012 (2).doc Action 1.7 in plan
A, C & D	Where possible and practical arrange training jointly for staff and tenants	TLC priority	JG	Quarter 4	A	Complete Staff and involved tenants attended the ARCH conference, CIH conference and STAR workshops together in 2011 and 2012. More training together will be arranged throughout 2013.	
C	Set up a framework to continually look to recruit tenants to be involved in the service via News and Views, surveys, events, consultation and the local media	Service Plan 2012-13 TLC Priority	JG	Quarter 3	A	Recruitment advert to go in every edition of news and views. Various local media methods will be used for recruitment to Scrutiny	P:\Tenancy and leasehold Group\Policy and Participation\News &

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						<p>Panel in the new year.</p> <p>31.01.13 – Recruitment campaign to commence in March 2013</p> <p>22.02.13 – Following the review of the recruitment campaign this will help to inform the best methods to use for continual recruitment and succession planning, further work will therefore be undertaken in this area post April 2013.</p> <p>27.03.13 – post campaign review to be undertaken and effective methods highlighted to use going forward</p> <p>Campaign complete – methodology for</p>	<p>Views\Final Versions\News and Views Winter 2012-13 LR.pdf</p>

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						continued recruitment being developed	
C	Develop a system to plain English all communications to tenants and leaseholders	Service Plan 2012-13 TLC priority	SD	Quarter 4	A	<p>News and Views has achieved Plain English standard. A Plain English course is also being arranged for 2013 by the communications team and the date will be circulated once known.</p> <p>31.01.13 – Plain English course for staff on 27.02.13</p> <p>22.02.13 – Following TI review group meeting, notes from training to be circulated to TLC to assist with article writing etc.</p> <p>19.03.13 – Given to TI review group for comment</p>	

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						The communications team now work to Plain English guidelines for all communications/publications	
A	Use the STAR survey results to identify and plan tenant led improvements across the borough	STAR Service Plan 2012-13 Local Offers	JG	Quarter 2	A & I	An action plan has been drafted and elements of improvements have been incorporated within the Annual Report 2011/12 for us to deliver on and report back on through 2012/13 and the next annual report. Other items will inform service planning for 2013/14. 31.01.13 – Objective to monitor STAR improvements to be included in the Service Plan 13/14. 22.02.13 – Report to	P:\Tenancy and leasehold Group\Policy and Participation\Tenant's Annual report\Annual Report 2011-12\DC Annual Report WEB.pdf

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						<p>update position on STAR objectives so far being written this will go to TLC and HCOSC 27.03.13 – need to review action plan at next TI review group meeting to assist with work-plan for TLC for 13/14</p> <p>An improvement for STAR is in place</p>	
A, B, C & D	Undertake an Equality Impact Assessment for the Tenant and Leaseholder Involvement function and self-assess against the CIH Equality and Diversity Charter	CIH E&D Charter	CL	Quarter 4	A & I	<p>This will begin in January 2013</p> <p>31.01.13 – Training taking place on 06.02.13</p> <p>22.02.13 – Training had to be re-scheduled to 12.03.13. New guidance out from CIH. EIA should be complete by 31.03.13</p> <p>27.03.13 – delay as</p>	

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						Orchard software that will assist not in place until end Q1 13/14 – initial work undertaken Orchard software to be in place by end July 2013 when this piece of work can be completed 20/08/2013 Work still underway with Orchard which should enable us to easily capture the information needed to undertake the EIA. 04/09/2013 Problems with servers are delaying us be able to productively use RI Orchard. This should be resolved by 18/10/2013	
A	Use Housemark benchmarking to establish Equality and Diversity Performance Indicators	CIH E&D Charter	JG	Quarter 4	A	The benchmark report was received on 20.12.12 therefore this	..\Performance Indicators\PI back info.xlsx

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		Housemark				<p>piece of work can commence.</p> <p>31.01.13 PI's will be available as part of the upgraded Orchard project due to complete by early summer, we will begin reporting low level on a quarterly basis from 13/14.</p> <p>E&D PI's established – Complete.</p>	..\Performance Indicators\2013-2014 Performance Indicators.xlsx
	Undertake a Gap analysis in preparation for the NTO accreditation	NTO best practice Regulation Tenant involvement and Empowerment Standard	JG	Quarter 4	A	<p>Work has begun on the gap analysis for the NTO accreditation.</p> <p>22.02.13 – Discussed with TI review group, to be presented to the TLC at a future meeting.</p> <p>27.03.13 – Jules to present to next TI review group meeting then to TLC 13.05.13 if</p>	..\Project Plans and documents\NTO\NTO report for HMT.doc

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						possible. Objective moved to year two to progress	
	Undertake a review of the Strategy against the year one plan. Set deadlines for year two priorities.		CL	Quarter 4	A	This will take place in March 2013. 22.02.13 – Work due to begin shortly to take to the TI review group meeting on 19.03.13. 27.03.13 – Review completed with TI review group on 19.03.13, new objectives for 13/14 set	
	Year 2						
B & D	Establish a menu of flexible involvement opportunities to enable everyone to have an input into the housing service	Best Practice	JG	Q1		15.05.13 - As part of the review of the Policy and Participation Team a new structure was implemented. TIO now have objectives to involve tenants in all	..\DBC Branded Get Involved Strategy 12-15.docx

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						parts of the involvement structure. This will be monitored through 121's and appraisal. 09/07/13 update – Jules attended Group Manager for tenancy and leasehold explaining all opportunities. She is booked into Property and place group managers meeting. Complete	
A	Implement consultation framework to ensure that effective consultation is undertaken with tenants and leaseholders on changes to policy and/or services and the results are communicated effectively	TLC Priority	SProwse	Q1		15.05.13 - Work has been underway with the Tenant Involvement Review Group. An Executive Panel meeting is taking place 21.05.13 to look at consultation. Update to TLC 03.06.13.	..\..\Consultation framework\2013-08-20 Housing Service Consultation Framework

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						20/08/2013 – final draft to HSMT end of August for approval. Complete	Final Draft.docx
A, B & D	Establish the Tenant Scrutiny Panel and ensure that training is completed and the scrutiny schedule developed	Service Plan 2013/14	CL/JG	Q1		<p>09.05.13 – enough people have shown an interest in this role. Interviews to be undertaken and then the Panel can begin. Training will be arranged firstly.</p> <p>09/07/13 update- A training package has been sourced and is going to the TI Reivew Group and the TLC for approval.</p> <p>20.08.13 – Panel met on 15.08.13 and have asked for more info from CoPS.</p> <p>04/09/2013 A trainer has now been</p>	

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						<p>resourced. Dates need to be booked for training. A TOR will be developed through the training.</p> <p>25.09.13 – Merron Simpson has been appointed as trainer for the TLSP. Dates 18.11.13 and 27.11.13. Recruitment is on-going to bolster the numbers of the committee</p>	
C	Develop and introduce a “welcome pack” for all involved tenants and leaseholders	Best Practice	SB	Q1		15.05.13 – work has not yet started on this.	
C	Compile a list of publications and websites for involved tenants to have access to as a knowledge base and ensure access is available	Service Plan 2013/14	JG	Q2		15.05.13 – a list of websites has been drawn up. Further work needed on what publications would be useful for involved tenants.	P:\Tenancy and leasehold Group\Policy and Participation\Tenant Involvement\Pr

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						20.08.13 – list of websites in new tenancy pack and available on website. Complete	ject Plans and documents\TI Review\Useful Webistes.docx
C	Develop and introduce a comprehensive training package for involved tenants and leaseholders that gives flexibility of choice and a variety of learning methods	TLC Priority	CL/JG	Q2		09.05.13 – Meeting with TPAS on 20 th May 2013. Also spoken with WCHT who use an organisation called Linch Pin – contact made and just awaiting them to come back to us. 03.06.13 – HQN have sent a proposal through and one has been received from TPAS. 09/07/13 update – Keith Crampton has put forward proposals. This is going to the TI Reivew Group and the TLC for approval.	

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						20.08.13 - This has been agreed. First training (E&D) 23.09.13. Jules to produce leaflet. 02.09.13 – Advert re training in Autumn News and Views. Designated Person training booked for 12.10.13.	
C	Establish an editorial panel to include tenants and leaseholders for all publications including leaflets and posters using Plain English as a guide	Best Practice	SD	Q2		Reader survey was sent out with the summer ed. of N&V's and requesting volunteers for this panel. Analysis has not yet been undertaken as responses are still coming in. 01.09.13 – 18 volunteers have joined the newly formed editorial panel. The will	

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						be involved in many aspects of our publications. COMPLETE	
D	Promote involvement opportunities at sign up of a new tenancy	Best Practice	SB	Q1		15.03.13 – a young person’s leaflet is currently being worked on by a young person. Due to school commitments this may not be completed until Q2. 20.08.13 The strategy is currently given out and a list of useful websites. Complete	F:\Jules\Admin\Useful Webistes.docx ..\A5 FOLDED v4a.pdf
D	Recruit dedicated resource to support the TLC and other committees in minute taking and arranging meetings etc.	TLC Priority	CL	Q1		09.05.13 – Issues with finance at the moment on this 03.06.13 – this has now been resolved and has been passed through for	

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						<p>approval. 09/07/13 update – all forms have now been approved. Job Description, Person Specification and recruitment advert has been forwarded to Human Resources.</p> <p>20.08.13 As this is a new position, this requires a rigorous assessment, this is now complete and the banding agreed. Now awaiting final sign off by CE, then can proceed to advert.</p> <p>04/09/2013 All approved now. Advert will be out 10/09/2013 for two weeks. Staff should be in position by end of October.</p> <p>25.09.13 – Closing date for advert is 27.09.13,</p>	

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						shortlisting to take place w/c 30.09.13 and interviews w/c 07.10.13. Interviews undertaken and successful candidate has accepted. It is hoped they will be in post by December.	
C	Develop electronic methods of involvement via the website	Service Plan 2013/14	SPrice	Q3		25.09.13 – a review of the website and the format/links is currently being undertaken. Selina is working with Katie Warner on this. Facebook page is up and running. Currently on track.	
D	Identify budget and space to create a “tenant resource centre”	Best Practice	JG	Q3		Discussion to be had with TI review group regarding a “virtual” centre.	

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A	Delegate budgets through sub committees, local area panels	TLC Priority	CL	Q2		09.05.13 – work to begin on this in June 2013 20.08.13 no budgets have yet been identified/allocated. However the TLC/HMEC will be involved in helping us to develop a protocol for the spend against the Estate/Environmental Improvement Budget.	
A	Set up a process for the TLC to enable them to undertake a review and self-assessment of their core activities over the year that highlights improvements or changes to systems that have been as a direct result of their involvement - this will then form the basis of an annual report by TLC to tenants/leaseholders and members.	TLC Priority/ Best Practice	SD	Q3			
	Achieve NTO accreditation	Best Practice	JG	Q4		20.08.13 TLSP would	

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						like to look at certain elements of this and use the framework as a process of assessment for our services. Currently on target.	
	Undertake a review of the Strategy against the year two plan. Set deadlines for year three priorities.		CL/TLC	Q4			
	Year 3						
D	Constitute the TLC in a move towards a tenants federation and work with members services to include within the Councils constitution						
C	Establish tenant associations in high rise blocks and sheltered accommodation						
B	Increase the percentage of involved tenants by 5% between 2012-15						
B & C	Introduce neighbourhood agreements via the local area panels to ensure that tenants						

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	priorities for improvements are being tackled in their local area						