

## Housing & Community Overview & Scrutiny Committee - 19 June 2013

### Item 12 - Appendix 2

#### STATUS REPORT:- Action Plan to achieve our objectives

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Hyperlink to evidence
	<b>Year 1</b>						
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	<b>Complete</b> – a new structure has been established and the Strategy will enable us to achieve this structure	<a href="#">Structure in word doc..doc</a>
A & B	Establish aspirations of the Tenant and Leaseholder Committee to improve the housing service	Service Plan 2012-13	JG	Quarter 2	I	<b>Complete</b> – this formed part of the new terms of reference for the TLC	<a href="#">TLC terms of reference 10.07.12 (final).doc</a>
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	Part complete - Tenant Scrutiny framework has been developed and launched. Recruitment is on-going with more	<a href="#">..\Scrutiny\Tenant Scrutiny Form_14 Nov Recruitment.do</a>

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						<p>events planned for the new year.</p> <p><b>31.01.13</b> Update on recruitment – tenants that have shown a desire to get involved are being visited. Advertisement campaign to begin in local media from early March.</p> <p><b>22.02.13</b> – Recruitment update. This is an area of concern, take up so far has been low, the recruitment campaign is due to start 04.03.13 and run through to 01.04.13. An advert will run in the gazette, there is a radio ad and a you tube clip as well as banners and posters etc. Two “meet the</p>	<p><a href="#">CX</a></p>

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						team” events are arranged for the 16 <sup>th</sup> and 17 <sup>th</sup> April. This will bring all those that have expressed in getting involved the opportunity to find out more and decide which method of involvement is for them. 27.03.13 – Update following close of campaign	
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	

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						<p>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 has chased this and hopefully a response is due shortly  19.03.13 – Take to TLC at next meeting – introduce Q1 13/14  27.03.13 – Sue Prowse to take to TI review on 16.04.13 then TCL on 13.05.13  Objective in Year two to complete</p>	

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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 involvement.</p> <p>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.</p> <p>27.03.13 – Objective set for Tenant Involvement officers to</p>	

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						investigate options for their patches – 1 <sup>st</sup> 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	<b>Complete</b> - A supported housing forum has been created and they have met on several occasions to discuss matters that directly affect the service and its tenants. 22.02.13 – the next forum is scheduled for 7 <sup>th</sup> March, good attendance at the last meeting, agenda very much lead around service issues specific to supported housing. 27.03.13 – dates of next forum are 08.05, 03.07, 04.06 and 06.11.13. ToR created all	

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						members just to sign up to them and same code of conduct etc applies	
A & D	Ensure that Tenant Involvement objectives are included in the staff appraisal process	Service Plan 2012-13	CL	Quarter 1	A & I	<b>Complete</b> – all staff have received TI objectives as part of their 2012/13 appraisal.	<a href="P:\Shared Information\Service Planning\201213\Updated 22.08.12 Service Planning Objectives 2012-13 all objectives V2 2003 2012 (2).doc">P:\Shared Information\Service Planning\201213\Updated 22.08.12 Service Planning Objectives 2012-13 all objectives V2 2003 2012 (2).doc</a> 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	Staff and involved tenants attended the ARCH conference, CIH conference and STAR workshops together in 2011 and 2012. More	

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						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 Panel in the new year. 31.01.13 – Recruitment campaign to commence in March 2013 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	<a href="#">P:\Tenancy and leasehold Group\Policy and Participation\News &amp; Views\Final Versions\News and Views Winter 2012-13 LR.pdf</a>



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						<p>undertaken in this area post April 2013.            27.03.13 – post campaign review to be undertaken and effective methods highlighted to use going forward</p> <p>Campaign complete – methodology for continued recruitment being developed</p>	
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</p>	

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						<p>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> <p>The communications team now work to Plain English guidelines for all communications/publications</p>	
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	<a href="#">P:\Tenancy and leasehold Group\Policy and Participation\Tenant's Annual report\Annual Report 2011-</a>

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						<p>2012/13 and the next annual report. Other items will inform service planning for 2013/14.</p> <p>31.01.13 – Objective to monitor STAR improvements to be included in the Service Plan 13/14.</p> <p>22.02.13 – Report to update position on STAR objectives so far being written this will go to TLC and HCOSC</p> <p>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>	<p><a href="#">12\DC Annual Report WEB.pdf</a></p>

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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	This will begin in January 2013 31.01.13 – Training taking place on 06.02.13 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 27.03.13 – delay as 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	
A	Use Housemark benchmarking to establish Equality and Diversity Performance Indicators	CIH E&D Charter Housemark	JG	Quarter 4	A	The benchmark report was received on 20.12.12 therefore this piece of work can	

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						<p>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><b>E&amp;D PI's established</b></p>	
	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><b>22.02.13</b> – Discussed with TI review group, to be presented to the TLC at a future meeting.</p> <p><b>27.03.13</b> – Jules to present to next TI review group meeting then to TLC 13.05.13 if possible.</p> <p><b>Objective moved to</b></p>	

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						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	
	<b>Year 2</b>						
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 parts of the involvement structure.	

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						This will be monitored through 121's and appraisal.	
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.	
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		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.	
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.	

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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.	
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 <sup>th</sup> 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.	
C	Establish an editorial panel to include tenants and leaseholders for all publications including leaflets and posters using Plain English as a	Best Practice	SD	Q2			



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	guide						
D	Promote involvement opportunities at sign up of a new tenancy	Best Practice	SB	Q1		15.03.13 – a young persons leaflet is currently being worked on by a young person. Due to school commitments this may not be completed until Q2.	
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 approval	
C	Develop electronic methods of involvement via the website	Service Plan 2013/14	SPrice	Q3			
D	Identify budget and space to create a “tenant resource centre”	Best Practice	JG	Q3		More research and work to be done in this area over Q2 before	

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						proceeding.	
A	Delegate budgets through sub committees, local area panels	TLC Priority	CL	Q2		09.05.13 – work to begin on this in June 2013	
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			
	Undertake a review of the Strategy against the year two plan. Set deadlines for year three priorities.		CL/TLC	Q4			
	<b>Year 3</b>						
D	Constitute the TLC in a move towards a tenants federation and work with members services to include within the Councils						

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	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 priorities for improvements are being tackled in their local area						