

LOCAL OFFERS ACTION PLAN 2011-12				DRAFT V4			
		Low	Medium	High			
LOCAL OFFER	WORK STREAM	HOUSING SERVICE PLAN	LEAD OFFICER or SUPPORT	PRIORITY HIGH MED LOW	COMMENTS	MONITORING	COMPLETE
Tenant involvement and customer care							
Work with a range of tenants focus groups to update our service standards	Service standards	SO1	Team leaders/Gill Anderton	HIGH	use the 2009 survey information to develop focus groups, and work with the TPG		
Increase the ways that we ask you for comments on our services , telephone surveys, events, and may be mystery shopping	Tenant feedback	SO1	Gill Anderton	MED	use the 2009 survey information to develop focus groups, and work with the TPG	South Cambs communications survey, E-Say, and TPG completed.	
Improve communications : tenant editorial team, look at a letters, and information on the website	Communications	SO1	Gill Anderton	MED	use the 2009 survey information to develop focus groups, and work with the TPG	Tenants editorial team set up and meeting scheduled over the next 12 months. Website updated	
Ensure information held is up to date to enable us to tailor services.	profiling	HSP2	Duncan Vessey	HIGH	awaiting transition to Orchard Housing and Customer Knowledge module before embarking on a district wide	Customer knowledge module being configured Feb/Mar 2011	
Involve customers in all aspects of the service	involvement	SO1	Gill Anderton	HIGH	use the 2009 survey information to develop focus groups, and work with the TPG	see above	
Maintaining your home							
Improve the way we carry out repairs, getting it right first time	responsive repairs	HSP4/SO2	Anita Goddard	MED	responsive repairs procurement process. Invitation to tender to be sent to top six contractors who passed the PQQ in early January.	tenants are involved in the procurement process	
improve sustainability of our housing stock/communities making them more energy efficient and address fuel poverty	Affordable warmth	SO2	Anita Goddard	MED			

annual safety checks gas and electric and fire risks	health and safety	SO2	Anita Goddard	MED			
LOCAL OFFER	OBJECTIVE	CROSS REFERENCE	LEAD OFFICER or SUPPORT	PRIORITY	UPDATE		COMPLETE
Letting homes							
Review the lettings standard	lettings standard		Anita Goddard	MED	responsive repairs procurement process	tenants are involved in the procurement process	
Your neighbourhood							
Set up a focus group to examine tenancy management policies and procedures including ASB	tenancy management	HSP9	Geoff Clarke/Gill Anderton	HIGH	use the 2009 survey information to develop focus groups, and work with the TPG. Set up ASB service standard setting group. Canvass residents who ave experienced ASB and our response to join the group.	Focus group set up, initial meeting 21 March 2011	
Review process for new tenants and support needs	support needs		Geoff Clarke	MED	use the 2009 survey information to develop focus groups, and work with the TPG		
monitor grounds maintenance contract with tenants	grounds maintenance		Geoff Clarke	MED	use the 2009 survey information to develop focus groups, and work with the TPG		
Value for money							
monitor VfM with tenant led panel	VfM tenant panel		Stephen Hills	MED	tenant panel in place and working with the Task and Finish group	Task and Finish group report to Cabinet and accepted. Action plan in place, regular feedback to TPG	

