

Regulatory Framework – Action Plan – Updated July 2010

Ref	Action	Comments	Responsible Officer	Deadline	Progress
1	Arrange attendance at seminars on the Regulatory Framework and Short Notice Inspections for the Directorate's Housing Management Team	No comments	Director of Housing	Achieved	
2	Arrange presentation by the Deputy Director of Housing at Welwyn & Hatfield for all Managers and other relevant staff on the Regulatory Framework and Short Notice Inspections	To raise the awareness of staff	Assistant Director of Housing (Operations)	Achieved	
3	Completion of a Tenant Participation Impact Statement to include publishing arrangements for involving and empowering tenants and how support will be provided to achieve this aim	The Assessment will measure the impact tenants have on policy making and set out both the issues we have consulted on and intend to consult on in the future	Housing Resources Manager	Achieved	Tenant Participation Impact Statement completed and approved by the Tenants and Leaseholders Federation and the Housing Scrutiny Member Panel.
4	Tenants and Leaseholders Federation to be consulted on the performance indicators they wish to monitor in the future and following the Housing Directorate's "offer" the levels of performance they expect against the National Standards	Although the Federation have monitored performance in the past, they will now be consulted on which areas they wish to monitor in the future, and the levels of performance they expect against the new National Standards.	Director of Housing	Achieved	Tenants and Leaseholders Federation have been consulted and have selected 21 performance indicators which they will monitor on a quarterly basis.

Regulatory Framework – Action Plan – Updated July 2010

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5	Submit an application for the Customer Service Excellence Award	Receipt of the new Award will continue to demonstrate the Council's commitment and success in providing excellent customer service, following holding the Charter Mark Award for the last 6 years	Assistant Director of Housing (Operations)	Achieved	Following the one-day initial assessment, the Document Review and the two-day on-site visit, the Assessor has advised that although 11 partial non-compliances are allowed, he had not found any. The Housing Directorate has now been awarded Customer Service Excellence.
6	Review the way in which complaints are monitored and publish annually, information about the number & nature of complaints, the areas referred to, the outcomes and how services have been changed as a result	Ensure that feedback received through the complaints monitoring process are acted upon to improve services	Housing Resources Manager	Achieved	Review completed, all Step One & Step Two complaints are monitored and will be published annually and analysed with services being changed when appropriate

Regulatory Framework – Action Plan – Updated July 2010

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7	Consider which further 5 documents (which set out service outcomes rather than processes) will be submitted to the Inspectors following notification of the Inspection	No comments	Director of Housing	Achieved	Five documents are: <ul style="list-style-type: none"> • HRA Business Plan incorporating the Repairs and Maintenance Business Plan • Customer Service Excellence Self Assessment • Tenants Handbook • Decent Homes Achievement Case Study • Housing Repairs Refresh Programme Case Study
8	Populate the KLOE Excellence Plan proforma with each of the KLOEs, and provide the latest KLOE descriptors to managers	This is to ensure that Managers have the latest versions of the KLOEs and have this information pre-populated within the proforma	Assistant Director of Housing (Operations)	Achieved	
9	Publish to all tenants, an annual report containing the provider's view on performance (self assessment), referring to tenant scrutiny, use of external validation, "peer review" and benchmarking.	This is in order to comply with the new Regulatory Framework	Director of Housing	Achieved	

Regulatory Framework – Action Plan – Updated July 2010

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10	Set out our plans for consulting tenants on the need for, and developing and establishing local standards and explain to tenants our performance against the standards	This is in order to comply with the new Regulatory Framework	Director of Housing	Achieved	<ul style="list-style-type: none"> • TSA now call local standards local offers • Tenants and Leaseholders Federation have agreed local offers which comprise, Housing Service Standards, Housing Charter & Tenant agreed Action Plan • Tenants consulted on proposed approach in their Annual Report • Action Plan agreed with Federation with all tenants being consulted in the next edition of "Housing News" • Housing Service standards reviewed and revised in consultation with the Federation with the latest standards being sent to all tenants in their Annual Report

Regulatory Framework – Action Plan – Updated July 2010

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					<ul style="list-style-type: none"> • The Housing Scrutiny Panel and the Federation have considered performance against the standards • Federation have agreed 21 tenant selected performance indicators which they monitor quarterly with performance against these being reported in the Annual Report to tenants.
11	Publish in the Annual Report to tenants how we plan to meet each of the National Standards noting any gaps and setting out improvement plans for developing local standards	This is in order to comply with the new Regulatory Framework. A copy of the report must be submitted to the TSA.	Director of Housing	Achieved	
12	Completion of the Continuous Improvement Strategy and Continuous Improvement Action Plan	The Strategy will set out our commitment to achieve continuous improvement and deliver an excellent service to all our customers	Director of Housing	August 2010	Deadline amended Strategy – March 2011 Action Plan – December 2010
13	Completion of a Value for Money Strategy	The Strategy will set out our commitment in delivering quality cost effective services in consultation with our tenants and leaseholders	Assistant Director of Housing (Property)	August 2010	Deadline amended to March 2011

Regulatory Framework – Action Plan – Updated July 2010

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14	Set up a Continuous Improvement Group to discuss the Regulatory Framework Action Plan, Continuous Improvement Plan and general service improvements in each Section of the Housing Directorate	To ensure all staff are working towards compliance with the Regulatory Framework and becoming more aware of achieving excellence in service delivery	Assistant Director of Housing (Operations)	August 2010	Group has been formed, but not required to meet yet. In the meantime, being monitored by Housing Management Team
15	Undertake an audit of the Code of Practice in Rented Housing to ensure compliance	Although confident that we are complying with the Code of Practice, due to its importance it is felt an Audit is appropriate	Assistant Director of Housing (Private Sector & Resources)	August 2010	Progress has been made, with an initial audit undertaken, but an action plan needs to be drawn up
16	Complete Key Lines of Enquiry (KLOEs) excellence plans	Excellence plans will set out our current position in each service area and list evidence under the KLOE and identify actions required to meet “an organisation delivering an excellent service” in accordance with the descriptor. Plans must include how “cross cutting” KLOEs will be met	All Managers	September 2010	Some achieved
17	Transfer actions listed within KLOE Excellence Plans into the Continuous Improvement Plan.	This is to ensure that identified actions to achieve excellence are captured in the Continuous Improvement Plan and regularly monitored and updated	Director of Housing	October 2010	

Regulatory Framework – Action Plan – Updated July 2010

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18	Undertake a “diversity profile” survey of all tenants and applicants	To ensure that services are tailored and take into account the profile of our customers	Assistant Director of Housing (Private Sector & Resources)	December 2010	Approach currently being researched through officers attending courses
19	Update all Customer Impact Assessments for front line services in accordance with the new toolkit including: <ul style="list-style-type: none"> • Housing Management • Choice Based Lettings • Housing Options • Older People’s Services 	All staff involved in the process must attend the Corporate Training course	Assistant Director of Housing (Private Sector & Resources) Appropriate Managers	December 2010	Customer Impact assessment on Housing Management Rent Arrears Older People’s Services Allocations drafted.
20	Consider undertaking external validation by way of a “peer review” to ensure compliance with the national standards	Such an exercise will demonstrate an honest and robust self assessment of performance in accordance with the Regulatory Framework	Director of Housing	December 2010	
21	Undertake further Mystery Shopping exercises including training tenants to become mystery shoppers	Undertook a mystery shopping exercise in December 2009/January 2010. This area of work needs to be developed further.	Housing Resources Manager	December 2010	
22	Publish to all tenants an annual report on Value for Money on how expenditure was prioritised and how Value for Money was secured.	This is in order to comply with the new Regulatory Framework	Assistant Director of Housing (Property)	July 2011	

Regulatory Framework – Action Plan – Updated July 2010

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23	Regularly update the Consultation Plan and Consultation Register	This is to ensure that the Plan and Register are up-to-date if we have an inspection.	Housing Resources Manager	March/June/Sept/December each year.	
24	Monitor anticipated and actual value for money savings	The VFM savings spreadsheet should be updated on a quarterly basis by Managers, co-ordinated by the Assistant Director (Property).	Assistant Director (Property)	March/June/Sept/December each year	
25	Provide quarterly reports on performance to the Tenants and Leaseholders Federation on Tenant-selected Performance Indicators	The Federation will be invited to select performance indicators that it would like to monitor quarterly, at the March 2010 meeting. Once selected, it is important that the Federation has the opportunity to comment, quarterly, on performance.	Housing Resources Manager	May/August/November/February each year	
26	To put procedures in place for actions required should the Council receive a call giving notice of an Inspection	To ensure the Directorate is prepared for the practical requirements of a Short Notice Inspection	Assistant Director of Housing (Operations)	On-going	Prepared, but continuing to develop
27	Centralise all good practices to allow easy access for the Short Notice Inspectors	All staff to consider all good practices to be centralised	Assistant Director of Housing (Operations)	On-going	Prepared, but continuing to develop

Regulatory Framework – Action Plan – Updated July 2010

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28	Centralise all key documents likely to be required for a Short Notice Inspection	This is for any HMT members to be able to access and submit them to the Audit Commission quickly.	Assistant Director of Housing (Operations)	On-going	Prepared, but continuing to develop
29	Continue with the Annual events Plan, updated quarterly, which will be considered at each quarterly Customer Improvement Meeting with individual Managers	The Annual Events Plan is a reminder of all actions that are required within the Housing Directorate on an annual basis.	Director of Housing	On-going	
30	Discuss Value for Money initiatives, potential savings, and ways in which savings can be re-invested at Quarterly Continuous Improvement meetings	No comments	Director of Housing	On-going	
31	Continue to communicate and include staff on service improvements and the requirements of the Regulatory Framework	Communicate through Housing Management Team, the Housing Directorate Group, Section Meetings and the staff newsletter "In House"	All Managers	On-going	

Regulatory Framework – Action Plan – Updated July 2010

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32	Work with the Herts and Essex Housing Options Consortium to undertake a number of enhancements to the HomeOption Choice Based Lettings Scheme	A list of the proposed enhancements are held separately and were reported to the Housing Scrutiny Panel in March 2010	Assistant Director of Housing (Operations)	On-going	
33	Compliance with the Short Notice Inspection Post-Inspection Improvement Plan	Following the Short Notice Inspection, the Improvement Plan will be monitored by both the Tenants and Leaseholders Federation and the Housing Scrutiny Panel.	Director of Housing	Following any Inspection	