

Ref. no	Recommendation	Deadline	progress	evidence	date completed	HIB Sign off
R1	Strengthen the focus on customer care by:					
1a	<ul style="list-style-type: none"> developing and publishing a suite of measurable and challenging service standards in consultation with tenants; 		<p>April 09 work plan created, measurable standards identified.</p> <p>Rents and Responsive Repairs agreed with Tenants Panel August 09</p> <p>Officers agreed reamineder to discuss with Tenants Panel October 09</p>			
1b	<ul style="list-style-type: none"> developing new methods of involvement to engage a wider range of residents in the management of their homes and ensuring that resident involvement structures are representative of the population; 	Oct-09	<p>Feb 09 officer workshop to consider issues and identify new means of engagement</p> <p>March 09 Widening Tenant Engagement Service Action Team created</p> <p>July 09 TPAS review of current tenant</p>	<p>Blog go live</p> <p>Service Action team notes.</p> <p>Chantry's Community Neighbourhood Agreement.</p>		
1c	<ul style="list-style-type: none"> ensuring that complaints are systematically analysed to develop learning and that a compensation policy is introduced; 	Oct-09	<p>From March 2009 complaints reviewed in Housing Services Meeting</p> <p>Feedback from repairs satisfaction forms reviewed.</p> <p>Complaints are reviewed with EPS on a quarterly basis at their monthly progress meetings</p>	<p>HSM Minutes</p> <p>EPS meeting minutes</p>		
1d	<ul style="list-style-type: none"> engaging tenants in mystery shopping exercises and quality checking of empty properties; and 	Oct-09	<p>Officer attended external Mystery Shopping training March 08</p> <p>WH&P invite participants May 09</p> <p>Tenant Mystery Shopping Training June 09</p> <p>Mystery Shopping exercise July 09</p> <p>March 08 Initial discussion with Tenants Panel chair to agree inspection approach for tenants to quality check completed voids against the void standard</p> <p>July 09 new Tenants Panel chair to shortly agree inspection approach</p> <p>Assessment form agreed to commence checks in October</p>	<p>Mystery Shopping Training</p>		

1e	<ul style="list-style-type: none"> • developing an approach to financial inclusion. 	<p>Oct-09</p>	<p>Collected good practice information from Chartered Institute of Housing, Housemark and Financial Services Authority Meeting with Corporate colleagues to agree approach July Draft approach developed Sept 09</p>	Meeting minutes		
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R2	Strengthen the focus on equality and diversity by: -					
2a	<ul style="list-style-type: none"> developing a greater understanding of the profile of tenants and using this understanding to shape service delivery; 		<p>Officers have begun to target groups for profiling.</p> <p>Identifying properties for 'Property MOTs' where no repairs have been completed in last 12 months and those with over 3 out of hours emergency calls - March 09</p> <p>Rent arrear tenant profile data - April 09.</p> <p>Neighbourhood agreement profile - Summer 09</p>	<p>Tenant Profile Paper</p> <p>Tenant Profile and Shaping Services paper</p>	Aug-09	01/09/2009
2b	<ul style="list-style-type: none"> completing equality impact assessments on key areas of policy and service delivery and developing robust action plans to address any negative impact of policies and inform strategies on equality; and 	Sep-09	<p>Meeting held to on 21/04 to create work plan. Aim to complete 5 assessments by end June</p> <p>9 completed by end of June</p> <p>Working group set up for ASB proc July-Sept 09</p>	EIA forms EIA Workplan	Jul-09	01/09/2009
2c	<ul style="list-style-type: none"> monitoring contractors compliance with their equality and diversity policies and codes of conduct. 	Sep-09	<p>Contractors' policies reviewed in December 08 and identified areas for improvement.</p> <p>Working with contractors to ensure compliance, feedback to recommendations at contractor meetings and to review contractors policies annually.</p>	<p>Contractors compliance survey and report</p> <p>Update Paper - July 2009</p> <p>Contractor meeting minutes</p>	Jul-09	01/09/2009

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R3	Strengthen the approach to value for money within the housing service by:					
3a	<ul style="list-style-type: none"> developing a robust understanding of how costs compare with peers; 	Mar-10	Housemark benchmarking data for 2007/8 received			
3b	<ul style="list-style-type: none"> reviewing service contracts to ensure that they provide the optimum cost and quality; 	Mar-10	Only two small contracts (£3-4,000) to be reviewed in October / November this year Consider joining small contracts with Woking and/or Guildford BC			
3c	<ul style="list-style-type: none"> introducing value for money targets as part of performance management arrangements; 	Mar-10	One VFM target to be included in all staff appraisals this year.			
3d	<ul style="list-style-type: none"> ensuring stock investment decisions maximise the long term sustainability of the stock through preventative and cyclical maintenance programmes, within available resources; 	Mar-10	Received CLG approval to bring forward £1million from 2010/11 budget to 2009/10 for decent homes works. £750,000 for the heating programme and £250,000 for the bathroom and kitchen replacement programme. This should result in c50 new kitchens and			
3e	<ul style="list-style-type: none"> exploring opportunities for efficiencies through use of supply chain and shared procurement; 	Mar-10	Reviewed opportunities for procurement of communal gas servicing and maintenance on the South East Centre of Excellence procurement portal. No efficiencies identified. Working with Woking BC to consider joint procurement of the cyclical electrical programme. Mar 09			
3f	<ul style="list-style-type: none"> introducing incentives for tenants to pay rent by the most cost efficient means; 	Mar-10	Clear Rent Account initiative was published in the Winter edition of Waverley Homes and People. A £250 draw for those with a clear rent account as at 5 April 2009. Direct debit take-up initiative May ed WH&P - prize draw Sept 08 Incentive Scheme document created May.	Winter ed of WH&P - Jan 09 Summer ed of WH&P - May 08 WBC website Incentive scheme document AllPay agreement	May-09	08/06/2009

3g	<ul style="list-style-type: none"> • separating service charges from rents and giving a clear breakdown of service charges on rent statements and rent increase letters; and 	Mar-10	<p>Project Group met 13 March agreed the breakdown of next years service charges. Sought advice from other landlords how they separate and present rent and service charge statements.</p> <p>Current IT system unable to add breakdown to rent statements. Investigating IT upgrade in 2010/11 will ensure issue considered when assessing upgrade.</p>	<p>Rent and service charge breakdown on rent increase letters, tenancy agreement and rent cards.</p>	Mar-09	15/04/2009
3h	<ul style="list-style-type: none"> • investigating the availability of additional income to support stock investment such as through energy grants. 	Mar-10	<p>Secured 100% funding for insulation upgrade work with the Carbon Immersion Reduction Target through Scottish and Southern Energy. Surrey County Council have agreed to part fund (50% £50k) disabled adaptations for one case.</p> <p>Secure 50% funding for solar thermal water heating system at Blunden Court Sept 09</p>			

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R4 4a	<p>Improve performance in service areas by:</p> <ul style="list-style-type: none"> ensuring that repairs appointments are made at the first point of contact; 		<p>New appointment system created January 2009 and refined in March 2009. Pilot for urgent works appointments ran from December 08 to the beginning of March. Following the pilot the appointment system was extended to include urgent works in addition to routine works. Question altered on repair survey to report on appt made at 1st point of contact May 09.</p>	<p>new appointment system set up January 2009 repairs survey and HSM report (tbc September)</p>	May-09	11/05/2009
4b	<ul style="list-style-type: none"> ensuring that detailed information on asbestos is provided to tenants where it is known to be present; 	Jul-09	<p>Data for tenants now available. Article in Summer edition of WH&P Draft form and letter sent to the reading group and sample of tenants to check clarity responses received 19 May 09. Plain English approval June 09 Notification letters to be issued to tenants commencing July 09 on programmed basis to ensure good customer care with capacity to deal with enquiries.</p>	<p>Summer WH&P Consultation responses Plain English Approval Copy of letter and form Letter sending schedule</p>	Jul-09	06/07/2009
4c	<ul style="list-style-type: none"> ensuring that cleaning and grounds maintenance specifications meet the needs of individual estates and are robustly managed, within the resources available; 	Jul-09	<p>Summarised specification for tenants agreed 13 Feb. Communal Cleaning service reviewed and programme agreed. Mirage completed a one off deep clean for all areas and commenced 4 weekly cycle of cleaning.</p>	<p>Article in May's WH&P Noticeboards for cleaning monitoring up by 20/04 Cleaning Contract to be retendered in Summer Grounds maintenance spec to go on website</p>	Mar-09	15/04/2009

4d	<ul style="list-style-type: none"> reviewing the current tenancy agreement to ensure it meets the latest legislative requirements and considering the use of introductory tenancies; 	<p>Draft agreement ready for consultation with Legal and the Tenants Panel March 09.</p> <p>Collected introductory tenancy information and surveyed partner organisations March 09.</p> <p>Papers and verbal report presented to the Landlords Services Partnership SIG and Community O&S Committee in June.</p> <p>Work plan to illustrate committee process and implementation for tenancy agreement.</p> <p>Decision at Executive 7 July 2009.</p>	<p>draft tenancy agreement</p> <p>Exec papers</p> <p>Work plan</p>	Jul-09	08/07/2009
4e	<ul style="list-style-type: none"> developing a comprehensive action plan for achieving the Respect Standard; 	<p>Report identifying progress on Respect Standard to Exec.</p> <p>Action plan and self assessment completed by end May.</p> <p>Application submitted 27 May 09</p> <p>Sign up event to be arrange end of</p>	<p>Exec minutes 10/02/09</p> <p>Self assessment and action plan document</p>	May-09	08/06/2009
4f	<ul style="list-style-type: none"> clarifying the role of estate monitors in all aspects of the housing management service; 	<p>Tenant Panel Workshop to clarify the Estate Monitors role 20 Feb.</p> <p>Estate Monitors meet with Glendale and the Tenants Panel 30 March</p> <p>Tenant Monitor Role description on website 15 April.</p>	<p>Tenant Monitor Role on website</p>	Apr-09	15/04/2009
4g	<ul style="list-style-type: none"> linking estate management budgets to the estate walkabout programme ensuring that tenants are fully involved in expenditure decisions; and 	<p>2009/10 £8,000 Estate budget for each of the 5 areas, to address local tenant priorities identified through estate walkabouts and local meetings</p>	<p>2009/10 Budget</p>	Mar-08	15/04/2009
4h	<ul style="list-style-type: none"> reviewing the aids and adaptations policies and procedures to ensure that there is a clear priority criteria for critical cases and that any waiting times are minimised. 	<p>Reviewed criteria with OTs agreed April.</p> <p>SLA agreed May. Policy and procedure updated June.</p> <p>New leaflet with designers to print July.</p>	<p>OT SLA</p> <p>Toolkit Action Plan</p> <p>Policy and Procedure</p> <p>Leaflet</p>	Jun-09	06/07/2009

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R5	Strengthen performance management by:					
5a	<ul style="list-style-type: none"> publishing up to date performance reports and targets on the website and in tenants newsletters; 		<p>Jan 09 WH&P included repairs PI report</p> <p>Feb 09 Housing PI webpage displaying Q3 reports</p>	WH&P Jan 09 Housing PI webpage	Jan-09	15/04/2009
5b	<ul style="list-style-type: none"> ensuring that performance reports on aids and adaptations takes account of the whole process from initial request to completion; 	Jul-09	<p>Two new quarterly indicators agreed to reported to the Corporate Performance Sub-Committee for 2009/10 on % of completions within 30 days and five months.</p> <p>Database amended to ensure data collected from point of initial request to completion.</p> <p>Data backdated for 2008/9 PIs take account of whole process.</p>	11 Feb 09 Comm O&S Performance Sub-Committee	Feb-09	15/04/2009
5c	<ul style="list-style-type: none"> implementing computer software which enables effective management of anti-social behaviour cases; and 	Jul-09	<p>Sentinel software installed for Anti-social behaviour went live 23 March</p>	Sentinel Software Reports	Mar-09	15/04/2009
5d	<ul style="list-style-type: none"> reviewing service action plans to ensure that tasks are measurable and that outcomes and cost implications of all tasks is fully explained and understood. 	Jul-09	<p>Work plan created April 09 to be completed mid June</p> <p>Reviewed Service action plan and working document created providing detail measurable actions, outcomes and costs</p> <p>Corporate SMART guidance launched April HoST</p> <p>Housing action plan template created</p> <p>Service Action Plan base for appraisals.</p>	<p>Service Action Plan Review document</p> <p>Corporate SMART guidance Housing Action Plan template</p>	Jun-09	08/06/2009