

### Audit Commission Recommendations - Overview of Action Plan

Task ref.	Audit Commission recommendation	Action / Project	Target Date	Responsibility	Outcomes
<b>R1 Improve the approach to customer access and equality and diversity by:</b>					
R1A	Ensuring methods of tenant engagement are meaningful and best meet tenants aspirations.	Resident Involvement Strategy to be reviewed with Customer Panel to bring about service improvement. Consult with tenants on methods of communication that are best suited to their needs, for example, use of rent statements and newsletters. Implement actions arising from consultations.	29 May-09	Jo Murphy	Better customer engagement process/strategy and target of 70% customer satisfaction with process as measured through a survey of representative sample, to be reached by the 29 <sup>th</sup> of May 2009.
R1B	Developing a comprehensive understanding of the tenant population which is used to further develop and improve services.	Use diversity information to improve services. Increase the collection of customer data to 83% - We currently have 79%, the long term target of achieving 90% by April 2010. Introduce reports to improve business intelligence on our diverse customer base and to act on the conclusions arising from these reports. Incorporate customer diversity profile in the system design for the new repairs service as part of the procurement project. This is so that we can provide a fair, consistent quality of service to all our residents.	29 May-09	Doug Stein	Increase in services tailored to customers needs, increase in customer satisfaction. Next Years target yet to be set. 83% of customer profile information to be collected by May 09. This will help us place resources where they are needed most, increase satisfaction and improve Value for Money. Long term target of 90% to be achieved by April 2010.
R1C	Ensuring written information is clear and the use of straplines is consistent.	With a view to publishing improved documents, review tenants report and other documents for clarity and consistency using the Plain English Guide. Deliver an improved quality report to tenants incorporating language straplines, easier to read statistics and information on future plans.	29 May-09	Doug Stein	Carry out a survey on a sample of residents to ensure clarity and understanding. A target of 70% satisfaction on clarity and understanding is to be reached by the 29 <sup>th</sup> of May 2009. The results will feed into continuously improving the service.

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R1D	Developing comprehensive, measurable service standards with tenants which are publicised, monitored and reported for their benefit.	Strategic review of all services and resulting publication of new service standards in consultation with residents, on the: <ul style="list-style-type: none"> <li>• Responsive Repairs service</li> <li>• Cyclical re-decoration programme</li> <li>• Internal and external major works programme.</li> </ul>	29 May-09	Doug Stein	Development of 3 key Service Standards; Responsive Repairs service, Cyclical re-decoration programme and Internal and external major works programme.
R1E	Improving re-let times.	Improving re-let times - Improve voids systems & processes to improve service delivery taking into account best practice and feedback from residents.	29 May-09	Doug Stein	Improvement in the Void turnaround time to 28 days by April 2010, improvement in customer satisfaction and decreasing maintenance costs post-void works.
		Implement the revised void process to achieve a 28 day average key to key target by April 2010.			
		Introduce a programme of tenant inspection of void properties to drive up standards. To set a baseline within 3 months and review within 12 months. A 10% improvement target to be set after 12 months.			
<b>R2 Improve the approach to performance management and learning by:</b>					
R2A	Developing an asset management strategy which will best help the association meet its objectives.	Develop a revised Asset Management Strategy in consultation with customers, peers and internal experts. Culminating in Board approval and publication.	30 June-09	Doug Stein	An Asset Management strategy which is clear on quality and value for money. The customer body will have been involved in its production and will be the beneficiaries of its outcomes.

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R2B	Addressing weaknesses identified in the voids process and seeking out learning from high performing providers.	Improving re-let times - Improve voids systems & processes to improve service delivery taking into account best practice and feedback from residents.	30 June-09	Doug Stein	Improvement in the Void turnaround time to 28 days by April 2010, improvement in customer satisfaction and decreasing maintenance costs post-void works.
		Implement the revised void process to achieve a 28 day average key to key target by April 2010.			
		Introduce a programme of tenant inspection of void properties to drive up standards. To set a baseline within 3 months and review within 12 months. A 10% improvement target to be set after 12 months.			
<b>R3 Improve the approach to value for money by:</b>					
R3A	Putting in place a procurement strategy to ensure better consistency.	Develop and implement a group-wide Procurement Strategy.	30 April-09	Doug Stein	Procurement of materials and services for the Group will take place within a strategic framework that provides value for money for residents.
		Recruitment of a group-wide Procurement Manager.			
		Structured feedback with the tenant-led procurement panel, which will define the objectives and measurement methods for group-wide procurement.			
R3B	Ensuring effective benchmarking is undertaken and that value for money targets are part of future plans and cascaded to teams and managers through performance management systems.	Develop and implement a benchmarking strategy with particular regard to embedding VFM to drive service improvements.	30 April-09	Doug Stein	Demonstrable evidence of where efforts should be targeted to achieve better value for money for tenants.
		Ensure all staff objectives have VFM targets within them and are reviewed at monthly one to one progress meetings.			