

## CHELTENHAM BOROUGH HOMES

## Appendix 2

### Existing Improvement Plan Progress to 31/3/03

Dates Have been amended as the Best Value Inspectors recommendations override internal priorities from 1/4/03 - 31/10/03

### Tenant Involvement

How it will be achieved	Responsible Officer	Target Dates	Progress as at 31 <sup>st</sup> March 2003-03-24
Continue to Develop the sheltered housing forum	Tenant Involvement Team Leader/Special Needs Manager	31/12/02	Completed training and set up Work is still ongoing with the members of the sheltered housing forum. As a group they have chosen not to become constituted and continue to develop at their own pace
Develop a Sheltered Housing Compact	Tenant Involvement Team Leader	31/3/03	Put back to 30/9/03 The group are still in the developmental stages but a compact should be drafted by 30/9/03
Develop a Disability Forum	Tenant Involvement Team Leader	31/3/03	Put back to 30/9/03
Continue to develop the leaseholders forum	Tenant Involvement Team Leader	31/3/02	Completed – ongoing development
Increase the number of tenants associations	Tenant Involvement Officers	31/3/03	Completed – Hatherley constituted Further associations to be developed – Graham, Stanley, Falkland Place
Develop street representatives scheme	Tenant Involvement Team Leader	31/3/03	Completed – scheme being expanded, increase number of street reps

## Management of Lettings

How it will be achieved	Responsible Officer	Target Dates	Progress as at 31 <sup>st</sup> March 2003-03-24
Review of the content of the offer letters	Neighbourhood Team Leader/OIS Staff	30/6/02	Completed initial review Following changes in homelessness legislation further development to be carried out Put back to 30/9/03
Agree improved void repair standards and void refurbishment standards	Asset Manager and tenants	30/6/02	Completed
Apply more flexible approach to void standards for 'difficult to let' properties	Area Services Manager/Asset Manager	31/12/03	Completed
Carry out research concerning sheltered accommodation and residents: analyse dependency levels and care needs of schemes, information on facilities and disabled access Evaluate the feasibility of an incentive scheme to enable older council tenants to transfer into	Special Needs Manager	2003	Not due for completion until 31/12/03 Ongoing work with supporting people, identified care needs and linked with support agencies
	Special Needs	2003	Not due for completion until 31/12/03

sheltered accommodation, including paying removal costs Accompanied viewings on all lettings	Manager/Neighbourhood Team Leaders		
	Estate Managers	30/6/02	Completed
	Estate Managers/Housing support assistants	30/6/02	Completed
Joint viewing with estate managers and housing support assistants as standard for all standard accommodation Post let visits within 28 days Establish property boards to display void properties and mutual exchanges	Estate managers	2003	Completed
	Area services manager	2003	Completed Swap shop board developed to advertise accommodation at the Tenants Federation. Advertisement of void property not due for completion until 31/12/03
Send out 'estate agent' style information sheets with pictures of property on offer, with pre-offer letters	Area Services Manager	2003	Not due for completion until 30/12/03 Put back to 30/6/04

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## Management of Voids

How it will be achieved	Responsible Officer	Target Dates	Progress as at 31 <sup>st</sup> March 2003-03-24
Agree improved void repair work standards and void refurbishment standards	Asset Manager	30/9/02	Completed
Clarify responsibility for managing in-house workers in relation to minor void repair works	Asset Manager	30/9/02	Completed
Positive marketing of void properties	Area Services Manager	2003	Not due for completion until 31/12/03

## Sheltered Housing Service

How it will be achieved	Responsible Officer	Target Dates	Progress as at 31 <sup>st</sup> March 2003-03-24
Achieving accreditation to the Code of Practice for sheltered housing and related support for older persons in the community – a	Special Needs Manager	2003	Training arranged. Due for completion in 2003

<p>specialist quality assurance kitemark Develop an induction pack for new sheltered housing residents, which would include the tenants handbook and specific information relating to their scheme locality</p>	<p>Special Needs Manager</p>	<p>31/3/03</p>	<p>Over-running due to supporting people work. Will complete by 31/10/03.</p>
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### Responsive Repairs Service

How it will be achieved	Responsible Officer	Target Dates	Progress as at 31 <sup>st</sup> March 2003-03-24
<p>Pilot to develop a repair by appointment scheme, to e reviewed after 3 months. Consultation with tenants and federation Dedicated electrician MiV to cover electrical repairs formally passed on to the DLO</p>	<p>Response Repairs Manager</p>	<p>31/6/02</p>	<p>Complete</p>
	<p>Asset Manager</p>	<p>30/6/02</p>	<p>Complete</p>

## Planned Repairs Programme

How it will be achieved	Responsible Officer	Target Dates	Progress as at 31 <sup>st</sup> March 2003-03-24
Produce contract review forms and contractor recommendation forms Produce contractors code of conduct Implement re-servicing to re-let properties, link to estate managers for new tenancy starts Programme of annual scheme appraisals to include: profile of scheme residents and facilities access for people with disabilities and physical improvement and refurbishment work needed	Asset Manager	30/6/02	Complete
	Asset Manager	30/9/02	Over-due. Ongoing discussion with contractors
	Response Repairs Manager	30/9/02	Put Back to 30/6/03
	Surveyors	2003	Put back to 31/3/04 to match investment programme.

## Maximising Income

How it will be achieved	Responsible Officer	Target Dates	Progress as at 31 <sup>st</sup> March 2003-03-24
Review of rent arrears letters	Area Services Manager	31/03/03	Over-due because of establishment of Cheltenham Borough Homes. To complete by 30/9/03.
Leaflets and Publicity Arrears Surgeries	Area Services Manager Neighbourhood Team Leader	30/9/02 31/3/04	Complete Not due for completion until 31/3/04
Working procedures	Area Services Manager	30/9/02	Completed
Housing Benefit Surgeries	Neighbourhood Team Leader	31/12/02	Put back to 2004 – housing benefits do not feel it is a viable use of resources. Re-address in 2004 through joint work with client.
To carry out more detailed analysis of arrears causes by age, family type and location using GIS system	Neighbourhood Team Leader	31/12/02	Put back to 30/6/03 due to issues with GIS
Results of analysis to be used to target initiative geared to differing properties	Area Services Manager	31/12/02	Put back to 30/6/03

## Management of Garages

How it will be achieved	Responsible Officer	Target Dates	Progress as at 31 <sup>st</sup> March 2003-03-24
Establish an option appraisal working group to review the viability of each site	Asset Manager	31/12/02	Put back to 30/6/03 to allow link in to Asset Working Group.
Complete survey of every garage site	Surveyor	30/6/02	Complete
Identify sites for redevelopment of social housing and potential partners	Asset Manager	30/9/02	Ongoing – but affected by changes to Local Authority Social Housing Grant legislation . Put back to 30/9/03
Review the site security for the remaining sites	Asset Manager	31/3/03	Put back to 30/9/04 to match review of sites
Implement a garage improvement programme	Asset Manager	2003	Not yet due for completion
Market garage sites	Area Services Manager	2003/4	

## Management of Common Housing Register

How it will be achieved	Responsible Officer	Target Dates	Progress as at 31 <sup>st</sup> March 2003-03-24
Provision of leaflets to explain the policy to prospective and actual	Tenant Involvement Manager	30/6/02	Complete

applicants Review of Management processes and publishing of new working procedures CBC to provide centralised RSL nominations scheme Annual review of allocations policy	Area Services Manager	30/9/02	Complete
	Housing Strategy (changes with restructure)	2003	Service retained by CBC
	(changes with disaggregation) Housing management/tenants	2003	Service retained by CBC

## Asset Management

How it will be achieved	Responsible Officer	Target Dates	Progress as at 31 <sup>st</sup> March 2003-03-24
Re-surveying 20% of the stock and updating the currently held information on an annual basis, linked to properties included in each years cyclical painting programme	Asset Manager	31/12/02	Complete
All new gas heating systems and	Gas Programme Surveyor	30/6/02	Complete

<p>replacement boilers to be condensing boilers where practical  Pilot partnering contracts on kitchen, bathroom refurbishments, encapsulation  Review of contractors, suppliers with tenants fed, tenant groups.  Amend and extend to other works and service targets  Reactive Repairs team linking up with the sheltered team to attend the sheltered blocks coffee mornings and give talks to residents</p>	Asset Manager/Planned Programmes manager	30/6/02	Complete
	Asset Manager/Planned programmes manager	30/6/02	Review carried out, ongoing process
	Reactive repairs manager	30/9/02	Complete, to be repeated annually

### Development of the Lifeline Community Alarm Service

How it will be achieved	Responsible Officer	Target Dates	Progress as at 31 <sup>st</sup> March 2003-03-24
Develop and implement	Special Needs Manager	30/9/02	Complete

<p>a comprehensive data base of stock</p> <p>Introduce new systems of marketing lifeline units to identify that they are the property of CBC and where they need to be returned to</p> <p>Develop and implement a comprehensive database of customer information</p> <p>Training for Housing Support staff on installation and demonstration of products</p>	Senior Housing Support Officer	30/6/02	Complete
	Senior Housing Support Officer	30/6/02	Complete
	Senior Supported Housing Officer (changes with disaggregation)	31/12/02	Service retained by CBC, staff in place

### Customer Services and Accountability

How it will be achieved	Responsible Officer	Target Dates	Progress as at 31 <sup>st</sup> March 2003-03-24
Introduce Customer care staff work shops	Area Services Manager	30/9/02	Complete
Conduct telephone surveys	Area Services Manager	30/9/02	Complete
Conduct visitor satisfaction survey	Neighbourhood Team Leader	31/12/02	Completed

<p>Improve interview rooms</p> <p>Implement new technology to improve customer access to services</p> <p>Establish surgeries and encourage partnering agencies to advertise surgeries</p> <p>Develop service standards in consultations with customers</p> <p>Implement customer feedback and other service monitoring mechanisms</p> <p>Review the quality and design of leaflets and publicity</p>	Area Services Manager	31/12/02	Put back to 30/9/03 to take account of Inspectors report
	Area Services Manager	2004	Not yet due for completion
	Area Services Manager	31/12/02	Complete – surgery at Monkscroft in partnership with police, tenants association
	Neighbourhood Team Leaders	31/12/02	Complete – draft service standards completed for cleansing in partnership with tenants
	Area Services Manager	31/12/02	Offices surveys Complete
	Area Services Manager	31/12/02	Complete