

## **The Setting, publishing and promoting of clear service standards and targets**

<b>I.P.</b>	<b>Evidence</b>
I.P.2.1	Photo's of staff on reception and in interviews Photo of badge
I.P.2.2	Copy of current script
I.P.2.3	Photo of sign at each office
I.P.2.4	Photo of board Examples of contents
I.P.2.5	Photo of board Examples of contents
I.P.2.6	Photos
I.P.2.7	Results of call monitoring for call centre How are results communicated
I.P.2.8	List of information held at Sheltered Schemes Photo of Scheme stands/display
I.P.2.9	Copy of action plan
I.P.2.10	Current lettings pack
I.P.2.11	Current copy of payment schedule Current standards Detail of super cleans (definition) and how definition agreed Details of tenant monitoring and audits Minutes of cleaning meeting Current addresses and circulation list Details of budget reviews
I.P.6.17	Linked to I.P.2, so see also evidence on this indicator

## Improving Access to the Service

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|-------------|---|
| <b>I.P.</b> | <b>Evidence</b>   |
| I.P.3.1     | Copy of flyer<br>Photo of signs and details of location   |
| I.P.3.2     | Photo of office opening signs- both offices   |
| I.P.3.3     | Copy of audit<br>Copy of action plans<br>Photo/details of improvements  |
| I.P.3.4     | Copy of poster  |
| I.P.3.5     | Copy of all leaflets  |
| I.P.3.6     | List of organisations with leaflets   |
| I.P.3.7     | Details of e-mail user group- how it works<br>Examples of information sent (copy of e-mails)                          |
| I.P.3.8     | Details of text user group- how it works<br>Examples of information sent  |
| I.P.3.9     | Copy of service standards<br>Details of implementation  |
| I.P.3.10    | Details of Scheme<br>Examples of range of assistance given  |
| I.P.3.11    | Details of course objectives content, dates and attendees   |
| I.P.3.12    | Details of appraisal and implementation   |
| I.P.3.13    | Photo of sign- Whaddon Lodge and Coronation Square<br>Details of service offered- Whaddon Lodge and Coronation Square |
| I.P.3.14    | Photos of play table Whaddon Lodge  |
| I.P.3.15    | Photos- Whaddon Lodge   |
| I.P.3.16    | Details of liaison with agent, possible photo of completed repairs/improvements Coronation Square                     |
| I.P.3.17    | Copy of appraisal Coronation Square<br>Copy of action plan for improvements Coronation Square                         |

## Improving Services by Involving Tenants

### **I.P. Evidence**

- I.P.4.1 Details of progress in recruitment  
Details of scope of work  
Details of service standards- as at 3/5/03
- I.P.4.2 Copy of service standards  
Copy of Sheltered Housing Forum
- I.P.4.3 Details of Disability Forum constitution/scope  
Copy of minutes
- I.P.4.4 Copy of NMP minutes  
Copy of implementation action plan  
Copy of NA's available by 3/11/03
- I.P.4.5 Copy of tenant training programme  
Copy of joint training programme
- I.P.4.6 Copy of current tenant involvement programme  
Details of tenant involvement in void management
- I.P.4.7 Details of progress
- I.P.4.8 Copy of minutes/newsheets/etc, used to establish each board  
Copy of board minutes
- I.P.4.9 Copy of minutes from ASM  
Copy of procedures  
Photos of exchange board at Tenant Federation
- I.P.4.10 Details of Tenant Participation team work with area teams e.g.  
team meeting minutes, details of one to one training, etc.
- I.P.4.11 Details of Tenant Participation training, objectives, scope,  
attendees, etc.
- I.P.4.12 Copy of Tenant Participation team action plan  
Progress reports of Tenant Participation team action plan
- I.P.4.13 Copy of performance management framework which relates to  
management information to tenant groups i.e. traffic lights report to  
forum
- I.P.4.14 Copy of quarterly rent statement. Dates for 2003/4
- I.P.4.15 Copy of liaison meeting minutes



## Ensuring services are cost effective

- | <b>I.P.</b> | <b>Evidence</b>   |
|-------------|---|
| I.P.5.1     | Copy of Patch profiles<br>Copy of N.I.P's<br>Copy of minutes/action points from meetings with Peter Bolan   |
| I.P.5.2     | Copy of information to tenants promoting direct debit<br>Copy of working procedure for telephone payments<br>List of officers with telephone payments training and authorisation  |
| I.P.5.3     | Details of how post-inspections prioritised<br>Report detailing priority of jobs  |
| I.P5.4      | Copy of analysis of use of out of hours service<br>Copy of appraisal and options<br>Details of actions taken<br>Copy of recharge policy/procedure<br>List of officers trained on new policy<br>Copy of recharge case x2 |
| I.P.5.5     | Copy of analysis of emergency work<br>Copy of action plan to redefine works and reduce out of hours work  |
| I.P.5.6     | Copy of options appraisal and recommendations<br>Details of new stores system in place  |
| I.P.5.7     | Copy of minutes of joint management/trade union meetings concerning single status wage structure  |
| I.P.5.8     | Copy of new procurement strategy<br>Details of examples of 'green' elements being applied   |
| I.P.5.9     | Details of new appointment system   |
| I.P.5.10    | Copy of vehicle replacement programme<br>Photo of vehicles with new logo<br>Photo of operatives with new uniform  |
| I.P.5.11    | Copy of estate/tenancy information reporting form<br>Examples of information reported and action taken  |
| I.P.5.12    | Copy of policy and procedure<br>Examples of re-charges  |
| I.P.5.13    | List the RSL's & public bodies that CBH carries out work for.   |
| I.P5.14     | Copy of revised section 20 notice   |

- I.P.5.15 Copy of survey  
Copy of results  
Copy of action plan  
Details of charges made
- I.P.5.16 Copies of property investment management team meeting minutes  
Details of implemented systems to improve information sharing, joint working and joint working practices
- I.P.5.17 Details of GUI training programme, including training objectives, scope, programme and list of attendees  
Copy of Orchard procedure manuals  
Minutes of user group meetings  
Details of Orchard induction of new staff
- I.P.5.18 Details of implementation and use
- I.P.5.19 Copy of new procedures  
Details of improvements to working practices
- I.P.5.20 Prints of UDC's  
Details of the implementation of module and resulting service improvements

## Ensuring effective management of risk

### **I.P. Evidence**

- I.P.6.1 Copy of team Health and Safety audit  
Copy of team action plans  
Copy of team meeting minutes/training notes on health and Safety issues  
Copy of risk assessments (selection)
- I.P.6.2 Copy of area office performance management framework highlighting arrears measures
- I.P.6.3 Copy of new arrears WP's  
Copy of updated letters  
Copy of arrears circulars and leaflets
- I.P.6.4 Print of UDC
- I.P.6.5 Copy of print
- I.P.6.6 Details of CBH access to Housing Benefit system
- I.P.6.7 Copy of minutes of liaison meetings concerning tenancy support for potential vulnerable tenants
- I.P.6.8 Copies of post letting reports  
Performance lettings versus post lettings visit
- I.P.6.9 Copy of the initial report  
Details of the evaluation and results
- I.P.6.10 Copy of course objectives, scope, dates and list of attendees
- I.P.6.11 Details of action taken to address the housekeeping  
Progress reports.
- I.P.6.12 Copy of H&S audit, team minutes and procedures
- I.P.6.13 Copy of risk assessment & details of risk reduction measures
- I.P.6.14 Details of training provided, when & to who
- I.P.6.15 Details of arrears team set-up  
Copy of revised working procedures  
details of team/individual targets  
Copy of current performance
- I.P.6.16 Copy of IT strategy  
Copy of meeting minutes

Details of progress against targets

- I.P.6.17 Meeting minutes  
Copy of performance management framework for:
- area offices
  - Property Investment team
  - CBC
- Copy of CBH Board reports  
A comprehensive list of service standards  
Details of targets set and measurement of service standards  
Copies of the methods service standards are published  
Details of action taken to align performance to service standards and targets  
(linked to I.P.2)
- I.P.6.18 Copies of refusals report  
Details of how reasons for refusal report is used by CBH & CBC
- I.P.6.19 Dave Skipsey to supply details of work carried out during secondment, including meeting minutes, action plans, details of training provided, details of changes to working practices, and copies of risk assessments
- I.P.6.20 Details of the link between the operatives performance targets and company performance management framework
- I.P.6.21 Copy of policy  
Details of training provided, training objectives, scope, dates and attendees
- I.P.6.22 Prints of UDC's  
Copies of posters/leaflets  
Copy of new procedure & of the training provided  
Details of the current situation with back-logs  
Details of revised contractor management
- I.P.6.23 Copy of Response Repairs reports  
Copy of Planned Programme reports