

## **Update against the Corporate Plan – December 2009**

### **Customer Culture**

- Customer Involvement Impact assessment has been developed
- Allocations and lettings peer review has been completed
- Top level Balanced Scorecard in place and cascade to service areas is underway
- Customer Satisfaction Strategy approved by Customer Services Committee in May 2009 and delivery is underway
- Initial findings from Project ICE have been reported and quick and early wins are being delivered
- Project ICE process reviews pilot is due to start looking at repairs in January 2010
- Profiling data has been collected for 96% of customers and is now being used for improvement programme pre inspection assessments, arrears profiling, cross referencing to customer events that have been held, communication methods, targeted campaigns, influencing the membership of customer groups and prioritising of annual tenancy visits
- There are plans to use customer profiling information in neighbourhood investment plans and to identify under occupation in the allocation of the new homes at Clarke Gardens
- HHT has been selected as one of only 39 TSA local standards pilot in the country. HHT is working on the development of the Allocations and Lettings standard
- The top four key areas from the TSA's National Conversation are being used to determine what video clips will be used on the 'media pods' which are being implemented in conjunction with TAROE
- There are plans in place to involve customers in the next phase of the development of the TSA National Standards
- Employee performance and appraisal system in place
- CBL shared common allocations policy to be approved by respective Boards by March 2010
- Housing Options Manager has been appointed and is due to start in February 2010
- Strategy and policy framework approved by Board in September 2009

### **Inclusive and Open**

- Good progress is being made against the Diversity Strategy which is reported to Board six monthly
- Domestic Violence Policy has been developed and will be approved by Customer Services Committee in February 2010
- HHT is represented on the Council's Special Strategic Partnership for Domestic Abuse Forum
- HHT employees have attended DV training
- Diversity Strategy was integral to employee conference and general awareness was raised through written media and drama presentations
- HHT has signed up to the Council/RSL partnership agreement for Aids and Adaptations

- Budget of £475k has been spent on Adaptations and Improvement Programme monies have been maximised on bathroom replacements attracting matched funding of £278k
- Blackburn Avenue POD installed
- Awareness of levels of disability raised through customer first training
- Signed up to and utilised accessible homes register through HBC
- Maximised use of free OT provision from HBC
- Financial Inclusion three year strategy approved by Board in July 2009 and action plan signed off by Customer Services Committee in May 2009 and endorsed by the CIH.
- Good progress against the Financial Inclusion action plan is reported to Customer Services Committee six monthly
- Doubled welfare support to customers
- Hosted Neighbourhood Engagement and Employment Officer
- Developing a social enterprise model and exploring the opportunities for development
- Supported local school initiatives
- Supported HITS and other third sector organisations

### **Right thing, right place**

- DHS completed earlier than planned and within budget
- 99.5% properties are DHS compliant (this allows for Bankfield and Centenary/Coronation House)
- Circa 90% of properties are compliant with DHS remaining properties are non compliant due to refusals
- Programme is in place to complete the mop up with budgetary provision and the approach has been approved by Customer Services Committee in November 2009
- Construction Services Excellence Project reports to Customer Services Committee formally six monthly (next report February 2010) and informally at each meeting
- Construction Services Excellence Project update presented to Board at the open day in December 2009
- Introduced customer DIY workshop programme
- Facilitated training of HBC's handyman's scheme which will be promoted to our customers
- 78% of Excellence Project actions have been completed and the rest are on target
- NIF progress reported to Board in November 2009
- NIF and EIP presentation to Ward Councillors including an update on DHS
- NIF presentation to the Urban Renewal Special Strategic Partnership group
- Procurement of NIF contracts have commenced
- Discussions on NIF have commenced with Customer Forums
- Planning permission, procurement of contractors, confirmation of grant allocation and on site activity agreed for Clarke Gardens development
- Bought back Frank Street property and others have been identified

## **Making the best use**

- Outcomes from Allocations and lettings review due to go to Board in March (previously reported to Customer Services Committee)
- Outcomes from Commercial Services review due to go to Board in March 2010 (reported to Customer Services Committee and Resources Committee)
- Reviews for 2010 are on hold due to process review approach that is taking place as part of Project ICE
- Governance review completed and reported to Board in July 2009
- Board remuneration to be considered by Board in January 2009
- SNI self assessment updated and mandatory documents drafted
- SNI challenge session for SMT planned for 11th January 2010
- SNI preparation plan including roll out to staff and Board
- Refocus of Going for Gold group for SNI preparation
- Communication Strategy approved by Board in September 2009 and new communication partners have been appointed
- Efficiency and VFM strategy reported quarterly to RC
- Joint legal services procurement completed through Generate
- Cashable savings of £344,000 have been achieved so far this year against a target for the year of £400,000
- Cashable and non cashable efficiency savings are captured through performance clinics
- Contract renewal savings have been achieved for Improvement Programme, EIP, Bankfield, Bancroft, mop up
- MDP programme for aspiring and new managers has continued
- Pay and Grading review has been completed
- Training including multi-skilling, NVQ's, CIH and asbestos for staff
- Customer auditors training
- CIH training for both staff and customers
- Business Plan, loan covenant targets and Business plan updates reported to Board in November 2009
- Outcomes from Housemark benchmarking report have been reported to Resources Committee in November 2009 and is being used as part of departmental business planning for 2010/11
- Recycling schemes have been introduced (Vale, CS, general office, 're-use')
- Groundwork Trust developing an environmental policy in progress
- Update report delivered to Carbon Trust
- ICT strategic measure to establish skill gaps
- ICT improvements to facilitate more mobile working (citrix, smart phones, sun rays)
- Call centre monitoring has been improved
- ICT local help desk visits
- Web site updated and further developments are in progress
- Performance screens have been installed in all offices
- VOX pods and video clips are now in all offices and on the web site