

Action Owner	Action description	Milestone	Deadline/ 2011/12	Progress Status	Quarter 1
P L Stamp/Ruth Abbott	Deliver new homes including maximising affordable homes	Make departmental case for proportion of New Homes Bonus receipts (especially the £350 affordable housing enhancement being ring fenced for the further delivery of affordable housing and improvements to private sector decency	Apr-11	Estimated completion date slipped	Deadline for completion has slipped because discussions were taking place between City Strategy and Housing on suitable options for taking this forward. It is proposed that a report is submitted to Cabinet on 9th of September 2011.
P L Stamp	Support independent living	Review the council's planning policies to ensure they support the move to lifetime homes and neighbourhood standards	Apr-11	Completed	This Forms part of LDF core strategy proposals approved by Cabinet on 30 June 2011, subject to inspection
K Grandfield	Improve Housing IT systems	Ensure a clear and resourced ICT work plan is developed annually in partnership with the ICT team. Plan linked to the development of the ICT Strategy	May-11	Completed	Complete. Now handed over to BSU under MD. Will continue to work with MD on this to ensure Housing needs are met
S Waddington	Implement Org Review	Implement year 1 of the organisational review and generate identified savings	Jun-11	Estimated completion date slipped	Whilst the deadline for completion has slipped the review is on going and the assimilation process is currently underway. It is expected that staff will be appointed by the beginning of October . The review should generate identified savings.
S Waddington	Support and Develop Staff	Ensure staff are fully aware of the impact of structural changes following the organisational review on their work both within and outside the directorate	Jun-11	Completed	Staff consultation has taken place and informed the review, following implementation of structure further communication with staff will take place
J Whitehouse	Support and develop staff	Review , promote and incentivise staff suggestion box	Jun-11	Deleted	This has been superseded as the Leader of the Council has introduced a staff suggestion scheme.
K Grandfield	Support independent living	Introduce Choice Based Lettings (CBL) scheme	Jun-11	Completed	CBL system introduced July 2011
K Grandfield	Support independent living	Ensure sheltered accommodation advertised through the choice based lettings (CBL) system incorporates customer support needs as part of the assessment and eligibility process	Jun-11	Completed	Customers are assessed as to whether they are eligible for affordable housing under CBL.
K Grandfield	Support independent living	Ensure CBL is linked to the promotion of advise and support such as help with work and training	Jun-11	Estimated completion date slipped	The construction of a key section of the CBL website has been completed . IT to endeavour to complete the link to work and training by 31 July 2011 .
R Abbott	Deliver Value for Money services	Investigate the opportunities of using the proceeds of the Crime Act a regulatory tool	Jun-11	Completed	A protocol has been agreed with Trading Standards to assess each case against relevant criteria. No actionable cases to date.
A Davies	Deliver Value for Money services	Extend Housemark benchmarking to cover specialist areas	Jun-11	Estimated completion date slipped	Data is not required to be input until Sept 2011. It is requested that the deadline for this action is changed to Sept 2011

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A Davies	Improve access to advice and services	Develop a protocol to ensure information on the intranet and internet is up to date, comprehensive and relevant	Jun-11	Estimated completion date slipped	Development of homeless & CBL webpages has taken place which has taken more time than anticipated. The protocol is still to be developed and it is requested that the deadline date is revised to Sept 11.
P Morrison	Improve access to advice and services	Review phone contact and availability of estate managers in order to improve contact by tenants	Jun-11	Completed	Staff are being asked to be available on Monday mornings where possible as it is the busiest part of the week, also duty sessions have been extended to the full week
A Davies	Embed equalities and diversity within Housing	Review Commission Racial Equality (CRE) compliance and identify gaps	Jun-11	Estimated completion date slipped	Due to the Business Support review and preparations of the Equality Frame Assessment it has not been possible to undertake this action within timescale. However an assessment is underway. It is requested that the deadline for this action is revised to Sept-11
T Brittain	Implement Tenant Inspector 10 recommendations to improve reception service	Take ticket machines out of use immediately until monitors are installed	Jun-11	Completed	Local standards agreed between Housing and Registered Social Landlords across the city for tackling ASB to ensure consistency
S Brown	Widen and Extend Resident Involvement	Carry out extensive benchmarking of the cost/quality and overall value for money of resident involvement	Jun-11	Completed	As part of the Business Support review a review of community engagement has been undertaken and clarity given to which service area is responsible for different levels of engagement activity. This has resulted in some savings to the HRA.
A Davies	Widen and Extend Resident Involvement	Recruit and support customers to provide feedback on housing's revised website	Jun-11	Estimated completion date slipped	The deadline for this has slipped due to intensive work on the equality frame work assessment and revisions to existing website pages. The Tenant Inspectors will provide feedback and this has been programmed into their work programme for September 2011
Jo Harrison	Widen and Extend Resident Involvement	Continue the development of the Tenant Inspector Project to enable trained tenants to inspect aspects of housing services and make recommendations for service improvements	Jun-11	Completed	First inspection of reception services & facilities completed April 11. Tenant Inspectors delivered their report, findings & recommendations to operational staff to HSMT June 11 and many of the recommendations have been implemented.
A Davies	Effectively deal with ASB	Provide ASB data for the HouseMark Specialist ASB module to enable further analysis of performance and the identification of best practice examples	Jun-11	Estimated completion date slipped	
T Brittain	Implement Tenant Inspector 10 recommendations to improve reception service	Ensure reception standards are consistently maintained	Jul-11	Completed	Reception check list has been put in place

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P Morrison	Effectively deal with ASB	Develop clear ASB policies and procedures and effective case management for carrying out enforcement across the social housing sector to ensure consistency	Aug-11	Completed	Local standards agreed across the city for tackling ASB to ensure consistency
R Abbott	Make the best use of housing assets and improve decency	Explore new options for financial assistance policy for homeowners , private tenants and landlords	Sep-11	Completed	Policy agreed for 2011/12 with members in June
T Brittain	Implement Tenant Inspector 10 recommendations to improve reception service	Provide useful, accessible information leaflets	Dec-11	Completed	Corporate leaflets for reception agreed, list available
R Abbott	Make the best use of housing assets and improve decency	Identify new ways of supporting and advising private sector home owners to maintain their homes	Mar-12	Completed	Policy agreed for 2011/12 with members in June
R Abbott	Make the best use of housing assets and improve decency	Implement the revised Houses in Multiple Occupation Licensing Policy to improve energy efficiency measures in these properties.	Mar-12	Completed	Policy agreed and being implemented
S Waddington	Improve partnership working	Ensure senior Housing representation on the Strategic Health Board	Mar-12	Completed	New Cabinet Member for York sits on Y&NY Housing Board. Also sits on joint LCR/HCA Board