

Appendix 1 – Scottish Housing Regulator Inquiry 2013 Improvement Actions


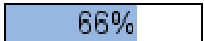
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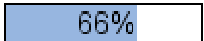
Icon	Name
	1 Asset Management Strategy and Planning

Icon	Name
	Complete an analysis of future options for surplus and other high risk stock and act quickly on findings (SHR Recommendation 3)
	Ensure investment in high risk stock is always informed by considerations of value for money in the long term (SHR Recommendation 2)
	Complete stock condition survey by December 2013 and quickly develop asset management database (SHR Recommendation 1)



Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Complete an interim exercise to establish additional surplus stock (SHR R3)		<div><div>100%</div></div>	21-Apr-2013	Exercise completed and authority to declare an additional 188 properties as surplus at the HEED Committee of 13th February 2013					John Kerr 2
Carry out an options appraisal on Clydebank East area (SHR R2)		<div><div>50%</div></div>	31-May-2014		Hold an open day to gain feedback from tenants regarding the issues in their area and possible improvements for the future	31-Jul-2013	Yes		John Kerr 2
					Produce Options Appraisal using information from tenants open day and the	31-Dec-2013	Yes	Draft available and meeting planned to discuss with elected	


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					stock conditions survey. The appraisal should also assess the social and economic issues affecting the community.			members. Stock condition survey information to be included in the draft prior to tenant consultation.	
					Consult with tenants on options	31 March 2014	No	Initial consultation event held in Autumn 2013. Subsequent event to be held in early 2014.	
					Produce a HEED report detailing the outcome of the appraisal and the steps being taken to implement changes.	31-May-2014	No	Options paper to be presented to May committee	
Carry out a stock condition survey to include all housing stock to update the Housing Revenue Account Asset Management Database (SHR R2)			31-Jan 2014	As a result of the decision to pursue a stock retention policy WDC have undertaken to complete a 100% stock condition survey which will also take cognisance of the new Energy Efficiency Standard for Social Housing. the action will now not be completed within 2012/13 but will be completed by December 2013	Stock Condition Start date	30-Jun-2013	Yes	Stock Condition Surveys commenced 27/6	John Kerr 2;
					Use to stock condition information to refresh Asset Management information to identify key risk stock	31-Jan-2014	No	Stock Condition information not provided in tranches. Full task will now be completed in January 2014.	


Complete stock condition survey (SHR R1)			31-Dec-2013	Project on track - Over 7000 surveys have been carried out as at 31st October.	Agree program with appointed contractor including the timings of information flow	30-Apr-2013	Yes	Agreed at pre start meeting held on 7th June 2013.	Stephen McGonagle
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				The project completed in December, the survey information includes detail on energy efficiency standards for over 90% of our properties.	Hold site start meeting with appointed contractor and ensure Council's requirements are met	30-Apr-2013	Yes	Pre start site meeting held on 7th June 2013	
					Monthly progress update to Strategic Housing Asset Management Group	30-Jun-2013	Yes	Group now meet on a bi monthly basis, and updates are still provided to the Group	
					Stock Condition Survey Completed and information meets the Council requirements	31-Dec-2013	Yes		
					Complete tendering exercise and appoint appropriate contractor to carry out survey meeting Council requirements		Yes		
					Develop and agree scope of Stock Condition Survey		Yes		
Establish asset management database (SHR R2)			30-Apr-2014	Project has been included in the development of an Integrated Housing Management system	Project Plan agreed	31-Dec-2013	Yes		John Kerr 2;
					Asset Management database operational	31-Mar-2014	No		
					Capital project team to agree information requirements for Stock Condition survey		Yes		
					Project Team to be established which will oversee the development of an asset management database		Yes		
					Tranche 2 information to council	31-Oct-2013	Yes		
					Tranche 3 information to council	30-Nov-2013	Yes		


Icon	Name
	2 Scottish Housing Quality Standard






Icon	Name
	Deliver all necessary investment required to achieve the SHQS in time to achieve the Ministerial target of 1 April 2015 (SHR Recommendation 6)
	Fully develop and prioritise SHQS investment programmes by December 2013 (SHR Recommendation 4)




	Report accurate information on compliance with the SHQS to SHR by December 2013 (SHR Recommendation 5)
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Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Continue to work towards meeting the Scottish Housing Quality Standard by 2015 (SHR R4/6)		<div><div>50%</div></div>	31-Mar-2014	2013/14 HRA Capital Programme will be completed on 31 March 2014 and is presently on course to meet SHQS compliance target. Compliance presently running at 70%	Quarterly update report to HEED Committee Q1	30-Sep-2013	Yes		Stephen McGonagle
					Quarterly update report to HEED Committee Q2	24-Jan-2014	Yes		
					Investment Programme to be delivered based on results of Stock Condition Survey	31-Jan-2014	No		
					Quarterly update report to Council Q3/Q4	31-Mar-2014	No		

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Report accurate information on its compliance with the SHQS to us by December 2013 (SHR R5)		<div><div>100%</div></div>	31-Dec-2013	Stock condition survey received in December to inform Q3 SHQS data update and used to inform SHR and February HEED report.					John Kerr 2



Icon	Name
	3 Investment and Home Safety



Icon	Name
	Develop an owner-occupier strategy by September 2013 and engage quickly with owners (SHR Recommendation 9)
	Improve the performance management of housing capital programme (SHR Recommendation 8)
	Improve its performance in spending its housing capital budget on time (SHR Recommendation 7)
	Involve tenants in decisions about investment plans (SHR Recommendation 10)
	Improve its approach to managing asbestos to fully comply with statutory regulations (SHR Recommendation 11)

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Develop an approach for private sector owners (SHR R9)		<div><div>50%</div></div>	21-Apr-2014	Owner Engagement Charter to be presented for approval to HEED Committee of February 2014					Stephen McGonagle
Improve the performance management of its housing capital programme (SHR R7/8/16)		<div><div>100%</div></div>	31-May-2013	New Capital Programme Monitoring Framework approved by Housing, Environment and Economic Development Committee on 8th May 2013.					Stephen McGonagle
Provide tenants with information and consultation opportunities as part of our asset management (SHR R10)		<div><div>100%</div></div>	31-Dec-2016	Our increased focus in terms of customer involvement in asset management has been augmented within the new West Dunbartonshire Tenant Participation Strategy					John Kerr 2

Carry out asbestos survey as part of 100% stock condition survey (SHR R11)		<div><div>100%</div></div>		Carried out as part of Stock Condition Survey which completed on target in December 2013					Stephen McGonagle
Provide Guidance leaflet to all tenants relating to asbestos in the home. (SHR R11)		<div><div>100%</div></div>		Leaflet sent to all tenants in advance of the stock condition survey being undertaken. Updated leaflet to be prepared and distributed in 2014.					Stephen McGonagle



Icon	Name
	4 Empty Houses

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	Improve performance in re-letting empty homes (SHR Recommendation 12)
	Ensure it monitors and reviews the impact of its estate action plans (SHR Recommendation 13)

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Implement the Void Management Self Assessment Action Plan (SHR R12)		<div><div>50%</div></div>	31-Apr-2013	Updates in relation to implementation of action plan are provided monthly to the HPIB and every two months to the WDTRO	Assign all actions to relevant officers	30-Jun-2013	Yes	Task completed	Janice Lockhart
					Report progress to WDTRO liaison meeting every 2 months	30-Jun-2013	Yes	now a standing agenda item at the WDTRO liaison meeting	
					Successful Implementation of Voids Self assessment plan	31 Apr 2013	No		
Develop area based management plans to tackle low demand (SHR 12/13)		<div><div>50%</div></div>	30 March 2014	Tackling low demand and void properties is a service priority at present. Additional officers have been recruited and targets set to ensure our	Create and establish housing action areas for increased estate management focus	30 June 2013	Yes	Housing Action Areas established and additional housing officers recruited to tackle low demand and tenancy sustainability	Andy Cameron

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
				focus is on increasing tenant numbers.	Develop lettings initiatives/plans in areas to tackle low demand	31 Jan 2014	No	Polite areas identified through Void Scrutiny Group. Marketing strategy being developed.	
					Review the impact of the additional investment and the delivery of estate action plans	31 Mar 2014	No		



Icon	Name
	5 Customer Focus

	Consult with tenants every year before we increase our rents (SHR Recommendation 14)
	Ensure we complete our new tenant participation strategy action plan (SHR Recommendation 15)

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Undertake consultation on rents and budget setting (SHR R14)		<div>100%</div>	31-Mar-2014	Rent Consultation carried out in agreed format with tenants. 5 year rent strategy in place and outcome will be reported to members in early 2014.	Discuss and agree rent consultation arrangements with the WDTR0	29-Aug-2013	Yes		John Kerr 2
					Distribution of draft HRA and invitation to attend 1st Consultation meeting	16-Sep-2013	Yes		
					Rent consultation information on the Council's website	16-Sep-2013	Yes		
					First consultation meeting	23-Sep-2013	Yes		
					Information included in the winter edition of the housing news	29-Nov-2013	Yes		
					2 nd Consultation meeting	13-Dec-2013	Yes		
Delivery new tenant		<div>100%</div>		New Tenant Participation Strategy					John Kerr 2

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
participation Strategy in partnership with tenants (SHR R15)				2013-2016 approved by Housing, Environment and Economic Development Committee on 8 th May 2013. Regular progress reports will be made available as part of Housing and Community Safety's Performance Management Framework					

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	6 Procurement and Value for Money

	Introduce a robust approach to assessing the value for money delivered from our capital works contracts. (SHR Recommendation 16)								
Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Improve the performance management of its housing capital programme (SHR R7/8/16)		<div><div>100%</div></div>	31-May-2013	New Capital Programme Monitoring Framework approved by Housing, Environment and Economic Development Committee on 8th May 2013.					Stephen McGonagle