

Issue 9

Tenant Services News

8th December 2010

TSA Feedback

A formal response has now been received from the Tenant Services Authority. The TSA confirm their overall satisfaction with the progress which has been and continues to be made at Stroud. Because of this, they do not see inspection or use of enforcement powers as being appropriate or beneficial at this stage. Their proposal is to continue the current monitoring through email updates until February 2011 when they will return for a further meeting to review evidence of ongoing improvements.

It is clear that they will want to see further development on the issue of resident involvement and empowerment and to be clear at the next meeting as to the strategy for continuing the improvement process after March 2011 when there will be changes in resource availability.

Notwithstanding the issues raised by the TSA for review at the end of February, all of those who have been involved in the change process over the last year can be justifiably pleased with their efforts and the outcomes which have been achieved.

We cannot be complacent, however, as even though we are doing well, there remain many actions in the improvement plan yet to be completed. There remains the possibility of the TSA taking some form of regulatory action if we do not continue to deliver the improvements we have planned.

Housing Improvement Plan

Overall, the plan continues to move forward although a number of actions have missed some detailed targets. A report is going to the improvements board on 14th December recommending a number of changes to some of the actions to reflect changes in resident participation since the original target dates were set in the summer. A revised copy of the plan will be available on the internet by 17th December.

Staff Meetings

Attendance at the last set of meetings was disappointing, not only because of the lack of numbers attending but also because of the apparent inability of some people to offer their apologies in a timely manner. I am more than happy for people to swap their slots around if their work requirements dictate that this is necessary. I do, however, find it odd that people find it very difficult to commit an hour once every three weeks to come along.

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I would remind everyone that these meetings were set up to:

- Allow all staff to be kept updated on a regular basis with what is happening in the service and progress of the improvement plan.
- Provide staff with an opportunity to comment and make suggestions.
- Provide staff with an opportunity to meet in a small group of people drawn from across the organisation rather than just discussing things within their own teams.

The meetings are for your benefit, not mine, yet they seem to be seen by some as a distraction rather than an opportunity. We have reorganised the timings to make it easier for people to attend throughout the course of the day and have moved the location so that it is potentially more encouraging for staff to be involved and participate in active discussion.

The next meetings are scheduled for Wednesday 22nd December. I will be there – will you?

Eric Sharpe
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