

**Cairn Housing Association  
Post Inspection Improvement Plan  
Tenants, Customers and other Stakeholders Consultation**

---

Introduction

This Plan outlines the steps that Cairn HA will take to publicise and consult on our Improvement Plan (IP) approved by the Scottish Housing Regulator in December 2009. In addition, this plan sets out the processes we will implement to ensure that we have in place, robust and transparent systems for public monitoring (primarily by tenants and other key stakeholders) of our performance in relation to the requirements of our IP.

Preamble

Consultation on our IP will take various forms according to the particular stage we have reached in developing and delivering the plan. For example, first notification to all relevant stakeholders is referred to below as PRIMARY consultation. Consultation that is intended for the purposes of updating and reviewing our performance against the IP is referred to below as SECONDARY consultation. Consultation that is intended to report our full compliance with the plan is referred to below as FINAL consultation.

In addition, we will employ a range of consultation methodologies according to the stakeholders' requirements and interests as well as the stage of consultation we have reached.

Unique Ref No.	Who?	How?	Timescale/Frequency	Action Complete? Yes/No	Date Completed
<b><u>PRIMARY CONSULTATION</u></b>					
C.1	All tenants	1.1 We will issue a Special Edition (Inspection and Improvement) of the <i>Cairn Attention</i> newsletter with details on the inspection report and include a summary of the IP. 1.2 We will advise on how to access the full IP on our website or how to request paper copies. 1.3 We will make these available at local offices for issue on demand by post or for personal collection by tenants. 1.4 We will make copies of the IP available at all staffed service points such as care homes or sheltered housing courts.	By beginning March 2010		
	<b><u>Progress and Evidence</u></b> This will be collated in a separate document cross-referenced to the relevant action points listed in the Plan.				
C.2	RTOs All other informal tenant groups	2.1 We will hold IP focus group meetings where we will outline the requirements of the plan and seek views on the groups' preferences on ways to receive information updates and be invited to provide feedback.	By end of March 2010		
C.3	Staff/COM	3.1 We will establish full awareness raising for all staff and COM on the IP. 3.2 We will employ a range of methods to ensure	By end of February 2010		

Unique Ref No.	Who?	How?	Timescale/Frequency	Action Complete? Yes/No	Date Completed
		<p>that all staff/COM are fully appraised on our corporate aims related to the IP and are able to brief other stakeholders on our IP. Some of the ways we will provide staff and COM with the tools to know and effectively communicate on the IP are :</p> <ul style="list-style-type: none"> <li>• Cairn HA Intranet (full IP and summary documents available)</li> <li>• CEO staff briefings</li> <li>• Senior Staff fora</li> <li>• Team meetings</li> </ul> <p>3.3 We will ensure that we have an open and accessible method for inviting staff and COM feedback on the IP and suggestions for its full delivery.</p>			
C.4	Housing Applicants and prospective customers	<p>4.1 We will implement an information and signposting system on our IP for all current housing applicants and potential future customers. This will include:</p> <ul style="list-style-type: none"> <li>• An initial letter or information leaflet for current applicants</li> <li>• The provision of appropriate signposting to our website for information on our IP</li> <li>• Making available copies of our IP on demand and making this service known</li> </ul>	By end of February 2010		

Unique Ref No.	Who?	How?	Timescale/Frequency	Action Complete? Yes/No	Date Completed
		4.2 We will produce and display posters for all service points/ offices that advertise our website and particularly indicates that we have an active IP.			
C.5	Job Applicants	5.1 We will issue with all job Application Forms (for the period of the plan) an information slip to signpost them to our IP on the website and we will make paper copies available on demand.	By end of February 2010		
C.6	Other Key Stakeholders: <ul style="list-style-type: none"> <li>• Cairn HA Shareholding Members</li> <li>• Local Authorities (23)</li> <li>• Lenders</li> <li>• OSCR</li> <li>• Care Commission</li> <li>• FSA</li> <li>• Shared Ownership residents</li> <li>• Owners in receipt of our factoring services</li> <li>• Lease holders</li> <li>• Community Partners/Agencies</li> <li>• Partner RSLs</li> </ul>	6.1 We will issue a letter or e-mail to all key stakeholders advising of the outcome of our inspection and signposting them to our full IP on the website and offering the availability of paper copies on request. 6.2 We will include in the letter a summary of the main requirements of our IP. 6.3 We will also invite feedback from these key stakeholders and respond appropriately and positively to any feedback received.	By end of February 2010		

Unique Ref No.	Who?	How?	Timescale/Frequency	Action Complete? Yes/No	Date Completed
C.7	General Public	7.1 We will ensure that our IP is sufficiently signposted on our Website and we will respond to all requests for paper copies.			
<b><u>SECONDARY CONSULTATION</u></b>					
C.8	RTOs Other informal tenant groups Specially convened Tenant Focus Groups or Tenant Forum	<p>8.1 We will establish a series of meetings and workshops with all RTOs and a selection of other informal tenant groups and specially convened tenant focus groups, to agree the targets and performance objectives we will publish related to our IP delivery.</p> <p>8.2 We will also agree with these groups the methodology and timescales related to our provision of regular updates for all tenants. Possible methods might include:</p> <ul style="list-style-type: none"> <li>• Within <i>Cairn Attention</i></li> <li>• On our Website</li> </ul> <p>8.3 We will provide regular updates to these groups on our performance against IP targets and objectives in accordance with timescale preferences set by these groups but anticipated to be no less frequent than one update per quarter</p>	<p>By end of March 2010</p> <p>By end of March 2010</p> <p>Per Quarter until end of plan period</p>		
C.9	All tenants	9.1 We will publish for all tenants clear (SMART) targets and performance objectives related to	By end of April 2010		

Unique Ref No.	Who?	How?	Timescale/Frequency	Action Complete? Yes/No	Date Completed
		<p>the achievement of our IP. We will notify these to tenants in the following ways:</p> <ul style="list-style-type: none"> <li>• In a special 'mail out' to be incorporated with the rent review notifications.</li> <li>• On our website.</li> <li>• Included in our Annual Reports for each year of the Plan</li> </ul> <p>9.2 We will notify tenants of our intention to provide them with regular updates on how we are performing against IP targets and objectives.</p> <p>9.3 We will provide regular updates to all tenants on our performance against IP targets and objectives in accordance with timescale preferences set by the tenants groups but anticipated to be no less frequent than one update per quarter.</p>	Per Quarter until end of plan period		
C.10	<p>Other Key Stakeholders:</p> <ul style="list-style-type: none"> <li>• Cairn HA Shareholding Members</li> <li>• Local Authorities (23)</li> <li>• Lenders</li> <li>• OSCR</li> <li>• Care Commission</li> <li>• FSA</li> <li>• Shared Ownership residents</li> </ul>	<p>10.1 We will publish each quarter on our website an update on our performance against IP targets and objectives.</p> <p>10.2 We will invite feedback from key shareholders and respond positively to all feedback received. We will include in the letter a summary of the main requirements of our IP.</p> <p>10.3 We will invite feedback from these key stakeholders and respond appropriately and</p>	Per Quarter until end of plan period		

Unique Ref No.	Who?	How?	Timescale/Frequency	Action Complete? Yes/No	Date Completed
	<ul style="list-style-type: none"> <li>• Owners in receipt of our factoring services</li> <li>• Lease holders</li> <li>• Community Partners/Agencies</li> <li>• Partner RSLs</li> </ul>	positively to any feedback received.			
C.11	General Public	11.1 We will publish each quarter on our website an update on our performance against IP targets and objectives	Per Quarter until end of plan period		
<b><u>FINAL CONSULTATION</u></b>					
C.12	RTOs All other informal tenant groups All tenants	12.1 We will notify all tenants at the end of the IP period of our overall performance against targets and objectives set. We will employ a variety of methods to issue this information: <ul style="list-style-type: none"> <li>• In <i>Cairn Attention</i></li> <li>• On our Website</li> <li>• At RTO and other tenant group seminars</li> </ul> 12.2 We will invite tenant feedback on our performance and will respond positively to all feedback received.	By end of IP period		
C.13	Other Key Stakeholders: <ul style="list-style-type: none"> <li>• Cairn HA Shareholding Members</li> <li>• Local Authorities (23)</li> </ul>	13.1 We will notify all key stakeholders at the end of the IP period of our overall performance against targets and objectives set. We will employ a variety of methods to issue this	By end of February 2010		

Unique Ref No.	Who?	How?	Timescale/Frequency	Action Complete? Yes/No	Date Completed
	<ul style="list-style-type: none"> <li>• Lenders</li> <li>• OSCR</li> <li>• Care Commission</li> <li>• FSA</li> <li>• Shared Ownership residents</li> <li>• Owners in receipt of our factoring services</li> <li>• Lease holders</li> <li>• Community Partners/Agencies</li> <li>• Partner RSLs</li> </ul>	<p>information:</p> <ul style="list-style-type: none"> <li>• In letter</li> <li>• On our Website</li> <li>• On SFHA or other housing press sites</li> </ul> <p>13.2 We will invite key stakeholder feedback on our performance and will respond positively to all feedback received.</p>			
C.14	General Public	<p>14.1 We will ensure that information on our final performance against IP targets and objectives is sufficiently signposted on our Website.</p>			

### General points

We have assumed that all correspondence we issue or offer on our IP will comply with the objectives we subscribe to under the 'Happy to Translate' contract and that we will, therefore, respond positively to any requests received by us for information in alternative formats and languages.

We have assumed that we will apply our IP consultation Plan in a way that takes account of the needs of minority ethnic or interests groups within the communities that we serve. Furthermore, we will seek to maximise our identification of and engagement with all such groups in the delivery of this plan.

We have assumed that there is no need to include the Scottish Housing Regulator in the above listings and that we will implement all aspects of our IP through full consultation with our regulator. We have assumed that we will send the SHR a copy of all correspondence and communications being issued in pursuance of our delivery of this plan.

In producing this plan we have aimed to meet the requirements outlined in The Scottish Housing Regulator's Guidance on Post-Inspection Improvement Plans, Sections 10 and 11.