

		<u>Cairn Housing Association Consultation Plan</u>			Overdue & no action				
		(* contains a link that can be clicked to select source document)			Almost complete				
					Fully complete				
			<u>Proposed Completion</u>	<u>Revised Completion</u>	<u>Action</u>	<u>Date</u>	<u>Update</u>	<u>Evidence</u>	
			<u>Date</u>	<u>Date</u>	<u>Complete</u>	<u>Completed</u>	<u>Submitted*</u>	<u>Submitted*</u>	<u>Comments</u>
<u>Our</u>	<u>Ref</u>								
		Primary Consultation							
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.	28/02/10			28/02/10	Yes	Yes	
1.2		We will advise on how to access the full IP on our website or how to request paper copies.	28/02/10			28/02/10	Yes	Yes	
1.3		We will make these available at local offices for issue on demand by post or for personal collection by tenants.	28/02/10			28/02/10	Yes	Yes	
1.4		We will make copies of the IP available at all staffed service points such as care homes or sheltered housing courts.	28/02/10			26/02/10	Yes	Yes	
C.2		RTO's - 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.	31/03/10	31/05/10					
C.3		Staff/COM							
3.1		We will establish full awareness raising for all staff and COM on the IP.	28/02/10			22/02/10	Yes	Yes	
3.2		We will employ a range of methods to ensure 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 :							
	3.2.1	Cairn HA Intranet (full IP and summary documents available)	28/02/10			22/02/10	Yes	Yes	
	3.2.2	CEO staff briefings	28/02/10			22/02/10	Yes	Yes	
	3.2.3	Senior Staff fora	28/02/10			22/02/10	Yes	Yes	
	3.2.4	Team meetings	28/02/10			22/02/10	Yes	Yes	
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.	28/02/10			22/02/10	Yes	Yes	

		Completion	Completion	Action	Date	Update	Evidence	
		Date	Date	Complete	Completed	Submitted*	Submitted*	Comments
C.4	Housing Applicants and prospective customers							
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:							
4.1.1	An initial letter or information leaflet for current applicants	28/02/10			28/02/10	Yes	Yes	
4.1.2	The provision of appropriate signposting to our website for information on our IP	28/02/10			28/02/10	Yes	Yes	
4.1.3	Making available copies of our IP on demand and making this service known	28/02/10			28/02/10	Yes	Yes	
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.	28/02/10			28/02/10	Yes	Yes	
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.	28/02/10			28/02/10	Yes	Yes	
C.6	Other Key Stakeholders: <ul style="list-style-type: none"> • Cairn HA Shareholding Members • Local Authorities (23) • Lenders • OSCR • Care Commission • FSA • Shared Ownership residents • Owners in receipt of our factoring services • Lease holders • Community Partners/Agencies • Partner RSLs 							
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.	28/02/10			28/02/10	Yes	Yes	
6.2	We will include in the letter a summary of the main requirements of our IP.	28/02/10			28/02/10	Yes	Yes	
6.3	We will also invite feedback from these key stakeholders and respond appropriately and positively to any feedback received.	28/02/10			28/02/10	Yes	Yes	
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.	31/03/10				yes	yes	
	Secondary Consultation							

			Completion Date	Completion Date	Action Complete	Date Completed	Update Submitted*	Evidence Submitted*	Comments
C.8		RTOs, Other informal tenant groups, Specially convened Tenant Focus Groups or Tenant Forum							
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.	31/03/10						
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:							
	8.2.1	Within <i>Cairn Attention</i>	31/03/10						
	8.2.2	On our Website	31/03/10						
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	31/12/10						
C.9		All tenants							
9.1		We will publish for all tenants clear (SMART) targets and performance objectives related to the achievement of our IP. We will notify these to tenants in the following ways:							
	9.1.1	In a special 'mail out' to be incorporated with the rent review notifications.	30/04/10						
	9.1.2	On our website.	30/04/10						
	9.1.3	Included in our Annual Reports for each year of the Plan	30/04/10	30/09/10					
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.	31/12/10						
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.	31/12/10						
C.10		Other Key Stakeholders: <ul style="list-style-type: none"> • Cairn HA Shareholding Members • Local Authorities (23) • Lenders • OSCR • Care Commission • FSA • Shared Ownership residents • Owners in receipt of our factoring services • Lease holders • Community Partners/Agencies • Partner RSLs 							

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10.1	We will publish each quarter on our website an update on our performance against IP targets and objectives.	31/12/10						
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.	31/12/10						
10.3	We will invite feedback from these key stakeholders and respond appropriately and positively to any feedback received.	31/12/10						
C.11	General Public							
11.1	We will publish each quarter on our website an update on our performance against IP targets and objectives	31/12/10						
	Final Consultation							
C.12	RTO's, 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:							
12.1.1	<i>In Cairn Attention</i>	31/12/10						
12.1.2	On our Website	31/12/10						
12.1.3	At RTO and other tenant group seminars	31/12/10						
12.2	We will invite tenant feedback on our performance and will respond positively to all feedback received.	31/12/10						
C.13	Other Key Stakeholders: <ul style="list-style-type: none"> • Cairn HA Shareholding Members • Local Authorities (23) • Lenders • OSCR • Care Commission • FSA • Shared Ownership residents • Owners in receipt of our factoring services • Lease holders • Community Partners/Agencies • Partner RSLs 							
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 information:							

			Completion	Completion	Action	Date	Update	Evidence	
			Date	Date	Complete	Completed	Submitted*	Submitted*	Comments
	13.1.1	In letter	31/12/10						
	13.1.2	On our Website	31/12/10						
	13.1.3	On SFHA or other housing press sites	31/12/10						
13.2		We will invite key stakeholder feedback on our performance and will respond positively to all feedback received.	31/12/10						
C.14		General Public							
	14.1	We will ensure that information on our final performance against IP targets and objectives is sufficiently signposted on our Website.	31/12/10						