

		<b>Cairn Housing Association Consultation Plan</b>			Overdue & no action				
		(* contains a link that can be clicked to select source document)			Almost complete				
					Fully complete				
			<b>Initial</b>	<b>Revised</b>					
			<b>Completion</b>	<b>Completion</b>	<b>Action</b>	<b>Date</b>	<b>Update</b>	<b>Evidence</b>	
			<b>Date</b>	<b>Date</b>	<b>Complete</b>	<b>Completed</b>	<b>Submitted*</b>	<b>Submitted*</b>	<b>Comments</b>
<b>Our</b>	<b>Ref</b>								
		<b>Primary Consultation</b>							
<b>C.1</b>		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	<a href="#">Yes</a>	<a href="#">Yes</a>	
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	<a href="#">Yes</a>	<a href="#">Yes</a>	
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	<a href="#">Yes</a>	<a href="#">Yes</a>	
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	<a href="#">Yes</a>	<a href="#">Yes</a>	
<b>C.2</b>		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		30/04/10	<a href="#">Yes</a>	<a href="#">Yes</a>	
<b>C.3</b>		Staff/COM							
3.1		We will establish full awareness raising for all staff and COM on the IP.	28/02/10			22/02/10	<a href="#">Yes</a>	<a href="#">Yes</a>	
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	<a href="#">Yes</a>	<a href="#">Yes</a>	
3.2.2		CEO staff briefings	28/02/10			22/02/10	<a href="#">Yes</a>	<a href="#">Yes</a>	
3.2.3		Senior Staff fora	28/02/10			22/02/10	<a href="#">Yes</a>	<a href="#">Yes</a>	
3.2.4		Team meetings	28/02/10			22/02/10	<a href="#">Yes</a>	<a href="#">Yes</a>	
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	<a href="#">Yes</a>	<a href="#">Yes</a>	

		<b>Initial Completion Date</b>	<b>Revised Completion Date</b>	<b>Action Complete</b>	<b>Date Completed</b>	<b>Update Submitted*</b>	<b>Evidence Submitted*</b>	<b>Comments</b>
<b>C.4</b>	Housing Applicants and prospective customers							
<b>4.1</b>	We will implement an information and signposting system on our IP for all current housing applicants and potential future customers. This will include:							
<b>4.1.1</b>	An initial letter or information leaflet for current applicants	28/02/10			28/02/10	<a href="#">Yes</a>	<a href="#">Yes</a>	
<b>4.1.2</b>	The provision of appropriate signposting to our website for information on our IP	28/02/10			28/02/10	<a href="#">Yes</a>	<a href="#">Yes</a>	
<b>4.1.3</b>	Making available copies of our IP on demand and making this service known	28/02/10			28/02/10	<a href="#">Yes</a>	<a href="#">Yes</a>	
<b>4.2</b>	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	<a href="#">Yes</a>	<a href="#">Yes</a>	
<b>C.5</b>	Job Applicants							
<b>5.1</b>	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		<a href="#">Yes</a>	
<b>C.6</b>	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>							
<b>6.1</b>	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	<a href="#">Yes</a>	<a href="#">Yes</a>	
<b>6.2</b>	We will include in the letter a summary of the main requirements of our IP.	28/02/10			28/02/10	<a href="#">Yes</a>	<a href="#">Yes</a>	
<b>6.3</b>	We will also invite feedback from these key stakeholders and respond appropriately and positively to any feedback received.	28/02/10			28/02/10	<a href="#">Yes</a>	<a href="#">Yes</a>	
<b>C.7</b>	General Public							
<b>7.1</b>	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			31/05/10	<a href="#">yes</a>	<a href="#">yes</a>	
	<b>Secondary Consultation</b>							

			<b>Initial</b>	<b>Revised</b>					
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<b>C.8</b>		RTOs, Other informal tenant groups, Specially convened Tenant Focus Groups or Tenant Forum							
<b>8.1</b>		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			31/05/2010	<a href="#">Yes</a>	<a href="#">Yes</a>	
<b>8.2</b>		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:							
	<b>8.2.1</b>	<i>Within Cairn Attention</i>	31/03/10			09/06/2010	<a href="#">Yes</a>	<a href="#">Yes</a>	
	<b>8.2.2</b>	On our Website	31/03/10	30/06/10			<a href="#">Yes</a>	<a href="#">Yes</a>	
<b>8.3</b>		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				<a href="#">Yes</a>		
<b>C.9</b>		All tenants							
<b>9.1</b>		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:							
	<b>9.1.1</b>	In a special 'mail out' to be incorporated with the rent review notifications.	30/04/10			31/03/2010	<a href="#">Yes</a>	<a href="#">Yes</a>	
	<b>9.1.2</b>	On our website.	30/04/10	30/06/10		31/03/2010	<a href="#">Yes</a>	<a href="#">Yes</a>	
	<b>9.1.3</b>	Included in our Annual Reports for each year of the Plan	30/04/10	30/09/10			<a href="#">Yes</a>		
<b>9.2</b>		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						
<b>9.3</b>		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						

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<b>C.10</b>		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>							
<b>10.1</b>		We will publish each quarter on our website an update on our performance against IP targets and objectives.	31/12/10						
<b>10.2</b>		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						
<b>10.3</b>		We will invite feedback from these key stakeholders and respond appropriately and positively to any feedback received.	31/12/10						
<b>C.11</b>		General Public							
<b>11.1</b>		We will publish each quarter on our website an update on our performance against IP targets and objectives	31/12/10						
		<b>Final Consultation</b>							
<b>C.12</b>		RTO's, all other informal tenant groups, all tenants							
<b>12.1</b>		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:							
	<b>12.1.1</b>	<i>In Cairn Attention</i>	31/12/10						
	<b>12.1.2</b>	On our Website	31/12/10						
	<b>12.1.3</b>	At RTO and other tenant group seminars	31/12/10						
<b>12.2</b>		We will invite tenant feedback on our performance and will respond positively to all feedback received.	31/12/10						

			<u>Initial</u>	<u>Revised</u>					
			<u>Completion</u>	<u>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>
<b>C.13</b>		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>							
<b>13.1</b>		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:							
	<b>13.1.1</b>	In letter	31/12/10						
	<b>13.1.2</b>	On our Website	31/12/10						
	<b>13.1.3</b>	On SFHA or other housing press sites	31/12/10						
<b>13.2</b>		We will invite key stakeholder feedback on our performance and will respond positively to all feedback received.	31/12/10						
<b>C.14</b>		General Public							
	<b>14.1</b>	We will ensure that information on our final performance against IP targets and objectives is sufficiently signposted on our Website.	31/12/10						