

Promises Tracking Document



Colour Indicators	
COMPLETED	Purple
On Target	Green
Not yet due	Blue
Slightly behind target	Orange
Substantially behind. Area for concern.	Red

Theme one: Delivery of Home Improvements

No.	Nature of Work	Achieved as at 31/12/2014	What is still to do by 31/3/2015	What is still to do by 26/7/2015	What is still to do by 31/12/2015	Comments	Lead	On Target?
1	Kitchens Programme							
1.1	5,000 homes need new kitchens to meet the Welsh Housing Quality Standard.	858 in year.	Validating plans for 15/16	200 kitchens	Up to 600, but now having high refusal rates	High refusal rates, Validation on-going	PD	
2	Bathrooms Programme							
2.1	4,400 homes need new bathrooms and almost all the rest need new showers fitted in existing bathrooms to meet the Welsh Housing Quality Standard.	719 in year	Validating plans for 15/16	125 Bathrooms	Up to 650 bathrooms, but now having high refusal rates	High refusal rates, Validation on-going	PD	
3	New boilers and/or complete new heating system							
3.1	3,600 homes need new, more efficient boilers and/or heating systems to meet the Welsh Housing Quality Standard.	627 in year	Validating plans for 15/16 and emergency replacements.	18 priority homes identified	300 new systems.	Very few WHQS fails left, but proactive programme as parts for one make of boiler no longer available.	PD	

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4	Rewiring Programme							
4.1	3,750 homes need rewiring, with more electrical sockets provided to meet the Welsh Housing Quality Standard.	670 in year	Validating plans for 15/16	60	Subject to validation	As some homes in the first two years of investment did not get rewires at the same time as kitchens and bathrooms, re-inspections are taking place.	PD	
5	New Roofs Programme							
5.1	2,700 homes need new roofs to meet the Welsh Housing Quality Standard.	909 in year	Validating plans for 15/16	50 individual roofs.	30 small blocks of flats	Most of the roofing required in 15/16 is for individual blocks of flats with leaseholders.	PD	
6	External Works							
6.1	1,350 homes need works to external walls to meet the Welsh Housing Quality Standard.	309 in year	Validating plans for 15/16		100	Plus individual repairs.	PD	
6.2	1000 homes fitted with new windows and/or doors.	120 doors replaced by contractors on demand basis, no program in place. Windows also demand replacements.	Validating plans for 15/16		Program will be mainly window overhauls including replacement panes. Plus 150 doors.	High priority issue for QDF 15/16 programme of works £600,000. 16/17 indicative programme £2m.	PD	
7	Non Traditional Properties							
7.1	£5million to be invested in non traditional housing stock.	60 asbestos decant and full refurbishment.	Validating plans for 15/16	5 asbestos decants		Extensive schemes of external wall insulation and asbestos removal have been completed	PD	

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8	Communal Areas							
8.1	400 improved communal areas.	No programme in place for internal improvements	Validating plans for 15/16			No internal programme in place previously. £170,000 budgeted for 15/16	PD	
9	Environmental Improvements							
9.1	Spend £14million on environmental improvements on estates.	<p>Aug-Dec 2012: Appointed a project manager and established a project steering group (EAST), comprising senior managers from key partner organisations including BGCBC Communities First, Groundwork and GAVO.</p> <p>Researched and visited a number of leading RSL's in Wales to identify best practice and develop an overall project strategy for Tai Calon's Environmental</p>	<p>Stage 2 and 3 consultation events planned to progress schemes in Newtown and Brynfarm</p> <p>The Clean n' Green team will complete installation of the new community signage in Newtown as part of the pilot scheme with local community enterprise Monwell Signs</p>	<p>Further signage renewal projects will be completed in 3 other priority areas by July.</p> <p>The Ashvale, Tredegar improvement scheme will be completed by May 2015 weather permitting.</p> <p>The improvement Scheme in Cae Glas, Nantyglo will be underway and near completion providing planning consent is approved in February 2015 as anticipated.</p> <p>Delivery of the" local</p>	<p>Improvement schemes will be completed in Cae Glas, Brynfarm and Hilltop Shops providing planning consent is granted in the anticipated timescales.</p> <p>Delivery of the improvement scheme in Newtown, Ebbw Vale will be dependent on the findings of the necessary environmental survey. LAIP's will be developed for a further 3 priority communities and Landscape Architects will be engaged to develop draft schemes.</p>		AM/PD	

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		<p>Improvement Programme (EIP). Through a process of consultation with tenant groups overseen by EAST, an EIP community budget allocation process was developed and ratified.</p> <p>Jan-Dec 2013: Carried out a detailed, independent environmental audit of all 76 communities in Blaenau Gwent which established a precise baseline and enabled 24 "priority" communities to be identified.</p> <p>Through consultation with Tenant Compact Group</p>		<p>environment standard" will be completed in 300 properties in Arael View and Cae Glas and Waundeg following completion of the external render programme in both areas.</p>	<p>Delivery of the "local environment standard" will be completed in a further 300 properties, with an additional 400 depending on additional funds being made available by the funders.</p>			

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		<p>and other tenant groups, developed an interactive community consultation methodology.</p> <p>Community consultation was then successfully completed across 12 "priority" communities with an average of 24.7% of residents contributing their views on local improvement priorities.</p> <p>Detailed analysis of community feedback and dialogue with NHM's led to the development of Local Area Improvement Plans for 12 "priority"</p>						

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		<p>communities. Landscape architects were engaged to further consult with local residents to develop improvement schemes in local areas and to obtain planning consent.</p> <p>Jan-Dec 2014: Community consultation was successfully completed across the 12 remaining "priority" communities with a total average of 22.3% of residents contributing their views on local improvement priorities across 24 areas.</p> <p>In collaboration</p>						

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		<p>with RCT Homes, Tai Calon developed a fully OJEU compliant Open Spaces Procurement process which went live in May 2014.</p> <p>Using this framework a number of smaller scale improvement schemes were delivered and a £75k medium sized scheme completed in St James Way, Tredegar.</p> <p>Planning consent was received for a major improvement scheme (£400k budget) in Ashvale but delivery was delayed by 16 weeks due to Welsh Water's</p>						

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		<p>delay in approving a drainage system for the scheme.</p> <p>Tai Calon's "Local Environment Standard was developed and technical specification finalised with Keepmoat commencing delivery in Areal View, Abertillery in November 2014</p>						
10	Environmental Improvements Fund							
10.1	Introduce and establish with tenants the methodology for allocation of an annual £50,000 Environmental Improvement Fund.	Complete					AM	
11	Disabled Adaptations							
11.1	Spend £2.5million on disabled adaptations				£500, 000 15/16	This area of work is demand led by tenants needs, no current waiting list.	PD	
12	Void Properties							
12.1	Where practicable, bring void properties up to WHQS.	Most voids have been brought to this standard.	640 voids will be improved	Demand led.		Void standard approved by QDF, for Asset Committee	PD	yes

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			this year.			approval in March.		
13	Rents							
13.1	Offer advice and assistance on payment of rent.	Complete					AM	
13.2	Establish tenant support mechanisms for those experiencing financial difficulties.	<p>Local support provided through staff and partners</p> <p>Recent highlights include:</p> <p>Appointed CAB Advisor (July 2014), dealt with £503,888,67 amount of debt (July-Dec 2014)</p> <p>New Rents, Support & Advice team set up (Nov 2014) to support our tenants and provide financial inclusion</p> <p>Commenced UC pilot direct payment of rent for new tenancies</p> <p>Commenced UC pilot for</p>	<p>Organisation wide UC Communications campaign</p> <p>Implementation of expected payment module in preparation for UC</p> <p>Continue to roll out Direct Payment of rent for new tenancies</p> <p>Continue to roll out UC pilot for existing tenants</p> <p>Resource assessment for Tier 1 and Tier 2 tenants</p> <p>Further review of staff structures</p>	See left			AM	

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		existing tenants Smart Money Cymru Development Officer commenced with Tai Calon. Achieved 12 new members, attending Job Centre plus weekly and visiting all employers in BG; using BRFM to promote services	Assess feasibility of strengthening resources by developing an in- house support team.					
13.3	Provide a quarterly rent statement.	Rent statements are issued on a quarterly basis					MP	
13.4	Carry out water rate collection initially and initiate consultation regarding continuation of service.	Complete					AM	
13.5	Carry out feasibility study with tenants regarding offering home insurance.	Tenants Contents Insurance scheme launched Promoted	Continue to promote contents insurance at relevant events to increase take up of scheme.	Insurance provider will attend the fun-day in July 2015. Increase advertising of scheme via Tai	Review options for a 'Rent Paid Scheme' where Tai Calon would be responsible for the administration of the scheme and collection of		MP	Completed – continue to promote scheme.

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		<p>through numerous media:</p> <ul style="list-style-type: none"> • Advertised on the BRfm radio • Banner on Facebook site • Pull up advertising boards in all meeting rooms and reception • Advertised in Decembers Heart of the Matter • Advertised in Tenants newsletters • Insurance provider attended Fun-day 2014 to promote • A3 Posters used on Trailers when consultation events are held with tenants • Neighbourhoods offer contents insurance at 	<p>Contents Insurance application form to be made available on line.</p>	<p>Calon's Twitter and YouTube accounts</p>	<p>payments.</p>			

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		sign up						
14	Housing Management							
14.1	Increase resources for housing management services:- <ul style="list-style-type: none"> • Estate walkabouts. • Dealing with rubbish and vandalism. • Dealing with void properties quickly to prevent deterioration and rent loss. Provide a grounds maintenance service on estates 	Complete					AM	
15	Tackling Anti Social Behaviour/Providing Tenancy Support							
15.1	Introduce funding and policies to enable Tai Calon to deal effectively with nuisance and ASB.	Complete					AM	
15.2	Develop skilled and dedicated staff trained on witness support and other ASB issues.	Complete					AM	
15.3	Introduce starter tenancies.	Complete					AM	

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15.4	Introduce home visits six weeks into a new tenancy.	Complete					AM	
15.5	Introduce protocols for dealing with ASB particularly surrounding tenancy enforcement.	Complete					AM	
15.6	Expand the role of the ASB team to provide a specialist service to deal with Council's priority of tackling crime and ASB.	Complete					AM	
15.7	Work in partnership and share information with the Council, the Police, the Youth Offending Team, Probation services and other partners to take coordinated action to help reduce crime and disorder.	Complete					AM	
15.8	Work with tenants, residents, the council and the police to identify local solutions to local problems, such as environmental improvements	See 9.1					AM	
15.9	Provide appropriate support to tenants reporting ASB and	Complete					AM	

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	helping them if they have to give evidence in court.							
15.10	Provide a range of interventions to avoid the need for involvement of the courts.	Complete					AM	
15.11	Use a full range of remedies against offenders of ASB e.g. early and firm informal action on breaches of tenancy, recharging individuals who damage property, independent mediation, acceptable behaviour contracts, injunctions, ASB Orders, possession action and eviction.	Complete					AM	
15.12	Enforce new tenancy agreement clauses: The rules regarding ASB, give Tai Calon the right of entry to carry out gas inspections, the stronger rules governing communal areas for problems such as rubbish, tighter rules	Complete					AM	

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	on gardens which are an eyesore or health hazard.							
15.13	Work with the youth and education agencies to try and prevent youth crime and anti-social behaviour before it happens.	Complete					AM	
15.14	Work to find the causes of anti-social behaviour and deal with them.	Complete					AM	
15.15	Assess the support needs of tenants and where appropriate make referrals to a support agency so that the tenancy can be successfully maintained.	Complete					AM	
15.16	In consultation with tenants Tai Calon will carry out any security and lighting improvements to homes, estates and any land it owned. Installing more secure doors and windows to homes, and providing security lighting and upgrading security systems where	See 9.1					AM	

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	appropriate. Tai Calon would aim to prevent/design out crimes wherever it is practical to do so							
15.17	In consultation with tenants Tai Calon will look at the possibility of introducing a reward scheme for tenants that comply with all the aspects of their tenancy agreement.	A possible reward scheme has been identified and was presented to involved tenants. More work was requested by the panel to assess likely demand for the scheme	Tenant Survey issued to assess wider tenants view on the proposed scheme	Results to be evaluated and findings to be presented to HMF for programme approval	Roll out tenant benefit scheme including agreement on who is eligible and how the scheme should be administered		AM	
16	Tenant/ Leaseholder Involvement/ Relationship Building							
16.1	Establish a team of officers to ensure that tenant involvement works and that tenants are able to have a real say	Complete					AM	
16.2	Develop Community Action Plans.	See 9.1					AM	
16.3	Commence Annual Courtesy Visits	Tenants are visited on regularly basis e.g. gas service but not as formal annual visit. No formal assessment of	More work undertaken to ensure we make best use of current access to homes and tenants by	See left	Commence annual visits		AM	

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		wider repair or other service requirements	using existing access such as the gas servicing visit. This will include training requirement for all staff involved and development of survey					
16.4	Develop Sheltered Housing Forum.	Complete					AM	
16.5	Establish and develop the organisation's membership	Tai Calon is a community mutual and has xx members.	<p>Current Tai Calon members not actively engaged in involvement will be targeted with new marketing material</p> <p>Develop a tenant involvement welcome pack for new tenants including a revised membership form</p>	<p>Use the new marketing material and tenant involvement database to ensure tenants are actively targeted to engage in appropriate involvement activity</p> <p>Full service review of tenant engagement and governance including review of membership</p>			AM	

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16.6	Establish and develop a Membership scrutiny Committee.	Complete					AM	
16.7	Develop the role of QDF with participants.	Complete					AM	
16.8	Develop the role of the Tenant Compact Group.	Complete					AM	
16.9	Establish and develop the role of a Sounding Board.	Complete					AM	
16.10	Develop the role of the leaseholders' forum.	Complete					AM	
16.11	Carry out an annual survey of tenants to find out their views and priorities.						JB	
16.12	Continue with the annual conference.	Complete					AM	
16.13	Carry out individual consultation with a tenant regarding improvement works.	All WHQS works are in consultation with the individual tenants.				On-going part of the improvement programme.	PD	
16.14	Establish a regular reporting framework to CEO on tenant and leaseholder involvement work.	Complete					AM	

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17	New Services							
17.1	Carry out consultation/ feasibility study for the following new services:- <ul style="list-style-type: none"> • Handyman Service • Decorating Service • Older and disabled person's decorating scheme allowing tenants to apply to have a room decorated every five years. • Gardening Service. Any other service identified through community consultation	Consultation with tenants over potential of gardening service Options appraisal of various approaches to delivering additional services	Work on-going with AP Benson to develop and finalise business plan for the development of Clean and Green as a new social enterprise	Business plan and options reported to Board by 30 th April 2015 Launch new services (if Board support new service provision)			AM	
18	Repairs Service							
18.1	Introduce a diagrammatical repairs handbook for tenants.	Under review.				Use of handbooks under review, have purchased repairs finder software licence.	PD	
18.2	Introduce an appointment system.	Complete				All responsive repairs are through appointments since June 14.	PD	
18.3	Develop a Code of	Complete				Respect standard.	PD	

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	Conduct for contractors regarding customer care.							
18.4	Introduce new ways for tenants to report repairs.					Review of online repairs reporting.	PD	
18.5	Establish published service standards for repairs.	Published Policy for repairs.				Work continuing with involved tenants on standards.	PD	
18.6	Introduce effective mechanisms for monitoring tenant satisfaction – in line with code of conduct	Tenant satisfaction surveys are in place.				Being reviewed as part of the overall suite of performance indicators.	PD	
18.7	Introduce more choice for the work carried out and materials used.	Choice is part of WHQS works.					PD	
18.8	Seek to use mobile working technology.	All emergency, urgent and routine repairs through DRS		Expand to Gas servicing	Expand to technical officers and planned work.	All emergency, urgent and routine repairs through DRS	PD	
18.9	Monitor performance with regards to timescales for void and repairs work.	New management team for PST in place November 2014, increased focus on performance.				DRS and Northgate reports in place. Have experienced IT problems in 3 rd quarter 14/15.	PD	
18.10	Work with tenants to review and improve re-let standard.	Tenant voids inspectors carry our regular visits and meet with property manager.	Assets Committee approval			Final version approved QDF, Assets Committee in March 15	PD	Yes

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18.11	Introduce a protocol for recharging tenants for damage done as a result of a tenant's act	Complete				In place	PD	Yes
19	Communications							
19.1	Prepare clear information on anti social behaviour.	Complete					AM	
19.2	Prepare a tenants handbook.						JB	
19.3	Prepare a tenants handbook specifically for sheltered housing tenants.						JB	
19.4	Prepare a specific handbook for leaseholders.						JB	
19.5	Prepare a regular newsletter to tenants						JB	
19.6	Prepare Annual Performance Report for tenants.						JB	
20	Complaints							
20.1	Introduce a complaints procedure that would allow tenants and leaseholders to take their complaint ultimately to members of the Board at Tai Calon	Complete						

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	and to the Public Services Ombudsman for Wales.							
21	Sheltered Housing and Services for Older People							
21.1	Carry out needs assessment for £3.5m expenditure to carry out physical improvements on schemes over and above WHQS	<p>Internal improvements completed at various sheltered schemes</p> <p>Major improvement works completed at various sites e.g. New roof at Cwmrhydderch Court</p> <p>Assessment of all sites completed by consultants</p>	Asset Management Strategy going to Board in March 2015	<p>Review option appraisals for all sites and draft improvement plan for next 5 years</p> <p>Complete service review and report to Board – including new strategic principles for delivery of supported housing</p>			AM	
21.2	Extend the use of assistive technology	<p>Good practice visits completed e.g. Selwood Housing 8th May 2014 to look at their journey with telecare/ telehealth</p> <p>Agreement being sought with Supporting</p>	<p>Piper alarms in the community being upgraded</p> <p>Once piper alarms are upgraded can pilot assistive technology e.g. falls detectors, bed</p>	Complete service review and report to Board – including new strategic principles for delivery of supported housing			AM	

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		People over need and depth of our development in this area – to be reflected in new Supported Living Strategy	monitors where there is an identified need					
21.3	Improve the out of hour's service.	Complete					AM	
21.4	Develop communities around sheltered housing schemes	Complete					AM	
22	Councillor Representation							
22.1	Establish a protocol for dealing with enquiries from Blaenau Gwent Councillors including selecting a nominated officer for coordinating and monitoring purposes.	Complete						

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23	Community Investment							
23.1	Create 40 new construction related jobs locally either within its Direct Labour Organisation or with contracting partners.	6 jobs and 2 apprentices in PST 59 jobs and 29 apprenticeships through contractors.				Subject to a review with Contractors in March 2015.	PD	
23.2	Commit to training and apprenticeships in Blaenau Gwent targeting estates when recruiting (working with local training providers.)	Skills and learning strategy and action plan agreed and implemented	Continue to deliver the CWP program Actively promote our NVQ apprenticeship scheme to other RSL's Develop a pre-employment training course for Jobs Growth Wales participants around estate maintenance	See left			AM	

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23.3	Offer training and education for jobs relating to housing management services and working with older and vulnerable people.	Skills and learning strategy and action plan agreed and implemented	<p>Meet with prospective clients for the delivery of our NVQ qualification</p> <p>Finalise business plan for the development of Clean and Green as a new social enterprise</p> <p>Implement community Wardens project creating 6 employment and training opportunities</p>	See left			AM	
23.4	Invest in the workforce to ensure that tenants benefit from a well trained, multi skilled and highly motivated team.	A multiskilling exercise has been developed and delivery is well underway to give the workforce secondary and tertiary skills in other trades in order to resolve more calls at first referral,	<p>On-going delivery of multiskilling programme delivery on going to multi-skill the whole team.</p> <p>On-going delivery of Management Development</p>	<p>Complete multiskilling programme delivery to multi-skill the whole team.</p> <p>Complete Management Development Programme</p> <p>Development of</p>	<p>Complete multiskilling programme to multi-skill the whole team.</p> <p>Complete Management Development Programme</p>	Investment in the workforce detail will be identified in the OD and HR strategy and work plans	LR	

		<p>improving efficiency and providing better customer service to and less disruption to tenants.</p> <p>2 MDP programmes (one completed one on going) to develop line management skills across the organisation</p> <p>Leadership Development Programme delivered</p> <p>Cranfield Senior Leadership Development Programme designed and delivery underway</p> <p>Workshops for managers (on going) 121s mentoring, HR skills and knowledge, coaching, HR for line managers, having difficult</p>	<p>Programme to managers to build on skills to support the workforce</p> <p>New L&D strategy as a part of the OD strategy to be drafted to support the organisation for the next 5 years</p> <p>Creation of an action plan to deliver the 5 year strategy</p> <p>Health, welfare and wellbeing activity</p> <p>Completion of Cranfield Senior Leadership Development Programme</p> <p>Delivery of HR led workshops for managers, 121s, coaching and mentoring, HR skills and knowledge, HR skills for</p>	<p>new systems and processes to deliver the 5 year strategy for OD and L&D</p> <p>Employee Engagement programme mapping</p> <p>Health, welfare and wellbeing activity</p> <p>On-going development of leadership team post Cranfield</p> <p>Delivery of HR led workshops for managers (on going) 121s mentoring, HR skills and knowledge, coaching, HR for line managers, having difficult conversations</p>	<p>Development of new systems and processes to deliver the 5 year strategy for OD and L&D</p> <p>Establish and deliver employee engagement plan</p> <p>Deliver the wider OD and HR strategy and action plan</p> <p>Delivery of HR led workshops for managers (on going) 121s mentoring, HR skills and knowledge, coaching, HR for line managers, having difficult conversations</p> <p>Coaching for the front line</p> <p>Bespoke training delivery to groups and individual employees base on needs</p> <p>Delivery of a broad coaching and</p>			
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		<p>conversations Coaching for the front line</p> <p>Bespoke training delivery to groups and individual employees base on needs</p>	<p>line managers, having difficult conversations</p> <p>Coaching for the front line</p> <p>Review and evaluation of Tai Calon's performance management processes for employees to ensure fit for purpose and improve engagement</p> <p>Bespoke training delivery to groups and individual employees base on needs</p>	<p>Development of a broad coaching and mentoring strategy for TCCH</p> <p>Best practice for performance reviews integrated to Tai Calon processes</p> <p>New performance review process to be developed (if appropriate)</p> <p>Engagement with the business on the best process to use</p> <p>Bespoke training delivery to groups and individual employees base on needs</p>	<p>mentoring strategy for TCCH</p> <p>Delivery of new performance management training and skills development for managers undertaking the reviews</p> <p>Bespoke training delivery to groups and individual employees base on needs</p>			
23.5	<p>Utilise social clauses to require contractors and suppliers to use local labour and aim for a target of 20% of the workforce engaged on contracts with Tai Calon to be local people.</p>	<p>Contract requirement. 29 apprenticeships and 59 jobs created.</p>				<p>Subject to a review with contractors in March 2015.</p>	<p>PD</p>	

23.6	<p>Aim to develop family friendly working practices including flexible working patterns, part time working and school friendly hours.</p>	<p>A robust framework of family friendly policies and processes in place</p> <p>Employee benefits / salary sacrifice schemes to support family life e.g. childcare vouchers</p> <p>White ribbon Status achieved supporting employees to have a healthy home life</p> <p>Health and Wellbeing activities</p>	<p>Timetable of policy review in line with OD and HR strategies and action plans</p> <p>Review of best practice for family friendly policies</p> <p>On-going policy development to be started in advance of July to develop a Tai Calon offer to employees including a review of family friendly policies</p> <p>On-going health and wellbeing activities including mindfulness and mental health first aid</p>	<p>Identification of an Employee Assistance Programme provider for a broader range of supportive services for employees and there families</p> <p>Strengthen engagement with employees and ensure effective communication of family friendly initiatives.</p> <p>On-going health and wellbeing activities including mindfulness and mental health first aid</p>	<p>Implement Employee Assistance Programme for all employees across the organisation</p> <p>Continue to engage with employees and ensure effective communication of family friendly initiatives.</p> <p>On-going health and wellbeing activities including mindfulness and mental health first aid</p>	<p>The review and development of the wider policy review framework is included in the HR and OD action plan.</p>	LR	
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No.	Nature of Work	Achieved as at 31/12/2014	What is still to do by 31/3/2015	What is still to do by 26/07/2015	What is still to do by 31/12/2015	Comments	Lead	On Target?
23.7	Establish partnership working with the council to help it deliver its regeneration strategy.						JB	
23.8	Seek additional funding opportunities to tackle estate based priorities.	<p>Examples of success include:</p> <p>Arts council bid for circa £340,000 successful</p> <p>Funding secured for 100hrs of consultancy support for the development of new social enterprise projects through the CHC building enterprise project.</p> <p>£40,000 FSF bid for an offender employment project based in BG</p>	<p>Expression of Interested submitted for specialist employment and education contract with Remploy, 3SC and Working Links</p> <p>Financial Capability bid to be submitted to Santander - partnership Jan Ro</p>	See left			AM	
23.9	Work to engage local suppliers and contractors by	Over 80% PST materials purchased				Re-procurement and review underway will	PD	

	gearing up small and medium enterprises, and developing local supply chains.	through local merchants (one of which is large regional merchant with local branch).				include this approach.		
23.10	Work with Council and other agencies in their initiatives towards improving health, education, training and childcare	Complete					AM	
23.11	Support the current Credit Union by offering resources that would help the cost of administering the organisation in the early years.	Complete					AM	
23.12	Subject to funding establish a programme for building new homes in Blaenau Gwent.	Full review of developable land completed	Asset Management Strategy going to Board in March 2015 – development included as key aspect of action plan	Agree initial development strategy with Board			AM/ PD	

