

Reply Slip

Consultation questions at Stage 1

1. A copy of our current service standards/promises is attached. Do you think that they represent a suitable local offer?

Yes No

If no, why not, and what would you change?

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2. Are there any areas of service that you think there should be a local offer for that are not contained in the current service standards/promises?

Yes No

If yes, what would you like to see a local offer agreed for?

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Thank you for taking the trouble to complete this reply slip. Please return it to **Marketing and Communications, Acis Group, FREEPOST NEA 10963, Gainsborough, DN21 1BR** by the end of August 2010.

If you would like to be entered into the prize draw for £100 worth of high street vouchers, which will be made during the first week in September 2010, please include your name and address below.

Name:

Address:

New standards... developing our local offer



You may be aware or recall from either our website or the last edition of Home News that from 1 April 2010 we are subject to new regulatory arrangements. You may also have found out more by visiting the Tenant Services Authority's (TSA) website via the link from the Acis homepage.

As part of these arrangements, we have to meet a common set of standards which are intended to ensure a fair deal for tenants.

In summary, these standards are:

Standard	Contains requirements relating to the following:
Tenant involvement and empowerment	<ul style="list-style-type: none"> Customer service, choice and complaints Involvement and empowerment Understanding and responding to the diverse needs of tenants
Home	<ul style="list-style-type: none"> Quality of accommodation Repairs and maintenance
Tenancy	<ul style="list-style-type: none"> Allocations Rents Tenure
Neighbourhood and community	<ul style="list-style-type: none"> Neighbourhood management Local area co-operation Anti-social behaviour
Value for money	<ul style="list-style-type: none"> Value for money
Governance and financial viability	<ul style="list-style-type: none"> Governance Financial viability

The Regulatory Framework contains a lot of detail which sets out how the standards are to be met, and it is not intended to include it in this document. However, you can view it via the TSA website or we will tell you more at the consultation events that we are holding (see overleaf).

Local offers

The Regulatory Framework requires that Acis consults with tenants on the desirability and scope of local offers for the following three standards:

- Tenant involvement and empowerment
- Home
- Neighbourhood and community

What is a local offer?

The Regulatory Framework does not define what is 'local' but a local offer could be agreed relating to:

- All Acis tenants
- A specific geographic area or estate(s)
- Certain groups of tenants (e.g. older persons)

How do we intend to go about agreeing a local offer?

We already have a number of relevant service standards/promises that accompany this leaflet, which we previously agreed in consultation with tenants in 2009. We intend to use these as our starting point for agreeing local offers by consulting on their continued relevance. Existing service standards/promises could be confirmed as local offers and continue to be applied/measured as at present, or they may be varied. Other local offers could be additionally agreed.

What is the timetable for this?

Our plans for developing a local offer will feature in our Annual Report which is to be published by 1 October 2010. The local offer will need to be agreed by 1 April 2011. Our approach includes the following stages:

Stage 1 - July/August 2010

Aim: To establish the continued relevance of existing service standards/promises and potential additional local offers.

At stage 1 we will be consulting with tenants via:

- This specific leaflet with return slip
- Our website (via link with reply facility)
- Focus group events (Gainsborough/Rural/Sheffield)

Dates and venues for focus group meetings will be notified directly to tenants who have registered an interest in participating in them. If you would like to attend and have your say, please contact Lucy Picksley on 01427 675806 or email lucy.picksley@acisgroup.co.uk

Summer road shows

These will be held at:

Sheffield

- **Lower Manor Fun Day, Alison Business Park** - Saturday 17 July 2010, 11am-4pm
- **Ulley Road TARA rooms, Woodthorpe** - Wednesday 4 August 2010, 10am-4pm

Gainsborough/Rural

- **Park Springs Community Centre, Gainsborough** - Wednesday 21 July 2010, 10am-4pm
- **Market Rasen Festival Hall** - Wednesday 18 August 2010, 10am-4pm
- **Caistor Town Hall** - Thursday 22 July 2010, 10am-4pm
- **Bardney Village Hall** - Thursday 29 July, 10am-4pm

Home News 2010

We will continue to update you via Home News with the following information:

- Summer - Introduction
- Autumn - Proposals from consultation
- Winter - Proposals going forward to the Resident Advisory Panel/Board

LMBs/TARAs/other formal groups

We will also use these routes to keep you updated.

Routine contact with Acis staff

Our staff will also be able to provide updates.

There are two questions that we would like you to answer. These are contained on the tear off slip with this leaflet and can be returned using the freepost facility to Marketing and Communications, Acis Group, FREEPOST NEA 10963, Gainsborough, DN21 1BR.

All persons who have returned a completed slip (including their name and address) by the end of August 2010 will be entered into a prize draw for **£100 worth of high street vouchers**.

Please note that we appreciate that there may be individual issues of concern to you and we are happy to receive details of these. However, local offers will only be agreed where the standard/promise is of interest to all or significant groups of tenants. We would not expect to agree a local offer relating to an individual sheltered scheme or street, for example.

In considering local offers, it will be important and necessary to take the

following into account:

- Can the local offer be delivered?
- Can it be measured - how will we know that we are meeting it?
- Will it cost anything additional and would this require any re-prioritisation of resources?
- Any diversity issues
- Any implications for third party contractors working with Acis

Stage 2 - September/October 2010

Aim: Draft set of local offers in response to consultation.

The draft set of local offers will be posted on our website and feature in the autumn 2010 edition of Home News with the opportunity for further comment.

Stage 3 - November/December 2010

Aim: Confirm final draft suite of local offers.

Stage 4 - January 2011

Aims: Endorsement by Resident Advisory Panel (early January 2011), Approval by Board (January 2011).

The Resident Advisory Panel (RAP) is a consultative forum comprising members of all three Local Management Boards and all three tenant Board members. It is intended that proposed local offers be endorsed by the RAP, before formally being approved by the Acis Board.

Stage 5 - From April 2011

Aims: Formal implementation of local offers.

Thereafter, performance against meeting the local offers will be reported at the frequency agreed.