



## **Guidance on criteria and supporting evidence/documentation required for assessing applications.**

### **PUBLIC POLICY/POSITION STATEMENT**

#### ***Digital Champion***

The name and contact details of the digital champion is a pre-requisite of proceeding with the application. It may not be available on registration but will be required as part of the application process as they will be the applying organisation's main contact.

#### ***Board Papers***

Most organisations, both public and private, will have sought the agreement or approval of their Board, Executive Committee or Senior Management Team to develop and/or proceed with the upgrade of the communal aerials in properties for which they have a responsibility in anticipation of the digital TV switchover. Accordingly there will be a record of the decision(s) reached.

Applicants should provide a copy or access to the paper that shows their proposals and how they will deliver the requirements i.e. readiness at least 3 months before switchover in the TV regions. It may be that an organisation does not want to share or make public the full report due to commercial sensitivities; however we would expect as a minimum to have access to the formally recorded decision and the date when it was made.

#### ***Policy Statement***

The decision could impact or drive a number of activities. We would expect to see the organisations policy position, statement of intent and/or strategy in the public domain and easily accessible by residents and interested persons. This should be at least one of the following: on the organisation's website, in a newsletter, as a standalone, or incorporated into, public policy statements e.g. decent homes, digital inclusion.

Applicants need to be able to provide directions to or extracts from, copies of the medium being used.

### **SWITCHOVER ACTION PLAN**

#### ***Action Plan***

Many organisations will have developed a comprehensive and overarching action or programme plan showing works undertaken or contracts placed/planned to deliver the accreditation requirements, involving all

appropriate departments within the organisation. It is expected that these plans will be in the public domain and accessible to interested persons.

Applicants need to be able to provide directions to or extracts from, this document.

### ***Property List***

As part of the works undertaken to achieve the certification mark, most organisations will have compiled for their own use a comprehensive list identifying current and planned provision and/infra-structure in all blocks of flats. They may choose to provide an extract to demonstrate their activities in this respect. However, as part of the validation process a number of applicants will be asked by the assessors to supply a list detailing all their properties, their TV region, the communal system that will be in place and the anticipated completion dates.

### ***Development/design Specification***

For organisations whose accreditation qualification is solely as a housing developer we will be expecting an extract from their development or design specifications clearly explaining the requirement for the installation of aerial systems that are ready and will support digital TV signals without the need for further work or disruption to the fabric of the building before switchover.

## **CONSULTATION INFORMATION FOR RESIDENTS/PURCHASERS**

In support of their application it would be useful for organisations to provide briefing notes/leaflets/literature inserts that will be either property/scheme specific or generic depending on the nature/size/type of organisation and their property portfolio.

The statement of plans to communicate with tenants, residents or purchasers, as appropriate, should cover as a minimum the following:

- the implications of digital switchover for tenants, residents or purchasers;
- the organisation's plans to prepare for digital switchover;
- an explanation of the available options and choices;
- an explanation of the likely costs and financial implications;
- consultation arrangements, where appropriate, with tenants, residents or purchasers, including meeting all legal requirements, as necessary.

This could be the appropriate section from a Residents Handbook/Purchasers Pack/Sales Literature

It will be appropriate for housing providers to provide a copy of the standard form of words or clauses relating to works and recovery of costs for communal aerial systems as inserted/ to be included in their tenancy agreements and/or leases. If the organisation is proposing to implement these changes in due course we need to be advised of the anticipated implementation date.

## **TRAINING**

Those organisations that have achieved '*Investors in People*' are likely to have formal arrangements and training programmes in place, however all organisations will need to demonstrate how they propose to keep their staff informed of digital plans/progress. It may be built into annual training plans or digital switchover specific activities e.g. information sharing with all staff through briefings/cascade training/information sharing sessions at least one a year.

Front line staff must be the key recipients of the formal training and will include Housing officers/managers, customer service staff, sheltered scheme managers, caretakers, sales and marketing teams.