

## Service Improvement Targets - Overdue

### Enquiry Centre

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Develop customer service strategy - Draft consulted on and agreed with customers and key stakeholders	Customer Services/ Performance Manager	Julie Eyre	Draft customer service strategy developed. To be finalised by end November 2006 and sent out to consultation December/January 2007		01/08/2006		Red

## Service Improvement Targets - Overdue

### IT Business Support

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT08	Implement IT electronic procurement through Capita	Lee Haynes	Julie Eyre	System is nearly complete. Procedures written and now needs testing and implementation		31/07/2006		Red
SIT09	Implement Business Processing electronic ordering system	Lee Haynes	Julie Eyre	Ordering. System is written and tested. No more progress yet as awaiting for information about possible use of system being used by DCC (Market Place)		30/09/2006		Red

## Service Improvement Targets - Overdue

### Mackworth and Brook Street

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT02	Reduce rent arrears by 5%, improving our working relationship with Derby Benefits and Money Advice. We will continue to ensure all appointment slots used within Derby Vision	Arrears Officers	Emily Baker	Behind target at present by £20,000.00. Derby Vision trained staff employed by DCC to help with Housing Benefit queries, are not working in the local offices any more. Local Housing Managers to liase with the arrears ream regarding this issue. Money advice offered at all stages of arrears recovery and arrears reports provided to all community panel meetings. Target not met.		31/07/2006		Red

## Service Improvement Targets - Overdue

### Planned Maintenance

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT02	Manage the new process to City Housing Improvement Plan schemes ensuring programme of works are generated, works completed within a 6-month programme and that all Customer Panels are kept informed of progress and spend	Clive Gillibrand	Theresa Whyte	Limited projects are still being completed. A sample report is being produced for each Customer Panel that will improve communication.		31/08/2006		Red

## Service Improvement Targets - Overdue

### Regeneration Team

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT04	To work with key strategic partners to coordinate the Urban renewal and master planning options in areas of lowest demand for council housing. We will focus this work primarily in the areas of Osmaston and Derwent and recruit consultants to work on the Osmaston project	Shaun Bennett Regeneration Officers	Theresa Whyte	This links in with CIP REF A21. Derby Homes Board tour took place 8 and 22 August to update on progress for Osmaston master planning and urban renewal. DCC part way through procurement process to appoint consultants for master planning in Derwent and Osmaston.		30/09/2006		Red

## Service Improvement Targets - Overdue

### Responsive Maintenance

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT19	Expand Leaseholder Training for all staff	Terry Willis	Derek Bale	Target to read 'Expand Leaseholder Training for all relevant staff.'	Responsive Maintenance to provide training programme .	30/09/2006		Red

## Service Improvement Targets - Overdue

### Sheltered Housing

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT11	Hold a team away day event during the month of May 2006, to promote team building, trust and communication	Supported Housing Manager /Patch Managers	Emily Baker	Although scheme managers have had an away day the team leaders have not attended one so far.	New manager is due to start in December suggest to Farooq once they are in place the team leaders would benefit from a 'get to know you' style away day.	31/05/2006		Red

## Service Improvement Targets - Overdue

### Tenancy Support

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT14	Devise an action plan in consultation with relevant community groups and agencies to promote our service to minority ethnic groups	Team Manager	Emily Baker	Consultation has taken place with MEAG (Minority Ethnic Advisory Group)	Further work required to engage with other groups.	31/08/2006		Red