

Review of Mackworth 2009/10.**SIT6 Supporting Older people in the Mackworth Area.**

Achieved. – All milestones were achieved and these have been used to help us identify further improvements for this coming year that will assist tenants in this category.

SIT7 Monitor contractors work on estate services.

Achieved. Our work on flat inspections has resulted in improved monitoring programmes for the next financial year

SIT8 Extend cleaner, greener, safer plans for the area and address key themes from the status survey results.

Achieved/ All but one achieved but the one outstanding is beyond our control. That being the Alcohol free zone which has taken longer in the consultation stage as additional areas were added. It is fully supported by councillors and police and is expected to be passed by the cabinet and council during the spring/summer term.

SIT9 Provide better customer service.

Achieved. All have been achieved and improved links with leaseholders has brought about the leaseholder top ten targets for next year.

SIT10 Extend neighbourhood working in the whole area.

Achieved. All achieved this year's targets and improvements have resulted in improved awareness of neighbourhood working for housing staff. The junior warden scheme has grown in membership and has 49 members and is now delivering a service to older tenants and residents in Mackworth with funding provided by a voluntary group.

SERVICE IMPROVEMENT TARGETS 2010/11

Team	Mackworth & Brook Street			Accountable Officer	Pete Matthews	
SIT Reference	Objectives for Improvement	Linkage to 8 Strategic Objectives	Impact on Resources Human/ Financial/ Equalities	Monitoring Key Milestones	Target Deadline	Responsible Officer
SIT1	Customer service information	Equalities & Diversity Excellent customer services Value for money Sustainability	Human and Financial Equalities Publicity/Marketing	We will organise an intergenerational event	May 2010	Safety Officer Housing Officers Housing Assistants

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			Marketing	Promote and run Neighbourhood Information days to Inform tenants in both Brook St and Mackworth about benefits, employment and supporting agencies available.	September 2010	Housing Officers Housing Assistants and safety officers Senior Housing Officer
			Leaseholder manager	Work with leaseholder Focus group to produce information document/ help sheets that will inform them of how to get help with issues that arise	December 2010	Housing Officers Housing Assistance Senior housing officer
			Marketing	Organise a web page for the Brook Street area	March 2011	Housing Officers Housing Assistants Senior Housing Officer
SIT2	Supporting Educating Residents	Excellent Customer Services Equalities Sustainability Value for money	Publicity and Marketing	Promote and conduct information events at local school assemblies covering issues such as criminal damage ASB internet crime and work experience	November 2010	Housing Officers safety Officer Housing Assistants
			Publicity and Marketing	Develop a residents Forum for Rivermead House	December 2010	Housing Officers Housing assistants
SIT3	Partnership Working to target Local priorities	Excellent customer services Equalities Value for Money Sustainability	Arrears team Marketing and financial	Provide and promote surgeries with Police and other support services in both Brook St and Morley areas	May 2010	Housing Officers Housing Assistants
			Regeneration Team	Work with waste management to introduce recycling to Flatted areas in Brook St And Mackworth areas	February 2011	Senior Housing Officer Housing Officers Housing Assistants
			Marketing	Promote and organise an employment event in the Mackworth area	March 2011	Safety engagement officer Housing Officers Housing Assistants

SIT Reference	Objectives for Improvement	Linkage to 8 Strategic Objectives	Impact on Resources Human/ Financial/ Equalities	Monitoring Key Milestones	Target Deadline	Responsible Officer
			Projects manager Leaseholder Manager	Work with other sections to improve conditions in flats and establish action plans for improvements for tenants and leaseholders	March 2011	Senior Housing Officer Housing Officers Housing Assistants
SIT4	Improve Working in Neighbourhoods	Excellent Customer services Equalities Sustainability Value for Money Estates Pride Investing in people	Marketing	Organise two clean up campaigns in Mackworth and Brook st areas	October 2010	Safety Officer Housing Officers Housing Assistant Senior Housing Officer
			Performance team	Identify hotspot areas from mini status survey for crime/ safety and arrange street briefing/walkabouts with other agencies to promote safety and obtain feedback	November 2010	Safety Officer Housing Assistants Housing Officers Senior Housing Officer
			Legal Services	Introduce the Alcohol free zone to the Mackworth ward and Markeaton Park	November 2010	Safety Officer
				Establish Junior warden Scheme in Allestree area	December 2010	Safety Officer
				Develop youth shadow board for Mackworth	December 2010	Safety officer
			Marketing	Develop youth activities and engagement in both Mackworth and Brook St	December 2010	Safety offer Housing Officer Housing Assistants
			Performance team	Develop a pro active approach towards identifying fire safety checks on vulnerable people	March 2011	Safety officer Housing Officers Housing Assistants
			Performance team Marketing	Promote safety campaigns across the Mackworth area for safer routes to schools, fire, crime and Anti Social Behaviour	March 2011	Safety Officer Housing Officers