

Service Improvement Targets

Allenton, Osmaston and Chellaston

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Evaluate the effectiveness of our 2 outreach surgeries in Chellaston and Osmaston	Housing Manager	Emily Baker	Osmaston surgery was shut on 28.6.06. Chellaston surgery was shut 12.9.06		31/07/2006	12/09/2006	Green
SIT02	Continue with bi-monthly meetings with Derby East Police to improve joint working and share good practise in crime reduction	Housing Manager	Emily Baker	On target. Local Housing Manager or Housing Officer attends meetings which are held at Cotton Lane police station.		31/03/2007		Green
SIT03	Continue to support the neighbourhood safety groups established by DCSP, aiming to establish 10 community champions across the area	Housing Manager	Emily Baker	There is a Neighbourhood group in Osmaston and one in Allenton. They meet bi-monthly to discuss issues from the area. 6 current members for Osmaston. None currently for Allenton. Attendees are not officially called Community Champions but are involved and responsible for different initiatives and projects in the area.	Action being delivered through neighbourhood groups.	30/09/2006	30/09/2006	Green
SIT04	Explore opportunity for co-locating service provision within the Osmaston, by establishing a steering group to find the most effective and VFM solution for modern service provision	Housing Manager	Emily Baker	Report to board September 06 detailing future use of Osmaston office. Secured joint occupation and surgery use.		30/09/2006	30/09/2006	Green
SIT05	In partnership with Osmaston Community panel, hold 1 information day and 1 fun day to promote panel membership to the wider community	Housing Manager	Emily Baker	Information Day was held at Crowshaw Street 21.4.06. Fun Day was held 26.7.06. The events were well attended – over 200 people attending. Names and addresses were obtained and the community panel was promoted at the events.		30/04/2007	26/07/2006	Green
SIT06	Continue to attend monthly meetings to regenerate the use of Osmaston Park, and support the launch event to be held in April and the planned fun day to be held in August	Housing Manager	Emily Baker	Launch day held in April 06. regeneration of Osmaston Park has been completed. Meetings ongoing.		30/09/2006	30/04/2006	Green
SIT07	Improve the street scene in Chellaston around flatted areas by improving fencing and other security features utilising the CHIPS bid	Housing Manager	Emily Baker	CHIP bid work included security and fencing work around the flats in Chellaston.		30/04/2007	30/09/2006	Green

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SIT08	Work with the Legal Department to address breaches in tenancy conditions at the Mobile Home Park in Chellaston and take appropriate action	Housing Manager	Emily Baker	The tenancy conditions identified are regarding additional structures on individual plots. A report went to LHB South in September 06. The Fire Service are currently carrying out health and safety (fire) risk assessments on each plot. Once the reports have been received, Legal Department will be contacted.		31/10/2006		Amber
SIT09	Continue with internal property inspections and update our database. Address any breaches in tenancy conditions and identify vulnerable tenants and ensure support packages are in place. We will carry out a further 200 visits by April 2007	Housing Manager	Emily Baker	Some visits have been carried out. Each housing officer has been given a target of internal property inspections to complete by March 2007. The target date was reviewed following the restructuring of the local offices.	Original target date of 30/04/06 reviewed.	31/03/2007		Green
SIT10	Continue to inspect patches every 2 weeks. We will record the findings on the patch inspection sheet. We will trial the completion of these forms using mobile technology	Housing Manager	Emily Baker	Patch inspections for whole estate completed by June 06. Priority areas identified and these continue to be inspected fortnightly. No mobile technology available.		30/06/2006	30/06/2006	Green
SIT11	Work with the CSP to administer the provision of 10 skips to remove unwanted rubbish from the area to reduce fly tipping	Housing Manager	Emily Baker	Target completed. 10 skips placed in hot spot areas.		30/06/2006	30/06/2006	Green
SIT12	Attend monthly meetings of the Local Parents Advisory Group and help to integrate services in line with the Every Child Matters agenda	Housing Manager	Emily Baker	Local Housing Manager attends meetings and responds to housing issues when raised.		31/03/2007	30/06/2006	Green

Service Improvement Targets

Allocations Team

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Reduce average void relet times from 31 days to 26 days	Allocations Manager/ Officers	Emily Baker	On target to achieve this target, currently reletting at approximately 29 days.	Continue to use the process mapping exercise to monitor specific areas which are lengthening the current process.	31/03/2007		Green
SIT02	Introduce a comprehensive programme of pre-vacancy inspections and vacancy inspections to improve void management	Allocations Officer	Emily Baker	Liaison officers are now completing all pre-vacancy inspections.		31/12/2006	01/09/2006	Green
SIT03	Work towards the introduction of a computerised mutual exchange programme for Derby Homes' tenants	Allocations Manager/ Officers	Emily Baker	This target will tie in with the advanced systems due at HOC their new software is expected in January.		31/03/2007		Green
SIT04	Work with Housing Options Centre to ensure the smooth integration of the revised allocations procedure into our work practices	Allocations Manager	Emily Baker	HOC have been kept informed of all changes within the team and have been involved with housing officer training. The new software at HOC is expected in January and the team will be working with them closely.		31/03/2007		Green
SIT05	Centralise the void management and allocation processes, reducing the amount of duties which are carried out at the local housing offices	Allocations Manager/ Officers	Emily Baker	Duties carried out at LHO's have been significantly reduced.		31/12/2006	01/08/2006	Green
SIT06	Work with the Community Care Team to create a register of disabled applicants so we can best match them to adapted properties	Allocations Manager/ Officers	Emily Baker	On target, referral visits as of August have now been centralised and a register of disabled applicants is kept at Derby Homes to refer to when allocating adapted properties, the team then liase with the Community Care team.	Work is continuing to make further advancements in this area.	31/03/2007		Green
SIT07	Work on creating a central library of adverts and photographs for use on Homefinder	Allocations Officer	Emily Baker	Liaison officers are now taking photographs during the pre vacancy visits. These are then saved on the electronic property files. These can then be used on adverts.	This is ongoing as pictures are only taken during the pre-vacancy inspection. Therefore pictures will only be added to the property files through this process. Working to ensure that any other property pictures taken by other groups are also stored in this way.	31/03/2007		Green
SIT08	Work with the Maintenance Surveyors to link into the property MOT's so we can identify all of our properties that have disabled adaptations	Allocations Officer	Emily Baker	Pre-vacancy checks are identifying these properties where disparity occurs with Academy remedial action is taken. MOT's are conducted as part of cyclical works.		31/03/2007		Green

Service Improvement Targets

Allocations Team

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT09	Identify tenants who are currently underoccupying properties, using the recent underoccupancy survey, and develop a strategy to release those properties	Allocations Manager/ Officers	Emily Baker	Farooq Malik has been tasked with this project not Graeme's team.	Request update from Farooq	31/03/2007		Green
SIT10	Develop management of the temporary accommodation units around the city, ensuring efficient use of the units, and link into the allocations system to secure permanent accommodation for these tenants	Allocations Officer	Emily Baker	Temporary accommodation officer is now part of the centralised team this has significantly improved communication between these two overlapping areas.	Work will continue to identify where each areas (l.e temporary accommodation and allocation as a whole) processes need to link together.	31/03/2007		Green

Service Improvement Targets

Alvaston								
Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Increase membership of the Community Panel, with a focus on attracting at least 2 new members from the under-40 age group. Encourage new members through Panel Representatives and through Housing Officers. We will also work with the Tenant Participation Officer to hold an open day on the 26.7.06 to encourage membership	Housing Officers	Emily Baker	To date, panel membership has increased by 1 new member, who is under 40. He was recruited during a walkabout. Staff are continually promoting the panel at sign ups, walkabouts and on visits. The Open Day held on 22 July was not successful but this is being discussed at the next community panel. On target.		30/04/2007		Green
SIT02	Carry out 10 walkabouts during the year with Community Panel members, Councillors and the Police. We will use the information to develop City Housing Improvement bids and to improve the appearance of the estate	Housing Officers	Emily Baker	9 completed to date. Last one carried out 5.10.06. On target.		30/11/2006	05/10/2006	Green
SIT03	Continue to work with our partners to reduce crime and the fear of crime in the Alvaston area by 10 %. Our partners include: the Police, Youth Offending Service, Probation Service and Community groups. We will commit to working with the pilot project Community Safety Partnership on a monthly basis	Housing Officers	Emily Baker	Local housing office working with Community Safety Partnership, Enthusiasm and the local police. Next police liaison meeting is on 19.10.06 - Paula Solowij, LHM, will be attending and obtain crime statistics. On target.	Team for updating.	30/04/2007		Green
SIT04	Develop the Alvaston Local Service Agreement to ensure that we achieve completion of routine repairs within 4 weeks, speed up turnaround of empty properties respond to letters within the targets set by Panel members	Housing Officers	Emily Baker	The Alvaston Local Service Agreement is a working document currently under review. It will include the Tenants Top Ten Targets, and Quarterly updates will be provided against these. Paul Cole has been attending the community panel meetings to discuss their local priorities. He is meeting with Paula and Dennis Rees before the next panel meeting to agree the priorities and prepare a draft document for discussion at the next panel meeting. On target.		31/03/2007		Green
SIT05	Improve the appearance of the Alvaston area ensuring our estates are clean and tidy, enforcing tenancy conditions where necessary. We will carry out Patch inspections fortnightly and record the findings on the Walkabout form. It will highlight any action that needs to be taken by the Housing Officers	Housing Officers	Emily Baker	Patch inspections, walkabouts with the police and councillors have been completed to cover the whole of the Alvaston area. Paula Solowij and Janet Young have just introduced a drying area check form. LHM to work and liaise more closely with Janet Young regarding the caretakers role on the estate. On target.		31/03/2007		Green

Service Improvement Targets

Alvaston

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT06	To re-house 50% of the tenants from the Isle of Wight flats in suitable accommodation by September 2006 and the other 50% by April 2007	Housing Officers	Emily Baker	This target has been completed. However, since introduction of this SIT, the PFI has been delayed and start date has been postponed. In the interim, properties within the blocks are being let on a temporary basis.		30/04/2007	30/09/2006	Green

Service Improvement Targets

Arrears Team								
Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Improve debt collection agency rates on former tenant arrears to 10%	Arrears Manager Co-ordinator – FTA	Emily Baker	This is an annual figure.	Work with Jaz to set up systems to measure this throughout the year, perhaps introduce quarterly targets.	31/03/2007		Green
SIT02	Increase current tenant arrears collection rate to 98.88%	Arrears Manager/ Arrears Officers/ Co-ordinators	Emily Baker	This target is monitored through BVPI 66a on a monthly basis. At quarter 2 rent collected was at 95.19% and on track to meet the year end target.	Continue to monitor monthly stats.	31/03/2007		Green
SIT03	Reduce current tenant arrears levels to £700,000 (4% on 2005/6)	Arrears Manager/ Arrears Officers/ Co-ordinators	Emily Baker	This is an annual target, currently measured on a monthly basis through a local indicator DH local 2.	Continue to monitor monthly stats.	31/03/2007		Green
SIT04	To produce meaningful data to monitor former tenant arrears performance	Co-ordinator - FTA	Emily Baker	Various spreadsheets have been created to allow meaningful data to be produced.		31/07/2006	01/07/2006	Green
SIT05	Carry out arrears monitoring and reporting on each patch at least 4 times during 2006/2007	Arrears Manager/ Co-ordinators	Emily Baker	System in place for monitoring. This has already begun and target will be hit by year end.		31/03/2007	01/09/2006	Green
SIT06	Introduce SMS texting as a contact tool	Arrears Manager	Emily Baker	Currently stalled due to lack of IT resource. New member of IT starting at the end of October they maybe able to pick this project up. So the end of the year is still feasible.		31/10/2006		Amber
SIT07	Deliver arrears training to all Housing Officers	Arrears Manager/ Trainer	Emily Baker	On target training to be carried out October and November.		31/10/2006		Amber
SIT08	Train Arrears Officers on the new housing benefit system	Arrears Co-ordinators	Emily Baker	Manager and four coordinators received training in June. Coordinators to cascaded information to Arrears Officers.	Jaz to check it has been cascaded to all arrears officers.	30/06/2006	01/06/2006	Green

Service Improvement Targets

Caretakers

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Develop a comprehensive training programme for caretakers and achieve a certificated qualification in Health and Safety awareness and a City And Guilds qualification for use of portable tools	Caretaker Manager	Emily Baker	Total of 9 caretakers have attended and qualified for IOSH certificate. Training for use of portable tools is not a City and Guilds qualification. It is a training course for 'use of portable tools' 6 caretakers have been booked on to attend on 1.11.06. Waiting for second date for remaining 4 caretakers. Course is being run by Grounds Maintenance team at Markeaton Park. It is certificated and competency awareness. On target	Janet Young to arrange training for 1 remaining caretaker on IOSH and training for 4 remaining caretakers on 'use of portable tools'.	31/10/2006		Amber
SIT02	Format the caretakers manual and distribute to local offices	Administration Support	Emily Baker	Caretakers manual has been written and is on the team drive. Delay due to recruitment of new postholder.	Janet to discuss caretakers manual at her A&D before updating manual and sending it for Pdrive. Original target date of 30/09/06 reviewed.	31/12/2006		Amber
SIT03	Pilot a scheme with caretakers attending community panel meetings to promote the service and to initiate customer feedback to enhance the service	Caretakers	Emily Baker	1 caretaker attended a community panel meeting. Since the review, no further caretakers have attended. Janet Young will be attending CP meetings initially on 16.10.06 to promote the caretakers and listen to panel members feedback and comments, before caretakers attend again. On target.	Janet to attend CP meeting 16.10.06 to listen to feedback / comments about the caretaking service.	31/03/2007		Green
SIT04	Send two representatives to a National Conference on caretaking services and to integrate good practise into service delivery	Caretakers	Emily Baker	Caretakers have not attended National Conferences to date. Janet Young to identify future events for herself and/or caretakers to attend. Target not achieved.See comment under SIT02 regarding delay.	Janet to identify future events and book herself and staff onto. Original target date of 30/09/06 reviewed	31/12/2006		Amber
SIT05	Establish a programme of back to the floor days for senior managers and develop 360 degree shadowing to develop a wider understanding of all aspects of the business	Caretaker Manager and Caretakers	Emily Baker	Gwen Stublely (Board Member) has been out with Paul Morley (caretaker) and Phil Davies will be going out with caretakers 30.10.06. After 30.10.06, dates for caretakers to work shadow Gwen and Phil to be arranged. To discuss findings/feedback at team meeting on 5.12.06.	Phil Davies to work shadow caretakers 30.10.06 and then Janet to set dates for caretakers to work shadow Gwen and Phil. Feed back at team meeting 5.12.06.	31/03/2007		Green

Service Improvement Targets

Caretakers

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT06	Trial the use of IPAQs for monitoring work and sharing information eliminating the use of a paper based system	Caretaker Manager	Emily Baker	Steven Lancaster the IT student has been to London Road to identify resources that are needed. He is contacting Pam Stretton and Janet Young 19.10.06 to set up a meeting with them to discuss how it will work/be implemented. On target	Meeting took place 19/10/06. Resources identified.	31/03/2007		Green

Service Improvement Targets

Communications Team

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Consult on and implement marketing strategy Marketing strategy to be agreed with key stakeholders and implemented	Customer Services/ Performance Manager/ Marketing officer	Steve Bayliss	Julie Hughes and Maria Murphy to consider proposal for phased implementation. Should be completed Dec 06.		31/12/2006		Amber
SIT02	Introduce centralised co-ordination of publicity and marketing. All requests to come through centralised communications team for design and marketing materials to ensure best practise and consistency of branding and approach achieved	Graphic Designer/ Marketing Officer	Steve Bayliss	Completed. Document User Guide now live for all staff. E-mail sent out to all staff informing of new system.		30/09/2006	09/11/2006	Green
SIT03	Submit advertising space strategy for approval Existing draft to be submitted for approval to SMT Cost of DHN reduced by selling advertising space whilst maintaining quality	Customer Services/ Performance Manager	Steve Bayliss	Completed. Cost of DHN evaluated and cost per page established to ensure a profit on Inserts/Adverts placed. Ongoing activity undertaken to increase advertising clientbase.		31/07/2006	31/08/2006	Green
SIT04	Implementation of changes to layout of remaining front line offices; 8 remaining local office refurbishments to be completed and image to be maintained	Graphic Designer/ Marketing Officer	Steve Bayliss	Project passed to Alistair Taylor. However Sussex Circus and Bingham St completed. Remaininf offices should be completed by Aug 06. Equipment is ordered but work still needed to be done by CSD. Marketing work will still be carried out by Communications Team.		31/12/2006		Amber
SIT05	Improve relationships between Derby Homes and the press and increase positive coverage. Improved liaison and positive press coverage to be achieved through regular meetings and liason	Customer Services/ Performance Manager/ Marketing Officer	Steve Bayliss	Number of press releases has increased this year and relations press has improved. Target is 40 releases. At present producing 4 per month but on average press releasing 1 per month.		31/03/2007		Green
SIT06	Introduce on-line stationery ordering Staff to be briefed regarding new on-line ordering via Communications team info sessions and training to be offered by System Provider/Design Team. Delivery timescales of stationery print to be reduced. 100% staff to be using this facility to order stationery by end of 06/07	Graphic Designer	Steve Bayliss	Completed. On line stationary order system now completed.Delivery timescales reduced to sameday/nextday. Staff user guide sent out to staff via e-mail on same date.		31/07/2006	09/10/2006	Green

Service Improvement Targets

Communications Team

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT07	Introduce electronic design and print requests Staff to be briefed via email and Communications team info sessions to be held. 100% staff to be using this facility to order stationery by end of 06/07	Graphic Designer	Steve Bayliss	Available using stationary order system. Could be switched on and used by 100% staff now. However evaluating pro's and con's of initial scheme at moment as to whether should completely discontinue using paper system due to staff who have no pc access.		31/07/2006	31/07/2006	Green
SIT08	Review branding of Derby Homes in consultation with key stakeholders to develop consistent corporate image and a more uniform approach. Options for re branding to be developed by team and then consulted on with all key stakeholders. Internal customers/ external partners to be provided with corporate guidelines in form of booklet and CD-Rom	Customer Services/ Performance Manager/ Graphic Designer/ Marketing Officer	Steve Bayliss	Re branding consultation carried out. Agreed not to re brand DH logo. However new annual report on target and have carried out some changes to DH literature such as annual report and reception and boardroom posters.		31/01/2007		Amber
SIT09	Increase print management responsibility to 100% All business stationery to be sourced from communications team to reduce costs and increase value for money. Print management costs to be reduced by 20% and speed and efficiency of service to be improved	Graphic Designer	Steve Bayliss	Completed. Print management responsibility 100% completed. £15,000 saving will be made this financial year which is the target, not 20%.		30/06/2006	09/10/2006	Green
SIT10	Responsibilities of communications team to be properly defined and promoted within the wider organisation. Service Level Agreement to be created between Communications team and internal Derby Homes customers. Communications team to develop and circulate PR info about the team. Regular Communications Team Meetings to be held to deal with matters arising and any performance issues against service improvement targets	Customer Services/ Performance Manager/ Communications Team	Steve Bayliss	Responsibilities known although size of team means staff do multitask. SLA to be drafted and consulted with staff by Dec 06. T=Regular team meetings now held by Communications Team.		31/12/2006		Amber
SIT11	Develop a communications strategy – internal and external	CSPM	Steve Bayliss	Presentation on communications and workshop held in Sept 06 to highlight issues with internal vehicles of communications. Communication Group set up and 1st meeting Comms Focus Group to be held Nov 06.		31/12/2006		Amber

Service Improvement Targets

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
SIT02	Ensure information about our diverse customer base is used to inform customer interaction - Systems to be populated with data on diverse customer needs and alerts system specified to IT	Customer Services/ Performance Manager	Julie Eyre	Survey requesting data on race, disability, religion, sexuality, preferred method of communication has been sent out to all tenants early October. Deadline to return forms by 30 Nov. to be entered into a prize draw. System to be populated with data by January. Target to have 80% information on race and disability by year end, currently 63%. Information on any new tenants will be collected at sign up. Our current Housing Management system (Academy) will allow input into the personal data field however pop ups are not available.		31/12/2006		Amber
SIT03	Develop Mystery Shopping strategy - Undertake benchmarking with similar organisations Approach to be developed in consultation with customers - Investigate possibility of reciprocal arrangement with other ALMOs	Enquiry Centre Manager/ Customer Services/ Performance Manager	Julie Eyre	Two quotes obtained for mystery customer shopping from consultants currently under consideration. Performance Officer to carry out in house exercise week commencing 23rd October 2006	Julie Eyre and Derek Bale are leading on this.	31/01/2007	31/10/2006	Green
SIT04	Carry out gap analysis of Customer Service Standards and customer expectations - Exercise to be undertaken to establish baseline of customer expectations in relation to customer service delivery and to understand gaps between existing standards and baseline	Customer Services/ Performance Manager/Change Managers	Julie Eyre	Arrangements currently in progress to deliver a full day workshop to tenants, staff, leaseholders and board members to review customer service standards in November 2006. Consultation with key stakeholders on revised standards to be completed by attending DACP,CHCG and Derby Homes Board December/January. Amendments to be incorporated as agreed.		31/01/2007		Amber
SIT05	Review performance targets around call response: <ul style="list-style-type: none"> <input type="checkbox"/> Undertake benchmarking with similar organisations <input type="checkbox"/> Analyse existing statistics <input type="checkbox"/> Consult with customers <input type="checkbox"/> Agree new targets 	Customer Services/ Performance Manager/Enquiry Centre Manager	Julie Eyre	A benchmarking exercise has been undertaken and alternative potential targets have been identified. It has been agreed however not to change the target until further monitoring against these targets has been undertaken to ascertain the potential impact.	Further benchmarking and attendance at a 'call centre' group solely for public sector companies.	30/09/2006	30/09/2006	Green

Service Improvement Targets

Enquiry Centre

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT06	Review quality monitoring procedure and call handling standards: <ul style="list-style-type: none"> □ Undertake benchmarking with similar organisations □ Consult with team and customers on acceptable standards. □ Implement agreed monitoring and standards 	Customer Services and Performance Manager/Enquiry Centre Manager/Team Leader	Julie Eyre	Standards developed with all staff at away day are now used to monitor call quality being achieved by all advisers on a monthly basis.		30/09/2006	01/09/2006	Green
SIT07	Develop and agree a plan to extend ownership of service delivery: <ul style="list-style-type: none"> □ Consult with all sections within Derby Homes □ Agree ownership plan □ Develop procedures and training □ Implement changes as agreed 	Customer Services and Performance Manager/Enquiry Centre Manager/Team Leader	Julie Eyre	Enquiry Centre working group composed of a cross section of staff holding a series of meetings to look at potential service areas for expansion by researching and mapping existing processes. Profit Focus Group have been asked to evaluate impact of introduction of further services on call flow and service levels.		31/12/2006		Amber
SIT08	Investigate improved cover options and implement changes in order to improve performance, particularly on a Monday: <ul style="list-style-type: none"> □ Undertake benchmarking with similar organisations to establish optimum staffing levels □ Analyse existing statistics □ Consult with other Team Managers □ Agree cover required □ Produce rota to ensure adequate cover 	Customer Services and Performance Manager/Enquiry Centre Manager/Team Leader	Julie Eyre	Additional staff are being recruited and trained and agreements are in place with office managers to provide cover every Monday morning. Investigation into improved cover by using internal resources is continuing	Completed however cover for unauthorised absense i.e., sickness can still impact on service delivery.	31/07/2006	30/09/2006	Green
SIT09	Produce improved induction/training plan: *Consult with Enquiry Centre Team **Review induction/training plan ***Amend plan as agreed	Enquiry Centre Team Leader	Julie Eyre	Completed.	Amendments to Plan implemented post consultation.	31/07/2006	01/07/2006	Green

Service Improvement Targets

Enquiry Centre

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT10	Pilot of use of CSM to improve quality of Customer Service and complaints logging: <ul style="list-style-type: none"> □ Agree objectives to ensure ? □ that improved information is held on repair call backs ? □ that improved relevant information is held about customers • □ Produce statement of requirements to meet objectives • □ Liaise with IT Business Support • □ Produce training plan and procedures • □ Implement pilot for use of CSM within Enquiry Centre • □ Review pilot outcomes 	Customer Services/ Performance Manager/ Enquiry Centre Manager and Team Leader	Julie Eyre	Since writing these targets further investigation has been carried out and the use of CSM in the enquiry centre environment is not feasible for recording information on customer interactions; it is too long winded. However, the notes facility is now being utilised instead to ensure staff record and have access to all information on previous customer transactions. All staff have been trained and are using this alternative option to good effect.		30/09/2006	30/09/2006	Green
SIT11	Staff to undertake NVQ Level 2 in Customer Services or Institute of Customer Services qualification: <ul style="list-style-type: none"> *Identify objectives to enhance Customer Service provision **Investigate best qualification to meet service needs 	Customer Services/ Performance Manager/ Enquiry Centre Manager and Team Leader	Julie Eyre	This will be ongoing as more staff join the team. 6 staff members have completed the qualification however a number of those have since left the team. Alternative arrangements for related qualification are currently being investigated as the funding for NVQs was limited to the under 25s.		31/07/2006	30/09/2006	Green
SIT12	Appointments to be offered to Customers when ordering a repair: <ul style="list-style-type: none"> *Consult with Responsive Repairs Manager on new target for 2006/07 **Ensure target is being met in relation to appointments made 	Team Leader	Julie Eyre	Following on from the initial pilot the opti time project has now gone city wide as of 25/09/06. This will allow more appointments to be made.	Continue to monitor through Derby Homes Local 44 % of appointments made and kept. Year end target is 80%.	30/06/2006	01/09/2006	Green
SIT13	Improve relationship between teams and Enquiry Centre: <ul style="list-style-type: none"> • □ Agree programme of visits between teams and Enquiry Centre • □ Consult with teams on Service Level Agreement • □ Introduce Service Level Agreement 	Customer Services/ Performance Manager/ Enquiry Centre Manager and Team Leader	Julie Eyre	This is ongoing, Local managers are now visiting the enquiry centre to learn more about the process behind it, in turn as part of their induction enquiry centre staff are spending time at LHO's. SLA to be developed once extension of services has been agreed.		30/09/2006	01/09/2006	Green

Service Improvement Targets

Enquiry Centre

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT14	To promote and improve the image of the Enquiry Centre: *Review marketing of Enquiry Centre **Consult with Customers on improvement plan ***Implement agreed outcomes	Customer Services/ Performance Manager/ Enquiry Centre Manager and Team Leader	Julie Eyre	Improvement plans have been developed during Quarter 2 part of which is to improve the image of the enquiry centre through a programme of regular visits and re marketing of its role and services. The latter will be done once proposal for extension of services finalised end of March 2007	Original target date of 31/07/06 reviewed.	31/03/2007		Green
SIT15	Commence review of IT requirements within Enquiry Centre: •□Review existing IT within Enquiry Centre •□Set objectives for future development of Enquiry Centre •□Produce statement of requirements to meet □objectives •□Liaise with IT Business Support •□Analyse available systems against □requirements •□Agree plan for implementation of changes	M Holmes/ M Baker	Julie Eyre	Improvement plan presented to SMT during Quarter 2 recommended improvements to IT including the introduction of new Academy front end 'Enquiry Point' which was agreed and due to be implemented during quarter 3. An investigation into the performance of the systems to be undertaken during quarter 3.		31/03/2007		Green
SIT16	Achieve Contact Centre Accreditation: •□Consult with Enquiry Centre Team •□Agree plan to achieve accreditation •□Implement accreditation process	M Holmes/ M Baker	Julie Eyre	Improvement plan has been created and accreditation will be considered once proposed improvements have started to have a noticeable impact during quarter 3.		31/03/2007		Green

Service Improvement Targets

Equalities and Diversity

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Produce a 3 year equality action plan to meet our duty as a public body to promote good practice: •☐Race •☐Disability •☐Gender •☐Age	Christine Hill Julie Hughes Sharon Hancock	Theresa Whyte	Training by 'Equality Works' completed on 28/09/06. Format for Equality scheme/action plans produced. Responsible officers tasked with producing action plans by target date. Consultation involving relevant key stakeholders will then be undertaken.		31/10/2006		Amber
SIT02	Train all managers on undertaking Equality Impact Assessments	Christine Hill	Theresa Whyte	This target has been completed.		31/03/2007	25/09/2007	Green
SIT03	Establish a corporate framework for completing Equality Impact Assessments	SMT	Theresa Whyte	Equality Impact Assessment procedure has now been produced. Presentation to SMT 01/11/06		30/06/2006	30/09/2006	Green
SIT04	Identify a programme of Equality Impact Assessments to be completed throughout the year and identify appropriate officers to lead	SMT	Theresa Whyte	SMT to identify programme in Nov 06. Ratification by SMT due 01/11/06	Original target date of 30/06/06 reviewed.	31/12/2006		Amber
SIT05	Undertake a critical friend review with Homes for Islington in order to share best practice and compare progress	Sharon Hancock	Theresa Whyte	Target revised to Nov 06. Linked to SIT03		30/11/2006		Amber
SIT06	BVPI 164 Achieve Code of Practice Standard level 3	Sharon Hancock	Theresa Whyte	Links in with SITs 3, 4 and 5. Considered that these need to be completed first. On target.		31/03/2007		Green
SIT07	Audit policies and procedures to prepare to implement the Equality Employment (Age) Regulations 2006	Christine Hill	Theresa Whyte	Awaiting confirmation from DCC for their proposed amendments. Once amendments have been agreed, we will amend our policies and procedures. Age regulations come into force in October 2006. Report to go to the resources committee Nov 2006.		31/10/2006		Amber
SIT08	Review the collection of equalities data to include sexual orientation and religious belief / affiliation	Christine Hill	Theresa Whyte	Examination of current dataset. Instigated collection of data relating to sexual orientation and religious beliefs.		30/11/2006		Amber

Service Improvement Targets

Equalities and Diversity

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT09	Establish quarterly and annual reporting process relating to equalities data to help monitor performance	Sharon Hancock	Theresa Whyte	Linked to Performance Team SIT06 (cross-reference).Information on existing monitoring has been collated during Sept/Oct and further work to be done to create comprehensive quarterly equalities monitoring report.		30/11/2006		Amber

Service Improvement Targets

Finance

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Completion of the year end accounts and presentation to Audit Committee on 10 July 2006	Jo Clifford & Accountancy team	Theresa Whyte	Completed on target		31/07/2006	06/07/210	Green
SIT02	Completion of the budget setting process and production of a consolidated Derby Homes budget	Jo Clifford & Accountancy team	Theresa Whyte	Budget setting process is being worked on and is on target		31/01/2007		Amber
SIT03	Incorporate the production of Derby Homes Long Term Finance Strategy into the budget setting process	Lorraine Watson/ Jo Clifford	Theresa Whyte	This links in with SIT 2 and is on target		31/01/2007		Amber
SIT04	Completion of management accounts within 10 working days of period end closure. Present relevant financial updates to SMT on a monthly basis	Jo Clifford & Accountancy team	Theresa Whyte	Although realistic the 10 day target is not being met. Financial updates to SMT are achieved by direct and focussed meetings with individual directors examining staffing and budgetary issues . Jo to discuss this with Lorraine.	Jo to discuss with Lorraine.	30/04/2007		Green
SIT05	Introduce improved budget monitoring processes for Repairs account expenditure	Jo Clifford	Theresa Whyte	Monthly meetings with Peter Morris, Peter Shilcock, Steve Humenko and Matt Hands being held. On target.		31/08/2006	31/08/2006	Green
SIT06	Payment of all suppliers invoices within 30 days of receipt. Target for 2006/07 of 96%	Melvyn Hope/ Business Processing	Theresa Whyte	Currently on target (this is changeable)		31/12/2007		Green
SIT07	Develop improved business processing procedures working in partnership with the Procurement Officer	Melvyn Hope/ Business Processing	Theresa Whyte	Paula Barsby has looked at the processes and has provided some bullet points which Jo will be reviewing. The target is ongoing.		30/09/2006	30/09/2006	Green
SIT08	Data migration and implementation of a new FMS system with a go live date of April 2007	Jo Clifford	Theresa Whyte	The Oracle will be introduced 1 April 2007. This includes training of staff. On target.		30/04/2007		Green
SIT09	Issue quarterly rent statements to tenants within 6 weeks of the period end which they relate to	Barbara Peach	Theresa Whyte	Rent statements being issued on time or before. On target.		01/04/2007		Green

Service Improvement Targets

Finance

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT10	Increase the number of people using Direct Debit to 50% of paying customers	Barbara Peach	Theresa Whyte	Barbara Peach is scheduled to visit Kirklees to identify new marketing tactics. A presentation will then be made to SMT. Currently at 15% with additional 5% paying by Standing Order.		31/03/2007		Green
SIT11	Continue to promote alternative payment methods	Barbara Peach	Theresa Whyte	This is ongoing. On target.		31/12/2007		Green
SIT12	Work in partnership with Derby City Council to produce accurate Housing Subsidy Base Data returns which satisfy audit requirements	Jo Clifford/ Barbara Peach	Theresa Whyte	Audit undertaken and completed week commencing 4.9.06. Target completed.		30/11/2006	04/09/2006	Green
SIT13	Issue estimated service charge invoices for 2006/07 to all leaseholders	Samantha Else	Theresa Whyte	Estimated invoices issued. Target completed.		30/04/2006	01/09/2006	Green
SIT14	Issue actual service charge invoices for 2005/06 to all leaseholders	Samantha Else	Theresa Whyte	Target completed - all actual service charges issued.		30/09/2006	30/09/2006	Green
SIT15	Working in partnership with Derby City Council, introduce a new lease to incorporate local tenancy conditions	Samantha Else	Theresa Whyte	The lease has been written and is being used for new leaseholders. Some issues have been raised and are being responded to. On target.		31/12/2006	30/09/2006	Green
SIT16	Produce a Derby Homes Leaseholder guide	Samantha Else	Theresa Whyte	The Leaseholder guide has been drafted but not printed due to budgetary restraints. On target.	Guide awaiting legal confirmation from DCC. Print ready once this received.	31/10/2006		Amber

Service Improvement Targets

Governance Services

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Introduce, implement and manage CMIS, incl training for team members, other staff and Board members	Jackie Mitchell	Steve Bayliss	Implementation in progress. Delays due to Enline technical problems. Anticipated to go live for January 07. Re testing currently being carried out.	Original target date of 31/08/06 reviewed.	31/01/2007		Amber
SIT02	Complete an induction programme for the new Administration Officer, ensuring they are able to take on their new duties and responsibilities of the post	Jackie Mitchell	Steve Bayliss	Ongoing training still being carried out		30/09/2006	30/09/2006	Green
SIT03	Continue to review the support required to meet the needs of the increased Board and Local Board meetings, training and the introduction of CMIS and ensure staff involved receive adequate training	Jackie Mitchell	Steve Bayliss	Governance team meeting review now complete and meetings delegated to team members. Some CMIS issues as SIT 1 but structure complete.		31/07/2006	30/09/2006	Green
SIT04	Participate, co-ordinate actions and tasks delegated by the Director & Company Secretary, in the review of the Constitution	Jackie Mitchell	Steve Bayliss	Not yet commenced. Will involve Anthony Collins solicitors. Team waiting on Director & Company Secretary.		31/10/2006		Amber
SIT05	Work with the Director & Company Secretary to co-ordinate the process for the election of Tenant Board Member (NW) and Leaseholder Board Member, including the tendering of the external ballot service	Jackie Mitchell / Sue Hill	Steve Bayliss	Complete. Ballot service successfully tendered. Election process commenced beginning of August. Ballot not required as existing Board Member positions uncontested.		31/10/2006	31/08/2006	Green
SIT06	Carry out a Board Member Satisfaction Survey and produce an action plan	Sue Hill	Steve Bayliss	Draft board member satisfaction survey completed. Jackie Mitchell to review and advise further with comments for action plan.		31/12/2006		Amber
SIT07	Produce individual Board Member files, containing contact and other personal details, training and appraisal records	Sue Hill	Steve Bayliss	Work in progress. Electronic files started. Requires further discussion and comment with Jackie Mitchell regarding information stored. Excel created to filter past and present training.		31/10/2006		Amber
SIT08	Assist in the training of team members by producing procedures and checklists for Board, Committees and Local Board activities	Sue Hill	Steve Bayliss	Updated draft procedure and checklist. Procedures need updating and will be completed by Dec 06. Will use CMIS as guidance.	Original target date of 31/08/06 reviewed	31/12/2006		Amber

Service Improvement Targets

Governance Services

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT09	Identify and review procedures within the team and establish and implement methods of working to improve efficiency and service provision. With the support of team members, produce working practice notes for all areas of work	Admin Officer	Steve Bayliss	Ongoing- Evaluation of systems and procedures underway. Secretary workshops arranged. Staff meetings arranged. Administration reviews done.		31/03/2007		Green
SIT10	Improve diary management practices, ensuring flexibility and good time management. For example, by scheduling up to 3 meetings only each day and 'desk time' slots	Sharon Breen/ Julie Wren/ Sam Wright	Steve Bayliss	Completed. All staff working to this standard.		31/10/2006	31/08/2006	Green
SIT11	Participate in a 'back to the floor' presentation to SMT on the 'role of the secretary'	Sam Wright	Steve Bayliss	Secretaries currently working on presentation. Will fit presentation in with SMT's agenda. Should be done by end Nov 06.	Original target date of 30/09/06 reviewed	30/11/2006		Amber
SIT12	Learn more about the organisation by 'exchanging' directorates	Sharon Breen/ Julie Wren/ Sam Wright	Steve Bayliss	All secretaries have switched except for Sam Wright. Should be completed by end Dec 06.		31/01/2007		Amber
SIT13	Participate in work shadowing to support the new Administration Manager	Shabana Akhtar, Sharon Tunnicliffe, Lynn-Marie Wright	Steve Bayliss	Ongoing. Being done but subject to staff shortages.		30/09/2006	30/09/2006	Green

Service Improvement Targets

Housing Projects - Furnished Tenancies

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Implement the Action Plans from the recent Best Value Review. Ongoing, review progress	Project Manager	Julie Eyre	<p>A programme of 5 action plans has been initiated, 3 completed.</p> <p>1. Create a more flexible service - tenants can opt out of the scheme via Housing Benefits department.</p> <p>2. Sell scheme to external organisation - Initial negotiations have failed, another potential organisation to be sought.</p> <p>3. Update the administration databases - new database to facilitate PAT testing of white goods in place - Asset Management database planned for April 2007.</p> <p>4. Improve delivery processes - currently 5 contracts service these processes, reduction to 2 planned for September 2007. Timescales dictated by contracts lengths and procurement processes.</p> <p>5. Resolve leasing arrangements - ongoing deliberations with DCC delaying resolution.</p> <p>A working group of officers is meeting on a monthly basis to ensure improvements are implemented.</p>	Original target date of 30/04/06 reviewed	31/03/2007		Green
SIT02	Continue to work closely with contractors to reduce failed deliveries by 50%	Project Clerk	Julie Eyre	<p>A card system has been introduced that informs tenants of the appointment date in writing, this is also followed up by a phone call on the day of the delivery. There were 36 failed delivery dates in Quarter 1 compared to 22 in Quarter 2.</p>		31/01/2006	28/02/2006	Green
SIT03	Hold six monthly contract compliance meetings	Project Manager	Julie Eyre	<p>Meetings have been held with all contractors. Further meetings will be deferred until September 2007. The contractys will reduce from 5 to 3.</p>		31/03/2007	30/09/2006	Green
SIT04	Write to Police on a 6 monthly to chase outstanding stolen furniture pack cases	Project Clerk	Julie Eyre	<p>No communication has been sent since January 2005 from the central team. Thefts are reported directly from the Local Housing Office. Housing Projects will be obtaining the information from December 2006.</p>		31/12/2006		Amber

Service Improvement Targets

Housing Projects - Furnished Tenancies

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT05	Update the Furnished Tenancy Manual	Project Manager & Clerk	Julie Eyre	The manual has been updated and is currently in hand written format. The delay arose from new processes for the allocations team. The new deadline for the handbook to be online is 20/10/06 using the ISO9001 process.	Resourcing difficulties caused slippage. The manual will be online by end of November 2006.	30/11/2006		Amber
SIT05	Work closely with senior management to resolve the leasing issues surrounding furniture packs	Project Manager	Julie Eyre	Discussions are taking place with senior managers within Derby Homes and DCC regarding the financial impact. No further information to report.		30/04/2007		Green
SIT07	Interrogate Academy and produce a list of all furnished tenancies and input on amended white goods database	Project Manager	Julie Eyre	Deadline of April not achieved as the resources to complete were underestimated.		30/04/2006	31/07/2006	Green
SIT08	Visit all tenants, carry out a 100% check and update database	Project Manager & Clerk	Julie Eyre	This work has not been started, these visits will now be undertaken by Housing Officers due to the scale of the task and a new deadline of March 2007 has been agreed with the Area manager Local Services.		31/10/2006		Amber
SIT09	Pilot new procedure manual in Stockbrook Street area	Project Manager & Clerk	Julie Eyre	The pilot is not now required. The manual will go live city wide by the November deadline.	N/A	30/11/2006	30/09/2006	Green

Service Improvement Targets

Housing Projects - Garden Maintenance Scheme

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Implement the Action Plans from the recent Best Value Review. Ongoing, review progress	Project Manager	Julie Eyre	There are 2 plans for the scheme. 1- increase the rent charge to ensure Derby Homes do not incur a loss, DCC have advised that an increase must be no greater than inflation +0.5%. Contract is currently out to tender under the Grounds Maintenance procurement. 2- to provide a better quality garden maintenance service- again included in the Grounds Maintenance tender.	Original target date of 30/04/06 reviewed	31/03/2007		Green
SIT02	Monitor contractor's performance by carrying out spot checks on a monthly basis. Meet with contractors bi-monthly to discuss	Project Clerk	Julie Eyre	Fortnightly spot checks commenced in August 2006 as it was felt to be more appropriate.		31/03/2007	31/08/2006	Green
SIT03	Review the charges and specification for the contract and produce a report for the Board	Project Manager	Julie Eyre	The grounds maintenance contract is currently out to tender. Charges will be reviewed once the new contractor is in place in November 2006.		31/10/2006		Amber
SIT04	Carry out a consultation exercise to find out the levels of satisfaction of service users, results to be included in report to Board	Project Manager	Julie Eyre	Met with Performance Officer on 10/10/06 to agree the survey questions.		31/10/2006		Amber

Service Improvement Targets

Housing Projects - Home Decoration Scheme

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Implement the Action Plans from the recent Best Value Review. Ongoing, review progress	Project Manager	Julie Eyre	There are 3 action plans for this scheme. 1- make the scheme available to a wider range of people-research shows that before widening the scheme charges will have to increase, prohibited to increase by more than inflation + 0.5% and will therefore not be cost effective. Action suspended. 2-Market test the scheme - this scheme is included in the Repairs and Maintenance contract that has recently been awarded to Environmental Services Department for a minimum of 5 years, market test not appropriate- Action suspended. 3-increase the charge to ensure Derby Homes do not incur a loss, please see comments under action garden maintenance.	Original target date of 30/04/06 reviewed.	31/03/2007		Green
SIT02	Consider increasing the scheme to include designated over 40's blocks and individual properties with elderly or disabled tenants. Carry out a consultation exercise	Project Manager	Julie Eyre	See comment above Derby Homes prohibited from increasing charges above a certain level.		31/12/2006	30/09/2006	Green
SIT03	Continue to review Contractor's standard of work by undertaking property checks on a monthly basis. Meet with contractor's bi-monthly to discuss	Project Clerk	Julie Eyre	First property check will take place on 17/10/06 and will take place fortnightly. Monitoring sheet to check standard will be completed at each visit.		31/03/2007	31/10/2006	Green
SIT04	Carry out a consultation exercise to find out the levels of satisfaction of service users, results to be included in report to Board	Project Manager	Julie Eyre	Met with the Performance Officer on 10/10/06 to agree the survey questions.		31/10/2006		Amber

Service Improvement Targets

Housing Projects - Homes Pride+ Scheme

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	To have signed up 2000 tenants for the scheme	Project Clerk/ Local Offices	Julie Eyre	The process of joining the scheme has now changed- letters have been sent to all eligible tenants who can opt out if they do not want to be included.		31/03/2007	31/10/2006	Green
SIT02	Maintain the database of tenants on the scheme to ensure it is accurate	Project Clerk	Julie Eyre	This action is now suspended, not necessary as process for membership is obtained from Academy.		31/03/2007	31/10/2006	Green
SIT03	Promote scheme to staff and tenants	Project Manager	Julie Eyre	Presentation to all staff at September briefings. Other meetings attended DACP, CHCG and Tenants Conference.		31/10/2006	30/09/2006	Green
SIT04	Carry out a promotional exercise in Local Office reception areas	Project Manager and Project Clerk	Julie Eyre	Promotional material is currently being designed-on target for December deadline.		31/12/2006		Amber
SIT05	Develop proposals for a leaseholder Homespride+ Scheme	Project Manager	Julie Eyre	Leaseholders are now included within the scheme.		31/10/2006	31/08/2006	Green
SIT06	Send out and receive back a satisfaction survey	Project Clerk	Julie Eyre	Survey sent in June 2006, results analysed and the comments formed the basis for discussion of the staff and tenants focus group meetings.		30/04/2006	30/06/2006	Green
SIT07	Set up a Focus Group of staff and scheme members	Project Manager	Emily Baker	First focus group meeting held on 05/07/06 2nd meeting 01/09/06. Further meetings will take place on a six monthly basis to review changes.		31/05/2006	31/07/2006	Green

Service Improvement Targets

IT Business Support

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Market test housing management systems to establish whether or not Derby Homes is being best served in its use of Academy	Mark Fairweather/C consultants	Julie Eyre	Market test. All will be involved to different extents as 'test' proceeds. The Official Journal of the European Communities (OJEU) notice has been published and 15 companies have asked for documents		31/12/2006		Amber
SIT02	Implement Time Management software to replace current spreadsheet system	Alistair Taylor	Julie Eyre	This project is now being managed by Simon.	Currently implementing management reporting element.	30/06/2006	30/06/2006	Green
SIT03	Implement an intranet using Sharepoint	Simon Raine	Julie Eyre	SharePoint. Negotiating with Capita and Bytes on an 'academic select agreement' for the software		31/05/2007		Green
SIT04	Install CMIS software and populate the database with archive data	Simon Raine	Julie Eyre	CMIS. Progressing but links with technical issues being progressed by Enline.	Original target date of 31/07/06 reviewed.	31/01/2007		Amber
SIT05	Assist the Customer services and performance team in the setting up of the "Performance Base"	Angela Miller	Julie Eyre	Performance database has been developed.		30/09/2006	30/09/2006	Green
SIT06	Assist the finance department in the data migration and implementation of a new finance system	Lee Haynes	Julie Eyre	Finance system. This is 'Oracle' and is progressing. Most of work for change from CODAS is being done by DCC project team and Lee advised he is assisting with this as required		31/03/2007		Green
SIT06	Work with Vision users to enhance their understanding and use of the system, such that they no longer have to rely on support from Derby City Council Personnel	Angela Miller	Julie Eyre	Vision. Waiting for DCC to advise on revised Vision Training. Additionally, Angela is waiting on Personnel to advise if this is still required		31/12/2006		Amber
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

Mackworth and Brook Street

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Reduce re-let times from 31.5 days to 25 days by increasing pre-vacancy inspections and better void management	Housing Officers	Emily Baker	This target has now been transferred to the Allocations team with a city wide target of 26 days.		30/09/2006	30/09/2006	Green
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 liaise with the arrears team 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
SIT03	Work with the Community Panel to ensure the Morley and Mackworth Panel represents the diversity of the area. A recruitment drive will be held in conjunction with the Panel's open day	Housing Officers	Emily Baker	Paul Cole and Local Housing Manager attended the Open Day in August 06 to promote the panel and 1 new member was recruited. Currently producing a demographic profile which will enable the office to target under represented areas.		31/10/2006		Amber
SIT04	Complete a programme of estate walkabouts with tenants, leaseholders and local stakeholders. From these walkabouts we will identify projects that we will involve Panel Members in such as flat improvements and communal cleaning	Housing Officers	Emily Baker	Estate walkabouts / target completed. Communal cleaning work identified in SIT 14.		30/09/2006	30/09/2006	Green
SIT05	Work with other agencies in the area such as Police, Tenancy Enforcement Team and Derby Community Safety Partnership to reduce crime and anti social behaviour in the area. Reduction in Crime by 20%. Reduction in ASB by 20%	Housing Officers	Emily Baker	Local Housing Manager attends Police liaison meetings and reported crime has been reduced by 10% in September.	Figures for April 06 and September 06 asb and crime for comparison still being sought from local managers.	31/03/2007		Green
SIT06	Review local lettings plans around the area, paying particular attention to those flats with soundproofing issues	Housing Officers	Emily Baker	Willesden Avenue flats have been identified as priority /hot spot area due to noise levels. Local Housing Manager and housing officers working with Housing Options Centre and Graeme Walton, Allocations Manager to produce Local Lettings Plan.		31/12/2006		Amber

Service Improvement Targets

Mackworth and Brook Street

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT10	Consult, compare, compete and challenge, and work with tenants and leaseholders of Rivermead House to complete a Best Value Review of the existing Concierge and caretaking service at Rivermead House	Housing Manager/ Housing Officers	Emily Baker	Concierge supervisor has left post and approval to appoint has been agreed. Murray Chapman currently putting together a general report on the services currently provided. No direct consultation has been completed to date as Housing Manager is looking and costing possible options.		31/03/2007		Green
SIT11	Consult with tenants and leaseholders and work with the Regeneration Officer to produce an Estates Pride bid for improvements to the communal drying areas of all flats	Housing Manager/ Housing Officers	Emily Baker	Surveys of all drying areas currently being carried out. Housing Officers working with Sue Featherstone (Mackworth) and Tina Wolverston (Brook Street) to look at options for use and costs.		31/12/2006		Amber
SIT12	Consult with tenants and leaseholders and work with the Regeneration Officer to produce an Estates Pride bid to install pigeon proofing to all of our flats with a balcony	Housing Manager	Emily Baker	Consultation and costings completed and Sue Featherstone currently completing Estates Pride application.		31/03/2007		Green
SIT13	Consult with tenants and leaseholders and increase communal cleaning in blocks of flats	Housing Officers	Emily Baker	Communal cleaning working group set up with Leaseholders, Tenants and Local Housing Managers. James Wyatt rewriting the contract and contract to be re-tendered. This will roll out city wide. On target		31/12/2006		Amber
SIT14	Revise the local lettings plan for tenants and leaseholders living at Rivermead House	Housing Manager	Emily Baker	SIT abandoned due to all Local Lettings Plans being cancelled in April 2006. Since April 06 ,any areas requiring specific or local plans should speak to Allocations Team for consideration/action. Advised Pete Matthews 16.10.06		30/09/2006	17:10:06	Green
SIT7	Work closely with the Community Panel, New Zealand Community Association and Derby City Council to develop the Cheviot Street recreation ground	Housing Officers	Emily Baker	All groups are working jointly with Sue Featherstone, Severn Trent Water and Parks, to firstly close off the culvert and make the area safe. Target not completed. Once the area is safe, the area will be looked at for regeneration. Being discussed at the next community panel on 10.10.06. Target not met.	Original target date of 30/09/06 reviewed.	31/03/2007		Green

Service Improvement Targets

Mackworth and Brook Street

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT8	Work with the City Council and remaining 20 tenants of Britannia Court to rehouse them into appropriate accommodation	Housing Manager	Emily Baker	3 secure tenants and 3 temporary tenants/lettings remaining. On target.		31/12/2006		Amber
SIT9	Consult with tenants and residents of Rivermead House, Bath Street, Duke Street, Rebecca House and Uttoxeter Old Road to extend and introduce the permit parking scheme into these areas	Housing Manager/ Housing Officers	Emily Baker	Uttoxeter Old Road scheme completed. Consultation for other areas started. On target.		31/12/2006		Amber

Service Improvement Targets

Performance Team

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Undertake a review of the performance management strategy in light of new team. Strategy to be developed, presented and consulted on with stakeholders	Customer Services/ Performance Manager/ Performance Manager	Julie Eyre	Performance Team awayday held on 10th July 2006. Approach to performance management has been created and the roles of individual officers developed integral to timetable and approach to introduction of the business and service plans. Presentations delivered to managers and staff briefings in June 2006. Finalised strategy to be presented to the board in December 2006.		30/11/2006		Amber
SIT02	Review performance management reporting system. To include introduction of centralised reporting database, review of performance indicators reported on, introduction of revised performance reporting format and increased management accountability	Customer Services/ Performance Manager/ Performance Manager/ Performance Officers	Julie Eyre	Centralised database created September 2006. Data input for the second quarter of progress against Service Improvement Targets and Consolidated Improvement Plan. Reports including the use of the traffic light system will be presented at the next Performance Committee on 07/11/06. Performance indicators reported on are agreed with DCC and there have been changes made to local indicators particularly around Homespride. Managers and performance officers meet on a regular basis and at the end of each quarter to discuss progress against all targets they are accountable for.		30/09/2006	30/09/2006	Green

Service Improvement Targets

Performance Team

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT03	Embed and promote new performance management strategy and procedures, deliver training and promotional activities to all staff, residents and board members	Customer Services Performance Manager/ Officers/ Change Managers	Julie Eyre	Presentations delivered to managers and staff briefings in June 2006. Tenant Involvement Team and Local Housing Managers introduced Service Improvement Targets to Customer Panels. Board members involved in Business and delivery plan process. Communication presentation delivered to managers and staff at the September briefings, posters issued to all teams on Service improvement targets, seven strategic objectives, core values and equality and diversity. Two Learning Manager courses attended to observe training developed and delivered by DCC, feedback received and a new proposal for 2007 service plan written for consideration by SMT.		31/01/2007		Amber
SIT04	Develop a project register and prioritisation strategy and the necessary in-house change and project management expertise. IT requirements to be specified for project management register, strategy for prioritisation agreed and consulted on with all key stakeholders and Change Managers trained in service improvement and project management techniques	Customer Services/ Performance Manager/ Performance Management Assistant/ Change Managers	Julie Eyre	Strategy for project prioritisation currently being developed.		30/11/2006		Amber
SIT05	Develop robust monitoring of the Consolidated Action Plan and service plans to ensure year on year improvement against key performance indicators and attainment of top quartile performance over three years. This would be achieved through the introduction quarterly update reports and creation of a three year plan	Customer Services/ Performance Manager/ Performance Manager	Julie Eyre	See commentary for SIT2		31/10/2006	30/09/2006	Green
SIT06	Introduction of equalities monitoring across all service areas; development and implementation of targets and monitoring procedures across all areas for rent arrears, repairs and anti social behaviour	Customer Services/ Performance Manager/ Performance Manager	Julie Eyre	Information on existing monitoring has been collated during Sept/Oct and further work to be done to create comprehensive quarterly equalities monitoring report. On target.		31/12/2006		Amber

Service Improvement Targets

Performance Team

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT07	Introduction of comprehensive customer feedback surveys for all key areas of service. Initial piloting of one service area to be carried out and customer satisfaction surveys for rent arrears, complaints, aids and adaptations, repairs and major works to be rolled out from target date	Customer Service/ Performance Manager/ Performance Manager	Julie Eyre	Meetings held August and September with section heads to formulate questions that need to be included within the surveys. The purchase of the software was authorised 13/10/06 and the order placed on the same day. A report outlining use of software presented to Senior Management Team in Sept 2006	Attend training on SNAP software in November 2006 and all key areas will be surveyed starting with aids and adaptations.	31/10/2006		Amber
SIT08	Introduce systematic process to ensure learning from complaints and other forms of customer feedback; IT requirements to be specified for overall co-ordination of feedback received	Customer Service Performance Manager/ Performance Manager/ Performance Officers	Julie Eyre	First meeting of the Learning from Complaints Focus Group is arranged for 25/11/06. Systematic process will be developed from discussions held within the focus group. IT requirements to be specified at the initial meeting.		31/12/2006		Amber
SIT09	Increase level of customer profile information and introduce strategy for ongoing collection and storage of data. Data to be increased to 80% and procedure in place for ongoing collection and storage	Customer Service and Performance Manager/Change Managers	Julie Eyre	Questionnaire developed sent out with October rent statements asking for information on race and disability plus faith, language, communication, work status ,next of kin and sexual orientation. Form to be returned by end of November. Procedure to be developed during next quarter to ensure this information is collected at sign up. Information to be recorded on Academy by end of December 2006. Current data on race and disability stands at 63%		31/12/2006		Amber

Service Improvement Targets

Personnel

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Improve employment opportunities in Derby Homes. Review and formalise the process and produce action plan for work experience placements. Incorporate the Department of Work and Pensions and getting people back to work placement	Aelish Bree	Steve Bayliss	Process has been reviewed, checklist for work experience placement and risk assessment introduced. Work continues with previous employment initiative officer and a work experience programme introduced at Merrill School. Back to work programmes continue with Remploy and CETEC.		30/09/2006	30/09/2006	Green
SIT02	Conduct a customer satisfaction survey in respect of the contract with DCC Personnel by the end of the year	Christine Hill	Steve Bayliss	Meetings take place quarterly with Derby homes and Derby City Council Personnel. At the meeting June 2006 it was agreed that survey not appropriate and will be conducted in June 2007.	Deferred to be included in next years plan.	30/06/2006	30/06/2006	Green
SIT03	Produce a Customer Care action plan following the results of the survey	Christine Hill	Steve Bayliss	See comments for SIT 2	Deferred to be included in next years plan.	31/12/2006	30/06/2006	Green
SIT04	Implement 360 degree appraisal feedback for all managers	Pippa Wood	Steve Bayliss	45 managers took part in the 360 feedback have received feedback from the University. Awaiting overall themes report from evaluation exercise. This report will be analysed for the purpose of development and improvement of the scheme.		30/09/2006	31/07/2006	Green
SIT05	Reduce sickness absence by 2 % in comparison to last year's figures	All	Steve Bayliss	Attendance Incentive scheme introduced 01/12/05. Trend of improved attendance up by 11% by March 2006. This has since reduced.	Snapshot comparison will be completed in December 2006.	31/12/2006		Amber
SIT06	Promote the usage of Right Core Care to employees with more than 2 weeks continuous sickness	Lyndsay Johnson	Steve Bayliss	New procedure written and implemented. HR now write to all employees at 2, 4 and 6 weeks stages of sickness. All staff on long term sickness have an individual officer allocated to them		31/05/2006	31/05/2006	Green
SIT07	Provide CRB checks by being an umbrella company to at least four organisations achieving a turnover of 100 checks a year	Jackie Woodruffe	Steve Bayliss	Derby Homes are an umbrella company to 5 organisations. Confidentiality permits details being provided within this document. Turnover of 100 checks per year hit.	Contact Christine Hill if further information required.	31/12/2006	30/09/2006	Green

Service Improvement Targets

Personnel								
Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT08	Implement new Age Regulations and review and revise Personnel Policies	All	Steve Bayliss	Law effective from 01/10/06. Union consulted on procedure regarding retirement and this has been implemented.	Schedule for review of policies and procedures written, currently consulting and awaiting advice from DCC.	31/10/2006		Amber
SIT09	Meet DCC Personnel every quarter to review performance targets to monitor the quality of the service	Christine Hill	Steve Bayliss	Programme of meetings arranged. First meeting took place in April 2006.		31/03/2007	30/04/2006	Green
SIT10	Achieve the revised IIP and WLB standard	Pippa Wood	Steve Bayliss	IIP achieved May 2006. Work Life Balance will be addressed through go alone standard, deferred to expand WLB initiative to encompass the spirit of age regulations.	See SIT 8 now interlinked.	31/10/2006	31/05/2006	Green
SIT11	Complete research project exploring the needs of women on maternity leave. Prepare a report with proposals for future recommendation	Pippa Wood	Steve Bayliss	Research now completed, report and recommendations written by September 2006. Report to be presented at Personnel Managers meeting 04/10/06	Report also to be presented at SMT in October 2006.	30/09/2006	30/09/2006	Green

Service Improvement Targets

Planned Maintenance

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Create a practical solution to include as many voids/change of tenancy properties that require refurbishment within the kitchen and bathroom programme as possible within this financial year	James Wright	Theresa Whyte	In principle the processes now in place are working, a trickle of addresses are receiving major works under our planned maintenance programme. This should reflect a saving on the voids budget.		31/12/2006		Amber
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
SIT03	Develop a procedure for the administration and commissioning of construction-based projects identified through Estates Pride. Ensuring value for money and limiting the effect on future maintenance costs where possible	Andy Higginbottom	Theresa Whyte	Clive Gillibrand regularly liaises with Regeneration Team to identify any construction based projects identified through the Estates Pride programme. Once identified, a feasibility study on the project will be undertaken, to identify value for money and any impact/effect on future maintenance costs. Target ongoing.	Clive to liaise with Regeneration team to identify construction based project.	31/03/2007		Green
SIT04	Manage the tendering process of the new Grounds Maintenance contract. Ensure value for money, service improvement and customer satisfaction are high priorities included in the new contract. Complete tender process and appoint before Jan 2007, start on site March 2007	Dave Jones	Theresa Whyte	The process is back on programme and it is still expected that a report will go to the main Board 30/11/06 requesting approval to appoint.		31/03/2007		Green
SIT05	Manage the tendering process of the new Communal Cleaning contract. Ensure value for money, service improvement and customer satisfaction are high priorities included in the new contract. Advertise contract in European Journal by July 2006	James Wright	Theresa Whyte	Pre Qualification Questionnaires are due back on 13/11/06. Any delay to the process will be due to the lack of accurate information on actual work content. This information is currently being collected.		01/03/2007		Green

Service Improvement Targets

Planned Maintenance

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT06	Complete the re-structure of the Planned Maintenance Team following Homes Pride by: *Incorporating the asset management function currently being done by the investment team. **Transfer of some liaison staff by mutual agreement to the responsive maintenance team to help provide and build upon good working practices	Ken Tann	Theresa Whyte	Target completed.		31/08/2006	31/08/2007	Green
SIT07	Form closer links with all maintenance sections and Derby City Council to create a formal process of information transfer and updating on stock condition, valuation and sales. Produce a procedure for each section to follow setting out timescales when information is required by	Tal Mehta	Theresa Whyte	Tal maintains the Asset Management database which is accessible by relevant team members. Procedures still to be developed relating to the production of statistics required for 07/08 HRA submission in liaison with DCC (Performance Team SIT 07/08) On target.		31/03/2007		Green
SIT08	Compile accurate information on useable floor space in each property type for Audit to calculate the Major Repairs Account	Tal Mehta	Theresa Whyte	Target has been completed. Audit carried out during September has not highlighted any issues.		31/07/2006	30/09/2006	Green
SIT09	Evaluate the impact of the Housing Health & Safety Rating on current housing stock and incorporate information into existing procedures	Tal Mehta	Theresa Whyte	Housing H&S Rating has taken over from the 'fitness' element of the housing standard. This will have considerable impact on % homes classed as decent. Training programme - DASH - has been completed. On target.		31/03/2007		Green

Service Improvement Targets

Programmed Maintenance

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Develop, deliver an improvement plan to ensure the company retains its RoSPA award	Stuart Hufton	Theresa Whyte	Progressing through the H&S forum. Away day organised to visit Radcliffe Power station, who are Gold Award holders, but who have higher risk. On target.	Confirm date of visit to Radcliffe and update.	30/04/2007		Green
SIT02	Develop, and deliver the first year of a three-year competency development programme to ensure all employees of the organisation have enhanced Health and Safety awareness and skills	Stuart Hufton	Theresa Whyte	Plan in place. Training commenced in August 2006. Syuart Hufton and Faye Brown are both recognised IOSH H&S trainers. On target.	Get data base of employees who have received training/ still to attend.	30/04/2007		Green
SIT03	Review fire safety policy in line with proposed new legislation when implemented to ensure compliance	Stuart Hufton	Theresa Whyte	There has been a delay in the new regulations being issued. Due to be released 1 October 2007. Tony Billingham has a meeting with consultants w/c 11.9.06 to draw up a programme. Behind target at present.		30/04/2007		Green
SIT04	Develop, maintain and adequately train a team of procurement champions to provide procurement advice throughout the organisation	Paula Barsby	Theresa Whyte	Responsible Officer appointed / identified. Holding regular meetings and an article has been in 'Staff Update' On target.		30/04/2007		Green
SIT05	Develop, and deliver a training plan to ensure all employees of the organisation are adequately trained on procurement issues	Paula Barsby	Theresa Whyte	No official training plan but Paula Barsby has been out to most teams to give presentations on the procurement processes. Tony Billingham will check and highlight teams not visited and pass information on to Paula. On target.	Check on teams not visited and ensure done. Encourage formal training programme.	30/04/2007		Green
SIT06	Develop collaborative working with other organisations that allows standardised processes for all maintenance activities that allows efficiencies to be obtained through better management processes	Paula Barsby	Theresa Whyte	A group has been set up to look at all systems and identify how we can standardise the processes. Responsive repairs process has been identified to work on. Currently seeking funding to proceed with collaborative working. This links in with CIP Ref A38. On target.		30/04/2007		Green
SIT07	Investigate and identify an E-Procurement process that can be utilised by Derby Homes to speed the process of procurement	Paula Barsby	Theresa Whyte	Paula Barsby currently looking at 2 systems - Possible use of Improvement and Development Agency - DEA system. Other systems being trialed. On target.		30/04/2007		Green

Service Improvement Targets

Programmed Maintenance

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT08	Review no access procedures across all contracts managed by the programme maintenance team to ensure the most cost effective and appropriate procedures are used for each individual work stream	Matthew Whittaker	Theresa Whyte	Gas procedure has been completed (this is a legal responsibility) and this has been approved by Derby Homes Board. Alarm systems are currently under review - the procedures will flow into each other. There are approximately 10 other systems to be converted (these are a duty to care) On target.		30/04/2007		Green
SIT09	Review and refine data capture across all activities of the team to ensure appropriate data is being collected and stored to aid proper asset management	Matthew Whittaker	Theresa Whyte	Information previously collected very basic. Now more details are requested/collated and a more comprehensive database is being compiled. Using Microsoft Access - the information can download straight into the system.		30/04/2007		Green
SIT10	Review costs for safety checking and servicing of gas appliances to reflect responsive maintenance savings achieved through the installation of new systems on the homes pride programme	Matthew Whittaker	Theresa Whyte	Have reviewed safety checks and servicing process on voids, with reference to gas appliances. Tony Billingham has spoken to Glow Worm who have since changed their manual in draft form. Awaiting confirmation on headed paper. Target completed.		30/09/2006	25/09/2006	Green

Service Improvement Targets

Regeneration Team

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	To deliver and monitor the Estates Pride year one projects, by meeting with partners who will be delivering the programme and recording progress monthly	Regeneration Officers	Theresa Whyte	All allocated funds to date have been spent/identified for spend and work has been ordered. Need to wait till January/February 2007 for further allocation update. On target.		31/03/2007		Green
SIT02	To develop the Estates Pride programme for remainder of the programme, by identifying environmental improvements citywide	Regeneration Officers	Theresa Whyte	Have identified priorities for first year. Priorities are 70s flats, 60s areas and 50s areas. Update on any remaining spend in March 2007. On target.		31/01/2007		Amber
SIT03	To lead on the marketing and promotion of key regeneration activities, by producing literature, updating the website, attendance at consultative forums used by Derby Homes	Regeneration Officers	Theresa Whyte	Continually updating information, including Derby Evening Telegraph, DH Website, DH News. Looking at new initiatives and methods to promote and distribute their progress. On target.		31/12/2006		Amber
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
SIT05	To launch the new Derby City Credit Union. To recruit a minimum of 1000 new members	Sue Featherstone	Theresa Whyte	Credit Union has been launched. Approx 400 members to date. On target.		31/12/2006		Amber
SIT06	To identify one site and select partners for potential development opportunities, by working with partners in the City Council. Attendance at monthly New Build and Regeneration and Sustainability meetings	Shaun Bennett Regeneration Officers	Theresa Whyte	Osmaston Triangle has been identified. Master planning for this area has not been completed - consultants have been appointed. Also site at St Clares Close identified for 3 new build properties.	To speak to Shaun for more specific information.	31/03/2007		Green

Service Improvement Targets

Responsive Maintenance

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Implement new Responsive Maintenance contract	Steve Humenko	Derek Bale	Completed. Contract started 18.9.06.		30/09/2006	18/09/2006	Green
SIT02	Formulate Core and Working Groups for new Partnering Contract	John Moore	Derek Bale	The Core group has been established. The working groups have been chosen and will be validated at the first core group meeting in November 2006.	Get dates for meetings.	30/09/2006	25/09/2006	Green
SIT03	Introduce Egan ethos into new Responsive Partnering Contract within first year of the contract starting	John Moore	Derek Bale	This is ongoing and on target.		30/09/2007		Green
SIT04	Introduce the use of handheld computers for the Contractors on Responsive Maintenance	Steve Humenko	Derek Bale	This condition has been built into the new contract due to start 18.11.06. On target.		30/04/2007		Green
SIT05	Expand City Wide computerised work scheduler/appointment system	Steve Humenko	Derek Bale	The Xmbrace computerised scheduler/appointment sytem was expanded city wide in September 2006. The service will be monitored throughout the year. On target.		31/12/2006		Amber
SIT06	Introduction of a compensation scheme for tenants in relation to missed appointments by the Contractor	John Moore	Derek Bale	This is to be discussed at CORE Group meetings. On target.		31/03/2007		Green
SIT07	Review working practices and introduce Centralised Integrated Working Teams in relation to day to day repairs, voids and Cyclical Maintenance with internal and external partners	Terry Willis	Derek Bale	All teams in place. Target completed.		30/11/2006	25/09/2006	Green
SIT08	Promote and expand Leaseholder Repairs Scheme	Terry Willis	Derek Bale	Leaseholder Repairs system up and running. All leaseholders automatically qualify to join the pay as you go scheme. Currently 38 leasholders out of 463 signed up for the Emergency repairs scheme. Target is 10% - on target.		30/04/2007		Green

Service Improvement Targets

Responsive Maintenance

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT09	Introduce an Independent Customer Satisfaction Survey with regards to Social Services Adaptations and Cyclical Maintenance	Andy Palmer/ Mark Jessop/ Performance Team	Derek Bale	Target will not be met due to software not being obtained. Awaiting funding to purchase. Derek Bale and Andy Palmer liaising with Social Services to prepare the information/questions so that they are ready to run when software purchased. Audit Commission have prioritised Aids and Adaptations Official complaints, which will be the first surveys to be distributed.	Software purchase authorised 13/10/06, order placed 13/10/06. Senior Management Team presented with information in September 2006. Original target date of 30/09/06 reviewed.	31/03/2007		Green
SIT10	Continue with the MOT style internal inspections of properties in a planned approach	Terry Willis	Derek Bale	Piloting of the MOT system has been successful. It has now been lined up with the cyclical maintenance painting contract and will roll out with that.		30/04/2007		Green
SIT11	Publish the Cyclical Maintenance Programme in the Derby Homes Newsletter	Mark Jessop	Derek Bale	Mark is working on the programme with Tal. On target.		31/10/2006		Amber
SIT12	Publish the Cyclical Maintenance programme on the internal Intranet system and the Internet	Mark Jessop	Derek Bale	Links in with SIT 11. On target.		31/10/2006		Amber
SIT13	Install PVCU windows to 700 properties	Mark Jessop	Derek Bale	On target. At end of quarter 2 , 191 windows have been installed.		30/04/2007		Green
SIT14	Externally paint 600 properties	Mark Jessop	Derek Bale	On target. At end of quarter 2, 361 houses and 48 garages have been externally painted.		30/04/2007		Green
SIT15	Develop and publish a 5 year programme for internal painting of flat communal entrances, offices and shops	Mark Jessop	Derek Bale	Mark working on this. On target.	Mark to update - email sent 3.10.06	31/12/2006		Amber
SIT16	Introduce an Annual Inspection of schemes and flats	Craig Congreave	Derek Bale	The annual inspections have already been introduced and are on target to be completed this financial year.	Theresa to speak to Craig Congreave for programme of works.	28/02/2007		Green
SIT17	Procure new Partnering Contract for external/internal painting and lobby refurbishment	Mark Jessop	Derek Bale	Contract written. Paula Barsby to send out week commencing 2.10.06. Partnering group has been set up and 2 meetings have been held.		30/04/2007		Green

Service Improvement Targets

Responsive Maintenance

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT18	Work with Housing Management to achieve 80% appointments made and kept for appointable repairs	Steve Humenko	Derek Bale	As at end of August 2006 target was 68.20% .This is an increase of 15% from April 2006. This links in to CIP REF A17. Meetings have been held with Mary Holmes and Shaun Osbourne. The work scheduling system piloted in Sinfin and other areas of the city, identifies the workforce that are underutilised. Live in the whole of the city by the end of September. Improvements noted.		30/04/2007		Green
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
SIT20	Negotiate with various Associations, Authorities, Private Landlords with regards to managing their repairs and maintenance and developing specific packages to fulfil these requirements	Steve Humenko	Derek Bale	Ongoing - currently in discussion with new partners.	Theresa to speak to Steve re partners and dates for meetings.	30/04/2007		Green
SIT21	Expand Burglary Reduction Team remit to promote a more proactive role in the community	Steve Humenko	Derek Bale		Theresa to speak to regen team and Mark Kennell at BRT.	30/04/2007		Green
SIT22	Introduce in conjunction with Social Services a fast track procedure for installation of minor adaptations	Terry Willis	Derek Bale	Ongoing	Theresa to speak to Terry regarding date sof meetings	30/11/2006		Amber
SIT23	Introduce Liaison Officers into the Responsive and Cyclical Maintenance Teams to improve Customer Liaison	Andy Palmer/ Craig Congreave/ Mark Jessop	Derek Bale	Completed. The liason staff have been introduced into the teams and have integrated well.		30/09/2006	25/09/2007	Green

Service Improvement Targets

Sheltered Housing

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Design and deliver an open day event to promote the sheltered housing accommodation to Black and Minority Ethnic people in Normanton	Supported Housing Manager/ Development Officer	Emily Baker	This open day has been put off until the service restructure is complete. This action may rollover to 2007/08 plans.		31/03/2007		Green
SIT02	Ensure that our support plan indicates preferred methods of communication. This could be verbal, tape, large print, deaf, blind manual, signing, Braille or another language	Development Officer	Emily Baker	The needs assessment which has been completed with all sheltered tenants and will be with all future tenants now includes this question. The needs assessment then links to the individual support plan.		30/04/2006	31/07/2006	Green
SIT03	Promote involvement through the advertisement of the Sheltered Housing Forum that will be held every quarter throughout 2006	Supported Housing Manager	Emily Baker	As of May 2006 the Sheltered Housing PIT - called SHOUT has met on a quarterly basis and will continue to do so.		31/03/2007	31/05/2006	Green
SIT04	Attend all 35 sheltered housing schemes between April 2006 and December 2006, explaining to tenants and their relatives the changes to the service	Patch Managers/ Development Officer	Emily Baker	The team visited all schemes to discuss the changes, those tenants who could not attend sessions were spoken to on a one to one basis and those that did not wish to engage were sent a booklet detailing the changes.		31/12/2006	31/07/2006	Green
SIT05	Work with Social Services, Adult Services Section to develop an information sharing protocol	Supported Housing Manager	Emily Baker	Some work has begun on this, social services have attend common rooms and team meetings giving talks. Further work will continue once the bulk of the restructure is complete.		31/03/2007		Green
SIT06	Devise a needs assessment, to be used within the new floating support service. We will consult our staff and service users on this tool prior to going live with it	Development Officer	Emily Baker	Needs Assessment went live in July. Consultation took place with staff and tenants through the SHOUT group.		30/04/2006	31/07/2006	Green
SIT07	Revise support-planning forms ensure that it is outcome focussed and appropriate for the new floating support service. Consult staff and service users on the effectiveness of this form prior to going live with it	Development Officer / Supported Housing Manager	Emily Baker	The forms have been revised however these will not be used until the new structure is in place. Forms should be in use by the new year.	Original target date of 30/04/06 reviewed .	31/12/2006		Amber
SIT08	Identify and monitor key performance indicators for the new floating support service	Supported Housing Manager	Emily Baker	Team leaders are working on this, currently on target.	Offer support in achieving this target. Emily to research good practice on Housemark.	31/03/2007		Green

Service Improvement Targets

Sheltered Housing

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT09	Introduce new posts to lead on facilitating social activities and promoting tenant involvement through voluntary and community agencies	Supported Housing Manager	Emily Baker	Ruth Holland is now in post to lead on this area.		31/03/2007	01/09/2006	Green
SIT10	Hold staff focus group sessions on a bi-monthly basis during the period of change to the service. The purpose of these sessions will be to consult with staff, give updates on progress made and have open and clear communication	Patch Managers	Emily Baker	Staff focus groups took place over the summer months. Team leader will continue to update staff through regular team meetings.		31/03/2007	31/08/2006	Green
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
SIT12	Achieved a level B in 5 out of the 6 core standards within the Quality Assessment Framework. We will build on this and ensure we receive level B across all 6 of the core standards for the new floating support service	Supported Housing Manager / Development Officer	Emily Baker	No progress at this point in time.	Further information required. To be discussed with Farooq and new manager in Quarter 3.	31/03/2007		Green
SIT13	Devise clear and up to date literature on the new floating support service that explains to service users the levels of service offered and the cost of the service	Supported Housing Manager	Emily Baker	Booklet to explain changes was sent to all sheltered housing tenants in May. Once new structure is fully in place (expected dec/jan) literature and leaflets will be produced.		30/09/2006	30/09/2006	Green

Service Improvement Targets

Sinfin, Austin and Littleover

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	To form one Community Panel for Sinfin by amalgamating the New Sinfin and Old Sinfin Community Panels	Housing Manager/ Housing Officers	Emily Baker	Target completed.		30/09/2006	19/07/2006	Green
SIT02	To form a children's community panel in the New Sinfin, Littleover and Austin area's based on the same criteria has the Children's Community Panel at Sinfin Primary School	Housing Manager/ Housing Officers	Emily Baker	Housing Officers currently making contact with all schools in the areas – to be discussed at next team meeting 25.10.06On target.		28/02/2007		Green
SIT03	To promote membership of the community panels by working closely with the Tenant Participation Officers and actively canvassing when undertaking weekly estate inspections, also when completing sign ups and post let visits	Housing Manager/ Housing Officers	Emily Baker	3 new members recruited through promotion and estate walkabouts. Posters being displayed in local shops, doctors surgeries and other outlets.On target.		31/12/2007		Green
SIT04	Monitor the effectiveness of the Local Surgeries within the Littleover Area, and to record the information on a weekly basis and review the service quarterly	Housing Manager/ Housing Officers	Emily Baker	This was monitored and the surgeries have now stopped. The surgeries will now be held at Blagreaves library on a Wednesday morning. This will be monitored.On target.	Surgeries advertised locally.	31/12/2006		Amber
SIT05	To produce a Residents Community Newsletter at least twice a year at Sinfin, Littleover and Austin in collaboration with the Community Safety Partnership, Police and Tenancy Participation to include things such as achievements in the area, community issues, police reports and local meetings	Housing Officers, Tenant Participation Officers and Partners	Emily Baker	The newsletter is to be discussed at Community panel meeting 16/10/06 and Tasking meeting 17.10.06.		31/03/2007		Green
SIT06	To work with the City Councils Area and Neighbourhood Unit to co-locate services to the proposed base at Browning Circle	Housing Manager/ Housing Officers and Agencies	Emily Baker	Completed. Neighbourhood Office officially opened 15/09/06.		31/07/2006	15/09/2006	Green
SIT07	Work with the Community Panels to use our Estate Walkabouts to develop Street Action Plans and Estate Inspections by involving more residents and partners which will also include consulting residents door to door to provide a detailed profile of the area and its needs for Sinfin, Littleover and Austin areas	Housing Officers and Community Panel	Emily Baker	Walkabout dates to be set at next team meeting.		31/03/2007		Green

Service Improvement Targets

Sinfin, Austin and Littleover

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT08	Aim to reduce Graffiti, Fly Tipping, and Litter in the Sinfin and Austin areas by 50% by working with the NEAT team and having constant involvement in the project	Housing Manager/ Housing Officers/NEAT Team Coordinator	Emily Baker	Issues to be discussed at Tasking meeting on 17/10/06.		31/03/2007		Green
SIT09	We will work closely with the Police, tenancy enforcement Team, Crime Prevention Service and other partners to reduce anti social behaviour cases by 25%. To be reviewed quarterly	Housing Manager/ Housing Officers and Agencies	Emily Baker	Working with all partners and attending all meetings.	Wendy to email crime and ASB statistics to performance team.	31/03/2007		Green
SIT10	Work in Partnership with Sinfin Primary school to promote community involvement through the citizenship component of the National Curriculum for schools	ousing Manager/ Housing Officers/ School Head Teacher/ Agencies	Emily Baker	Local Housing Office working with Claire Butnic from Office of Deputy Prime Minister. At last meeting citizenship and what it entailed was discussed. Developing citizenship in conjunction with community gardens. The children have been tasked with fundraising and design ideas and have presented this to councillors and school head. This will then roll out into other community areas – community panel to continue to work with them. On target		31/07/2007		Green

Service Improvement Targets

Stockbrook Street

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Work in partnership with the police and education to deliver the Citizenship project at Bemrose School by attending monthly meetings	Housing Manager	Emily Baker	Local Housing Office not received any invitations to attend any meetings. Enthusiasm now based on the estate and Local Office working with them, Police and other agencies to support work with the youths/children on the estate.		31/03/2007		Green
SIT02	Work with the CSP to develop an Area Neighbourhood in the Stockbrook St area, working to DCC Neighbourhood agenda	Housing Manager	Emily Baker	Neighbourhood Manager for Stockbrook Street has been appointed – Neighbourhood Team looking to co-locate to Stockbrook Street. First Tasking meeting to be held 12.10.06 at Churchside Walk common room. Also working with Normanton Neighbourhood Team and attending their tasking meetings. On target.		28/02/2007		Green
SIT03	Monitor the car park permit contract within the area. Consult with residents involved and if satisfaction levels are above 60% roll the scheme out to other areas	Phil Rees / Claire Briggs	Emily Baker	First schemes going live week commencing 9.10.06. Local Office will be monitoring satisfaction levels. On target.		31/12/2006		Amber
SIT04	Organise monthly liaison meetings with the beat officers in the Normanton area	Housing Manager/ Marcia Martin/ Phil Rees	Emily Baker	Weekly tasking meetings being held with Normanton Neighbourhood teams. These have replaced the police liaison meetings as the police and local housing staff attend these meetings. Target completed		31/10/2006	31/07/2006	Green
SIT05	In partnership with New City Community panel, hold 1 information day to promote panel membership to the wider community	Housing Manager	Emily Baker	Information Day not held as panel members decided they wanted to promote the panel in other ways. A Newsletter has been written and delivered to whole of area, by the panel members. Target not met.		31/12/2007		Green
SIT06	Continue to conduct walkabouts with tenants and leaseholders in the area and develop a programme of estate inspections to highlight areas for improvement	Housing Officers	Emily Baker	Estate walkabouts to be completed week commencing 16.10.06. Housing Officers also do daily street inspections and report and action on issues identified. On target.		30/11/2006		Amber

Service Improvement Targets

Sussex Circus, Cowsley, Chaddesden Park and Spondon

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Work with the Allocations Team to reduce the re let times from 30 days to 25 days, by improving pre vacancy inspections and better void management	Housing Manager/ Housing Officers	Emily Baker	Pre-vacancy inspections now completed centrally. Annabelle, Local Housing Manager to discuss authorisation issues at managers meeting. Currently no local relet figures available but city wide figure is 42.5 days. This is due to 6 difficult lets being signed up recently.		31/12/2006		Amber
SIT02	Work together with the Benefits agency, Derby Vision and Money Advice to maximise tenants income to address Rent Arrears and reduce the amount owed. Reduce by 5%	Arrears Officer/ Housing Officers	Emily Baker	Current arrears behind target by 15.10% as at week 28. Derby Vision trained staff helping with Housing Benefit queries not attending the local offices. Housing Managers to discuss this with Jaz. Housing Officers promoting money advice and are supporting arrears officers.		31/03/2007		Green
SIT03	Identify, develop and support the creation of a Tenant & Residents Association in the Sussex Circus area	Housing Officers	Emily Baker	Lees Brook TARA established May 2006. Holding bi-monthly meetings. Have approximately 10 members and housing staff and ward councillors attend. Local actions in place.		31/07/2006	31/05/2006	Green
SIT04	Continue to involve tenants and residents in the development of the following projects. • <input type="checkbox"/> Sussex Circus improvement • <input type="checkbox"/> Mercaston Road Shops • <input type="checkbox"/> Roe Farm Community Centre • <input type="checkbox"/> Stronger Streets	Housing Manager/ Housing Officers	Emily Baker	Local Housing office working with Carl Willis and Sue Featherstone. Sussex Circus Improvements – funding obtained. At planning stage. Regular meetings being held. Mercaston Road shops - Has been costed. Funding to be requested/obtained through estate s pride. Stronger Streets — Estates Pride initiative - llocal office to get involved. On target.		31/03/2007		Green
SIT05	Continue to support initiatives in the area, assess their impact and satisfaction levels, via referrals and exit surveys	Housing Manager	Emily Baker	Supporting all initiatives in the area. See other SITS. On target.		31/03/2007		Green

Service Improvement Targets

Sussex Circus, Cowsley, Chaddesden Park and Spondon

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT06	Work closely with the BME project to attract 12 families into the area	Project Team	Emily Baker	Nobody rehoused from BME initiative to date. Annabelle to talk to Farooq and Graeme for action plan. 2 housing officers, Naz and Hyacinth working on the initiative. Need to discuss with Allocations Team as we need to look at opportunities to use discretionary housing policy which allows us to be able to rehouse applicants in band 2 or below.	Annabelle to talk to Graeme and Farooq regarding action plan and use of discretionary to rehouse band 2 and below applicants.	30/04/2007		Green
SIT07	Work with the community panels to increase the representation of minority groups and agencies at panel meetings	Housing Officers	Emily Baker	This links in with SIT 6 – once properties have been let to BME groups/families, then we can further promote the panel to these groups. 1 BME panel member currently at Spondon.		31/10/2006		Amber
SIT08	Work with the tenancy team, CSP and the police to improve on last years excellent results in reducing crime and anti social behaviour in the area. Crime 15% reduction, ASB 20%	Housing Officers and Agencies	Emily Baker	Local housing manager attends police liason meetings as often as able. Police use the office and regularly exchange information. Fire service initiatives are helping to reduce 'fire starters' and associated crime.	Annabelle to forward asb and crime stats for April and September for comparison.	31/03/2007		Green
SIT09	Continue to conduct walkabouts with tenants and leaseholders in the area and develop a programme of estate inspections to highlight areas for improvement	Housing Officers	Emily Baker	Walkabouts completed. Identified works being costed.		30/09/2007	30/09/2006	Green
SIT10	Continue to develop 4 local TARA's in the area and increase the number in the area	Housing Officers	Emily Baker	TARA set up and developed in the Sussex Circus area. Local office currently looking at feasibility for TARA for Coniston Crescent. On target.		31/03/2007		Green
SIT11	Continue to work with tenants in developing Berwick Avenue flats by promoting new schemes: <ul style="list-style-type: none"> designing out crime window cleaning drying area improvements monitoring contractors 	Housing Officers	Emily Baker	Sue Thorne is Housing Officer for Berwick Avenue flats. Report identifying proposed improvements completed by Stevie Hatton and Wendy Jessop. Spoke to Sue Thorne 17.10.06 who advised that no further work has been done. To be discussed at team meeting 18.10.06.		31/03/2007		Green

Service Improvement Targets

Sussex Circus, Cowsley, Chaddesden Park and Spondon

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT12	We will promote the Homes Pride + scheme for repairs in the area and look to increase the membership by 25 new members per month	Housing Officers	Emily Baker	Completed. All eligible tenants signed up centrally.		31/03/2007	25/09/2006	Green
SIT13	We will work with tenants on developing a package of improvements on the Waterford Drive estate	Housing Officers	Emily Baker	Document created. Stevie Hatton Housing Officer designated to area. To discuss at team meeting On target.	Chase Stevie for update .	31/03/2007		Green
SIT14	We will continue to work to rehouse the tenants of the Derbyshire blocks of flats into appropriate accommodation	Housing Manager/ Housing Officers	Emily Baker	Target completed. No tenants left. No temporary lets.		31/12/2006	25/09/2006	Green

Service Improvement Targets

Tenancy Enforcement Team

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Work with police and other agencies to reduce burglaries on council estates by 5%	Manager	Emily Baker	Attendance at weekly Police Tasking meeting and monthly Prolific Persistent Offenders ensure we are kept in the loop with regard to crime on our estates.	Find out more about Derby Homes work with the Burglary Reduction.	31/03/2007		Green
SIT02	Reduce the number of ASB cases by 5%	Manager	Emily Baker		Further discussion required regarding the wording of this SIT, we want to make the service accessible and promote the message of reporting.	31/03/2007		Green
SIT03	Develop links with Integrated Children's Services	Manager/ TET Staff	Emily Baker	Case conferencing already in place. Further work needs to take place directly with Children and Young People's Division (CYPD)	Carrie to contact CYPD to see if we can attend any liason meetings which have already been set up and discuss at what level we can be invovled.	31/10/2006		Amber
SIT04	Continue to monitor schools throughout year in designated areas to ensure security and safety	CWP & NNW Supervisor	Emily Baker	Due to the nature of funding this can and is done in Normanton by NNW however this work can not currently be completed by CWP.	This will be pursued via the Neighbourhood Teams.	31/03/2007		Green
SIT05	Have 20 ABCs City Wide by working in partnership with the Community Safety Partnership	All LHO Managers/TE T Team	Emily Baker		Carrie to discuss with Laurie need to clarify this target.	31/01/2007		Amber
SIT06	Attend 6 Process Improvement Team Meetings to review ASB & Crime Reduction	Manager	Emily Baker	The process has been overhauled and relaunched, working with Tenant Participation, now mixed tenure attendees and terms of reference in place. First meeting 04/10/06, six dates in place up until June 2007. However, four meetings will have taken place by the target date.		31/03/2007		Green
SIT07	Organise and run 4 staff training sessions on ASB/crime reduction processes by March 2006	Manager	Emily Baker	A programme of compulsory Housing Officer training is in place, one of the modules covers Tenancy Enforcement and ASB. 3 sessions will be taking place in November 06.		31/03/2007		Green
SIT08	Give 6 presentations on ASB, CWP and NW. Also new legislation such as Crime and Disorder Act, Human Rights Act, Police Reform Act and the ASB Act to Area Boards, DACP, Community Panels and others by March 2006	Manager and all members of TET	Emily Baker	Maureen Davis has attend all boards to discuss the RESPECT agenda. The new PIT's will allow tenants with a specific interest to get involved in ASB.		31/03/2007		Green

Service Improvement Targets

Tenancy Enforcement Team

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT09	Fully recruit CWP and NW by December 2005	Manager	Emily Baker	Recruitment drive took place July 06. Pre-employment checks taking place September/October. Team should be in place by end of November.		31/10/2006		Amber
SIT10	To Develop further links between Youth Offending Service, Community Safety Partnership and agencies/depts providing services to young people in line with the respect agenda	Manager	Emily Baker	Work ongoing surrounding the RESPECT		31/12/2006		Amber
SIT11	Continue to monitor and refine Housing Visitor work on escorted views, furniture pack checks and HB enquiries	Manager	Emily Baker	Housing visitors have been heavily involved in the Sheltered Housing review, once this is completed further work can be done to refine their original roles.	Carrie to discuss further with Laurie.	31/12/2006		Amber
SIT12	To provide displays and workshops for Social Landlords Crime and Nuisance Group, CSP, Tenants Participation Forums	Manager/TET staff	Emily Baker	Social Landlords group attended in May. Workshop delivered at Leaseholder Conference 21/10/06		31/03/2007		Green
SIT13	To continue and develop new business for CWP and TET team	SMT/ Manager and TET Staff	Emily Baker	SLA in place June/July with William Sutton Trust to provide specific CWP shifts. Exploring a similar agreement with FCH.		31/01/2007		Amber

Service Improvement Targets

Tenancy Support

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	Hold a team meeting at least once a month, which will focus on team members providing an update on their specialisms and the sharing of good practice. The meetings will include a number of fixed agenda items to include a progress report on the service plan, a performance update, health and safety and training	Team Manager	Emily Baker	This is now in place.		31/03/2007	01/09/2006	Green
SIT02	Devise a team training and development plan to ensure the continuing personal and professional development of all staff within the team	Team Manager	Emily Baker	Completed in September.		30/06/2006	01/09/2006	Green
SIT03	Review and update all of our documentation at least six monthly, in line with ISO9001	Team Manager	Emily Baker	All documents are currently being reviewed (september 06) Once completed the team will follow the document management guidelines and review annually.		31/03/2007		Green
SIT04	Develop and publish clear service standards for the tenancy support service	Team Manager	Emily Baker	Draft completed in September. Consult with team 25/10/06. Once agreed with Design on leaflet.		31/10/2006		Amber
SIT05	Develop a procedure manual for use by tenancy support team members	Team Manager	Emily Baker	Team already have a full set of procedures in place.	Discussed to idea of producing a set of work instructions instead and offered support for creating flow diagrams.	31/10/2006	01/10/2006	Green
SIT06	Develop networking plans for each of our specialisms in order to help build on our existing links we have with Social Services, Police, Probation, Health, Housing Options Centre, the Hostel Liaison Group and other teams	Team Manager	Emily Baker	Completed for each client group.		31/03/2007	01/09/2006	Green
SIT07	Work closely with all our stakeholders by holding and attending regular stakeholder meetings	Team Manager	Emily Baker	Numerous events held and meetings attended, this will continue throughout the year.		31/03/2007	01/09/2006	Green
SIT08	Arrange a 'market place' event in conjunction with other floating support providers, aimed at partner agencies and service users to promote our service	Team Manager	Emily Baker	Attended DACP open day, Domestic Violence open day and New Deal open day.		31/10/2006	01/09/2006	Green

Service Improvement Targets

Tenancy Support

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT09	Devise a team promotional strategy with the primary purpose of raising the profile of our service amongst tenants and partners	Team Manager	Emily Baker	Draft completed September, final detail ongoing. On target.		31/03/2007		Green
SIT10	Produce a bi-annual tenancy support newsletter in conjunction with service users	Team Manager	Emily Baker	In progress on target for end of November.	Information being collated following this will discuss with Marketing Officer.	31/10/2006		Amber
SIT11	Review & revise our 'soft' performance indicators in order that they better reflect the support work we now undertaken and advertise them internally and externally	Team Manager	Emily Baker	Completed. More specific indicators in place, collected quarterly. Results to be included in newsletter.		31/08/2006	31/07/2006	Green
SIT12	Use CSM to monitor new 'timed' performance indicators relating to key activities performed by team members	Team Manager	Emily Baker	More work required.	Meeting required between Angela Millar and Leon to develop BI Broker reports top pull off relevant data from CSM.	31/10/2006		Amber
SIT13	Use the floating support sub group to benchmark with other support providers to identify good practice and assess our strengths and weaknesses	Team Manager	Emily Baker	National meeting attended 19/10/06 to discuss developing regional benchmarking groups. This will provide standard measurements. This service will be available by January.	Leon to meet with Performance team in January to discuss outcome.	31/03/2007		Green
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
SIT15	Assist in the prevention of homelessness by contributing to initiatives such as the 'Key Steps' programme and the Care Leavers Accommodation pathway	Team Manager	Emily Baker	Regular inter agency meetings take place.		31/03/2007	30/06/2006	Green
SIT16	Improve our Quality Assessment Framework rating from 'B' to an 'A' for all the 6 Core Objectives by focussing on enhancing service user involvement	Team Manager	Emily Baker	B has been achieved in July.	Develop strategies to engage service users in order to achieve A in 2007/08	31/03/2007	31/07/2006	Green
SIT17	Team members will take responsibility for ensuring that we can comply with the requirement to provide quarterly contract monitoring information to the Supporting People Team on a range of performance and outcome measures of the team	Team Manager	Emily Baker	This is being done on a quarterly basis.		31/03/2007	30/06/2006	Green

Service Improvement Targets

Tenancy Support

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT18	Reintroduce service user 'exit' surveys to establish the level of satisfaction amongst service users and enable the development of an action plan to shape the future direction of our service	Team Manager	Emily Baker	Surveys completed with each service user leaving the service. Database to created to analysis information.		31/05/2006	31/05/2006	Green

Service Improvement Targets

Tenant Involvement Team

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT01	We will commence a Best Value Review of the DACP by carrying out extensive consultation with our residents and key stakeholders. The review will contain proposals for future development and an implementation plan will be agreed with the DACP and will commence in June 2006 with the Best Value Report. We will establish a service level agreement between the DACP and Derby Homes	Tenant Involvement Manager	Julie Eyre	Final benchmarking visit took place at Rochdale w/c 02/10/06. Draft Recommendations report written w/c 09/10/06. To be presented at the next board meeting in December 2006.	Duplicates action A42 on Consolidated Improvement Plan.	31/05/2007		Green
SIT02	We will improve communication between us and other teams across the organisation to ensure a more integrated approach is achieved. The team will establish appropriate working relationships across service boundaries with department heads and will act as advisors on TI and champions of the quality of TI delivery throughout the Derby Homes. We will do this by attending the relevant team meetings and by using either support packages or service level agreements to maintain and measure the success of these relationships and their outputs. We will consolidate on and develop further the recent Tenant Involvement IT structure. All Tenant Involvement activity will be mapped out on the system and performance against support packages/service level agreements will be updated for access by officers and tenants. Monitoring reports will be provided to local teams and other key stakeholders. This will enable us to increase our accountability and enable our performance to be measured	Tenant Involvement Manager/ Tenant Participation Officers	Julie Eyre	Tenant Involvement group e-mail introduced. Team relocated to a central base. Presentations delivered to managers and staff briefing sessions in September 2006. Tool box introduced. Presentations delivered to Tenants Conference. Support packages put in place with panels and staff to monitor outputs.		31/08/2006	31/08/2006	Green
SIT03	We will further roll out support packages/ service level agreements. We will use these in our work with all local housing offices, Community Panels, Tenants and Residents Associations, Issue Groups across the city and record them on the team IT structure	Tenant Participation Officers	Julie Eyre	Two service level agreements in place at Sussex Circus and Alvaston.	As this SIT is rolled out it is expected that by January 2007 there will be eight support packages in place.	30/11/2006	31/10/2006	Green

Service Improvement Targets

Tenant Involvement Team

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT04	We will develop and consolidate a system of accurate budgeting and expenditure information on all TI activity for the team. We work with IT to produce appropriate spreadsheets and ensure they are kept up to date and accessible to appropriate staff and SMT members	Tenant Involvement Manager	Julie Eyre	Work in progress links in with financial plan re DACP grant. Access to training will be delivered in line with budget breakdown process.	Duplicates action A43 within Consolidated Improvement Plan. Original target date of 30/09/06 revised.	31/12/2006		Amber
SIT05	We will relocate the Tenant Involvement Team to a common shared base to increase operational consistency throughout the City	Tenant Involvement Manager/ Tenant Participation Officers	Julie Eyre	The team relocated to Cardinal Square w/c 03/07/06.		31/12/2006	31/07/2006	Green
SIT06	We will consolidate on existing work completed to increase the range of options available for tenant involvement introducing a more choice based tenant involvement strategy. We will commence the setting up of the 'Menu of Involvement' database containing details of customer interest in the range of options available and develop marketing strategies and tools to promote the menu with the Design and Marketing team. The marketing strategy will involve targeting groups who have been previously seen as 'harder to reach'	Tenant Involvement Manager/ Tenant Participation Officers	Julie Eyre	Menu of involvement implemented and in use. Continue to meet with ARC and MEAG. Established a new group Supported Housing offering Unity and Trust (SHOUT) which has improved access to information to 1700 tenants throughout supported housing changes. Also established a group Tenants Reviewing Access Quality (TRAQ) which looks at specific issues relating to disability.	On line Youth space on website currently being investigated with the communications team.	31/07/2006	31/07/2006	Green
SIT07	We will refine and launch our Tenant Involvement Strategy and add it to our suite of documents that support TI such as the TIA, Community Involvement Handbook and Chair's Guide. This will be done with staff as part of our team awayday and in consultation with our key stakeholders. It will contain the aims and objectives of the team and how performance will be measured. It will aim to achieve greater consistency and clarity about the service available	Tenant Involvement Manager	Julie Eyre	Tool box introduced- documents created and approved for monitoring outputs, introduction of meetings assessment activity logs to address customer feedback.. Two Local housing office support contracts in place and an exit strategy in place.		31/07/2006	31/07/2006	Green

Service Improvement Targets

Tenant Involvement Team

Ref	SIT	Responsible Officer	Performance Officer	Progress	Actions	Target Date	Completion Date	Status
SIT09	We will re-establish links with the youth groups set up in 2004/2005 in the Chaddesden area of the City. This will form a pilot scheme that we can then formulate a youth strategy that we can roll out to other communities in Derby	Tenant Participation Officers	Julie Eyre	The Chaddesden area project has been evaluated and lessons learnt exercise completed. The project has now been recreated in the Shelton Lock and Chellaston area. Working in partnership with Youth Services an 8 week youth inclusion programme is currently being delivered. This programme has been funded by the Police.		31/12/2006		Amber
SIT10	Existing training options available will be reviewed to ensure that they are tailored to the diverse needs and learning approaches of residents. We will commence work with partners on developing and taking forward the OCN training we have developed with the DACP whilst seeking other new opportunities to expand our training tools on offer to tenants and residents	Tenant Involvement Manager	Julie Eyre	Training needs assessment form has been included in the tool box .	Speak to Mark Crown re OCN.	28/02/2007		Green
SIT11	We will institute better management of the CPAs. This will involve regular meetings with them to ensure they receive appropriate support and monitoring of their activity . We will seek to eradicate all paper copies of minutes to officers and ensure that electronic versions are posted on our internal IT system instead. Access to resources to cover for CPAs will be made available when they are absent	Tenant Involvement Manager	Julie Eyre	The first Community Panel Assistant meeting took place 20/09/06. The delay to the first meeting was due to availability of the assisatants. Next meeting is scheduled for Novemeber 2006. Electronic minutes are currently being posted onto the public drive under staff information until CMIS (governance system) is rolled out.		31/07/2006	30/09/2006	Green
SIT13	We will commence regular liaison with DCC to discuss and regulate how Community Development and TPOs will work together to enable the Sustainable communities agenda objectives to be met in Derby in partnership. Service level agreement to be created between DH and DCC agreeing roles and responsibilities	Tenant Involvement Manager/ Tenant Participation Officers	Julie Eyre	First meeting held in September 2006. Second meeting to be held w/c 23/10/06 to discuss Service Level Agreement, role and responsibilities. On target for completion.		31/10/2006		Amber