

Service Improvement Targets - Overdue

Allenton, Osmaston and Chellaston

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
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		The tenancy conditions identified are regarding additional structures on individual plots. A report went to LHB South in Sept. 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.	Private Consultants were commissioned, and they visited each plot on 18th & 19th October 2006 to carry out risk assessments. They also carried out internal inspections on 5 mobile homes on 18th December 2006. Once reports are received Legal Department to be contacted to address any breaches in tenancy conditions. We are aiming to present a further report to the Local Housing Boards in February 2007.		31/10/2006		Red

Service Improvement Targets - Overdue

Arrears Team

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
SIT06	Introduce SMS texting as a contact tool	Arrears Manager		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.	The service improvement will be re-valuated as initially a costs saving on letters was implied and now this not likely. However as an additional tool to communicate could still be useful.		31/10/2006		Red

Service Improvement Targets - Overdue

Caretakers

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	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		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 01/11/06. Waiting for 2nd date for remaining 4 caretakers. Course is being run by Grounds Maintenance team at Markeaton Park. It is certificated and competency awareness. On target.	Training matrix now done and passed to team for final check and to gather information about what has already been achieved. Janet will then compile a meaningful and relevant training programme for the coming year. Portable tool training will not now be carried out till April/May 07. Caretakers are booked on IOSH training January/February 07		31/10/2006		Red
SIT02	Format the caretakers manual and distribute to local offices	Administration Support		Caretakers manual has been written and is on the team drive. Delay due to recruitment of new postholder.	Caretaker manual now checked and up dated. Will talk to Murray Chapman by end of January 07 about printing and distribution		31/12/2006		Red
SIT04	Send two representatives to a National Conference on caretaking services and to integrate good practise into service delivery	Caretakers		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 SIT2 regarding delay.	Caretaker looking for information on this to enable Janet and one staff member to attend during 2007.		31/12/2006		Red

Service Improvement Targets - Overdue

Communications Team

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
SIT10	Responsibilities of communications team to be properly defined and promoted within the wider organisation. Service Level Agreement (SLA) 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		Responsibilities known although size of team means staff do multitask. SLA to be drafted and consulted with staff by Dec 06. Regular team meetings now held by Communications team.	Target partially completed, see quarter 2. SLA still to be developed and consulted on. To be completed next quarter.		31/12/2006		Red

Service Improvement Targets - Overdue

Equalities and Diversity

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	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		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.	Race Equality Scheme draft will be completed by 17.01.07. SMT to approve and agree format. Disability, Age and Gender Schemes will be completed by March 2007.		31/10/2006		Red
SIT09	Establish quarterly and annual reporting process relating to equalities data to help monitor performance	Sharon Hancock		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.	Draft quarterly monitoring report to be presented to SMT Feb 2007.		30/11/2006		Red

Service Improvement Targets - Overdue

Governance Services

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
SIT06	Carry out a Board Member Satisfaction Survey and produce an action plan	Sue Hill		Draft board member satisfaction survey completed. Jackie Mitchell to review and advise further comments for action plan.	Draft survey now awaiting approval from Chief Exec. Anticipate sending to Board Members by end of January and producing an action plan by end of February 2007.		31/12/2006		Red
SIT07	Produce individual Board Member files, containing contact and other personal details, training and appraisal records	Sue Hill		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.	files are now being set up for all Board Members. Target should be completed by end of February 2007.		31/10/2006		Red
SIT08	Assist in the training of team members by producing procedures and checklists for Board, Committees and Local Board activities	Sue Hill		Updated draft procedure and checklist. Procedures need updating and will be completed by Dec 06. Will use CMIS as guidance.	Draft procedures and checklists for production of Board/Committees/Local Board agendas, reports and minutes have been produced and should be finalised by end of January 2007.		31/12/2006		Red

Service Improvement Targets - Overdue

Housing Projects - Furnished Tenancies

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
SIT08	Visit all tenants, carry out a 100% check and update database	Project Manager & Clerk		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 Manger Local Services.	Need to review the target date for this SIT, have discussed in the working group the possibility of a new asset management database which would need to be populated with information from these visits. This target needs to fall in line with the target for the asset management database. Realistically this will be April 2007.		31/10/2006		Red

Service Improvement Targets - Overdue

Housing Projects - Garden Maintenance Scheme

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
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		Met with Performance Officer on 10/10/06 to agree the survey questions.	Survey contents agreed with performance officer in October 2006. Surveys will be produced using SNAP software. Survey will be produced after Audit Commission recommendations surveys complete.		31/10/2006		Red

Service Improvement Targets - Overdue

Housing Projects - Home Decoration Scheme

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
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		Met with the Performance Officer on 10/10/06 to agree the survey questions.	Survey contents agreed with performance officer in October 2006. Surveys will be produced using SNAP software. Survey will be produced after Audit Commission recommendations surveys complete.		31/10/2006		Red

Service Improvement Targets - Overdue

IT Business Support

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
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		Vision. Waiting for DCC to advise on revised Vision Training. Additionally, Angela is waiting on Personnel to advise if this is still required.	DCC have not yet informed DH of date for revised version of Vision		31/12/2006		Red
SIT08	Implement IT electronic procurement through Capita	Lee Haynes		System is nearly complete. Procedures written and now needs testing and implementation.	Internal training to be organised before Q4 go live.		31/07/2006		Red

Service Improvement Targets - Overdue

Mackworth and Brook Street

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
SIT02	Reduce rent arrears by 5%, improving our working relationship with Derby Benefits and Money Advice. We will continue to ensure all appointment slots used within Derby Vision	Arrears Officers		Behind target at present by £20,000 Derby Vision trained staff employed by Derby City Council to help with Housing Benefit queries are not working in local offices any more. Local Housing Managers to liase 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.	Still behind target by £12,000 but number of cases falling. Reports given at panel meetings on progress.		31/07/2006		Red

Service Improvement Targets - Overdue

Performance Team

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
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/ Change Managers		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.	Agreed with Senior Management Team that template for new equalities monitoring will be designed and presented to SMT February 2007.		31/12/2006		Red

Service Improvement Targets - Overdue

Planned Maintenance

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
SIT02	Manage the new process to City Housing Improvement Plan schemes ensuring programme of works are generated, works completed within a 6-month programme and that all Customer Panels are kept informed of progress and spend	Clive Gillibrand		Limited projects are still being completed. A sample report is being produced for each Customer Panel that will improve communication.	The progress on all CHIP's work is approx 90% complete. There has been some delays from planning issues and obtaining information from Central Networks on the position of services in footpaths.		31/08/2006		Red

Service Improvement Targets - Overdue

Regeneration Team

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
SIT04	To work with key strategic partners to coordinate the Urban renewal and master planning options in areas of lowest demand for council housing. We will focus this work primarily in the areas of Osmaston and Derwent and recruit consultants to work on the Osmaston project	Shaun Bennett Regeneration Officers		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. Derby City Council part way through procurement process to appoint consultants for master planning in Derwent and Osmaston.	Masterplanning consultants for the Osmaston area to be appointed in Feb 07 following confirmation of Derby City Council materplan consultant framework for all areas of the city in Nov 06		30/09/2006		Red
SIT05	To launch the new Derby City Credit Union. To recruit a minimum of 1000 new members	Sue Featherstone		Credit Union has been launched. Approx 400 members to date. On target.	DCCU now launched current membership 250 plus 285 junior savers.		31/12/2006		Red

Service Improvement Targets - Overdue

Responsive Maintenance

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
SIT22	Introduce in conjunction with Social Services a fast track procedure for installation of minor adaptations	Terry Willis		Ongoing	Consultation is at present taking place with Social Services to achieve the introduction of the fast track procedure.		30/11/2006		Red

Service Improvement Targets - Overdue

Stockbrook Street

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
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		First schemes going live week commencing 9.10.06. Local office will be monitoring satisfaction levels. On target.	Scheme has been live since October need to evaluate benefits and costs and resident satisfaction.		31/12/2006		Red

Service Improvement Targets - Overdue

Sussex Circus, Cowsley, Chaddesden Park and Spondon

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
SIT07	Work with the community panels to increase the representation of minority groups and agencies at panel meetings	Housing Officers		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.	Ongoing, links to the success of SIT06. On top of this continually working to increase BME representation through news letters and several events which have been held at different panels.		31/10/2006		Red
SIT14	We will continue to work to rehouse the tenants of the Derbyshire blocks of flats into appropriate accommodation	Housing Manager/ Housing Officers			We currently have 6 residents still in occupation, 5 of which are on offer and due to move.		31/12/2006		Red

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Tenancy Enforcement Team

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
SIT03	Develop links with Integrated Children's Services	Manager/ TET Staff		Case conferencing already in place. Further work needs to take place directly with Children and Young People's Division (CYPD)	Attendance at 'Every Child Matters' Strategic Working Group. Further work required to find an operational way to work.		31/10/2006		Red
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		Work ongoing surrounding the RESPECT	RAPID group set up to look at the RESPECT agenda from a strategic level, Andy Thomas Community Safety Partnership attends. Operational review of case management process has been mapped out now better aligned to the RESPECT agenda.		31/12/2006		Red
SIT11	Continue to monitor and refine Housing Visitor work on escorted views, furniture pack checks and HB enquiries	Manager		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.			31/12/2006		Red

Service Improvement Targets - Overdue

Tenancy Support

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target Date	Completion Date	Status
SIT14	Devise an action plan in consultation with relevant community groups and agencies to promote our service to minority ethnic groups	Team Manager		Consultation has taken place with MEAG (Minority Ethnic Advisory Group)	Draft version produced - continuing to consult relevant individual agencies. Further consultation required..		31/08/2006		Red

Service Improvement Targets - Overdue

Tenant Involvement Team

Ref	SIT	Responsible Officer	Quarter 1	Quarter 2	Quarter 3	Quarter 4	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		Work in progress links in with financial plan re DACP grant. Access to training will be delivered in line with budget breakdown process.	Have requested £8K for development of DACP in 2007. No progress made with finance until new Finance system has been learnt by finance Team - will then be trained into the TP Team in 2007.		31/12/2006		Red
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		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.	Tenant Involvement have attempted to set up meetings this quarter without success. DH Chief Exec has agreed to allow DH to sponsor start-up grants for community groups, £750 in 5 of the priority areas in Derby identified by DH & DCC. No follow up at all from DCC.		31/10/2006		Red