

DELIVERING OUR PLANS YEAR END REPORT 2011/12

Report of the Chief Executive

1. SUMMARY

- 1.1 This report details year end performance against targets contained in the Delivery and Service Plans.
- 1.2 Targets not met and proposed corrective actions are brought to the attention of Chair's Brief.

2. RECOMMENDATION

To approve proposals to carry forward targets requiring further action as detailed in Appendices 1 and 2.

3. MATTER FOR CONSIDERATION

Delivery Plan

- 3.1 It has been agreed that targets contained in the Delivery Plan will be operationally reviewed by the Executive. Chair's Brief receives progress reports by exception in Quarters 3 and 4.
- 3.2 Out of a total of 56 targets, 47 were successfully completed in 2011/12. This compares to 116 targets in 2010/11 of which 94 were successfully completed and 111 targets in 2009/10 of which 84 were successfully completed.
- 3.3 The Board is asked to note the nine targets that were not completed in 2011/12 as contained in Appendix 1. This represents 16% of actions across the organisation, compared to 18.9% in 2010/11 and 24.3% in 2009/10.
- 3.4 Out of the nine targets not completed two are linked to Business Transformation and the implementation of Capita Software Services.
- 3.5 The commentary recorded against Quarter 4 outlines actions taken towards completing the target up to 31 March 2012, and detail of how these targets will be carried forward or discontinued if appropriate. The Board should note that in some cases external influences have resulted in the delay and this is reflected in the commentary.

4. Service Improvement Targets

- 4.1 Out of a total of 97 targets, 89 were successfully completed. This compares to 133 targets in 2010/11 of which 105 were successfully completed and 106 targets in 2009/10 of which 91 were successfully completed.
- 4.2 The Board is asked to note the eight targets which were not completed as contained in Appendix 2. This represents 8% of actions across the organisation, compared to 21% in 2010/11 and 14.1% in 2009/10.
- 4.3 The commentary recorded against Quarter 4 outlines actions taken towards completing the target up to 31 March 2012, and detail of how these targets will be carried forward or discontinued if appropriate. The Board should note that in some cases external influences have resulted in the delay and this is reflected in the commentary.

5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

Officers of Derby Homes and Derby City Council monitor a full listing of quarterly and year end progress against the targets contained in the Delivery and Service Plans.

6. POLICY REVIEW IMPLICATIONS

The Delivery and Service Plans are reviewed annually.

The areas listed below have no implications directly arising from this report:

Consultation
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information: None
Supporting Information: None

No: 001	<div style="background-color: red; color: white; padding: 2px 5px; display: inline-block;">Red</div> Complete the Estate Pride 2011/12 programme on target and within agreed cost by the end of March 2012	Responsible Officer Craig Congreave

Deadline 31/03/12 Completed:

Quarterly Update:

- Q1** We are currently looking at procurement of several large scale contracts for fencing and tarmac, these elements form a high proportion of the works element. We estimate that these should be out to tender by late July early August
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- Q2** We have completed the following projects up to date
 Keldholme Lane Estate - external improvements inc fencing, drying area and play area
 Fenchurch Walk - new patio areas for seating, drying area, pathway replacements and gabion wall
 Craddock Avenue - has been completed to replace pathways and fencing, additional works to provide a personal space for residents
 Wood Road - replacement pathways and new entrance gates
 Twickenham Drive - new pathways and plastic fencing (100% recycled) and a small planting scheme complete with new beds
 Works in progress are Barleycroft, St Clares, Oakleigh Avenue
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- Q3** We are continuing to provide real added value schemes to benefit the communities in which we work
- Barleycroft, Oakleigh Avenue, St Clares have all been completed with the photos being put in the latest edition of the Derby News.
- Works that have recently started are
 Henry Street, Arthur Hind Close, Slindoncroft, Stonebroom Walk. Acorn Close, Alwards Close, Greenacres, Mayfield Road & Hollington Close, Acorn Close and Holly Court external improvements
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- Q4** The team have completed 11 large scale project around the city.
- We have not completed 4 projects from last year mainly due to external agencies having a impact on design and what we can actually do, this being Highway and Planning, those schemes are Osmaston Park Road (Highways - Fencing), Burton Road (Highway & Planning - Wooden Fencing / Wall due to Mercia Way improvements) Parker Street (Pathway Issues on Highways land and additional works required by Planning) Harvey Road (Highways - Pilot Scheme to frontage).
- Other scheme that are Work In Progress however have not been completed are Mornington Crescent, St Annes / Leaper Street, California Gardens, Watermeadow Road, Thanet Drive and Wilkins Drive.
- We have also successful cmopleted over £150,000 of quick fix works around the city resolving issues on ASB, diversionary projects and other associated works.
- We have been working with Jo Thorpe from Streetpride since Febraury 2012 this year and in that time we have completed 7 schemes providing recycling facilities for our residents. We have also pilot 2 schemes by providing nodes and wheeled bins at Moningside Close and Cavan Drive, with a view to implement this accross all of our flat areas across the city.
- We have transformed the area in Mackworth on Greenwich Drive South into a working allotment.

No: 002	Red	To successfully bid for £150,000 external or match funding in 2011/12 to support Estates Pride projects	Responsible Officer	Craig Congreave

Deadline 31/03/12 Completed:

Quarterly Update:

- Q1 We are currently looking to source external funding through National Lottery and other partner organisations, little or no funding has been received but work is in progress to address this shortfall
- Q2 Allotment funding from Big Lottery has secured £49,999 in order to carry out works on the Mackworth Allotment project. Derby City Council funds £100 per session which secures £10,000 over the year on the Climbing Wall.
- Q3 We are working on bids at present with Veolia, Big Lottery, La Farge, we have had some bad news on our big lottery bids which has been unsuccessful.
- The team are attending a Funding Fair in January 2012 and will advise in Q4.
- Q4 We have not met our target in this area, several schemes are in progress however we will not find out our match funding amounts for 2011/12 until May / June 2012.

No: 003	Red	Rationalise or improve six play areas on housing owned land in 2011/12	Responsible Officer	Craig Congreave

Deadline 31/03/12 Completed:

Quarterly Update:

- Q1 No work has taken place on this initiative, however we are working with OSCAR to develop a new play area for Osmaston.
- Q2 We are starting consultation with resident on the following play areas.
Oriel Court, The 'Austin' squares, Glegarry Way, Lord Street, Tintagel Close and Sheldon Court.
- Q3 Oriel Court is well under way with consultation and the feedback we have received has been positive. As mentioned prior we are looking at funding through Veolia. Glengarry Way, Lord Street consulted and we will be upgrading, we are sorting through Play equipment PQQ which we are going to piggyback the OSCAR street procurement process.
Sheldon Court is to have a swing frame removed which is not used.
Tintagel Close - we are looking at fencing this area off as it is an area of high ASB. This area may be possible for future development?
- Q4 A full consultation has happened with the following play areas Oriel Court, Inveraray Close and Lord Street. We are also looking at removing a disused play area at John Berrysford with Cllr Boulton.
- Tintagel Close has been closed to stop ASB in conjunction with the LHO.
- OSCAR play area has been developed on Tennyson Street has been a massive project.

No: 012	<div style="background-color: red; color: white; padding: 2px 5px; display: inline-block;">Red</div> Increase the publicity and profile of patch based staff to improve customer service by September 2011	Responsible Officer Maureen Davis
		Deadline 30/09/11 Completed:

Quarterly Update:

Q1 This work is in progress.

Allenton LHO - At every sign up Housing Officers give details out regarding the housing officer on the patch. This was introduced as part of their service improvement targets for 2011/2012. Signups are usually completed by the housing officer so their profiles are raised with new tenants and more so with introductory tenants as they are seen more often.

To try and raise the profile with existing tenants the housing officers as part of the SIT have a target to meet which involves them having to put forward staff suggestions for this information to be available to tenants on the website.

Housing officers along with the manager also attend HFG meetings to raise their profile on the estate as well as attending citizens on patrol events that have taken place this year and have been specifically assigned to do the patrols which take place on their patch.

Mackworth - have promoted their teams profile at Neighbourhood Forum meetings, Board Meetings, Police meetings and Neighbourhood managers meetings. All of which has had a positive effect in raising the profile of the work that both derby Homes and Housing officers do resulting in agencies contacting Housing officers directly regarding advice on a range of issues which is resulting in improved partnership working.

Stockbrook Street - This has happened by the notice boards going in flats informing customers of the action we are taking. HFG also does this and Leaseholders meetings.

Q2 Sinfin Housing Office are now operating a weekly surgery from OSCAR headquarters at Osmaston's former housing office. This is increasing the profile of the patch housing officers on the estate, and they also becoming more involved in key strategic meetings relating to the future of the area, including OSCAR executive meetings and Osmaston Project Officer's group, which is increasing accessibility for residents and officers alike, and thus enhancing our customer service provision in the area.

Sussex Circus - profile patch based staff are promoted at Housing Focus Groups and Neighbourhood Forum meetings.

We now have a contact point at Albion Street Office.

Further publicity will be added to the website following restructure - December 2011

Request to extend the target following restructure of Housing Management.

Q3 A request to extend the target following restructure of Housing Management was made in quarter two.

Housing officer recruitment issues, publicity enhanced when resolved.

Housing officers attend all neighbourhood forums, they hold surgeries before the meetings and have display boards and material to give to residents. Housing officers have attended coffee mornings to talk to older residents about their work regarding inspections and safety. They have done joint meetings with the police and have attended councillors on patrols around the estates. As a result they feel that residents are a little more aware about how housing officers are helping to improve the

environment in which they live.

Allenton - In October patch based officers cutback shrubbery on Lord St estate you could say this was a customer service improvement albeit it a one off some pictures attached. A patch based officer also participated in a citizens patrol event on the 26/10/11.

Sinfin and Osmaston area tasking meetings are currently held separately. They will be combining the two areas in line with ward boundaries to promote the work of Derby Homes to neighbourhood partners, and increase the available resources to staff, allowing them to provide an improved customer service.

Sussex Circus held an Intergenerational Christmas Party, which was organised and delivered by Housing Officers for older residents. Schools and children centres were invited and attended the event along with Junior Wardens. The staff also identified an area that needed clearing of overgrown vegetation and shrubbery the Sussex LHO staff cleared the area.

Extension requested to March 2012.

Q4 Restructure is now completed. Publicity to follow.

Request for target to be carried forward.

No: 015	Identify and implement changes arising from the Government's new child in poverty strategy through the Children and Young People's Strategy Group by December 2011	Responsible Officer Lorraine Testro
		Deadline 31/12/11 Completed:

Quarterly Update:

Q1 The Government have just announced their new child poverty strategy. Derby City Council will then produce a strategy of their own. Once this is in place, I will identify the key areas and have discussions at Derby Homes young peoples strategy meeting about how we can link to the strategy.

Q2 Gavin Thompson, Head of Policy Research and Engagement at DCC has contacted me to say they have just drafted the Child and Family Poverty Needs Assessment and are working on proposals for the development of the strategy. He has promised to keep me updated on progress.

Q3 The next steps required are for DCC to translate the findings from the needs assessment into a strategy. The findings are as follows:

- ☐ Child poverty workshop with practitioners to test for critical gaps
- ☐ Child poverty conference with senior management and members to achieve buy in
- ☐ Presentations to the key neighbourhood boards / forums
- ☐ Strategy development and action plan

The needs assessment and next steps report has been approved by the Health and Well-Being Board and the DCNP Leadership Board. It will go to the Children, Families and Learners Board on 9 Jan. I can't move forward until a strategy is in place. There is a workshop on March 8 that I will attend.
Extension requested to March 2012.

Q4 I attended the Child Poverty event on March 8 and was part of the workshops that discussed the ideas for the future strategy and action plan. DCC Officers have now gone away to produce the strategy. Unfortunately I have been unable to complete this objective due to the fact that the DCC strategy has not been finalised. This should be able to be implemented next year. Extension requested to March 2013.

No: 021	<div data-bbox="273 121 353 150" style="background-color: red; color: white; padding: 2px;">Red</div> Develop and embed asset management system and fully integrate asset management software with Housing Management Software by March 2012	Responsible Officer Mark Fairweather
		Deadline 31/03/12 Completed:
Quarterly Update:		
Q1	Capita have just released Version 16.2 for testing by Derby Homes, this includes the Keystone interfacing requested as part of the re-implementation. Once tested over 16.2 will go live estimated go live is September 2011.	
Q2	16.2 was withdrawn by Capita and replaced with 16.3, issues were found in testing 16.3 which meant it could not be deployed by the original deadline, Capita have completed a re-load of the database and released to Derby Homes for re-testing on the 27th October. Upgrade to 16.3 is now likely to be by the end of November.	
Q3	Version 16.30 of Academy was installed at the beginning of December. This has allowed viewing access in to Keystone directly from Academy. The two way interface is still in development due ongoing discussions between Keystone, Capita and Derby Homes on the correct asset information mapping, to ensure that the right information is updated on both systems.	
Q4	Return interface is still under discussion with Capita and Keystone due to errors found in the specification sent to Matt Hands. No revised delivery date currently available. Request this target is carried forward.	

No: 034	Red	Provide contractor access to management and maintenance systems by March 2012	Responsible Officer	Mark Fairweather
			Deadline	31/03/12 Completed:

Quarterly Update:

Q1 Strawberry Soup have been approached to provide a contractor dashboard for the new website. This is a straightforward addition and should be available by the end of October 2011.

Q2

Q3 Project is on track to meet revised end of March deadline.

Q4 This access will now be delivered via the Derby Homes website. Discussions are currently underway with Strawberry Soup to adapt a version of the tenants dashboard for contractor use. Request this target is carried forward.

No: 040	Red	Effectively monitor customer satisfaction and achieve 90% satisfaction in all areas by 2012	Responsible Officer	Julie Eyre
			Deadline	31/03/12 Completed:

Quarterly Update:

Q1 The overall satisfaction for landlord services is 86% sourced from the mini status.

Q2 In Q2 satisfaction in the repairs team was 92% and the Enquiry Centre satisfaction(sourced from the repairs survey) is 90%. The Tenancy Sustainment Team satisfaction is 100%. As several of the scheduled surveys are now incorporated into the mini status we will not know the results until the city wide report is submitted from DCC in October.

Q3 The mini status results show a slight decrease in the overall satisfaction figure from 86% to 83.08%. The Q3 satisfaction figures for both the Repairs Team and Enquiry Centre was 93%.

Q4 The mini-status is now an annual survey and will next report in March 2013. This target is again included in the delivery plan 2012/13 to achieve 90% satisfaction across all areas.

No: 045	Red	Hold a partners event to review all current Service Level Agreements by March 2012	Responsible Officer Tony Muldoon
			Deadline 31/03/12 Completed:
Quarterly Update:			
Q1	This event will be planned in quarter 2 and is planned that it will take place in Quarter 3 (September)		
Q2	After further consideration it has been decided that this is no longer a practical way of dealing with the review of SLAs.		
	The SLAs that we have with DCC involve different personnel and often different departments and there are also SLAs with other organisations. As a result SLAs need to be reviewed on an individual basis.		
	During this quarter a meeting took place with DCC on the Debt Collection SLA and it is hoped to finalise this before Christmas. A timetable will be drawn up for the review of the remaining SLAs with the objective of completing reviews prior to 31.03.12.		
Q3	A draft debt collection SLA has been received from DCC and an appointment has been made for early February to review. A number of other SLAs are due to be reviewed but the timetable referred to in Quarter 2 has not yet been completed. In addition to the management fee SLAs the SLAs between DCC and the Maintenance Teams are currently under discussion. Meetings will take place in Quarter 4 to progress this issue.		
Q4	The draft Debt Collection SLA has been further discussed with DCC and subject to minor final modifications will be signed off in quarter 1 of 2012/13. However a number of other SLAs are due to be reviewed and the timetable referred to in quarter 2 has not been achieved. Notice has been given on a number of Maintenance Operations Support Charges from DCC which would have been subject to SLAs and the charges for 2011/12 have been substantially reduced as a result. The work of reviewing all other SLAs will be carried forward into 2012/13.		

Service Improvement Targets - Overdue

Arrears and Income Management

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
032	Take responsibility for collecting rechargeable repairs	Jaz Sanghera	31/01/2012		Red
Q1	There needs to be progress on the payment card for sub accounts. IT have been contacted and they are pushing this with Capita. The restructure should be complete by October enabling the resources to be there to deal with the additional debts so we are still on to achieve this for the target date as long as we can get the payment option sorted.				
Q2	Still ongoing but will have payment option sorted and responsibility switched from council to derby homes by end of Jan 2012				
Q3	The payment cards have been designed and we are in the process of testing. Once this is completed then we will arrange the transfer of balances from derby city council				
Q4	There has been some technical issues on this sit and they are being resolved. In the meantime we are gearing ourselves up to take on these debts. Payment cards have been designed and we are in the process of loading account details on to our system. This sit will need to be carried over to 2012/2013				

Service Improvement Targets - Overdue

Estate Improvements and Services

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
073	To improve working links with LHO and HFG. Strengthen and work together with the DACP to increase opportunities for funding streams to support regeneration works	Craig Congreave	31/03/2012		Red
Q1	<p>The regeneration officers have arranged to go to LHO meetings to attend also with Surveying staff.</p> <p>We have also been in contact with the DACP in order to look at better communication between DH and its customers.</p> <p>Funding is proving to be very difficult however we are applying at present funding from the National Lottery, we will advise at quarter 2.</p>				
Q2	<p>A presentation has been provided for the HFG we are awaiting confirmation from Customer Services as to whether this can be given due to its length, 15 minutes long. This is a city wide wide presentation rather than a local presentation, the reason behind this was due to some area not receiving works. This would showcase the works that Estate Regeneration have carried out.</p>				
Q3	<p>We are currently in negotiation with Veolia Environmental to get 25k for Oriel Court play area.</p> <p>We have applied BIFFAWARD and Lottery for Tennyson Street play area and also the BMX track / fitness trail.</p> <p>Unfortunately Big Lottery have turned us down for Parker Street for the improvement works.</p>				
Q4	<p>Attended Housing Focus Groups and worked with Local Offices however, the key milestone to secure £250,000 match funding over the year has not been achieved. Links with DACP have been strengthened but are yet to establish a working partnership with Derby City Council and the Local Community (OSCAR).</p>				

Service Improvement Targets - Overdue

Health and Safety Forum

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
097	Embed a Health and Safety culture throughout the organisation	Maria Murphy	30/11/2011		Red
Q1	Health and Safety themed tool box talks have been delivered to operatives on ladder safety, Suncare and Hepatitis. The Health and safety intranet page has been renewed and relaunched with a mass of advice and guidance.				
Q2	Ongoing. Current day to day activities contribute towards a positive health and safety culture.				
Q3	The milestone 'Deliver a Health and Safety at Work "you said we did" presentation at a staff briefing' was discussed at Health and Safety forum and it was decided to produce a twice yearly newsletter that would be accessed electronically. This is due to be available in February. All other milestones are completed. Request to extend the deadline to February 2012.				
Q4	Various methods have been used to continually address and embed health and safety throughout the organisation. The Health & Safety team now solely run the toolbox talks on a purely H&S theme. Survey completed, results published and available on the H&S web page. Reported back to forum dated and minuted in minutes of meeting dated 20th September. The Health & Safety Forum decided to produce a twice yearly electronic newsletter with 'you said, we did' theme rather than a presentation at a staff briefing, this is to be addressed at the H&S Forum meeting in May. including a "you said, we did" themed staff briefing and through all tool box talks.				

Service Improvement Targets - Overdue

IT Business Support

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
087	Business Transformation (Including support for Local Offers)	Mark Fairweather	31/03/2012		Red
Q1	Mobile IT project is on track to deliver the first 120 laptops by the end of November 2011. Over 30 Housing Officers now have smartphones and the remaining phones have been ordered. Supported Living Software has been procured, now entering install and configuration phase. Upgrades to Total Mobile and OptiTime have been completed. The Optitime upgrade will allow for further texting including customer satisfaction surveys to be sent out.				
Q2	Additional resource was put in to the Mobile IT project to bring forward the roll out of 120 laptops to the end of October, four weeks sooner than originally planned. Supported Living Software has been installed on the servers and is in the process of being configured for testing which is the next phase. Project remains largely on track although there are some concerns surrounding the delivery of the 'offline' version due to an issue with the third party contractor that was being used to deliver the offline version. Opti-time customer satisfaction surveys are now being routinely sent out by text and the use of texting has been expanded to all repairs where there is enough time to make sending a text reasonable.				
Q3	Open Contractor project is on target to deliver by the end of February 2012 OSKA project for supported living etc remains a concern due to issue locating a developer with the correct skill set however Octavia are confident they will find someone and still deliver on time. Serco have yet to source and deliver extra laptops although they are being told by Lenevo that the new model should be available soon.				
Q4	Octavia successfully recruited a developer and delivered the offline version for testing during January. Project scope changed on the announcement that the FIP team were to be transferred to Derby City Council. Delivery date for the project has been revised to the end of May. Texting has now been in place for almost a year and a variety of teams are using it successfully to communicate with tenants.				
088	Records and Document Management	Mark Fairweather	31/03/2012		Red
Q1	Project remains on target to deliver to the September 2011, December 2011 and March 2012 deadlines.				
Q2	External consultancy support has been brought in and on their advice a new approach is being adopted. Overall the project will deliver to the March 2012 deadline.				
Q3	Project remains on track to deliver revised targets by the end of March 2012. Those being Maintenance Procurement and Personnel.				
Q4	Milestone 1; Issues surrounding the integration of share point and meridio to support this project have meant that it has been impossible to meet the milestone. Milestone 2; This project was put on hold due to the issues uncovered by the work on milestone one and will remain on hold until those have been resolved. Milestone 3; As with the previous milestone this project will only be able to commence once the issues surrounding milestone one have been resolved.				

Service Improvement Targets - Overdue

IT Business Support

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
089	Customer Service (Including support for Local Offers)	Mark Fairweather	31/03/2012		Red
Q1	Support has been given for the further development of the Website including work on data extracts from Academy and Keystone.				
Q2	Information from both Academy and Keystone can now be seen within the Tenants dashboard area when a registered tenant logs in.				
Q3	Take up of hot desking and streamlining of the sign up process has proved popular and the later is delivering business efficiencies due to reduction in form filling.				
Q4	<p>Milestone 1; investigations completed. Laptop users do not require roaming profiles. Project is now in place to deliver roaming profiles for non laptop users and this will appear in the IT sits for 2012/13</p> <p>Milestone 2; all except one of the deliverables in this milestone have been successful. The outstanding click to call will be investigate as part of a 2012/13 sit.</p> <p>Milestone 3; technical liaison and project support for Web Site development and enhancements has been carried out throughout the year.</p>				

Service Improvement Targets - Overdue

Neighbourhood Safety Team

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
040	Complete cost benefit analysis and publicise to customers, to assist in decision making processes	Mary Holmes	31/12/2011		Red
Q1	Work has started on analysing costs in this area. Benchmarking with other ALMOs is to be carried out during September to ensure that our costs are comparable and good value for money.				
Q2	The first benchmarking results will be available for publication by the end of October. This will show how we are performing in terms of VFM in the ASB service we provide				
Q3	The first benchmarking results are still being worked on; there has been some discussion with other ALMOs regarding how information is being collated which has held up the process. This should be completed during qtr 4 Request to extend deadline to March 2012.				
Q4	There has still been a problem with getting a benchmarking process completed in this area. We have tried to do this through the ALMO clubs and on HouseMark but have had no responses. Although this is not a SIT for next year we will continue to work on getting some comparisons as a VFM exercise.				

Service Improvement Targets - Overdue

Planned Maintenance

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
072	Collect and collate advanced asset data from energy efficiency and programmes of work	Andy Higginbottom	31/03/2012		Red
Q1	As part of the Thermal Board Insulation works property data is recorded and will be updated on mass in to Keystone. Current data levels span over 100 properties. Millward Construction are progressing at a rate of 8 per week.				
Q2	Since we seem to be waiting again for technology to catch up with what we want to do, I am having to revert to a paper version of data collection which then requires information to be entered manually. This is unsatisfactory as time in the office reduces the time surveyors have on site. However we will continue for now albeit at a slower rate than expected.				
Q3	No further developments this qtr. We will be gaining access in to more properties over the period of qtr 4. Data collected during this period will be assessed and updated in to Keystone.				
Q4	There is a backlog of data which needs collating in to the right format to update Asset Management. Limited data has been collected. A more efficient process for up loading information in to the required location needs to be established.				