Service Improvement Targets - Overdue

Allocations Team

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
40 Allocations and Voids Team	Carry out review of existing Local Lettings Plan procedures and introduce revised protocol.	Paul Thompson	31/03/2009		Red

Q1 We are currently gathering information on existing Local Lettings Plans and the procedures behind them.

Q2 This SIT is currently under review by SMT, once the review is complete a decision will be made as to the violability of this target.

Q3 This SIT is currently under review by SMT, information has been gathered regarding allocations made via LLP but further discussions need to take place regarding this SIT.

Q4 Meeting arranged with Derby City Council HOC to finalise. Target end date carried forward to 30 June 2009.

Service Improvement Targets - Overdue

Arrears Team

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
42 Arrears Team	Provide Excellent customer services for Benefits Advice	Jaz Sanghera	31/10/2008		Red

Q1 - There are two HB and Income Officer posts in the arrears team. One post has been filled from the existing team on the other post the original internal advert in April did not produce any candidates so a further advert was put out on the councils Gold Sheet. This was successful in creating some interest and the interviews will be held on 4 July.
- The training programme is on hold for the other successful applicant to take up the post. In the meantime some liaison with Derby Benefits has commenced in June for the person in post to see how the set up is and build some new links

Q2 There are due to be two Housing Benefit and Income Officers working in the Arrears Team. Currently one officer is in post and he has been allocated an arrears patch to manage as staffing resources have been low. The other officer is due to start on the 20th October 2008 and will need to be trained to use Academy and Housing Benefit systems. We have used the delay as an opportunity to use the Arrears Process Improvement team meeting scheduled for 14 October 2008 to discuss the best ways this role can work for tenants. The outcome will lay the foundations of how and when the role will interact and support tenants.

Q3 Both of the Housing Benefit and Income Officers are now in post. They are currently undergoing training and it is anticipated they will be fully operational by 1 March 2009. This represents slight slippage from the anticipated milestones within this SIT. This is because both posts have been needed in the temporary structure put in place to deal with the rise in current tenant arrears in quarters 1 and 2 of this year.

Q4 Not Achieved. This service improvement was delayed because of utilising all resources to deal with the rising arrears in the current challenging environment. The officers have now been recruited and this service improvement will be carried over to 2009/2010.

Service Improvement Targets - Overdue

Communications Team

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
61 Communications Team	Review and development of website.	Jane Bettany	31/07/2008		Red

Q1 - The first draft has been completed and is going through a review process before approval and implementation.
- Ownership of the website by teams is built into the strategy targets.
- A PIT for online participation has not yet been set up; this will be set up during August to work on the implementation of the first phase of the Strategy.
- Actions for implementation of rent services are included in the website strategy.
- Initial work has been completed.
- The July edition of Derby Homes News has adverts directing customers to the website; a feature will be published in the next edition focusing on how tenants can access the internet and tips on ease of internet use.
- The DerbyKidzTalk website is being re-developed by the Tenant Participation Team in conjunction with Derby City Council.

Q2 - The first draft of the website strategy has been completed and is awaiting review.
- Website development is on hold awaiting confirmation from our legal advisors about our intellectual rights. This follows Int@ssist, our website consultant, going into receivership in August. However, ownership of the website by teams is built into the strategy targets.
- On hold pending decision on website (see above).
- Actions for implementation of rent services are included in the website strategy and is part of the re-implementation of the Housing Management system.
- Initial work has been completed. GoogleMini search facility is on order and should be implemented by November.
- The November edition of Derby Homes News will include an article on ways to access and use the internet.
- The development of DerbyKidzTalk is on hold pending legal advice, following on from our website consultant Int@ssist going into receivership.

Q3 - Develop website strategy.
The website strategy and development is on hold awaiting confirmation from our legal advisors about our intellectual rights. This follows Int@ssist, our website consultant, going into receivership in August. However, the first draft of the website strategy has been completed and is awaiting review.

- Develop ownership of website within teams.
Ownership of the website by teams is built into the strategy targets.

- Create a PIT for the website including online participation.
On hold pending decision on website (see above).

- Develop on line rent services.
Actions for implementation of rent services are included in the website strategy.

- Review structure, navigation and search facility.
Initial work has been completed and an improved GoogleMini search facility was implemented in January 2009.

- Publicise a range of ways for customers to access the Internet – work with the DACP to publicise facilities available at the tenants resource centre.

Communications Team

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
	The November edition of Derby Homes News included an article on ways to access and use the internet. - Further develop communication with young people via DerbyKidzTalk website in consultation with Derby City Council and relaunch. The development of DerbyKidzTalk is on hold pending legal advice, following on from our website consultant Int@ssist going into receivership.				
Q4	Not Achieved. – The website review has started. Parts of the SIT have been completed such as the new Google search. This SIT has been carried over into 2009/10 to enable discussions to take place with Serco the new FM supplier. A meeting has been arranged for 18 May 2009 and revised action plan on all areas of web development will be presented to the Local Housing Boards in June 2009.				

Service Improvement Targets - Overdue

Estates Response Team

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
32 Estates Response Team	Introduce performance measures for the service.	Janet Young	31/03/2009		Red

Q1   E-mails sent to performance team to ask for meetings to discuss the best way forward with this objective. Meeting to take place on 19 June re Survey.

Q2   A customer satisfaction survey has been designed and will be sent to any customer who contacts us via the enquiry centre asking for service.

Some benchmarking information was obtained from the performance management team. Once the service has been reviewed and some feedback from the customer survey has been received then specific measures can be put in place and monitored

Q3   Customer satisfaction survey now in place to be sent out to any tenant who make a request for service via the enquiry centre. Specific measures are difficult to identify at the moment as the service is in the process of changing. This will be carried forward to 2009/2010 and progressed when the service changes have been made

Q4   Not Achieved. This SIT will be carried forward to be continued in 2009/10.

Service Improvement Targets - Overdue

Finance

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
105 Finance	Completion of management accounts within 12 working days of period end closure.	Jo Clifford	31/03/2009		Red

Q1 - Monthly reporting to Resources & Remuneration members.
Period 2 target not achieved, working on Period 3.
- Monthly publishing of budget monitoring statements.
Not yet completed, to commence from period 3.

Q2 Not achieved.

Q3 Not achieved. Improvements being made to timetable process. Still working on period 9.

Q4 Not achieved. – Accounts not published within targeted timescales. Improvements made to planning, quality of information and introduced programme of review meetings with key budget managers.

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
112 Finance	Support the re-implementation of housing management system.	Jo Clifford	31/03/2009		Red

Q1 - Dependent on Academy relaunch package.
- Initial meeting to review are due to take place with a view to transferring data on to Academy instead of independent databases.

Q2 - System Co-ordinator dependent on Academy relaunch package
- Rental Control Officers initial meeting to review are due to take place with a view to transferring data on to Academy instead of independent databases
- Leasehold Manager dependent on Academy relaunch package

Q3 Dependent on Academy relaunch package. Rental Control Officers have met to review transferring the data on to Academy instead of independent databases. A meeting with Academy is due to take place mid January to discuss the implications and the use of Sub Accounts. Leasehold Manager dependent on Academy relaunch package.

Q4 1. Introduction of paperless Direct Debit – further development required Carry forward to 2009-10 as next stage improvement to re-implemented system.
2. Integrate process for Concessionary TV licence charges on Academy – achieved. Review completed and sub accounts implemented for 2009-10.
3. Implement Leasehold Service charges onto Academy – project underway – revised target date May 2009.

Service Improvement Targets - Overdue

Finance

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
117 Finance	Develop procurement site on intranet with information for staff.	Jo Clifford	30/09/2008		Red

Q1 The options are being evaluated to select the most suitable way of publishing procurement documents on the intranet. Still on target .

Q2 Deferred due to outsouring of procurement function.

Q3 Deferred due to outsouring of procurement function. This links to the Business Plan target Value for Money 01 and request the extension of deadline to June 2009 to be carried over into the next years plan.

Q4 Not Achieved – Carry forward to 2009-10 pending outsourcing of procurement function.

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
118 Finance	Review of environmental impact of products procured.	Jo Clifford	31/08/2008		Red

Q1 Not yet due. Work is underway.

Q2 Deferred due to outsouring of procurement function.

Q3 Deferred due to outsouring of procurement function. Links to Value for Money 01 and SIT 117. Request to extend the deadline to June 2009 and carry over to the next years plan.

Q4 Not Achieved – Carry forward to 2009-10 pending outsourcing of procurement function.

Service Improvement Targets - Overdue

Governance Services

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
125 Governance Services	Carry out an internal customer satisfaction survey.	Jackie Mitchell	31/10/2008		Red

Q1 Responsible Officer promoted to another team June 08 and will not be able to meet July Milestone.

Q2 The Director's Secretary was promoted to another team June 08 and it will not be possible to meet the July Milestone.
Once this post has been filled, it is proposed to achieve this SIT by March 2009.

Q3 This post has now been filled and the Secretary will commence this task in January 09. Request to extend the deadline to March 2009, as per Quarter 2 commentary.

Q4 Not achieved - The target will be carried forward to 2009/10.

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
126 Governance Services	Co-ordinate and maintain a library of housing publications.	Jackie Mitchell	31/03/2009		Red

Q1 This target is not due until March 2009. The responsible officer has recently been promoted and will be leaving the team shortly. The team is being restructured and I anticipate this target will transfer to another team member when appointed. This may result in a delay in meeting the target date.

Q2 The Administration Manager was promoted to another team in September. It is proposed to commence this SIT once the post has been filled but it may not be possible to complete before March 2009.

Q3 The post of PA to the Chief Exec has now been filled and the postholder will commence this task in January 09.

Q4 Not Achieved - Work in progress and will continue into 2009/10.

Service Improvement Targets - Overdue

Governance Services

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
127 Governance Services	Develop and Co-ordinate a generic team training plan.	Jackie Mitchell	31/03/2009		Red

Q1 This target is not due until March 2009. The responsible officer has recently been promoted and will be leaving the team shortly. The team is being restructured and I anticipate this target will transfer to another team member when appointed. This may result in a delay in meeting the target date.

Q2 Due to staff shortages it has not been possible to commence this task. It is hoped that vacant posts within the team will be filled before the end of the year and hopefully work on this SIT will commence in Jan 09. It may not be possible to fully achieve the SIT by March 09.

Q3 Due to staff shortages it has not been possible to commence this task. All posts within the team have now been filled but it is proposed to carry forward this task to 2009/10.

Q4 Not Achieved - The target will be carried forward to 2009/10.

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
130 Governance Services	Lead on the introduction, implementation and training for team members for using Meridio scanner for management of mail.	Jackie Mitchell	31/03/2009		Red

Q1 This target was c/f from 2007/8. Unfortunately is not yet known when Meridio will be fully implemented and this will have a direct impact on this target.

Q2 The Meridio project has not yet been launched across the organisation and this has impacted on the ability to achieve this SIT.

Q3 The Meridio project has not yet been launched across the organisation and this has impacted on the ability to achieve this SIT.

Q4 Not Achieved - The project has not yet been launched across the organisation and this has impacted on the ability to achieve this SIT. The target will not be carried forward to 2009/10 but will be incorporated into the work of the team during the year.

Service Improvement Targets - Overdue

IT Business Support

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
131 IT Business Support	Re-implement the Housing Management System and implement an Asset Management System.	Mark Fairweather	30/11/2008		Red

Q1 Academy was migrated onto the new hardware platform and went live at the end of March. Academy Document Engine has also been installed. The re-implementation of the Core module occurred at the same time as the new hardware platform went live. Training has been delayed at the project managers request to ensure that it occurs after the business transformation workshops have been held. Training will now take place at the end of July 2008. The project remains on track.

Q2 Academy Document Engine implemented and fully functional, initial issues with Arrears letters have been resolved. A large number of business transformation sessions and Capita training and consultancy sessions have been completed, with further sessions booked to take place in quarter 3. Keystone Asset Management system nearing completion, test database has been installed for user acceptance testing by Derby Homes. Revised deadline for the live running of Keystone now October 2008. Latest update on completion of the project as a whole is now April 2009.

Q3 Issues with testing the interface between Academy Housing and Academy Revenues have now been resolved and we will now go live with Academy Housing release 14.001 on Monday 12 January 2009. Keystone Asset Management system now live. Work continuing on interface between Keystone and Academy Housing. Latest update on completion of the project as a whole is still April 2009. Request to carry over to next years plan.

Q4 Not Achieved:
- Migrated Hardware
- ADE installed
- Core Modules re-implementation ongoing
- Keystone installed and working
- Appointments – waiting for new exchange server

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
132 IT Business Support	Implement phase 2 and 3 of Mobile IT to include a wide variety of teams.	Mark Fairweather	30/09/2008		Red

Q1 Phase two is on track, orders will be placed for the new equipment before the end of June 2008.

Q2 This project is currently on hold awaiting resource to carry out a thorough review of the use of the Mobile IT that has been deployed so far. The current equipment has some limitations and the purpose of the review will be to identify what else is available in the market place. Staff will be fully consulted and have the opportunity to contribute to the type of equipment that will be purchased going forwards.

Q3 This project is still currently on hold awaiting resource to carry out a thorough review of the use of the Mobile IT that has been deployed so far. The current equipment has some limitations and the purpose of the review will be to identify what else is available in the market place. Staff will be fully consulted and have the opportunity to contribute to the type of equipment that will be purchased going forwards.
Request to carry over to next years plan.

Q4 Not Achieved – Project rescheduled within the Academy re-implementation project plan. To be carried forward to 09/10 plan.

Service Improvement Targets - Overdue

IT Business Support

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
133 IT Business Support	**Roll out Meridio and integrate it with MS Office, Outlook and Academy for Derby Homes.**	**Mark Fairweather**	31/12/2008		Red

Q1　The Records Management Policy being written by an external consultant needed to be amended and will not now be published until the end of June 2008. This has also delayed the pilot with controlled documents which will now commence at the end of July 2008 with the evaluation taking place at the end of August 2008. The project is still targeted to complete by the end of December 2008.

Q2　This project is running approximately four months behind the original plan. The Document Management Strategy has been published and a wider paper (Information Management Strategy) has been commissioned to ensure compliance with BP0008. The controlled documents pilot and the interface with Academy have both moved on significantly during the quarter and are on track to be implemented in quarters 3 and 4 respectively.

Q3　Classification Scheme reviewed, Meridio virtual test and dev environment built and now operational. Upgrade to the latest release of Meridio being planned for week commencing 12/01/2009. Request to extend the deadline to March 2009.

Q4　Not Achieved:
- Records Management Policy Published
- Controlled document ongoing

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
134 IT Business Support	**Assist Governance Services in implementation of CMIS.**	**Mark Fairweather**	31/07/2008		Red

Q1　Project is still on track, however Governance Services involvement in other projects and tenant board member elections, may mean that the target date of the end of July may have to be re-considered.

Q2　This project has been affected by the resource drain attributable to the Academy Re-Implementation project. The publication of the first agenda and reports is now scheduled for November.

Q3　This project has been affected by the resource drain attributable to the Academy Re-Implementation project. The publication of the first agenda and reports is now scheduled for Mid March 2009. This links to Governance Services SIT 119, extension of deadline to April 2009, to be carried over to next years plan.

Q4　Not Achieved – Ongoing with a target date of April 2009.

Service Improvement Targets - Overdue

IT Business Support

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
138 IT Business Support	Project support for Derby Homes working processes.	Mark Fairweather	31/12/2008		Red

Q1 Project is ongoing.

Q2 The Meridio project is on track to complete phase 1. The change management element of the financial inclusion project is complete. Project methodology has been put on hold due to time commitments to the Academy Re-implementation project. The Complaints Process review has completed and the results form part of the business transformation work currently ongoing.

Q3 Complete phase 1 of Meridio project.
Phase 1 of Meridio project now due to complete Mid February. A two month Slippage has been incurred that relates to the way that the current intranet has been built. This has prevented the required Meridio component to be installed which has in turn delayed the project. It is believed that the technical issues have now been resolved and the install is scheduled to be complete by 23rd Jan which will in turn allow the first phase of the project to complete.

Financial Inclusion project.
Support has been given to Jaz Sanghera to complete a structured questionnaire to understand the financial makeup of our tenants. This questionnaire will be distributed by letter, to the LHO's for face to face interviews and to the enquiry centre for telephone interviews. Jaz has then to analyse the results.

Project Methodology Project.
Project has been put on hold as a result of the Academy implementation.

Complaints process review.
Completed December 08

Q4 Not Achieved – Being carried forward into 09/10.

Service Improvement Targets - Overdue

IT Business Support

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
139 IT Business Support	Investing in People Organisation.	Mark Fairweather	31/03/2009		Red

Q1   Project is ongoing.

Q2   Opportunities are taken to promote change management with SMT as they present themselves.

Q3   Change Management awareness, Support SMT in adopting a proactive approach to change management. Not started.

Q4   Not Achieved – Being carried forward into 09/10.

Service Improvement Targets - Overdue

Mackworth and Brook Street

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
09 Mackworth & Brook Street	Carry out a cleaner, greener safer strategy for the area.	Pete Matthews	31/03/2009		Red

Q1 At least 10 property inspections have been completed for each patch. Recycling project is oncourse for introduction at rivermead by January. Funding has been found and admin has started to introduce a AFZ for the whole of the Mackworth ward. This will however take longer than the set date but will hopefully be inforce by March 09.

Q2 The Housing officers are still on course to complete the 50 house inspections per patch. Of those completed, follow up visits have been made and the properties are being maintained, only two properties received a notice, so far! The main aim was to reduce repairs costs and vacancy costs, it is hard to determine at this stage ,but this will be developed at next year's away day to link into the maintenance team. Alcohol free zone has been approved by the Mackworth board for the whole of the Mackworth ward consultation and council approval is now underway.

Q3 Housing officers are still on course to complete their 50 property inspections, no more notices have been served. We are still looking at developing this with the maintenance section, talks will start in the new year. The work o the Alcohol free zone is still ongoing but will be completed before March 09.

Q4 Not Achieved- there has been a delay in introducing the alcohol free zone this is an ongoing piece of work and has been carried forward to the plan 2009/10.   We also have worked with the Mackworth Neighbourhood Board and established sub groups for, Cleaner, Safer, Greener to drive forward the priorities for the area. This work will be ongoing for next year.

Service Improvement Targets - Overdue

Sinfin, Osmaston and Chellaston

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
16 Sinfin, Osmaston and Chellaston	Build and maintain capacity within Derby Homes to manage a travellers site and develop further services for the travelling community.	Steve Astle	30/04/2009		Red

Q1 Liaison with Senior Officers of DCC and Derby Homes is happening. Research is being undertaken-Discussion will take place with Projects Manager for next quarter.

Q2 This SIT needs to be removed (I was not aware it was to be included) as we are still not sure if there will be a Travellers site in Osmaston.

Q3 As per my previous update, this SIT needs to be removed.

Q4 Not Achieved. Derby City Council are still considering an alternative permanent Travellers Site. Until this is decided Derby Homes are unable to manage the site and develop further services.

Service Improvement Targets - Overdue

Stockbrook Street, Austin and Littleover

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
17 Stockbrook Street	Assess changes in customers with mental health issues to avert crisis admission to hospital to sustain 10 tenancies.	Pam Stretton	30/09/2008		Red

Q1 Carried forward: The scripting is being developed and will be linked to film taken. There is a delay on implementing TAG as the PCT are not ready and have possible resource issues.

Q2 This has temporarily stalled as Mental Health team can not resource TAG although it is needed.

Q3 We have been struggling to get full co-operation from Mental Health Services to implement TAG. They have resource issues and are unable to proceed. A report has been sent to their executive. We can not proceed until this is resolved. Request to abandon this SIT and review Mental Health services position when preparing the Service Plan 09/10.

Q4 Not achieved - we have supported a number of tenants and highlighted concerns with partners in the Mental Health team when we believe the tenant is showing signs of failing to manage their tenancy. However the Threshold Assessment Grid (TAG) has not been implemented. Our work with the Mental Health team continues and is reflected in our service plan 2009/10.

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
20 Stockbrook Street	Create one garden enterprise to create employment for 4 people and maintain the green environment to 30 properties on the Austin Estate.	Pam Stretton	31/03/2009		Red

Q1 We have held initial discussions with Vale to investigate if its possible to develop a partnership. Further discussions to follow.

Q2 The garden enterprise has been more complicated than expected. We have modified the target to specifically target gardens which have had a one off cut and are exploring options for supporting maintenance. We are investigating tool hire and training schemes.

Q3 The garden enterprise has had many meetings but little buy in to develop. We have followed up with an outside agency to try to take this forward. To be revisited in January.

Q4 Not Achieved - We have held meetings to ascertain support but failed to get sufficient momentum. We have spoken to a voluntary group to seek their support but have not received positive feedback to date.

Service Improvement Targets - Overdue

Stockbrook Street, Austin and Littleover

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
21 Stockbrook Street	Work with the PCT to gather data on an unknown homeless group of sofa surfers by completing a minimum of 8 questionnaires in the year. To be carried out when visiting properties with extra occupants	Pam Stretton	31/03/2009		Red

Q1 This target is more difficult, to date we have not identified any individuals who we can carry out the questionnaire with. A group of people are carrying out the questionnaire in the hostels.

Q2 We have targeted street drinkers with staff from Milestone House. They were unable to complete questionnaires but we did have conversations with the. On the day we went out none were of no fixed abode and the information collected is being fed into the strategic group. We plan to go out again and check results.

Q3 We have engaged with sofa surfers on the street, directed into services and issued advice when found at properties. We have developed a good working relationship with the Police which has helped to identify these people. Due to their severe intoxication we have been unable to complete questionnaires.

Q4 Not Achieved - We have not had the right contact to complete the questionnaire which is 35 pages long and the client group we have been in contact with have not been co-operative. We have visited areas they are known to frequent with Staff from Milestone House to signpost them to services and monitor developing trends.

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
22 Stockbrook Street	Work with hostels on move on protocol and plans to maintain 10 tenancies by providing support and training.	Pam Stretton	31/03/2009		Red

Q1 We have identified a possible training scheme which could be suitable. We are meeting with adult education. We are in contact with an officer at Milestone House.

Q2 We have collated information on modules and are now exploring how to implement to ensure success with this group who have low self esteem.

Q3 We have developed links with Milestone House, if there are issues we go to Milestone to assist their staff. The accommodation is settling down but the education has not taken off yet. Following talks with Drug and Alcohol strategy there are common themes and client groups which need to be fully mainstreamed for the benefit of the service users.

Q4 Not Achieved - We have met with officers from Milestone House who have a budget to deliver this programme. The programme has not been developed yet but we have made them aware we are happy to support.

Service Improvement Targets - Overdue

Stockbrook Street, Austin and Littleover

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
23 Stockbrook Street	Work with the residents of Oakvale House improve usage of community garden and to establish one constituted group to develop further initiatives to improve health.	Pam Stretton	31/03/2009		Red

Q1 This project is delayed as the future of Oakvale House is uncertain.

Q2 Currently on hold pending the outcome on the future of Oakvale House.

Q3 This has been curtailed due to the possible decommission of Oakvale House and the very small number of residents remaining. This project is no longer viable but the links have been made with DACP who use transport to offer trips/healthy food to these customers.

Q4 Not Achieved - We have been waiting on a decision on the future of the building. Currently there are only 6 residents and some are in poor health. DACP have run one off events from the building.

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
24 Stockbrook Street	To develop a together initiative to benefit 20 elderly residents of Littleover and through liaison with the 'Carlyle against crime group'.	Pam Stretton	31/03/2009		Red

Q1 Research is underway and discussions planned with Carlilse Against Crime.

Q2 We have met with Carlyle Against Crime who have expressed interest. We are exploring other links and will then initiate an action plan.

Q3 Following meetings with Carlyle Against Crime they are happy to help but want to do this informally and on there own initiative using established networks.

Q4 Not Achieved - After consultation with Carlyle Against Crime it was decided to keep this initiative informal and to deliver through local established networks.

Service Improvement Targets - Overdue

Supported Living

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
49 Supported Living Team	To achieve CSHS (Centre for Sheltered Housing Studies) Code of Practice Accreditation	Leon Taylor	30/04/2008		Red

Q1 Following further investigation, CSHS has not yet fully developed accreditation for floating support services. Supported Living Service will defer until specialised accreditation is established. We have yet to be advised of a specific date for development of accreditation criteria by CSHS.

Q2 Following further investigation, CSHS has not yet fully developed accreditation for floating support services. Supported Living Service will defer until specialised accreditation is established.

Q3 CSHS has only just developed a generic portfolio of support services across several specialisms. We will approach them as soon as they have had the opportunity to pilot the new programme. Request to carry over to next years plan.

Q4 Not Achieved – the Code of Practice does not reflect our remodelled service. However this will be kept under review over the next 12 months and accreditation will be worked towards when/if the Code is revised appropriately.

Service Improvement Targets - Overdue

Supported Living

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
51 Supported Living Team	To reduce and recycle paper used by the Supported Living Service.	Leon Taylor	31/07/2008		Red

Q1 - To use electronic versions of all key documents; Needs & Risks assessment & Support Plan.
    * Electronic versions of key documents currently being tested by SLS clerk.
    * Electronic monitoring forms for gathering data to complete supporting People quarterly workbook and quarterly
    * Performance Management Report in place & fully operational.
    - To use green bins provided to recycle paper. Target achieved & ongoing.
    - To shred for recycling all confidential waste paper. Target achieved & ongoing.

Q2 - To use electronic versions of all key documents; Needs & Risks assessment & Support Plan.
    Electronic versions of key documents currently being tested by SLS clerk. Electronic monitoring forms for gathering
    data to complete supporting People quarterly workbook and quarterly Performance Management Report in place & fully
    operational.

    - To use green bins provided to recycle paper.
    Target achieved & ongoing.

    - To shred for recycling all confidential waste paper.
    Target achieved & ongoing.

Q3 - To use electronic versions of all key documents; Needs & Risks assessment & Support Plan.
    Electronic versions of key documents currently being tested by SLS clerk.
    Electronic monitoring forms for gathering data to complete supporting People quarterly workbook and quarterly
    Performance Management Report in place & fully operational

    - To use green bins provided to recycle paper.
    Target achieved & ongoing.

    - To shred for recycling all confidential waste paper.
    Target achieved & ongoing.

Q4 Not Achieved. – there have been technical difficulties in fully complying with this SIT, due to the proposed IT operating system being unable to fully accommodate the requirements of the service in terms of sorting data electronically. It is anticipated that these difficulties will be overcome within the next three months.

Service Improvement Targets - Overdue

Tenant Involvement Team

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
75 Tenant Involvement Team	We will develop an intranet capability available to all Derby Homes staff containing advice and resources that will enable the organisation to own Resident Involvement. We will continue to develop the Kidztalk website.	Mark Crown	31/12/2008		Red

Q1 - We have created a home page on the intranet and have populated HFG activity on it plus links to the PIT page of the main website. This will continue to be refined.
- A rolling programme of added content is currently being developed with the team but needs to go to consultation with staff on 27th August .

Q2 - The TP intranet now has a basic guide to TP that is useful to new and existing staff.
- Next project will be a guide to the HFGs for staff and managers as we have now highlighted areas of confusion through consultation – to be completed by November 2008.
- Our research and development into the use of IT and the Web to engage with service users continues. However actual progress of Kidztalk and the DH interactive website has been suspended until further notice whilst issues with intellectual property rights and domain names are resolved by our legal advisors.

Q3 The development of our intranet pages continues with the aim of producing quick reference guides to our activities for mangers and staff. We aim to have a page dedicated to our equalities groups to help the Equalities Champions embed equalities throughout the organisation.
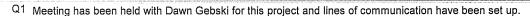
The Kidztalk website work is still held back due to legal issues that need to be resolved concerning the domain name and ownership of certain rights. We are still awaiting clearance to continue with this work.

Q4 Not Achieved – we have developed the intranet for the TP Team, focussing on raising the awareness of the Tenant Services Authority and information about running PITs. We have also created a page looking at the work of the Equalities groups which we will use to help managers put their Equalities Impact Assessments to work in their Service Improvement Targets. We have also put maps to venues on the intranet, our role as Resident Involvement Champions, and information about HFGs.

Kidztalk – We will carry over this project over into 2009/10.

Service Improvement Targets - Overdue

Tenant Involvement Team

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
76 Tenant Involvement Team	We will work on Project LiRA with the Library Service to involve tenants in the proposed co-location of the Mackworth local Housing Office to the new library.	Mark Crown	31/12/2008		Red

Q1 Meeting has been held with Dawn Gebski for this project and lines of communication have been set up.

Q2 Have received update from project LIRA team leader but no actual contact with DH tenants has been made. The Tenant Involvement manager will take this up with the Project LIRA team leader to discuss any possible barriers or problems that are preventing ditrect contact with tenants in November.

Q3 The Tenant Involvement Manager has contacted the project manager for this project and has had a positive response. We are meeting w/c 12th January to ensure that the opportunities to involve tenants are fully taken by planning when it can take place. The meeting was cancelled by The Project Manager and is yet to be re-arranged. Request for extension of the deadline to March 2009 to further develop Tenant Involvement.

Q4 Not achieved – the timetable for this work has been put back by the lead body (the City Council) and will be rolled over into 2009/10.