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|---|---|--|------------------------------|--------------|
| Reference: A01<br>(Audit Commission Report -<br>Amber)  | Carry out gap analysis of Customer Service standards and customer expectations. (bought over from plan 05/06)   |  | Responsible Officer          | Julie Hughes |
|   |   |  | Accountable Officer          | Maria Murphy |
| Impact: High  | Cost: Low   |  | Deadline 01/12/06 Completed: |              |
| Description of Requirements/Key Milestones:   |   |  |                              |              |
| Workshops to be held with residents to establish baseline expectations of service standards in relation to service delivery and to obtain feedback on whether current standards meet these expectations. Analysis of findings to be incorporated into report proposing any necessary revisions to standards and consultation to take place with key stakeholders. |   |  |                              |              |
| Quarterly Update:   |   |  |                              |              |
| Q1  |   |  |                              |              |
| Q2  | Communication strategy group organised from volunteers at September staff briefings. Tenant Involvement team to identify customers who want to be on the group to review standards. 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. |  |                              |              |
| Q3  |   |  |                              |              |
| Q4  |   |  |                              |              |

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| Reference: A02<br>(Audit Commission Report -<br>Amber) | Develop procedure to introduce systematic quality monitoring of service delivery. (bought over from plan 05/06) | Responsible Officer          | Julie Eyre   |
|  |   | Accountable Officer          | Julie Hughes |
| Impact: High   | Cost: Low   | Deadline 01/11/06 Completed: |              |

## Description of Requirements/Key Milestones:

Benchmarking to be carried out to ascertain best practise in carrying out mystery customer activities. Introduction and implementation of a programme of bi-annually customer satisfaction surveys in consultation with residents and staff.

## Quarterly Update:

Q1 Benchmarking completed using Housemark and Quality Housing Services network.

Q2 Quotes obtained from two consultants to carry out mystery shopping exercise currently under consideration.  
A member of the performance team will be carrying out an internal mystery shopping exercise w/c 23/10/06 working to the template designed by the outcome of benchmarking and best practise exercises. Results of this exercise will be reported at the Performance Committee meeting 06/02/07.

Q3

Q4

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| Reference: A03<br>(From Delivery Plan)<br>Red | Develop Customer Service Strategy<br>Bought over from plan 05/06 | Responsible Officer          | Julie Hughes |
|   |  | Accountable Officer          | Maria Murphy |
| Impact: High                                  | Cost: Low  | Deadline 01/08/06 Completed: |              |

## Description of Requirements/Key Milestones:

Development of customer service strategy in consultation with customers and key stakeholders.

## Quarterly Update:

Q1

Q2 Slippage on target date. Draft customer service strategy developed. To be finalised by end November 2006 and sent out to consultation December/January 2007

Q3

Q4

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| Reference: A04<br>( )  | Green     | Increasing the level of customer profile information and using this to inform service improvements.<br>(Delivery plan-diversity & point 59 in AC report) | Responsible Officer | Julie Hughes        |
|  |           |  | Accountable Officer | Maria Murphy        |
| Impact: High   | Cost: Low |  | Deadline            | 31/03/07 Completed: |
| Description of Requirements/Key Milestones:  |           |  |                     |                     |
| Develop strategy to ensure there is ongoing collection of customer profile data and increase in % of information held on race and disability (80% by March 2007). Populate Academy with data. Investigation to be carried out with IT to ensure information recorded can be highlighted at the point of customer interaction. Original target date of 01/09/06 reviewed.   |           |  |                     |                     |
| Quarterly Update:  |           |  |                     |                     |
| Q1   |           |  |                     |                     |
| Q2 Questionnaire developed to be 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 |           |  |                     |                     |
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| Reference: A05<br>( )   | Green   | Introduce a systematic process to ensure learning from complaints and increase coverage of satisfaction surveys. | Responsible Officer | Julie Hughes        |
|   |   |  | Accountable Officer | Maria Murphy        |
| Impact: Medium  | Cost: Low   |  | Deadline            | 31/03/07 Completed: |
| Description of Requirements/Key Milestones:   |   |  |                     |                     |
| Creation of procedure for learning from complaints to incorporate analysis of real complaint case studies by managers and performance committee members on a quarterly basis. Consultation on approach with performance committee and SMT. Original target date of 01/07/06 reviewed. |   |  |                     |                     |
| Quarterly Update:   |   |  |                     |                     |
| Q1  | Agreed process for learning from complaints at Performance Committee level. Structure agreed for officers groups to meet to review and learn lessons from existing complaints. Draft survey created to ensure all complainants consulted on their experience of the complaints process. |  |                     |                     |
| Q2  | Staff group created and the first meeting arranged 25/10/06 to establish methodology and resources required. Case studies to be taken to the November meeting of the Performance Management Committee.  |  |                     |                     |
| Q3  |   |  |                     |                     |
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| Reference: A06<br>(Delivery Plan -<br>Excellent<br>customer   | Amber     | Ongoing implementation of the service access review. (Delivery Plan – Excellent customer services) | Responsible Officer | Maureen Davis       |
|   |           |  | Accountable Officer | Maria Murphy        |
| Impact: High  | Cost: Low |  | Deadline            | 31/10/06 Completed: |
| Description of Requirements/Key Milestones:   |           |  |                     |                     |
| 1. Report on effectiveness of surgeries to Local Housing Boards – July 2006<br>2. Report on future of Osmaston, Cowsley and Chaddesden Park Offices – October 2006  |           |  |                     |                     |
| Quarterly Update:   |           |  |                     |                     |
| Q1  |           |  |                     |                     |
| Q2 Derby Homes board recommended the following to the City Council, subject to further consultation and agreement.<br>1. Osmaston Local Office to continue as a surgery base for Derby Homes and Neighbourhood Management Team.<br>2. Cowsley Local Office to be part leased to the Fire Service and Derby Homes, to continue to provide a surgery service from this location.<br>3. Chaddesden Park to remain open as a surgery base provided a co-location can be agreed with the new integrated children and young people service pilot Area Panel 1.<br>4. Spondon Office to remain open as a surgery base until an alternative location can be secured, possibly at Spondon Library.<br>5. A co located service for Derby Homes and the Neighbourhood Management Team to be developed at Stockbrook Street Local Housing Office.<br>6. The opening hours for Alvaston Local Housing Office to be reduced to mornings only prior to a proposed co-location being finalised at Alvaston Library.<br>7. The opening hours for our colocated services at New Sinfen be reduced to mornings only.<br>8. Further consultation be carried out with a view to extending the services of the Enquiry Centre to provide a Saturday morning service and closing the existing provision at Mackworth, Sussex Circus and Alvaston.<br>9. Local surgeries that have been recommended for closure by their Community Panels cease immediately, Centurion Walk, Beaufort Business Centre, Craddock Avenue, Sandcroft Court and Coniston Crescent. All now closed.<br>10. Surgeries to continue at the following locations Blagreaves Library, Spondon Office, Chaddesden Park Office, Cowsley Office, Brook Street Office and Osmaston Office. |           |  |                     |                     |
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| Reference: A07<br>(Delivery Plan - Excellent customer  | Amber     | Refresh the concept of Process Improvement Teams as a tool for improving services. (Delivery Plan – Excellent customer services) | Responsible Officer          | Derek Bale |
|  |           |  | Accountable Officer          | Julie Eyre |
| Impact: High   | Cost: Low |  | Deadline 01/12/06 Completed: |            |
| Description of Requirements/Key Milestones:<br>Reports to Local Housing Boards – September 2006.   |           |  |                              |            |
| Quarterly Update:  |           |  |                              |            |
| Q1   |           |  |                              |            |
| Q2 Report submitted to Local Housing Boards September 2006.<br>Recommendation made that the Process Improvement Teams and outcomes of the meetings be monitored by the Performance Committee. Members of the performance team are now responsible for monitoring this action and reporting to the performance committee at the quarterly meetings. |           |  |                              |            |
| Q3   |           |  |                              |            |
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| Reference: A08<br>(Audit Commission Report -  | Red          | Examine all potential opportunities for extension of services offered by the Enquiry Centre. (Delivery Plan – Excellent Customer Services) | Responsible Officer          | Mary Holmes  |
|   |              |  | Accountable Officer          | Julie Hughes |
| Impact: High  | Cost: Medium |  | Deadline 01/10/06 Completed: |              |
| Description of Requirements/Key Milestones:<br>Group to be set up including Enquiry Centre, Housing Management staff and tenants and leaseholders to look at ideas for increasing services. Customer Service Process Improvement Team to be established for longer term development. Report on proposals to go to SMT in February 2007. |              |  |                              |              |
| Quarterly Update:   |              |  |                              |              |
| Q1 Enquiry Centre away day involved first session on extension of services, June 2006.  |              |  |                              |              |
| Q2 Focus group established and first meeting took place in September 2006. Group have started investigating options and examining existing processes which may benefit from enquiry centre involvement. Efforts have focussed this quarter on improving existing performance and processes.   |              |  |                              |              |
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| Reference: A09<br>(Delivery Plan - Excellent customer)   | Green   | Promotion of Homespride+.<br>(Delivery Plan – Excellent Customer Services, (Tenant Top Ten) - The tenant incentive scheme has been in place since July 2005. As at July 2006 there are 1000 members. |  | Responsible Officer Justin Worton     |  |
|  |   |  |  | Accountable Officer Julie Hughes      |  |
| Impact: High   |   | Cost: Low  |  | Deadline 01/03/07 Completed: 30/09/06 |  |
| Description of Requirements/Key Milestones:  |   |  |  |                                       |  |
| Establish stakeholder working group by June 2006. Develop initial marketing strategy by August 2006. Aim to increase to 1500 members by December 2006. |   |  |  |                                       |  |
| Quarterly Update:  |   |  |  |                                       |  |
| Q1   | A satisfaction survey has been sent to all current members and a focus group involving tenants took place 05.07.06. Proposals from the meeting to be discussed with Chief Executive Officer at meeting arranged 01.08.06.   |  |  |                                       |  |
| Q2   | A second focus group meeting was held on 01/09/06. The outcome of this meeting is that the process of joining the scheme has now been changed and tenants no longer need to apply. Details of all tenants who fit the criteria are downloaded from Academy and letters sent to all eligible tenants who have the option of opting out. Presentations delivered to staff at briefing sessions in September 2006. DACP, CHCG and Tenant Conference. Quarter 2 mail out 7133 tenants and 435 leaseholders were eligible to be on the scheme. |  |  |                                       |  |
| Q3   |   |  |  |                                       |  |
| Q4   |   |  |  |                                       |  |

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| Reference: A10<br>(Delivery Plan - Excellent customer)   | Amber     | Remodel the Tenancy Enforcement Team within the requirements of the Respect Agenda (Delivery Plan – Excellent customer services) | Responsible Officer          | Maureen Davis |
|  |           |  | Accountable Officer          | Maria Murphy  |
| Impact: High   | Cost: Low |  | Deadline 01/12/06 Completed: |               |
| Description of Requirements/Key Milestones:<br>Present outline report to SMT May 2006. Working with Personnel Manager on draft scheme of delegations November 2006. New team to be in place September 2006. Reports to Local Housing Boards on Respect Standard July 2006. |           |  |                              |               |
| Quarterly Update:  |           |  |                              |               |
| Q1 Outline report presented at Senior Management Team meeting May 2006.  |           |  |                              |               |
| Q2 Review of team currently underway. Senior Officers to agree approach of restructure in November.  |           |  |                              |               |
| Q3   |           |  |                              |               |
| Q4   |           |  |                              |               |

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| Reference: A64<br>( )   | Green     | Ensure all improvement plans have resources identified and appropriate key milestones. | Responsible Officer                   | Julie Hughes |
|   |           |  | Accountable Officer                   | Maria Murphy |
| Impact: Medium  | Cost: Low |  | Deadline 31/07/06 Completed: 23/10/06 |              |
| Description of Requirements/Key Milestones:<br>The Consolidated Improvement Plan have responsible and accountable officers identified. All actions contained within the plan are monitored on a quarterly basis by members of the Performance Team. Reports are sent to Performance Committee, Local Boards and Main Board.                             |           |  |                                       |              |
| Quarterly Update:   |           |  |                                       |              |
| Q1 Database created to record progress against all actions.   |           |  |                                       |              |
| Q2 All CIP targets have key milestones against them and a revised template is being created to ensure SITs have key milestones identified for 07/08 service plans. Traffic light indicator added to progress reports on organisational targets.Current quarters information is being collated in time for the Performance Committee on 7 November 2006. |           |  |                                       |              |
| Q3  |           |  |                                       |              |
| Q4  |           |  |                                       |              |



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| Reference: A35<br>( )  | Green   | Eliminate inefficiencies in the letting and void repair process.Tenants Top Ten BVPI212. Points 115,116,118,120, 121, 244, 248 & 251 of the audit commission report. | Responsible Officer | Graeme Walton/<br>Andy Palmer   |
|  |   |  | Accountable Officer | Maureen Davis/<br>Steve Humenko |
| Impact: High   | Cost: Low   |  | Deadline            | 01/03/07 Completed:             |
| Description of Requirements/Key Milestones:  |   |  |                     |                                 |
| New centralised allocations team to be set up by July 2006. Specialised repairs team of surveyors to work alongside team by July 2006. |   |  |                     |                                 |
| Liason Officers in place to complete pre-vacancy inspections by July 2006.   |   |  |                     |                                 |
| BVPI 212 average re-let time target set to achieve 26 days by March 2007.  |   |  |                     |                                 |
| Quarterly Update:  |   |  |                     |                                 |
| Q1   | The voids/ allocations team has now been set up and all procedures are being reviewed to achieve this. The first communication meeting took place on 11.07.06 to discuss aims and objectives of the project.QTR 1 BVPI 212 = 31.48 days.  |  |                     |                                 |
| Q2   | The newly created allocations team have been working closely with one of the change managers to produce a detailed process map, the long term of this being to reduce waste. By centralising the allocation process the team have been able to target problem areas faster, for example focussing on difficult to let properties.Another area of focus on is energy deals, an agreement with Powergen has already been secured to clear outstanding debts on properties they supply (we estimate 50%) this should save a lot of time when reletting voids. Further work will be taking place working with maintenance to develop the possibility of working with preferred suppliers. |  |                     |                                 |
| Q3   |   |  |                     |                                 |
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| Reference: A36<br>(Audit<br>Commission<br>Report -<br>Amber)  | Relaunch Homeswop system perhaps on Homefinder model. Bought over from 05/06 plan |  | Responsible Officer | Maureen Davis       |
|   |   |  | Accountable Officer | Maria Murphy        |
| Impact: High  | Cost: Low   |  | Deadline            | 31/01/07 Completed: |
| Description of Requirements/Key Milestones:   |   |  |                     |                     |
| Develop local and national Homeswop through improved Choice Based Lettings (Abritas and Move UK). Original target date of 01/10/06 reviewed.  |   |  |                     |                     |
| Quarterly Update:   |   |  |                     |                     |
| Q1  |   |  |                     |                     |
| Q2 Moveuk is an online service which allows users to identify social housing as well as job placements nationwide. A service led by DCLG (Department of Communities and Local Government) which was 18 months behind schedule in September. As a result this project is no longer going ahead internally. A local system will be available through the new CBL system which HOC (Housing Options Centre) have purchased. This should be implemented by January 2006. Our input is integral to this project. |   |  |                     |                     |
| Q3  |   |  |                     |                     |
| Q4  |   |  |                     |                     |

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| Reference: A11<br>(Delivery Plan - Diversity)  | Amber  | Increase marketing of Council housing to BME groups. (Bought Forward from 05/06 plan). Delivery Plan-Diversity      | Responsible Officer | Murray Chapman |
|  |  |   | Accountable Officer | Maureen Davis  |
| Impact: High   | Cost: Low  |   | Deadline 01/12/06   | Completed:     |
| Description of Requirements/Key Milestones:  |  |   |                     |                |
| 'Increase marketing of council housing to Black Minority Ethenic groups. (Bought Forward from 05/06 plan.)'<br>Increase marketing of council housing to BME groups through the BME project.<br>Target is for 12 groups/families to move/relocate to Chaddesden in the first 12 months. This target will be reviewed. |  |   |                     |                |
| Quarterly Update:  |  |   |                     |                |
| Q1   | The BME project has highlighted Chaddesden area to encourage BME groups/increase BME groups to move/relocate there.The working group has written to every BME applicant on the waiting list and has also carried out a door knocking excersise. Highlighted issues are; applicants want to move to Littleover and the number of actual vacancies in Chaddesden. Report to go to Local Housing Board North in November. |   |                     |                |
| Q2   | 30 applicants in bands 1 and 2 were visited in July and August 2006. Advice surgeries were held at the Peartree Improvement Centre, 25 applicants attended the surgeries to express an interest. There is a lack of suitable available properties in the area. A full report will be going to the Local Housing Board in November 2006.  |   |                     |                |
| Q3   |  |   |                     |                |
| Q4   |  |   |                     |                |
| Reference: A12<br>(Audit Commission Report -   | Amber  | Introduce Equalities plans for race, disability, gender and age.<br>Delivery plan -diversity. Develop a 3 year plan | Responsible Officer | Sharon Hancock |
|  |  |   | Accountable Officer | Julie Hughes   |
| Impact: High   | Cost: Low  |   | Deadline 30/11/06   | Completed:     |
| Description of Requirements/Key Milestones:  |  |   |                     |                |
| Produce and develop a 3 year Equality Action Plan to meet our duty as a public body to promote good practice; Race, Disability, Gender, Age.<br>Links in with Equality and Diversity SIT 1.  |  |   |                     |                |
| Quarterly Update:  |  |   |                     |                |
| Q1   | Meeting scheduled for 28.9.06 with 'Equality Works' and the Equality Champions to get advice on producing the document.  |   |                     |                |
| Q2   | Meeting held 28/09/06. Identified layout of all equality plans. Equality plans to be drafted and consulted on during November 2006.  |   |                     |                |
| Q3   |  |   |                     |                |
| Q4   |  |   |                     |                |

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| Reference: A13<br>(Audit Commission Report -   | Green   | Implementation of Equalities Impact Assessments. Delivery plan - diversity. |  | Responsible Officer Sharon Hancock |
|  |   |   |  | Accountable Officer Julie Hughes   |
| Impact: High   | Cost: Medium  |   |  | Deadline 31/03/07 Completed:       |
| Description of Requirements/Key Milestones:  |   |   |  |                                    |
| Implementation of Equalities Impact Assessments by Training all managers by July 2006.<br>Write a procedure by October 2006.<br>Identify a programme of equality impact assessments by November 2006.<br>Managers to complete 5 assessments by March 2007. |   |   |  |                                    |
| Quarterly Update:  |   |   |  |                                    |
| Q1   | Procedure has been written by Christine Hill. SMT must identify the programme. Once this has been done, Sharon Hancock will co- ordinate the programme.Not met August target due to delay in Equality Champions being identified. |   |  |                                    |
| Q2   | The procedure was approved in October 2006. To be presented to Performance Committee at the meeting 07.11.06. Senior Management Team will identify a programme of equality impact assessments by the end of November 2006.        |   |  |                                    |
| Q3   |   |   |  |                                    |
| Q4   |   |   |  |                                    |

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| Reference: A14<br>(Audit Commission Report -   | Green | Improve target setting and monitoring.<br>Delivery plan-diversity &Investing in people organisation |  | Responsible Officer | Aelish Bree         |
|  |       |   |  | Accountable Officer | Christine Hill      |
| Impact: High   |       | Cost: Low   |  | Deadline            | 31/03/07 Completed: |
| Description of Requirements/Key Milestones:  |       |   |  |                     |                     |
| Continue to monitor and report on employee issues to Performance Committee on a quarterly basis.   |       |   |  |                     |                     |
| Quarterly Update:  |       |   |  |                     |                     |
| Q1   |       |   |  |                     |                     |
| Q2 Information provided to performance committee on 07/11/06 is for quarter 1. No Quarter 2 figures provided. There is an inherent delay when receiving information from DCC. This has been an issue throughout the life of the Service Level Agreement. Human Resources have procured a contract for recording sickness absence with Active Health Care.A web based system that will provide reports at the touch of a button. To go live in February 2007. |       |   |  |                     |                     |
| Q3   |       |   |  |                     |                     |
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| Reference: A15<br>(Delivery Plan - Diversity)   | Green   | Training for all staff and contractors on Equalities.<br>Delivery plan-diversity. | Responsible Officer Pippa Wood     |  |
|   |   |   | Accountable Officer Christine Hill |  |
| Impact: High  | Cost: Medium  |   | Deadline 01/03/07 Completed:       |  |
| Description of Requirements/Key Milestones:   |   |   |                                    |  |
| Training for staff and contractors on Equalities by continuing work with Equality Works.<br>Train all managers on Equalities and Equality Impact Assessments by July2006. |   |   |                                    |  |
| Quarterly Update:   |   |   |                                    |  |
| Q1  | 80% of managers, including SMT, have attended two-day Equalities Training for Managers.Over 90% of employees have attended Basic Equalities training. Further Basic Equalities sessions to be run on demand throughout the year for all new starters and any other employees who have not had training. |   |                                    |  |
| Q2  | Meeting with Pippa and Christine highlighted the issue that it is not intended that equalities training is for all contractors. There is no budget for this. Nor is there the capacity to train all contractors. Theresa to speak to Julie and Lorraine.  |   |                                    |  |
| Q3  | 95% of managers to have attended two-day Equalities Training  |   |                                    |  |
| Q4  |   |   |                                    |  |

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| Reference: A16<br>(Audit Commission Report -  | Amber  | Develop a comprehensive database of people who require communication in non standard formats. | Responsible Officer Sharon Hancock |  |
|   |  |   | Accountable Officer Julie Hughes   |  |
| Impact: High  | Cost: Medium   |   | Deadline 01/12/06 Completed:       |  |
| Description of Requirements/Key Milestones:   |  |   |                                    |  |
| 'Develop a comprehensive database of people who require communication in non standard formats.'<br>Ensure that data collected in customer profiling is stored and used effectively.<br>Currently have 50%. Target is 80%. |  |   |                                    |  |
| Quarterly Update:   |  |   |                                    |  |
| Q1  | Jonn Penn is currently compiling a letter and questionnaire to all tenants for whom we have got no information on. Scheduled to go out end of September. A follow up letter will then be sent and the Enqiry Centre will also make contact where possible. |   |                                    |  |
| Q2  | Profiling questionarre sent out with Derby Homes News in October 2006. Deadline for returns 30.10/06. Resources identified to input onto the database November 2006.   |   |                                    |  |
| Q3  |  |   |                                    |  |
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| Reference: A47<br>(DCC – external audit requirements)   | Green | Combined databases within Derby Homes to provide information as required for Derby City Councils data warehouse. Derby City Council – external audit requirements | Responsible Officer Mark Fairweather |  |
|   |       |   | Accountable Officer Lorraine Watson  |  |
| Impact: High  |       | Cost: High  | Deadline 01/03/07 Completed:         |  |
| Description of Requirements/Key Milestones:   |       |   |                                      |  |
| Derby City Council have yet to define their requirement. A kick off meeting with the DCC performance team will be set up by the end of August 2006. Costs for this work have not been detailed within Derby Homes budget planning process due to the late notification from DCC.  |       |   |                                      |  |
| Quarterly Update:   |       |   |                                      |  |
| Q1 Derby City Council have yet to define their requirement. A kick off meeting with the DCC performance team will be set up by the end of August 2006.  |       |   |                                      |  |
| Q2 Meeting delayed due to other diared commitments. The meeting is now arranged 3rd November 2006. The required outcome of this meeting is to identify resources required and risks to Derby Homes if databases are not combined..  |       |   |                                      |  |
| Q3  |       |   |                                      |  |
| Q4  |       |   |                                      |  |
| Reference: A48<br>(Audit Commission Report -  | Green | Further develop Derby Homes website for service users to submit complaints on line and use automated mutual exchange scheme.                                      | Responsible Officer Mark Fairweather |  |
|   |       |   | Accountable Officer Lorraine Watson  |  |
| Impact: High  |       | Cost: High  | Deadline 01/03/07 Completed:         |  |
| Description of Requirements/Key Milestones:   |       |   |                                      |  |
| Complaints on-line will be complete when the Committee Management Information System (CMIS) product goes live on the Derby Homes website, end Q2, 2006.Mutual Exchange will be available through Move UK, IT working with Maureen Davis to allow this through Derby Homes website.  |       |   |                                      |  |
| Quarterly Update:   |       |   |                                      |  |
| Q1 Committee Management Information System (CMIS) installed and in test, templates created, design of first form sent to the supplier Enline to approve.  |       |   |                                      |  |
| Q2 The system has not gone live as expected. There were several issues identified at test stage. Derby Homes and the supplier Enline are working closely together to resolve all the issues and are in contact daily by telephone and e-mail. It is anticipated that the system will now go live at the end of November 2006. |       |   |                                      |  |
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| Q4  |       |   |                                      |  |

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| Reference: A49<br>(Prospects for improvement)   | Green      | Improve IT systems in areas of weakness and develop a more sophisticated system for tracking efficiency savings.AC-prospects for improvement-noted as partially achieved from 2002 inspection. | Responsible Officer Mark Fairweather<br>Accountable Officer Lorraine Watson |
| Impact: High  | Cost: High |  | Deadline 01/03/07 Completed:  |
| Description of Requirements/Key Milestones:<br>IT systems will be improved as part of the ongoing IT Strategy. Major improvement will be made following the market test of Academy and the procurement of the preferred solution. Efficiency savings tracking will be a joint project between the Finance team and IT business support. The requirement will be defined by the end of Q2, 2006. |            |  |   |
| Quarterly Update:   |            |  |   |
| Q1 Invitations to quote for consultancy assistance with the market test sent out July 2006.   |            |  |   |
| Q2 Consultants shortlisted- interviews taking place on 24 October 2006.   |            |  |   |
| Q3  |            |  |   |
| Q4  |            |  |   |



|  |       |  |                                    |  |
|--|-------|--|------------------------------------|--|
| Reference: A50<br>(Delivery plan - Diversity and Investing in  | Green | Employ a workforce that is representative of the community we serve.Delivery plan-diversity and investing in people organisation | Responsible Officer Christine Hill |  |
|  |       |  | Accountable Officer Executive      |  |
| Impact: High   |       | Cost: Low  | Deadline 01/03/07 Completed:       |  |
| Description of Requirements/Key Milestones:  |       |  |                                    |  |
| To adhere to Key Performance indicators relative to employment of women,BME groups and disabled employees. Provide quarterly statistics.   |       |  |                                    |  |
| Quarterly Update:  |       |  |                                    |  |
| Q1 Statistics indicate an appropriate balance.   |       |  |                                    |  |
| Q2 Meetings take place with Chief Executive on a quarterly basis to discuss all Key Performance Indicators. Reported on a quarterly basis to Senior Management Team, Joint Consultative Committee, Performance Committee and Boards. |       |  |                                    |  |
| Q3   |       |  |                                    |  |
| Q4   |       |  |                                    |  |

|   |       |  |                                    |  |
|---|-------|--|------------------------------------|--|
| Reference: A51<br>(Delivery plan - Investing in People  | Amber | Complete staff survey Delivery plan-investing in people organisation | Responsible Officer Christine Hill |  |
|   |       |  | Accountable Officer Executive      |  |
| Impact: High  |       | Cost: Medium   | Deadline 31/10/06 Completed:       |  |
| Description of Requirements/Key Milestones:   |       |  |                                    |  |
| Carry out survey of all employees to ascertain levels of satisfaction with their job and their employer. Survey will be benchmarked against previous employee survey which was undertaken three years ago. Tendering process, August 2006. Surveys to employees October 2006. Results analysed and published January 2007. Action plan to be agreed March 2007. |       |  |                                    |  |
| Quarterly Update:   |       |  |                                    |  |
| Q1 DCC advised not proceeding with corporate survey until 2007/08. Derby Homes to proceed as above.   |       |  |                                    |  |
| Q2 Tendering process ito be instigated in August 2006. This process is now completed and an independent research company CSR has been selected. Survey questions have been agreed and will be attached to all staffs October payslips for completion. Entry into a prize draw has also been offered to all staff who complete the survey.                       |       |  |                                    |  |
| Q3  |       |  |                                    |  |
| Q4  |       |  |                                    |  |

|   |       |  |  |                              |                |
|---|-------|--|--|------------------------------|----------------|
| Reference: A52<br>(Delivery plan - Investing in people)   | Green | Ensure the employees of Derby Homes have a wide range of skills and experience through delivery of our comprehensive training and development strategy. Delivery plan-Investing in People organisation |  | Responsible Officer          | Pippa Wood     |
|   |       |  |  | Accountable Officer          | Christine Hill |
| Impact: High  |       | Cost: Medium   |  | Deadline 01/03/07 Completed: |                |
| Description of Requirements/Key Milestones:   |       |  |  |                              |                |
| Issue Annual Training Programme. Ensure that Achievement and Development interviews are carried out. Encourage uptake of the Qualification Training Scheme. Introduce Housing Officer training programme linked to career grading. Develop Management training programme linked to Derby Homes Leadership Charter. Introduce 360 degree feedback scheme for all managers. Achieve IIP status. |       |  |  |                              |                |
| Quarterly Update:   |       |  |  |                              |                |
| Q1 IIP recognition achieved May 2006 for 3 years (ahead of September target). First two modules of Management Training programme delivered. First three modules of Housing Officer training delivered. 360 degree feedback scheme initiated.  |       |  |  |                              |                |
| Q2 Next three modules of Housing Officer training to be delivered. 360 degree feedback results analysed and one-to-one feedback sessions held with managers.  |       |  |  |                              |                |
| Q3 Final four sessions of Housing Officer training to be delivered. Final two sessions of Management Training to be delivered.  |       |  |  |                              |                |
| Q4  |       |  |  |                              |                |

|   |       |  |  |                              |                |
|---|-------|--|--|------------------------------|----------------|
| Reference: A53<br>(Delivery plan - Investing in people)   | Green | Input from staff encouraged through team meetings, awaydays, updates, staff conference and generating a wide range of views and ideas fed into the action plans of the organisation. |  | Responsible Officer          | Pippa Wood     |
|   |       |  |  | Accountable Officer          | Christine Hill |
| Impact: High  |       | Cost: Low  |  | Deadline 01/03/07 Completed: |                |
| Description of Requirements/Key Milestones:   |       |  |  |                              |                |
| Systematic recording of all communications with staff. Presentations to be delivered at Managers briefings on staff engagement. Report to be submitted to Senior Mnagement Team March 2007. |       |  |  |                              |                |
| Quarterly Update:   |       |  |  |                              |                |
| Q1 Manager and staff briefings delivered 7th and 14th June 2006.  |       |  |  |                              |                |
| Q2 Manager and staff briefing sessions held 6th and 12th September 2006.  |       |  |  |                              |                |
| Q3  |       |  |  |                              |                |
| Q4  |       |  |  |                              |                |

|   |   |  |                     |                     |
|---|---|--|---------------------|---------------------|
| Reference: A54<br>(Delivery Plan - Secure Long Term Future for <span>Green</span> )   | Effective communication with staff and staff representatives.Delivery Plan-investing in people organisation |  | Responsible Officer | Pippa Wood          |
|   |   |  | Accountable Officer | Christine Hill      |
| Impact: High  | Cost: Low   |  | Deadline            | 01/03/07 Completed: |
| Description of Requirements/Key Milestones:   |   |  |                     |                     |
| Established structures are in place to manage communication and consultation with recognised Trade Unions by attending Joint Consultative Committee meetings as scheduled for the year.   |   |  |                     |                     |
| Quarterly Update:   |   |  |                     |                     |
| Q1 Joint Consultative Committee (JCC) held on 6 April 2006  |   |  |                     |                     |
| Q2 JCC held on 6 July 2006  |   |  |                     |                     |
| Q3 JCC to be held 2 November 2006   |   |  |                     |                     |
| Q4 JCC to be held February 2007 (date to be arranged)   |   |  |                     |                     |
| Reference: A55<br>( <span>Green</span> )  | Support effective working of the Health and Safety forum  |  | Responsible Officer | Christine Hill      |
|   |   |  | Accountable Officer | Executive           |
| Impact: High  | Cost: Low   |  | Deadline            | 01/12/08 Completed: |
| Description of Requirements/Key Milestones:   |   |  |                     |                     |
| Obtain ROSPA Gold award by 2008 by entering a bid for Derby Homes 2006.<br>Engage with staff by delivering relevant presentations at the staff conference December 2006.<br>Health and Safety Forum to monitor activities and progress at the quarterly meetings.                 |   |  |                     |                     |
| Quarterly Update:   |   |  |                     |                     |
| Q1 Feedback to staff at staff briefing June 2006. Lone Working scheme launched June 2006.   |   |  |                     |                     |
| Q2 Health and Safety Forum working as a team to submit the Bid for Rospa Gold award. Staff Conference on 13th December will be delivered under the banner of working safely doesn't happen by accident and all staff will receive information on the current position of the bid. |   |  |                     |                     |
| Q3  |   |  |                     |                     |
| Q4  |   |  |                     |                     |

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|--|---|--|------------------------------|---------------|
| Reference: A44<br>(From Delivery Plan)   | Amber   | Explain support charges in more detail-information to tenants, carers and councillors-at sign up and available at offices. Consult on format of the leaflet. Bought over from 05/06 plan | Responsible Officer          | Farooq Malik  |
|  |   |  | Accountable Officer          | Maureen Davis |
| Impact: High   | Cost: Low   |  | Deadline 01/01/07 Completed: |               |
| Description of Requirements/Key Milestones:  |   |  |                              |               |
| Sheltered Housing 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. |   |  |                              |               |
| Quarterly Update:  |   |  |                              |               |
| Q1   | 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. Booklet to explain changes was sent to all Sheltered Housing tenants in May. |  |                              |               |
| Q2   | This was completed in quarter 1 however once the new structure is fully in place (expected December 2006/January 2007) literature and leaflets will be produced and distributed to the relevant groups.   |  |                              |               |
| Q3   |   |  |                              |               |
| Q4   |   |  |                              |               |
| Reference: A45<br>(Delivery plan - Reviews)  | Amber   | Complete sheltered housing service review including establish a strategy for the future of Category 2 schemes. Bought over from 05/06 plan & Delivery plan-reviews                       | Responsible Officer          | Farooq Malik  |
|  |   |  | Accountable Officer          | Maureen Davis |
| Impact: High   | Cost: Low   |  | Deadline 01/01/07 Completed: |               |
| Description of Requirements/Key Milestones:  |   |  |                              |               |
| Carry out a service review by Novemebr 2006.<br>Identify staffing resources and complete restructurs as required by Novemebr 2006.<br>Implimentation by January 2007.                          |   |  |                              |               |
| Quarterly Update:  |   |  |                              |               |
| Q1   | Publicity and consultation carried out with tenants.  |  |                              |               |
| Q2   | Staffing resources identified, interviews held an new contratcs issued to staff. Ongoing redeployment.  |  |                              |               |
| Q3   |   |  |                              |               |
| Q4   |   |  |                              |               |

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|--|-----------|--|---------------------------------------|--|
| Reference: A17<br>( )  | Green     | Significantly increase the number of appointments made for responsive repairs. Delivery plan-excellent customer services. Tenant Top Ten .DH Local 44                                | Responsible Officer Steve Humenko     |  |
|  |           |  | Accountable Officer Shaun Bennett     |  |
| Impact: High   | Cost: Low |  | Deadline 31/03/07 Completed:          |  |
| Description of Requirements/Key Milestones:<br>Local indicator 44 in place to measure monthly performance. Target set for year end to achieve 80% appointments made and kept.<br>Opti time (xembrace) system to be delivered citywide mid September.<br>Original target date of 01/09/06 reviewed. |           |  |                                       |  |
| Quarterly Update:  |           |  |                                       |  |
| Q1 The work scheduling system piloted in Sinfin and other areas of the city, identifies the workforce that have not got appointments.  |           |  |                                       |  |
| Q2 During quarter 2 50% coverage was achieved city-wide.To go live in the whole of the city by the end of September. On target to achieve 80% at year end. In August 68.2% of appointments were made and kept.   |           |  |                                       |  |
| Q3   |           |  |                                       |  |
| Q4   |           |  |                                       |  |
| Reference: A18<br>( )  | Green     | Take action to minimise timescales in the delivery of aids and adaptations and improving publicity and service standards for the service. Delivery plan-diversity & DH local 38 & 39 | Responsible Officer Steve Humenko     |  |
|  |           |  | Accountable Officer Shaun Bennett     |  |
| Impact: High   | Cost: Low |  | Deadline 01/09/06 Completed: 31/10/06 |  |
| Description of Requirements/Key Milestones:<br>Obtain additional funding and explore other budgets for funding of minor works.<br>Hold bi- monthly meetings with Social Services and ESD to discuss any issues arising.<br>Year end goal is to keep all cases within the 6 month timescale.        |           |  |                                       |  |
| Quarterly Update:  |           |  |                                       |  |
| Q1 Additional funding requested and approved by the Executive. Increase in funding from £600,000.00 to £850,000.00 agreed. Also seeking alternative funding chanel.  |           |  |                                       |  |
| Q2 Process of ordering work based on new budget profile to attempt to reduce the backlog to keep within the guidelines of 6 months waiting time. A 6 month waiting time has been achieved October 2006.  |           |  |                                       |  |
| Q3   |           |  |                                       |  |
| Q4   |           |  |                                       |  |

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|--|---|--|---------------------|---------------------|
| Reference: A19<br>( )  | Green   | Deliver plans to procure partnering contracts in responsive repairs, grounds maintenance and cleaning services. Delivery plan-asset management | Responsible Officer | Matt Hands          |
|  |   |  | Accountable Officer | Shaun Bennett       |
| Impact: High   | Cost: Low   |  | Deadline            | 01/03/07 Completed: |
| Description of Requirements/Key Milestones:  |   |  |                     |                     |
| Procure repairs contract by September 2006.  |   |  |                     |                     |
| Procure grounds maintenance by March 2007.   |   |  |                     |                     |
| Procure cleaning services by March 2007.   |   |  |                     |                     |
| Quarterly Update:  |   |  |                     |                     |
| Q1   | Responsive repairs has been procured. Start date 18.9.06. Grounds Maintenance has gone out to tender and contract cleaning is due to be advertised forthwith - Matt Hands to confirm the date. On target.   |  |                     |                     |
| Q2   | New contract commenced for repairs September 2006. Grounds maintenance contract been tendered and bids have been received. Regular meetings taking place to look at bids. Site meetings to take place in November 2006. Questionnaires have been sent out in preparation for procuring cleaning contract. |  |                     |                     |
| Q3   |   |  |                     |                     |
| Q4   |   |  |                     |                     |
| Reference: A20<br>(Audit Commission Report - )   | Amber   | Develop a process to carry out stock condition surveys& master planning. Delivery plan-asset management  | Responsible Officer | Matt Hands          |
|  |   |  | Accountable Officer | Shaun Bennett       |
| Impact: High   | Cost: Low   |  | Deadline            | 01/12/06 Completed: |
| Description of Requirements/Key Milestones:  |   |  |                     |                     |
| Develop a process to carry out stock condition surveys and master planning by holding an investment conference to consult with key stakeholders in July 2006. Collate information and feedback from the event August 2006. |   |  |                     |                     |
| Work with DCC throughout the procurement process to appoint consultants for the master planning process.   |   |  |                     |                     |
| Quarterly Update:  |   |  |                     |                     |
| Q1   |   |  |                     |                     |
| Q2   | Investment conference held. Stock condition database now in use, with ongoing programme to replace separate databases being used by operational teams.DCC are part way through procurement process to appoint consultants for master planning in Derwent and Osmaston.                                    |  |                     |                     |
| Q3   |   |  |                     |                     |
| Q4   |   |  |                     |                     |

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|--|---|---|--|--|
| Reference: A21<br>(Delivery plan - Estates Pride)  | Green   | Development of long term sustainable and affordable investment and maintenance plans for our estates. Delivery plan- Estates Pride                    | Responsible Officer    Andrew McNeil     |  |
|  |   |   | Accountable Officer    Shaun Bennett     |  |
| Impact: High   |   | Cost: High  | Deadline 01/03/07    Completed:          |  |
| Description of Requirements/Key Milestones:  |   |   |  |  |
| 'Development of long term sustainable and affordable investment and maintenance plans for our estates by creating a stock condition database. Creating an asset management strategy for approval.    |   |   |  |  |
| Quarterly Update:  |   |   |  |  |
| Q1   |   |   |  |  |
| Q2   | Derby Homes Board Tour took place 8 and 22 August to update on progress for Osmaston Master Planning and urban renewal. Stock condition database now in use, with ongoing programme to replace separate databases being used by operational teams. DCC are part way through procurement process to appoint consultants for master planning in Derwent and Osmaston. Asset management strategy drafted, being reviewed and amended prior to consultation and publication. On target. |   |  |  |
| Q3   |   |   |  |  |
| Q4   |   |   |  |  |
| Reference: A22<br>(Delivery plan - Estates Pride)  | Green   | Partnership working with Community Safety Partnership to deliver cleaner, greener, safer initiatives in priority areas. Delivery plan - Estates Pride | Responsible Officer    Andrew McNeil     |  |
|  |   |   | Accountable Officer    Shaun Bennett     |  |
| Impact: High   |   | Cost: Medium  | Deadline 01/09/06    Completed: 30/09/06 |  |
| Description of Requirements/Key Milestones:  |   |   |  |  |
| Partnership working with Community Safety Partnership to deliver cleaner, greener, safer initiatives in priority areas. To identify and work up a schedule of projects across all parts of the city. |   |   |  |  |
| Quarterly Update:  |   |   |  |  |
| Q1   |   |   |  |  |
| Q2   | First year spend committed. Further commitments made and agreed, to support the Neighbourhood agenda over the term of Estates Pride.  |   |  |  |
| Q3   |   |   |  |  |
| Q4   |   |   |  |  |

|   |       |   |  |                                      |  |
|---|-------|---|--|--------------------------------------|--|
| Reference: A23<br>(Delivery plan - Estates Pride)   | Green | Agree spend priorities that deliver real long term benefits that make a difference. Delivery Plan- Estates Pride  |  | Responsible Officer    Andrew McNeil |  |
|   |       |   |  | Accountable Officer    Shaun Bennett |  |
| Impact: High  |       | Cost: Medium  |  | Deadline 01/03/07    Completed:      |  |
| Description of Requirements/Key Milestones:   |       |   |  |                                      |  |
| Agree spend priorities within the Estates Pride programme, identify tangible, long term benefits to residents.  |       |   |  |                                      |  |
| Quarterly Update:   |       |   |  |                                      |  |
| Q1  |       |   |  |                                      |  |
| Q2    Completed Delivery Plan for the Estates Pride Programme. 06/07 projects identified. Budget and spend profile identified. Also exploring opportunities with External Funding Unit for match funding projects, for example, parks and street lighting regarding different projects. Examining the Delivery Plan as a team to identify the process from start to finish. |       |   |  |                                      |  |
| Q3  |       |   |  |                                      |  |
| Q4  |       |   |  |                                      |  |
| Reference: A24<br>(Delivery plan - Estates Pride)   | Red   | Commitment to delivery of a schedule of improvements and £15 million spend on programme, by employing well founded project management processes. Delivery plan- Estates Pride |  | Responsible Officer    Andrew McNeil |  |
|   |       |   |  | Accountable Officer    Shaun Bennett |  |
| Impact: High  |       | Cost: Low   |  | Deadline 01/09/06    Completed:      |  |
| Description of Requirements/Key Milestones:   |       |   |  |                                      |  |
| Commitment to delivery of a schedule of improvements and £15 million spend on programme by producing a robust project management process.<br>To produce a robust project management process, to deliver a £15 million improvement programme plan. To provide a full schedule of work for the Estates Pride programme, with a project management system to monitor delivery. |       |   |  |                                      |  |
| Quarterly Update:   |       |   |  |                                      |  |
| Q1  |       |   |  |                                      |  |
| Q2    £6.3M committed to date, work ongoing on project management of these schemes. Further consultation being carried out to identify and finalise remaining spend.  |       |   |  |                                      |  |
| Q3  |       |   |  |                                      |  |
| Q4  |       |   |  |                                      |  |



|  |  |   |                     |                     |
|--|--|---|---------------------|---------------------|
| Reference: A25<br>( )  | Green  | Improving monitoring of releting processes and responsive repairs ,in particular introducing comprehensive monitoring of the number of responsive repairs completed in one visit. | Responsible Officer | Steve Humenko       |
|  |  |   | Accountable Officer | Shaun Bennett       |
| Impact: Medium   | Cost: Low  |   | Deadline            | 31/03/07 Completed: |
| Description of Requirements/Key Milestones:  |  |   |                     |                     |
| Monitoring of releting process will be monitored through A35 following the creation of a centralised team set up May 2006.<br>Create BI Broker (Academy report) to measure repairs completed in first visit.<br>Original target date of 01/07/06 reviewed. |  |   |                     |                     |
| Quarterly Update:  |  |   |                     |                     |
| Q1   | Currently monitored through customer satisfaction surveys (Kwest).Steve Humenko setiing up a meeting with IT and the contractor (ESD) to review systems and processes. |   |                     |                     |
| Q2   | No update available. Meeting to be arranged with IT as a matter of urgency.  |   |                     |                     |
| Q3   |  |   |                     |                     |
| Q4   |  |   |                     |                     |

|                       |       |   |                     |                |
|-----------------------|-------|---|---------------------|----------------|
| Reference: A26<br>( ) | Green | Develop a systematic and monitored process of regular estate inspections. | Responsible Officer | Murray Chapman |
|                       |       |   | Accountable Officer | Maureen Davis  |

|              |           |  |                   |            |
|--------------|-----------|--|-------------------|------------|
| Impact: High | Cost: Low |  | Deadline 31/03/07 | Completed: |
|--------------|-----------|--|-------------------|------------|

Description of Requirements/Key Milestones:

To source best practise, internal and external, report to Local Housing Boards September 2006.  
Original target date of 01/09/06 reviewed.

Quarterly Update:

Q1 Local managers are developing a system alongside the regeneration officers to gather information from our estates to feed into the Estates Pride process. The traffic light system will provide an IT based system for profiling areas, clearly showing areas of each patch which need focussing on. There are also future plans to create a tenant led inspection process.

Q2 Original target to report to Local Boards September was missed. Report and recommendations on estate inspections to be produced by the end of October for dissemination.

Q3

Q4

|  |     |  |                     |               |
|--|-----|--|---------------------|---------------|
| Reference: A27<br>(Audit Commission Report - ) | Red | Roll out CSM database to record anti social behaviour to all areas of the city. Bought over from 05/06 plan. | Responsible Officer | Carrie Bria   |
|  |     |  | Accountable Officer | Maureen Davis |

|              |           |  |                   |            |
|--------------|-----------|--|-------------------|------------|
| Impact: High | Cost: Low |  | Deadline 01/09/06 | Completed: |
|--------------|-----------|--|-------------------|------------|

Description of Requirements/Key Milestones:

Complete pilot, train staff and implement case management system citywide by end of September 2006.

Quarterly Update:

Q1

Q2 This item will be completed by 1 November 2006. Training on implementing this process for all housing officers and managers will be delivered during October, ready for going live citywide on 1 November, 2006.

Q3

Q4

|  |       |   |                                   |
|--|-------|---|-----------------------------------|
| Reference: A28<br>(Delivery Plan- Estates Pride) | Green | Adopt a co-ordinated approach to designing out crime through estates pride. Bought over from plan 05/06. Delivery Plan- Estates Pride | Responsible Officer Andrew McNeil |
|  |       |   | Accountable Officer Shaun Bennett |

|              |              |  |                              |
|--------------|--------------|--|------------------------------|
| Impact: High | Cost: Medium |  | Deadline 01/03/07 Completed: |
|--------------|--------------|--|------------------------------|

Description of Requirements/Key Milestones:

Adopt a co-ordinated approach to designing out crime through estates pride, and work with other agencies to promote crime prevention.  
Target is to reach/contact total of 250 people; 100 women, 100 people from minority ethnic group and 50 under 25s.

Quarterly Update:

Q1

Q2 The External Funding Unit have identified Hot Spot areas. On 13-15 September, Regeneration Officers going out into Normanton with LHO staff and Community Safety Partnership, to deliver crime prevention information, fire safety leaflets and questionnaires. Target is to reach/contact 100 women, 100 people from an ethnic minority group and 50 under 25s. On target.

Q3

Q4

|  |       |  |                                   |
|--|-------|--|-----------------------------------|
| Reference: A29<br>(Delivery Plan - Excellent customer) | Amber | Work with Community Watch Patrol to implement the Respect Agenda standards. Delivery Plan- excellent customer services | Responsible Officer Maureen Davis |
|  |       |  | Accountable Officer Maria Murphy  |

|              |           |  |                              |
|--------------|-----------|--|------------------------------|
| Impact: High | Cost: Low |  | Deadline 01/12/06 Completed: |
|--------------|-----------|--|------------------------------|

Description of Requirements/Key Milestones:

Reduce the fear of crime and increase confidence by raising visibility and profile of Community Watch Patrol. Accreditation by December 2006.

Quarterly Update:

Q1 Recruitment currently in progress to return team to full capacity. Formalise supervision arrangements.

Q2 Pre-employment checks taking place September/October. Full team should be in place by end of November.

Q3

Q4

|  |              |   |   |
|--|--------------|---|---|
| Reference: A30<br>(From Delivery Plan)   | Green        | Formalise systems and publicity arrangements for Anti Social Behaviour Orders and other action taken in conjunction with the Community Safety Partnership. Bought over from 05/06 plan. | Responsible Officer    Maureen Davis<br>Accountable Officer    Maria Murphy |
| Impact: High   | Cost: Medium |   | Deadline 31/03/07    Completed:   |
| Description of Requirements/Key Milestones:<br>Publicise Anti Social Behaviour Orders in Derby Homes News.<br>Meet with marketing officer to formulise process for press releases within the local media.<br>Build links with Derby Evening Telegraph to encourage proactive and postive reporting of Derby Homes successes and achievements.<br>Original target date of 01/09/06. |              |   |   |
| Quarterly Update:<br>Q1  |              |   |   |
| Q2    Double page spread in next Housing News January/February2007.<br>National articles are already published in the Social Landlords Crime & Nuisance Group and this will continue.<br>Continue to work with marketing officer to produce press releases highlighting ASBOs.   |              |   |   |
| Q3   |              |   |   |
| Q4   |              |   |   |

|  |     |   |                     |               |
|--|-----|---|---------------------|---------------|
| Reference: A31<br>(From Delivery Plan) | Red | Investigate how Derby Homes can link into existing mentoring projects. Bought over from plan 05/06. | Responsible Officer | Maureen Davis |
|  |     |   | Accountable Officer | Maria Murphy  |

|                |           |  |                   |            |
|----------------|-----------|--|-------------------|------------|
| Impact: Medium | Cost: Low |  | Deadline 01/09/06 | Completed: |
|----------------|-----------|--|-------------------|------------|

Description of Requirements/Key Milestones:  
Identify existing mentoring mechanisms for tenants and their children. Conduct comparative study to establish most suitable for application locally.

Quarterly Update:

Q1

Q2 Enthusiasm offer existing service. More work required to determine if further projects are required to enhance delivery against strategic initiatives.

Q3

Q4

|   |       |  |                     |               |
|---|-------|--|---------------------|---------------|
| Reference: A32<br>(From Delivery Plan - New Definition) | Amber | Subject Community Watch Patrol to Value for Money tests and explore opportunities for business expansion, Bought over from 05/06 plan-new definition | Responsible Officer | Maureen Davis |
|   |       |  | Accountable Officer | Maria Murphy  |

|              |           |  |                   |            |
|--------------|-----------|--|-------------------|------------|
| Impact: High | Cost: Low |  | Deadline 01/01/07 | Completed: |
|--------------|-----------|--|-------------------|------------|

Description of Requirements/Key Milestones:  
Actively promote service to other Housing Organisations and the private sector. Undertake a Best Value Review of service. Attendance at conferences to market services available.

Quarterly Update:

Q1 Service Level Agreement in place June/July with William Sutton Trust to provide specific Community Watch Patrol shifts.

Q2 Exploring a similar agreement with Friendship Care and Housing (FCH).

Q3

Q4

|  |              |  |                     |               |
|--|--------------|--|---------------------|---------------|
| Reference: A33<br>(Delivery Plan - Estates Pride & Excellent   | Green        | Specialist training or outsource witness support in conjunction with Community Safety Partnership. Bought over from 05/06 plan.Delivery Plan- Estates Pride& Excellent Customer Services | Responsible Officer | Maureen Davis |
|  |              |  | Accountable Officer | Maria Murphy  |
| Impact: High   | Cost: Medium |  | Deadline 31/03/07   | Completed:    |
| Description of Requirements/Key Milestones:  |              |  |                     |               |
| Develop new team, combine support and enforcement and witness/community support – build new confidence in community. Original target date of 01/09/06 reviewed.  |              |  |                     |               |
| Quarterly Update:  |              |  |                     |               |
| Q1   |              |  |                     |               |
| Q2 The Tenancy Enforcement Team are currently being reviewed to incorporate Neighbourhood Agenda. Final proposal will be complete by year end and if agreed this will be in place by the New Year.                                   |              |  |                     |               |
| Q3   |              |  |                     |               |
| Q4   |              |  |                     |               |
| Reference: A34<br>(Delivery plan - Estates Pride & Excellent   | Amber        | Use Housemark pilot information to develop performance indicators for anti social behaviour. Delivery plan-Estates Pride& Excellent Customer Services. Tenants Top Ten                   | Responsible Officer | Emily Baker   |
|  |              |  | Accountable Officer | Julie Eyre    |
| Impact: High   | Cost: Low    |  | Deadline 01/12/06   | Completed:    |
| Description of Requirements/Key Milestones:  |              |  |                     |               |
| Benchmark information will be available late October 2006- meeting to take place with stakeholders to develop indicators and set targets November 2006   |              |  |                     |               |
| Quarterly Update:  |              |  |                     |               |
| Q1 Further Housemark consultation on the proposed ASB Performance Indicators in April/May 2006.  |              |  |                     |               |
| Q2 Original Housemark performance indicators have been refined to take account of feedback received from organisations which took part in the pilot. Housemark to produce a final set of ASB Activity Measures in October /November. |              |  |                     |               |
| Q3   |              |  |                     |               |
| Q4   |              |  |                     |               |

|  |   |  |                              |              |
|--|---|--|------------------------------|--------------|
| Reference: A46<br>(Audit Commission Report -<br>Amber  | Produce specific service standards for service users.   |  | Responsible Officer          | Leon Taylor  |
|  |   |  | Accountable Officer          | Farooq Malik |
| Impact: High   | Cost: Medium  |  | Deadline 01/11/06 Completed: |              |
| Description of Requirements/Key Milestones:  |   |  |                              |              |
| To identify key themes in respect of the service delivered and develop standards specific to the tenancy support service. Published to potential referrers as a leaflet. |   |  |                              |              |
| Quarterly Update:  |   |  |                              |              |
| Q1   | Key themes of the service delivered identified. Draft set of standards written.   |  |                              |              |
| Q2   | To consult with all team members at the October meeting and incorporate any suggestions. When finalised work will begin with communications and marketing section to design leaflets. |  |                              |              |
| Q3   |   |  |                              |              |
| Q4   |   |  |                              |              |

## Tenant Participation

## Consolidated Improvement Plan

|   |  |  |                              |              |
|---|--|--|------------------------------|--------------|
| Reference: A42<br>(Delivery plan - Reviews)   | Amber  | Best Value Review of Derby Association Community Partners. Delivery Plan - reviews | Responsible Officer          | Mark Crown   |
|   |  |  | Accountable Officer          | Julie Hughes |
| Impact: High  | Cost: Low  |  | Deadline 31/12/06 Completed: |              |
| Description of Requirements/Key Milestones:   |  |  |                              |              |
| Classical Best Value review of the DACP along the lines of the 4 C's. Resulting report will be used as a platform to develop and extend the strategic and operational role of the DACP in the continuous improvement of housing services. Additionally to enhance its role as a 'community partner' in Derby.<br>Original target date of 01/08/06 reviewed. |  |  |                              |              |
| Quarterly Update:   |  |  |                              |              |
| Q1  | Report put back to end of August 2006 to accommodate team bulding in the Resident Invlovement Team. Consolidation of evidence and research being undertaken. Draft recommendations are being prepared. |  |                              |              |
| Q2  | Final visit for benchmarking took place in 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.                        |  |                              |              |
| Q3  |  |  |                              |              |
| Q4  |  |  |                              |              |

|   |   |   |                              |              |
|---|---|---|------------------------------|--------------|
| Reference: A43<br>(From Delivery Plan)  | Amber   | Provide accurate budgeting and expenditure information on all tenant participation activity. Bought over from 05/06 plan. | Responsible Officer          | Mark Crown   |
|   |   |   | Accountable Officer          | Julie Hughes |
| Impact: High  | Cost: Low   |   | Deadline 31/12/06 Completed: |              |
| Description of Requirements/Key Milestones:   |   |   |                              |              |
| To enable the Resident Involvement Team to have up to date information on tenant involvement spending and budgets which can be disaggregated and made available to tenants and residents.<br>Original target date of 01/10/06 reviewed. |   |   |                              |              |
| Quarterly Update:   |   |   |                              |              |
| Q1  | New finance system now in place, Tenant Involvement Manager to arrange training with Finance section of Derby Homes. Budget headings to be discussed in more detail with Finance section. Breakdown of DACP grant requested from Jo Clifford. |   |                              |              |
| Q2  | Work in progress linking into financial plan to address DACP grant. Access to training will be integral to the budget breakdown processes.  |   |                              |              |
| Q3  |   |   |                              |              |
| Q4  |   |   |                              |              |



|   |       |  |                              |                 |
|---|-------|--|------------------------------|-----------------|
| Reference: A37<br>(Audit Commission Report -  | Green | Increase the level and quality of benchmarking to assess Value for Money. AC points 272, 278 & Delivery Plan - Value for Money | Responsible Officer          | Jo Clifford     |
|   |       |  | Accountable Officer          | Lorraine Watson |
| Impact: High  |       | Cost: Low  | Deadline 01/03/07 Completed: |                 |
| Description of Requirements/Key Milestones:   |       |  |                              |                 |
| Put into action 9 point VFM plan by March 2007.<br>Complete Housemark benchmarking data collection report by July 2006.<br>Report findings to be presented to SMT September 2006. |       |  |                              |                 |
| Quarterly Update:   |       |  |                              |                 |
| Q1 Benchmarking completed and figure submitted to Housemark for analysis.   |       |  |                              |                 |
| Q2 Final report received from Housemark and findings presented to SMT September 2006.   |       |  |                              |                 |
| Q3  |       |  |                              |                 |
| Q4  |       |  |                              |                 |

|   |       |  |                              |                 |
|---|-------|--|------------------------------|-----------------|
| Reference: A38<br>(Audit Commission Report -  | Green | Delivering plans to evaluate the benefits of collaborative procurement across service areas. Delivery plan - Value for Money | Responsible Officer          | Paula Barsby    |
|   |       |  | Accountable Officer          | Tony Billingham |
| Impact: High  |       | Cost: Low  | Deadline 01/03/07 Completed: |                 |
| Description of Requirements/Key Milestones:   |       |  |                              |                 |
| To be one of the first 3 organisations in the country to carry out process conversion on one of it's projects by identifying processeswithin Responsive Repairs to carry out process conversion by August 2006.<br>Attend Central England Procurement Partnership meetings.<br>Working with partners.                       |       |  |                              |                 |
| Quarterly Update:   |       |  |                              |                 |
| Q1 Responsive Repairs process has been identified to carry out process conversion. Currently seeking funding to proceed with collaborative working.   |       |  |                              |                 |
| Q2 Paula Barsby attended a cepp (Central England Procurement Partnership) meeting 3.10.06. It was agreed that Derby Homes would be one of the first cepp members to go through the convergence programme. Derby Homes has completed this. Other partners include Solihull Community Housing, Ashfield Homes, A1 Bassettlaw. |       |  |                              |                 |
| Q3  |       |  |                              |                 |
| Q4  |       |  |                              |                 |

## Value For Money

## Consolidated Improvement Plan

|   |       |   |                              |                 |
|---|-------|---|------------------------------|-----------------|
| Reference: A39<br>(Delivery plan - Value for Money)   | Green | Implement workforce efficiency strategy. Delivery plan - Value for Money  | Responsible Officer          | Christine Hill  |
|   |       |   | Accountable Officer          | Lorraine Watson |
| Impact: High  |       | Cost: Low   | Deadline 01/04/07 Completed: |                 |
| Description of Requirements/Key Milestones:<br>Implement workforce efficiency strategy.<br>By carrying out reviews as and when legislation changes.       |       |   |                              |                 |
| Quarterly Update:   |       |   |                              |                 |
| Q1 Awork force strategy already exists, this will require updating as legislation changes.  |       |   |                              |                 |
| Q2 The policy has been reveiwed to include Voluntary Early Retirement and Voluntary Early Redundancy. These are available on request.                     |       |   |                              |                 |
| Q3  |       |   |                              |                 |
| Q4  |       |   |                              |                 |
| Reference: A40<br>(Delivery plan - Value for Money)   | Green | Embed the principles of the Gershon agenda in the short term, budgeting and long term financial planning. Delivery plan - Value for Money | Responsible Officer          | Jo Clifford     |
|   |       |   | Accountable Officer          | Lorraine Watson |
| Impact: High  |       | Cost: Low   | Deadline 01/04/07 Completed: |                 |
| Description of Requirements/Key Milestones:<br>Embed the principles of the Gershon agenda in the short term, budgeting and long term financial planning.  |       |   |                              |                 |
| Quarterly Update:   |       |   |                              |                 |
| Q1  |       |   |                              |                 |
| Q2 Cashable and non cashable efficiencies have been highlighted by budget holders and included in the Annual Efficiency statement. Completed and ongoing. |       |   |                              |                 |
| Q3  |       |   |                              |                 |
| Q4  |       |   |                              |                 |

|  |           |   |                                     |
|--|-----------|---|-------------------------------------|
| Reference: A41<br>(Delivery plan -<br>Value for Money)   | Green     | Contribute to the Council's statutory Annual Efficiency Statement obligation. Delivery Plan - Value for Money | Responsible Officer Jo Clifford     |
|  |           |   | Accountable Officer Lorraine Watson |
| Impact: High   | Cost: Low |   | Deadline 01/04/07 Completed:        |
| Description of Requirements/Key Milestones:<br>Identify any efficiency savings at Derby Homes to feed into the Council's Annual Efficiency Statement by providing information on savings made by Derby Homes by June 2006.         |           |   |                                     |
| Quarterly Update:  |           |   |                                     |
| Q1 Efficiencies identified for inclusion in the Council's Annual Efficiency Statement in accordance with the statutory deadline. Backward glance for 2005/06 and forward glance 2006/07 completed in conjunction with the council. |           |   |                                     |
| Q2 No update required at Quarter 2. Completed quarter 1.   |           |   |                                     |
| Q3   |           |   |                                     |
| Q4   |           |   |                                     |