

Reference: A03 (From Delivery Plan)	Red	Develop Customer Service Strategy 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				

Reference: A08 (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: 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.				
Q3				
Q4				

Reference: A24 (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.					
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: A27 (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:
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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: A31 (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:
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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