

## **PROGRESS REPORT – BUSINESS & DELIVERY PLAN CONSOLIDATED IMPROVEMENT PLAN (CIP) & SERVICE IMPROVEMENT TARGETS (SIT)**

Report of the Director of Housing & Customer Service

### **1. SUMMARY OF REPORT**

To report Quarter 2 progress against Service Improvement Targets (SIT) and the Consolidated Improvement Plan (CIP). To bring overdue targets and proposed actions to the attention of the Committee.

### **2. RECOMMENDATION**

- 2.1 To agree proposals to address slippage against actions as detailed in Appendices 1 and 2.
- 2.2 To note all performance information contained in Appendices 3 and 4 regarding progress against targets and actions contained in the Derby Homes Consolidated Improvement Plan and Service Plans.

### **3. MATTER FOR CONSIDERATION**

#### **3.1 Consolidated Improvement Plan**

The Committee are asked to note five overdue actions highlighted by red traffic light symbols contained in Appendix 1 and shown below:

A3 A8 A24 A27 and A31.

These are actions not completed within the deadline specified. Progress comments recorded against Quarter 2 indicate what action is currently being taken to rectify the situation. These have been provided by the responsible officer for each target to the Performance team.

#### **3.2 Service Improvement Targets**

Committee are asked to note nine overdue targets highlighted by red traffic light symbols contained in Appendix 2. As above, these targets have not been achieved by their specified deadline. The commentary recorded under the column entitled 'Progress' outlines actions taken up to the end of Quarter 2 towards the target.

#### **4. FINANCIAL AND BUSINESS PLAN IMPLICATIONS INCLUDING EFFICIENCY SAVINGS**

- 4.1 Officers of Derby Homes and Derby City Council monitor a full listing of quarterly and year-end progress against the targets contained in the Consolidated Improvement Plan and Service Plan.
- 4.2 Full reports are submitted to the Performance Management Committee and Derby City Council's Cabinet and summary reports are submitted to Local Housing Boards and main Board of Derby Homes.

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

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

**If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) - Tel 01332 711010**

**Author:** Julie Eyre/Performance Manager/01332 711161/Julie.eyre@derbyhomes.org  
Julie Hughes/Customer Services and Performance Manager/01332 716580/Julie.Hughes@derbyhomes.org

**Background Information: None**

**Supporting Information: None**