

DORIS reference	Council Plan theme	Outcomes	DORIS description	Escalation owner	Exec Member (for subsequent overview reporting to Board)	Accountable Officer	Compiling Officer	Target Date	Dept
DP 01	Green City	Cleaner air and lower CO2 emissions	DP01 - Contribute to the delivery of the City's Climate Change Strategy - new/existing homes, carbon free transport, energy saving advice (31/03/2035)	Maria Murphy	Shaun Bennett	Shaun Bennett	Andy Palmer	3/31/2035	Capital Works
New	Green City	Cleaner air and lower CO2 emissions	Refresh the Asset Management Strategy with strengthened focus on Decent Homes 2 and environmental obligations	Maria Murphy	Shaun Bennett	Shaun Bennett	Andy Palmer	31/03/2025	Asset Management
DP 08	Green City	Sustainable waste & transport	DP08 - Improve recycling rates and work with suppliers to reduce unnecessary waste including reducing where possible waste in respect of materials and packaging (31/03/2023)	Maria Murphy	Shaun Bennett	Steve Bayliss	Kate Heldreich	31/03/2025	Repairs
DP 09	Growth	Thriving, sustainable economy and business community	DP09 – Promote initiatives and strategies to support people into training and employment with particular focus on our tenants and their families. (31/03/2023)	Maria Murphy	Michael Kirk	Holly Johnson	Paul Cole	31/03/2025	Finance and Income
New	Growth	Learning city with access to skills and knowledge for all	Develop employment pathways targeting positive action within recruitment and work experience opportunities for Council tenants.	Maria Murphy	Michael Kirk	Taran Lalria	Sophie Bancroft	31/03/2025	Finance and Income
DP56	Growth	Decent, sufficient, and affordable housing	DP56 - Work in partnership with Derby City Council to deliver the City's housing strategy, ensure that people are safe and linked to their communities and develop projects through the HRA Capital Programme (31/12/23)	Maria Murphy	Maria Murphy	Shaun Bennett	Mark Crown	31/03/2025	Capital Works
New	Growth	Decent, sufficient, and affordable housing	Acquire 10 Derby Homes properties by March 2025.	Maria Murphy	Shaun Bennett	Rachel Shardlow	Mark Crown	31/03/2025	Capital Works
New	Growth	Decent, sufficient, and affordable housing	To work with the Council to acquire Wilkins Drive and be ready to let by 31 March 2025.	Maria Murphy	Clare Mehrbani	Jim Joyce	Jim Joyce	31/03/2025	Housing Options and Homelessness
New	Growth	Decent, sufficient, and affordable housing	To commission an accommodation-based support service for individuals at greatest risk of rough sleeping linked to Wilkins Drive acquisition.	Maria Murphy	Clare Mehrbani	Jim Joyce	Jim Joyce	31/03/2025	Housing Options and Homelessness
New	Growth	Decent, sufficient, and affordable housing	Work in partnership with local housing providers to sustain provision of social housing.	Maria Murphy	Michael Kirk	Taran Lalria	Taran Lalria	31/03/2025	Corporate Services

New	Vibrant	Destination of choice, dynamic and diverse city centre	Work in partnership with Council and other partners to make improve inner city safety	Maria Murphy	Clare Mehrbani	Jim Joyce	Jim Joyce	31/03/2025	Housing Options and Homelessness
DP19	Growth	Decent, sufficient, and affordable housing	DP19 - Develop partnerships with Social Care to deliver value for money housing solutions.	Maria Murphy	Clare Mehrbani	Jim Joyce	Jim Joyce	31/03/2025	Housing Options & Homelessness
New	Resilient	Reduced inequalities, with healthier residents	Work in partnership with the Council and others to reduce inequalities and promote healthier residents.	Maria Murphy	Clare Mehrbani	Carl Tring-Willis	Carl Tring-Willis	31/03/2025	Housing Management
New	Resilient	Reduce inequalities, with healthier residents	Coordinate the ongoing delivery of the Homelessness and Rough Sleeping Strategy action plan.	Maria Murphy	Clare Mehrbani	Clare Mehrbani	Jim Joyce	31/03/2025	Housing Options & Homelessness
New	Resilient	Empowered, strong and independent communities	Work in partnership with the Council and others to respond to the city's Local Housing Needs Assessment.	Maria Murphy	Shaun Bennett	Rachel Shardlow	Mark Crown	31/03/2025	Capital Works
New	Resilient	Empowered, strong and independent communities	Work in partnership with the Council and others to enhance housing options for those in need of emergency and urgent accommodation.	Maria Murphy	Clare Mehrbani	Clare Mehrbani	Jim Joyce	31/03/2025	Housing Options & Homelessness
New	Resilient	A safe city, where those that need support can access them at the right time for them	Work in partnership with the Council and others to signpost customers to access appropriate support services	Maria Murphy	Clare Mehrbani	Carl Tring-Willis	Carl Tring-Willis	31/03/2025	Housing Management
New	Resilient	A safe city, where those that need support can access them at the right time for them	Commission accommodation-based support services in line with housing pathways	Maria Murphy	Clare Mehrbani	Jim Joyce	Jim Joyce	31/03/2025	Housing Options & Homelessness
DP30	Resilient	A safe city, where those that need support can access them at the right time for them	DP30 - Work in partnership with DCC, Health and community sector partners to contribute to campaigns aimed at mitigating the impact of the cost-of-living crisis.	Maria Murphy	Clare Mehrbani	Jim Joyce	Jim Joyce	31/03/2025	Housing Options & Homelessness
DP32	Resilient	A safe city, where those that need support can access them at the right time for them	DP32 - Work with colleagues in Community Safety and Police to explore opportunities that will reduce homicide, serious violence and neighbourhood crime (31/03/2023)	Maria Murphy	Clare Mehrbani	Carl Tring-Willis	Carl Tring-Willis	31/03/2025	Housing Management

DP38	Working Smarter	An intelligence led Council that delivers value for money	DP38 - Greater intelligence led decision making - Develop a more “critical friend” oversight by the DCC Performance Team to DH using KPI's benchmarking information. Participate in 'deep dive' performance and risk reviews (31/03/2023)	Maria Murphy	Michael Kirk	Michael Kirk	Holly Johnson	31/03/2025	Finance and Income
New	Working Smarter	Satisfied and enabled residents	Embed a culture of customer first	Maria Murphy	Maria Murphy	Maria Murphy	Maria Murphy	31/03/2025	
DP45	Working Smarter	Satisfied and enabled residents	DP45 - Embed a culture of customer first / collaborative working in the Repairs Team by reviewing all service areas and touch points with customers to ensure consistent customer first approach	Maria Murphy	Michael Kirk	Steve Bayliss	Steve Bayliss	31/03/2025	Repairs
DP52	Working Smarter	Empowered and accountable colleagues and Councillors	DP52 – Develop business plans and communicate out to teams	Maria Murphy	Maria Murphy	Maria Murphy	Maria Murphy	31/03/2025	Capital Works
DP55	Working Smarter	An intelligence led Council that delivers value for money	DP55 - Use the Digital strategy to continuously improve our services, offering more flexibility for customers through modernization and streamlining existing services (31/03/2023)	Maria Murphy	Michael Kirk	Michael Kirk	Holly Johnson	31/03/2025	Housing Management
DP58	Regulation	Transparency, influence and accountability standard	DP58 - Ensure best use of complaints, compliments and customer satisfaction surveys to inform best customer service/customer first, reviewing the latest insight to target development and increase lesson's learned (31/03/2023)	Maria Murphy	Michael Kirk	Holly Johnson	Holly Johnson	31/03/2025	Finance and Income
DP60 - New in November 2023	Working Smarter	An intelligence lead Council that delivers value for money	Review existing systems and internal processes to move towards 'one system' and automated reporting, minimising manual intervention and increasing capacity and information sharing.	Maria Murphy	Michael Kirk	Holly Johnson	Tony Gardner	31/03/2025	Quality and Consumer Regulation
DP61 – New in November 2023	Working Smarter	An intelligence lead Council that delivers value for money	Design and Implement a Knowledge and Information Management strategy to better design inclusive services based on customer's needs.	Maria Murphy	Michael Kirk	Holly Johnson	Tony Gardner	31/03/2025	Quality and Consumer Regulation
New	Working Smarter	Satisfied and enabled residents	Complete service reviews for consumer regulation teams	Maria Murphy	Michael Kirk	Holly Johnson	Holly Johnson	31/03/2025	Quality and Consumer Regulation
New	Working Smarter	Satisfied and enabled residents	Complete service reviews for frontline housing management teams	Maria Murphy	Clare Mehrbani	Carl Tring-Willis	Carl Tring-Willis	31/03/2025	Housing Management
New	Regulation	Transparency, influence and accountability standard	Prepare a self-assessment and implement relevant actions to ensure compliance for the new Consumer Standards, including the Tenant Satisfaction Measures.	Maria Murphy	Michael Kirk	Holly Johnson	Holly Johnson	31/03/2025	Quality and Consumer Regulation

