

No:	Red	Neighbourhood agreements to be developed by October 2008 and implemented initially for flats and any new tenants at risk of failing their tenancies 2008/09.	Responsible Officer	Maureen Davis
09 Estates Pride				
			Deadline 31/10/08 Completed:	
Quarterly Update:				
Q1	Neighbourhood agreements (Good neighbourhood agreements) are at consultation stage.			
Q2	Consultation completed for flats for good neighbour agreements and pet policy completed in Quarter 2 and reported to Local Housing Boards.			
Q3	Still awaiting approval of the policy from Derby City Council. Extension of this deadline required to 09/10 plan to allow for this process.			
Q4				

No: 05	Red	Implement the outcomes of the complaints process review by August 2008 and report progress to Performance Management Committee.	Responsible Officer	Maureen Davis
Excellent Customer Services				
			Deadline	31/08/08 Completed:
Quarterly Update:				
Q1		The complaints review was completed and reported to the May 2008 Performance Committee. Committee approved the new procedure. The procedure continues to be embedded within the organisation.		
Q2		The Enquiry Centre have been recording all initial stage complaints on CSM. The pilot has been successful.		
Q3		The recording of initial stage complaints is to be rolled out to all service areas in Quarter 4, deadline requested to be extended to March 2009 to ensure all outcomes from the review are implemented.		
Q4				
No: 12	Red	Implement revised resident involvement strategy by May 2008.	Responsible Officer	Mark Crown
Excellent Customer Services				
			Deadline	30/09/08 Completed:
Quarterly Update:				
Q1		The resident involvement strategy is currently under revision, however implementation will not be achieved until September 2008. The community events are currently being analysed for outputs required for the community development and tenant involvement. The detail of this will be reported at the next Tenant Participation Process Improvement Team 29th July 2008.		
Q2		The Resident Involvement Strategy is still under review given the imminent launch of the HFG Life concept in November. We have also reviewed our Diversity KLOE's with our equalities groups and this will lead to an action plan aimed at increasing our access to hard to reach groups and regular working with DREC (Derby Racial Equality Council).		
Q3		The new Resident Involvement Strategy has not been completed. This is because of the recent launch of the new Tenant Services Authority (TSA). It is recommended/proposed that we carry over this objective into the 2009/2010 business plan with the aim of making sure that the Strategy is aligned with the objectives of the TSA to ensure that our Resident Involvement policy and practice is robust. The TSA aims to set new standards and a complementary regulatory regime later this year after consultation with tenants across the country in its 'Big Conversation' exercise which Derby Homes is taking a leading role in with other landlords from January to March 2009. Draft standards have been promised for the middle of 2009, with full TSA standards to be launched in early 2010. We will watch for the emergence of the new standards and weave them into the draft/interim outline strategy that we are currently working to.		
Q4				

## Investing in People Organisation

## Delivery and Business Plan

No:	Red	Appointment of website editors for all service areas by end May 2008.	Responsible Officer	Mary Holmes
14	Investing in People Organisation			
			Deadline	31/05/08 Completed:

## Quarterly Update:

- Q1 Website editors all identified and appointed by end May 2008. Initial trianing scheduled with IT. Roles and authority agreed. To phase in during August-October 2008 inline with planned website development.
- Q2 During this period our Web Editing Company went into receivership and there were some legal issues to be addressed. The Communications and Marketing team have continued to maintain and update web pages during this time to ensure that information is up to date and accurate.
- Q3 The Communications and Marketing team are working with internal teams to update the website with accurate information on services we offer. An ITT is to be issued for a new editing company and a deadline extension is requested to carry this work over into 2009/10 plan.
- Q4

## Value for Money

## Delivery and Business Plan


No:	Red	Introduce new procurement strategy by December 2008.	Responsible Officer	Jo Clifford
01	Value for Money			
			Deadline	31/12/08 Completed:

## Quarterly Update:

- Q1 A strategic review of the procurement function is being completed which will impact the procurement strategy. Expressions of interest have been posted for Procurement services.
- Q2 Tenders have been received for strategic and operational procurement and being evaluated.
- Q3 Outsourcing, procurement function. Revised implementation target June 2009. Committee requested to extend the deadline to June 2009.
- Q4



No:	Red	Include SAP rating and running costs of a property in Homefinder adverts by April 2008.	Responsible Officer	Maria Murphy
05	Working towards a Sustainable Environment			
			Deadline	30/11/08 Completed:
Quarterly Update:				
Q1		This has not been achieved and will be delayed until Keystone Asset Management strategy is implemented. The deadline for this indicated realistically will be end of November 2008.		
Q2		Statutory requirement for landlords to provide SAP rating/EFP's on all new lettings from 1st October 2008. We are comply with this and aiming to include detail or adverts by end November 2008.		
Q3		Derby Homes are meeting the legal requirement for all landlords to provide an EPC at the sign up stage for all new lettings. We are not however able to publish this data on adverts - the survey can only be undertaken when keys are received and as adverts go out on notification of a pending void this is simply not going to be possible. We are now working to use common 'cloned' data and through a combination of the stock condition survey/EPC surveys we are aiming to have enough data collected to include on adverts from October 2009.		
Q4				
No:	Red	Develop a preferred energy supplier initiative by December 2008.	Responsible Officer	Shaun Bennett
15	Working towards a Sustainable Environment			
			Deadline	31/12/08 Completed:
Quarterly Update:				
Q1		We are still developing our informed partnership with EON we have achieved good progress on our works on vacant homes, and have found it challenging to make similar progress on deals for existing tenants.		
Q2		The new post referred to earlier will undertake a new tender exercise to develop a partnership with an energy supplier. I expect this to be in place by the end of February 09.		
Q3		Tender documents are currently in the process of being produced. We expect to complete evaluation by the end of March 2009.		
Q4				

Allocations Team					
Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
39 Allocations and Voids Team	Produce decommissioning procedure manual.	Paul Thompson	31/12/2008		
Q1	We are currently identifying decommissioning practices whilst we emptying Exeter House and Durley Close. As we progress in these projects a procedure will be formulated.				
Q2	Ongoing, the team are currently collating supporting information to draft the new procedure, short time a procedure to deal with home loss payment was required and this has now been implemented.				
Q3	Due to resource issues within the team we have focussed on day to day activity during Quarter 3. An extension of the deadline to March 2009 is requested.				
Q4					

# Service Improvement Targets - Overdue

## Customer Services and Enquiry Centre

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
60 Customer Services and the Enquiry Centre	Improve communications.	Mary Holmes	31/08/2008		Red
Q1	<p>- This area of work is dependent on the website review which is still taking place. It is anticipated that work will commence on this in October 2008</p> <p>- This is being established through the Responsive Maintenance Partnering Contract Working Group.</p> <p>- This is part of the Housing Management &amp; maintenance system re-implementation plan and is not scheduled until Jan 2009.</p>				
Q2	<p>Legal issues over the website have delayed this work. Tenders requests for a new developer will be sent out in November.</p>				
Q3	<p>The invitation to tender has been changed to ensure that legal issues previously encountered are addressed. This will be issued in January with an implementation date of April for the new contractor.</p> <p>The Communications and Marketing team are working with internal teams to update the web site with accurate information on services we offer. An extension to the deadline is requested to March 2009.</p>				
Q4					

# Service Improvement Targets - Overdue

## Estates Response Team

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
30 Estates Response Team	Develop new process for removal of heavy goods from estates.	Janet Young	31/12/2008		Red
Q1 - There is a procedure in place at present and a review of cost will be undertaken by September 2008.					
Q2 There is a procedure in place at present that work quite well. The service is in the process of being reviewed and once this has been done this will be revisited and updated accordingly. Taking into account the needs of the new service.					
Q3 Recent changes to work practices and staffing levels mean that the current work practice is the only one that is practical at this time. No further progress can be made with this till the restructure of the service has been completed. The form of this restructure will not be complete till after the introduction of the cleaning contract in April. This will need to be carried over to next year's plan.					
Q4					

# Service Improvement Targets - Overdue

Finance					
Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
117 Finance	Develop procurement site on intranet with information for staff.	Jo Clifford	30/09/2008		Red
Q1	The options are being evaluated to select the most suitable way of publishing procurement documents on the intranet. Still on target .				
Q2	Deferred due to outsourcing of procurement function.				
Q3	Deferred due to outsourcing of procurement function. This links to the Business Plan target Value for Money 01 and request the extension of deadline to June 2009 to be carried over into the next years plan.				
Q4					
118 Finance	Review of environmental impact of products procured.	Jo Clifford	31/08/2008		Red
Q1	Not yet due. Work is underway.				
Q2	Deferred due to outsourcing of procurement function.				
Q3	Deferred due to outsourcing of procurement function. Links to Value for Money 01 and SIT 117. Request to extend the deadline to June 2009 and carry over to the next years plan.				
Q4					



# Service Improvement Targets - Overdue

## Governance Services

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
119 Governance Services	Introduce, implement and manage CMIS, incl training for users.	Jackie Mitchell	31/07/2008		Red

Q1 The project has been delayed as priority has had to be given to SIT 128 and the IT resources needed to support the project are currently directed at the Academy Relaunch project. The Target Deadline will need to be postponed until later in the year.

Q2 The project has been delayed as priority has had to be given to SIT 128 and the IT resources needed to support the project are currently directed at the Academy Relaunch project. The Target launch date is now December 2008.

Q3 The Target launch date is now April 2009. Request extension to the deadline to April 2009 to be carried over into next years plan.

Q4

## 125 Governance Services

Carry out an internal customer satisfaction survey.	Jackie Mitchell	31/10/2008		Red
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Q1 Responsible Officer promoted to another team June 08 and will not be able to meet July Milestone.

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

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

Q4

# Service Improvement Targets - Overdue

Governance Services					
Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
128 Governance Services	Lead on setting up new document templates on the Academy Document Engine System.	Jackie Mitchell	30/06/2008		<div>Red</div>
Q1	Some training on Academy Document Engine has taken place and we have started to carry out sample testing of template documents. However, the project is likely to be bigger than originally expected and will overrun into July/August.				
Q2	Some training on Academy Document Engine has taken place and we have started to carry out sample testing of template documents. However, the project is likely to be bigger than originally expected and will overrun into July/August. A small number of arrears letters and documents have now been successfully transferred to ADE. A review of all standard letters is being carried out with a view to transferring them to ADE in the near future.				
Q3	Some training on Academy Document Engine has taken place and we have started to carry out sample testing of template documents. However, the project is likely to be bigger than originally expected and will overrun into July/August. A small number of arrears letters and documents have now been successfully transferred to ADE. A review of all standard letters is being carried out with a view to transferring them to ADE in the near future. Request to carry over to next years plan.				
Q4					

# Service Improvement Targets - Overdue

## IT Business Support

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
131 IT Business Support	Re-implement the Housing Management System and implement an Asset Management System.	Mark Fairweather	30/11/2008		Red
Q1	Academy was migrated onto the new hardware platform and went live at the end of March. Academy Document Engine has also been installed. The re-implementation of the Core module occurred at the same time as the new hardware platform went live. Training has been delayed at the project managers request to ensure that it occurs after the business transformation workshops have been held. Training will now take place at the end of July 2008. The project remains on track.				
Q2	Academy Document Engine implemented and fully functional, initial issues with Arrears letters have been resolved. A large number of business transformation sessions and Capita training and consultancy sessions have been completed, with further sessions booked to take place in quarter 3. Keystone Asset Management system nearing completion, test database has been installed for user acceptance testing by Derby Homes. Revised deadline for the live running of Keystone now October 2008. Latest update on completion of the project as a whole is now April 2009.				
Q3	Issues with testing the interface between Academy Housing and Academy Revenues have now been resolved and we will now go live with Academy Housing release 14.001 on Monday 12 January 2009. Keystone Asset Management system now live. Work continuing on interface between Keystone and Academy Housing. Latest update on completion of the project as a whole is still April 2009. Request to carry over to next years plan.				
Q4					
132 IT Business Support	Implement phase 2 and 3 of Mobile IT to include a wide variety of teams.	Mark Fairweather	30/09/2008		Red
Q1	Phase two is on track, orders will be placed for the new equipment before the end of June 2008.				
Q2	This project is currently on hold awaiting resource to carry out a thorough review of the use of the Mobile IT that has been deployed so far. The current equipment has some limitations and the purpose of the review will be to identify what else is available in the market place. Staff will be fully consulted and have the opportunity to contribute to the type of equipment that will be purchased going forwards.				
Q3	This project is still currently on hold awaiting resource to carry out a thorough review of the use of the Mobile IT that has been deployed so far. The current equipment has some limitations and the purpose of the review will be to identify what else is available in the market place. Staff will be fully consulted and have the opportunity to contribute to the type of equipment that will be purchased going forwards. Request to carry over to next years plan.				
Q4					

# Service Improvement Targets - Overdue

## IT Business Support

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

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

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

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

Q4

## 134 IT Business Support

Assist Governance Services in implementation of CMIS.	Mark Fairweather	31/07/2008		Red
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Q1 Project is still on track, however Governance Services involvement in other projects and tenant board member elections, may mean that the target date of the end of July may have to be re-considered.

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

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

Q4



## Service Improvement Targets - Overdue

Regeneration Team		SIT	Responsible Officer	Target Date	Completion Date	Status
98 Regeneration Team		Masterplanning – to work with strategic partners to coordinate the urban renewal and master planning options in areas of lowest demand for council housing, focusing primarily in the areas of Osmaston and Derwent.	Andrew McNeil	31/12/2008		Red
Q1	Masterplan vision to go to Council Cabinet in summer 08 with consultation to follow. English Partnerships, The Housing Corporation and EMDA now engaged with the future of the Rolls Royce site in Osmaston.					
Q2	Master plan vision now endorsed by Council cabinet. Consultation officer being recruited. Consultation with residents to begin in November.					
Q3	The Masterplan vision for Osmaston has now been approved by Council Cabinet. The City Council is now carrying out a range of consultation activities in the area to which we are actively contributing. Request to carry over into next years plan.					
Q4						

# Service Improvement Targets - Overdue

## Stockbrook Street, Austin and Littleover

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
17 Stockbrook Street	Assess changes in customers with mental health issues to avert crisis admission to hospital to sustain 10 tenancies.	Pam Stretton	30/09/2008		Red
Q1	Carried forward: The scripting is being developed and will be linked to film taken. There is a delay on implementing TAG as the PCT are not ready and have possible resource issues.				
Q2	This has temporarily stalled as Mental Health team can not resource TAG although it is needed.				
Q3	We have been struggling to get full co-operation from Mental Health Services to implement TAG. They have resource issues and are unable to proceed. A report has been sent to their executive. We can not proceed until this is resolved. Request to abandon this SIT and review Mental Health services position when preparing the Service Plan 09/10.				
Q4					

# Service Improvement Targets - Overdue

Supported Living				
Ref	SIT	Responsible Officer	Target Date	Completion Date Status
49 Supported Living Team	To achieve CSHS (Centre for Sheltered Housing Studies) Code of Practice Accreditation	Leon Taylor	30/04/2008	Red
Q1	Following further investigation, CSHS has not yet fully developed accreditation for floating support services. Supported Living Service will defer until specialised accreditation is established. We have yet to be advised of a specific date for development of accreditation criteria by CSHS.			
Q2	Following further investigation, CSHS has not yet fully developed accreditation for floating support services. Supported Living Service will defer until specialised accreditation is established.			
Q3	CSHS has only just developed a generic portfolio of support services across several specialisms. We will approach them as soon as they have had the opportunity to pilot the new programme. Request to carry over to next years plan.			
Q4				

# Service Improvement Targets - Overdue

## Sussex Circus, Cowsley, Chaddesden Park and Spondon

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
26	Sussex Circus	To arrange a Multi-Cultural Event with the intention of setting up a Residents BME Working Group.	Graeme Walton	30/09/2008	Red
Q1	<p>- We have sent out over 200 letters to our ethnic residents and of which 8 residents are interested in taking part in organising the event.</p> <p>- Poster has been drafted.</p> <p>- Open meeting will be arranged for 30 July 2008 – To arrange the event and set date.</p> <p>Q2 - The team identified the diverse groups within the Sussex Circus Management Area.</p> <p>- Invitation letters where sent to all diverse tenants to attend a meeting to explain the aim of the Event Day.</p> <p>* 9 Residents expressed interest in the event</p> <p>* Only one residents attended the meeting</p> <p>* Housing Officers carried out home visits to the tenants that expressed interest and sent out follow up letters</p> <p>- Posters have been placed in public area's to generate more interest.</p>				
Q3	<p>The residents/tenants that initially identified an interest in this SIT now do not want to be involved as their time was asked for on a voluntary basis. Therefore the staff are going to arrange an event for the 4th March at Conisiton Crescent, involving dancers, food and guest speakers. Funding has been agreed through Neighbourhood Manager. Request to extend the deadline to March 2009.</p>				
Q4					



# Service Improvement Targets - Overdue

## Tenant Involvement Team

Ref	SIT	Responsible Officer	Target Date	Completion Date	Status
76 Tenant Involvement Team	We will work on Project LIRA with the Library Service to involve tenants in the proposed co-location of the Mackworth local Housing Office to the new library.	Mark Crown	31/12/2008		Red
Q1	Meeting has been held with Dawn Gebski for this project and lines of communication have been set up.				
Q2	Have received update from project LIRA team leader but no actual contact with DH tenants has been made. The Tenant involvement manager will take this up with the Project LIRA team leader to discuss any possible barriers or problems that are preventing direct contact with tenants in November.				
Q3	The Tenant Involvement Manager has contacted the project manager for this project and has had a positive response. We are meeting w/c 12th January to ensure that the opportunities to involve tenants are fully taken by planning when it can take place. The meeting was cancelled by The Project Manager and is yet to be re-arranged. Request for extension of the deadline to March 2009 to further develop Tenant Involvement.				
Q4					