

Delivery Plan milestones
Derby Homes Delivery Plan
 31-Mar-2023



Description	Accountable Officer	Previous Quarter Status	Current Status	Quarterly Status	Commentary
Derby Homes Delivery Plan : A City of Growth					
DP09 - Deliver initiatives to support people into training and employment with particular focus on our tenants and their families (31/03/2023)	Taranjit Lalria	On Track	Completed	Blue	We provided two work experience placements in March and have a further four placements arranged for the 2023/24 year. Our 2023/24 apprenticeship vacancies were also advertised this quarter which close on 11 April 2023 when the selection process will begin.
DP10 - Development and delivery of the acquisitions and new build housing programmes (31/03/2023)	Ian Yeomans	Some Slippage	Some Slippage	Amber	<p>There are newbuild schemes on site at Chesapeake Rd (8 units) and Cummings Street (4). 2 units on Whittaker Street started 20/12/22. Berwick Close was completed on 07/03/23 (1 unit).</p> <p>Acquisitions - we have 12 units underway at Osmaston (package deal) being delivered by Keepmoat, the first 4 are overdue due to issues with completion. 4 units were completed at end of April 23 and we expect the remaining 8 to be completed by the end of May. We have a strong relationship with Keepmoat & confident current issues can be resolved.</p> <p>We have a good relationship with Taylor Wimpey who are delivering 5 units at Deepdale Rd (s106) in Sinfin, due at end of May 23.</p> <p>We are evaluating 3 flats in a possible s106 purchase with the City Council in a central location & have pipeline of potential newbuild units over 8 schemes to take through the approvals processes in 23.</p> <p>Flacon Way (4) and Cricklewood Road (5), and Spring Street (9 units) have been approved & go to planning committee on 06/04/23.</p>

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DP11 - Maintain homes to meet Decent Homes Standard by ensuring that asset management data informs & underpins HRA Capital Programme for the replacement of components (31/03/2023)	Ian Yeomans	Some Slippage	Some Slippage	Amber	QTR4 – We still have 73nr properties at Bretton Avenue & Constable Lane that have been identified as having structural defects to the main roof structure. These properties are classed as “Non Decent” and will fail Decent Homes Guidance on this single element. This represents just over 0.5% of the housing stock, so the remainder 99.5% are still meeting current decent homes guidance. Derby Homes/Derby City Council are consulting with the residents on the options available and its looking likely that redevelopment will be the preferred option. A topographical survey of the scheme was drafted in April 23 which will inform the design of the first phase of the redevelopment currently being designed. A consultation event with residents to input on the design to be held during May 23.
DP12 - Ensure the right training is available to our staff and apprentices to develop their skills and improve business resilience, reviewing courses and apprenticeship opportunities to aid colleague progression (31/03/2023)	Taranjit Lalria	On Track	Completed	Blue	We have reviewed the training matrix to ensure that all relevant training is being arranged for 2023, including sourcing alternative courses. We are also having training on the new Evotix system to enable us to transfer all training records over and this will also enable us to generate a training needs analysis for employees. Electrician Joe Johnson won Apprentice of the Year at the Building Communities Awards in March 2023. This is the second time Joe has received this accolade, after previously winning ‘Intermediate/Advanced Apprentice of the Year’ in the Derbyshire & Nottinghamshire Apprenticeship Awards in October last year. The Building Communities Awards is hosted by Efficiency East Midlands, to recognise and celebrate professionalism, excellence and innovation within the housing and construction community.
DP13 - Deliver the on-going apprenticeship programmes to aid succession planning including developing trades to supervisory / surveying roles (31/03/2023)	Ian Yeomans	On Track	On Track	Green	Ongoing Support of Apprenticeship Programme throughout Investment & Maintenance Teams - Regular review of individual and overall performance at Team Meetings and SMT. Senior Management focus on ensuring all technical disciplines throughout the Division benefit.

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DP14 - Run an annual QTS and apprenticeship programme – and associated progress to work support packages to support higher percentage of apprentices which go onto permanent employment after apprenticeship (31/03/2023)	Taranjit Lalria	On Track	Completed	Blue	There were 3 employees that were approved to study through the QTS programme this quarter. Four apprentices completed their apprenticeship and gained a job at Derby Homes in the last year.
DP15 - Promote contract opportunities to small and medium sized local companies (31/03/2024)	Taranjit Lalria	On Track	On Track	Green	Derby Homes internet page updates to clarify how to register and express an interest in opportunities were prepared but need to be published. Contract opportunities are published on Contracts Finder and/or Find a Tender Service sites in line with regulatory requirements. Potential for open day to promote Derby Homes to market and support supply chain developments is being considered.
DP16 - Deliver strategies to promote inclusion in learning and employment - Re-introduce a programme of school visits. Wider promotion of DCC job opportunities to tenants (31/03/2023)	Taranjit Lalria	On Track	Completed	Blue	We have attended three secondary schools in Derby during this quarter to carry out Mock Interviews with Year 11 students. We have also attended two career events at two secondary schools.
DP17 - Work with the sector to attract staff with the right skills and values to support the delivery of services, considering a range of alternative recruitment options (31/03/2023)	Taranjit Lalria	On Track	Completed	Blue	Online adverts continue to be considered to attract more candidates to our positions. We have also attended an Insight to Industry event at Derby College and also had a stand at an apprentice open day.

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Description	Accountable Officer	Previous Quarter Status	Current Status	Quarterly Status	Commentary
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 (31/12/2023)	Ian Yeomans	On Track	On Track	Green	<p>All our schemes will be well designed with delineation of public & private defensible space at the front and manageable gardens to the rear, external lighting, off street parking and latent or active electric vehicle charging. Where needed we will comply with all planning & highways conditions concerning vision splays traffic calming & adequate street lighting. We will also improve the street scene as required by any planning consent.</p> <p>Where possible, all new properties we build ourselves will have fire remediation systems, such as sprinklers or misting systems fitted as standard. In addition, there will be external lighting where practicable & although some earlier schemes have gas central heating, the next tranche will be low carbon and all our properties will have solar PV and high air tightness standards to reduce heat loss and make them sustainable in terms of energy cost. Derby Homes and DCC have jointly agreed to adopt the Future Homes Standard for housing design & thermal performance.</p>
Derby Homes Delivery Plan : A Green City					
DP01 - Contribute to the delivery of the City's Climate Change Strategy - new/existing homes, carbon free transport, energy saving advice (31/03/2035)	Ian Yeomans	On Track	On Track	Green	<p>Repairs and Investment are currently contributing as follows:</p> <p>Adoption of the Future Homes Standard for new housing developments. A paper outlining this commitment was submitted to the Capital Board in December 2022 for approval. Discussion underway on a phased changing the van fleet from diesel to electric, when vehicles become due for replacement. Test vehicles being considered. Existing energy efficiency team (part of Asset Management) dispensing advice to tenants and those subject to refurbishment work, such as Allenton Phase 1, where an energy efficiency open day was held prior to the project commencing.</p>

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Description	Accountable Officer	Previous Quarter Status	Current Status	Quarterly Status	Commentary
DP02 - Electrification of van fleet - work with fleet management to ascertain viability of when to switch from current diesel vehicles to electric & commence a phased trial as part of operative fleet (31/03/2023)	Steve Bayliss	Some Slippage	On Track	Green	As per previous updates, we have purchased a small number of used diesel vehicles in order to replace existing fleet that has come to the end of its usable life. This is an interim measure whilst we continue to ascertain viability of purchasing a greener fleet for the large number of vehicles in the fleet that need replacing.
DP04 - Alternative heating - evaluation and delivery of low / zero carbon technologies (31/03/2024)	Ian Yeomans	On Track	On Track	Green	Currently all new build schemes are subject to a heating system evaluation which determines the suitability of low/zero carbon technologies for each project. Kick start project for formalised process was Barlow Street.
DP05 - Green specification for new homes including low carbon technologies/fabric first approach to construction/MMC where appropriate (31/03/2024)	Ian Yeomans	On Track	On Track	Green	Both DCC & DH Development Teams are committed to the adoption of the Future Homes Standard for new housing developments. A paper outlining this commitment was submitted to the Capital Board in December 2022 for approval.
DP06 - Improve standards of existing housing: Delivery of SHDF Wave1 at Alvaston and Knightsbridge Flats – external wall insulation/windows/ventilation. Integrated solar panels on all new re-roofing projects where economically viable (31/03/2023)	Ian Yeomans	On Track	On Track	Green	<p>Refurbishment of Knightsbridge Flats - 3 blocks / 42 flats - Work commenced in August 2022 and completed in April 2023 (Part financed with Eco 4 funding).</p> <p>Refurbishment of 80 cast iron houses, Allenton Phase 1. Work commenced in November 2022 with 69 completed by the end of March 2023. The remainder to be completed by the end of May 2023.</p> <p>Re-roofing projects with integrated solar panels are on going. Alvaston 1 to complete in April 2023</p>

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Description	Accountable Officer	Previous Quarter Status	Current Status	Quarterly Status	Commentary
DP07 - Increased standards on grounds maintenance in partnership with Streetpride - improved frequency of garden/grounds maintenance visits and Improved quality and permanence of staff (31/12/2023)	Ian Yeomans	On Track	On Track	Green	Following a report presented to the Derby Homes Operations Board in September 2022 - Officers from DH Capital Works and DCC Streetpride are carrying out a Service Review of the Grounds Maintenance Service - Considering the specification, amount of equipment and labour deployed. Recommendations to Operations Board in March 2023 was approved.
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)	Steve Bayliss	On Track	On Track	Green	The recycling rates for the waste transfer station at Derby Homes is currently running at 99% however we continue to analyse the residual waste that goes to landfill in order to seek out ways to eliminate.
Derby Homes Delivery Plan : A Resilient City					
DP18 - Champion a safe city - working with colleagues in Community Safety and Adult Social Care to review risk management/housing pathway for high-risk offenders (31/03/2023)	Jim Joyce	On Track	On Track	Green	Refresh of ARBOUR contract underway, driven through OPCC. Recommendations concluded in consultation with City and County Colleagues. procurement in progress led by OPCC.
DP19 - Develop partnerships with Social Care to deliver value for money housing solutions including supporting the development of a Supported Accommodation Review Team with oversight of Non-Commissioned supported exempt housing provision (31/03/2023)	Jim Joyce	On Track	On Track	Green	Board approval to purchase a further 10 properties for use by ASC for transitional care leavers. SEA team funded in DCC by DLUHC. Close links developing with new team.

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Description	Accountable Officer	Previous Quarter Status	Current Status	Quarterly Status	Commentary
DP20 - Continue to develop effective partnerships, locally and nationally continue the coordination of the City's Homelessness Strategy (31/03/2024)	Jim Joyce	On Track	On Track	Green	Ongoing relationship with DLUHC, both rough sleeping and homelessness leads. Homeless Liaison Forum routinely brings together local partners in this space. New relationships emerging with P3, NACRO and others.
DP21 - Work in partnership with Health and jointly chair Housing, Health and Homelessness Subgroup of Health and Wellbeing Board (31/03/2023)	Jim Joyce	Completed	Some Slippage	Amber	Sub group of Health and Wellbeing board currently paused due to poor attendance. Concerns escalated to health and wellbeing board and strategic director of peoples services to unlock and identify appropriate attendance to enable group to re-start.
DP22 - Work in partnership with Health, developing initiatives across tenant base which support the 'Turning the curve' Public Health priorities of smoking cessation and obesity (31/03/2023)	Carl Tring-Willis	Some Slippage	On Track	Green	Derby Homes Health Inequalities Programme (DHHIP) – development well underway and working through the Derby Health Inequalities Partnership. Phase 1 – Smoking Cessation being implemented in partnership with Livewell – the delivery of a number of initiatives targeting our customers, including referrals at sign up, tenancy sustainment, smoke free spaces, fire safety advice and DH issuing Quick Quit Kits. Phase 2 to include summer programme linking with other health partners to deliver a programme at community events.
DP23 - Enable access to high quality skills training for tenants and those in housing need as part of Levelling Up Agenda commitment; including development and launch of tenancy ready training (30/09/2022)	Jim Joyce	On Track	On Track	Green	The sessions have been reviewed to see how we can increase attendance from customers. The Tenancy training has been altered to take place over a single day instead of two, and the location has been altered to St Peter's church to be more accessible. We are delivering the course again on 26th April . The course is also being rolled out to the Tenancy Sustainment team to allow other customers to join. The Open day was well attended . We continue to work with Derby Adult Learning service to identify specific courses based on customer need, such as English for Speakers of Other Languages.

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Description	Accountable Officer	Previous Quarter Status	Current Status	Quarterly Status	Commentary
DP25 - Facilitate a range of housing and support options that meet the city's needs and provides suitable accommodation for the vulnerable reducing the impact of homelessness including the Vulnerable Renters scheme for 2022/24 (30/11/2022)	Jim Joyce	On Track	On Track	Green	On track – Vulnerable Renters Fund scheme went live 1st October 2022 to assist tenants in the PRS throughout the winter months. We are continuing with promotion/partnership working of support services in the city, including CA Derby and are assisting a wide range of vulnerable customers.
DP26 - Reduced use of B&B for families experiencing homelessness by developing and marketing landlord packages of incentive and support in supporting placements of vulnerable renters (31/01/2023)	Jim Joyce	Some Slippage	Some Slippage	Amber	The number of families placed in bed and breakfast and the length of stay for these families is increasing. This is due to a combination of factors; very low turnover of social housing, high cost of private sector alternatives, continued loss of social housing through right to buy applications are all contributory factors. Move on from all forms of temporary accommodation remains challenging. A successful devolution bid will now allow for the acquisition of 6 additional properties to be used at temporary accommodation which will create greater capacity in the system and may reduce bed and breakfast placements. In addition consideration is being given to PRS leasing, although without grant subsidy this may be difficult to achieve. This again would create some further capacity within the system
DP27 - Evaluate the effectiveness and efficiency of pilot Housing Pathways (31/03/2023)	Jim Joyce	On Track	On Track	Green	Ongoing performance management of the Grant agreements with supported housing providers in the City through robust contract management and quality improvement to ensure resources deliver good value for money and customer outcomes. Ongoing evaluation of the housing pathways and overall system through fortnightly review meetings to ensure compliance with key targets. Robust data analysis ensures early warnings around the system are identified and allows for benchmarking against other comparable LA's.

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Description	Accountable Officer	Previous Quarter Status	Current Status	Quarterly Status	Commentary
DP28 - Continue working in partnership with health and social care to positively impact on inequalities across the city (31/03/2023)	Jim Joyce	On Track	On Track	Green	Clinical MDT with key community health service providers continues to be piloted to support the complex homeless and rough sleeper community. Continued joint work with Homeless GP service to provide 3 x weekly clinics involving the community Homeless Paramedic. Continued work to target the homeless population for COVID, flu vaccination and take up of other health screen and prevention initiatives including sexual health and dentistry. MARSH partnership approach continues to manage the most complex rough sleeper and identify systemwide issues for escalation. Joint working opportunities identified with social care, that are currently being developed to support delivery of services and improve the outcomes for those with complex needs.
DP29 - Continue to develop effective partnerships, locally and nationally continue the coordination of the city's Homelessness Strategy – enhance preventative pathways for those at risk of rough sleeping (31/03/2023)	Jim Joyce	On Track	On Track	Green	Revised governance arrangements through the Health and Wellbeing Board are supporting improved collaboration between housing, health and social care partners. Managers attending key health and social care integration meetings to improve system pathways. Monthly co-ordination of the Homelessness Strategy through the Homeless Liaison Forum continues with key actions highlighted being addressed. Improved prevention 'offer' for rough sleepers including those identified as being at risk of rough sleeping is being implemented by Housing Options operational staff.
DP30 - Work in partnership with DCC, Health and community sector partners to embed the principles of 'Better Together' including contributing to the further development of localities working (31/03/2023)	Carl Tring-Willis	On Track	On Track	Green	Derby Homes is part of the Locality Working Project Group working alongside C&P. We are also developing initiatives within the organisation around restorative practice, #TEAMDERBY and Better Together. Examples being joint workshops between LAC and TS/CN teams, new SLA and working arrangements with PPO's, and developing a MOU for Locality Officers and DH Customer Priorities work.

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Description	Accountable Officer	Previous Quarter Status	Current Status	Quarterly Status	Commentary
DP31 - Deliver Local Customer Priorities Action Plans in conjunction with partners and citizens (31/03/2023)	Carl Tring-Willis	On Track	On Track	Green	This is ongoing, and the new 2023/2024 DH Customer Priorities will be launching in Spring. This follows a success pilot, employing the Better Together principles and adopting the locality working model in neighbourhoods. DH Customer Priorities are updated at each Operational Board, with case studies demonstrating outcomes, and reflecting the diversity of the themes and challenges that the refreshed programme is working through.
DP32 - Work with colleagues in Community Safety and Police to explore opportunities that will reduce homicide, serious violence and neighbourhood crime (31/03/2023)	Carl Tring-Willis	On Track	On Track	Green	Derby Homes are represented on the Derby & Derbyshire Community Safety Board and Serious Violence Board amongst other frameworks coordinating a partnership approach to reducing homicide and serious violence. We have also developed a new service level agreement with the PPO service and housing management, including the ASB team to better coordinate resources and support in tackling wider neighbourhood crime. Additionally, we have developed a number of other initiatives to address thematic areas, such as the new arrangements around Imari Park, in the creation of the Extended Team; the Safer Streets project, and some of the Customer Priority Areas, notably Normanton & Arboretum and Alvaston.
DP33 - Continue to assist in carrying out work in default for DCC Housing Standards Team (31/03/2023)	Ian Yeomans	On Track	On Track	Green	Capital Works Team continue to support the DCC Housing Standards Team - Houses in Default Programme. Workload on 22/23 small. 4Nr. properties completed to date.
DP57 - Work to support our communities against the impacts of the cost of living crisis - Participating in core groups. Derby Community Hub. Assist tenants in the switch to Universal Credit (31/08/2023)	Helen Samuel	On Track	Completed	Blue	Numerous support initiatives around cost of living support to tenants in place across teams. Co-ordination now in place with Community Action Derby. Internally as the Income Team we continue to support new universal credit claimants through the welfare reform team. Income officers continue to make referrals for Money Advice through the Money Advice Team. All team officers are assisting tenants struggling financially with applications for the housing support fund.

Derby Homes Delivery Plan : A Vibrant City

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Description	Accountable Officer	Previous Quarter Status	Current Status	Quarterly Status	Commentary
DP54 - In partnership with Derby City Council work to identify and develop city centre sites, purchasing properties in city centre through the acquisitions programme	Ian Yeomans	Some Slippage	On Track	Green	We are currently looking at 3 flats in a city centre location on Railway Terrace. Other than that we are on site in Normanton with 4 units underway at Cummings Street, 2 unit have started on the 20th December at Whittaker Street and have got 9 units in the planning process in the Stockbrook Street area. All our other work is in the wider areas of the City.
Derby Homes Delivery Plan : Working Smarter					
DP34 - Greater intelligence led decision making - Better understand demographics. Introduce new software/reports for use in services (31/03/2023)	Michael Kirk	On Track	Completed	Blue	
DP35 - Implement onto Open Housing - Intelligent Energy – asset management EPC improvement works (31/12/2022)	Michael Kirk	Major Slippage	Major Slippage	Red	This project can't proceed until One Housing is available. One Housing can't proceed until Open Housing has been upgraded. The Open Housing upgrade can't go-live until OneDD issues resolved. Current upgrade planned for September 2023.
DP36 - Update property addresses in Open Housing with LLPG format to strengthen intelligence led decision making (31/07/2022)	Michael Kirk	Completed	Completed	Blue	This was completed in 2022
DP37 - Prepare Supply & Demand stock report for Housing Strategy every 6 months (31/03/2023)	Michael Kirk	Completed	Some Slippage	Amber	Initial Supply and Demand data has been supplied. Working on process to automate the delivery of this data as the current mechanism is very manual and time consuming.

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Description	Accountable Officer	Previous Quarter Status	Current Status	Quarterly Status	Commentary
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)	Michael Kirk	Some Slippage	Some Slippage	Amber	This has been delayed pending a wider review of the future service to be provided by the DCC Performance Team, within the budget available for the service. To be reviewed in Q1 23/24.
DP39 - Digital Strategy - review all repairs IT systems to ensure working to optimum performance and providing real benefits to customers (31/03/2023)	Steve Bayliss	On Track	On Track	Green	A full check had been carried out with the DRS software provider, Advanced. They have provided us with a number of recommendations which we are implementing where applicable. For example Quotas. We are also working towards a full system in September/October 23.
DP40 - Improve communication and engagement with our residents, to shape sustainable services for the future, including the implementation of the engagement and communications action plan (31/03/2023)	Clare Mehrbani	On Track	On Track	Green	A total of 3 reports have been presented to the Senior Management Team on the Tenant Satisfaction Measures, and we are confident we have the agreed methodology and resources in place to start from 1 April 2023. The final survey has been agreed, having being shorted from nearly 30 questions to a total of 15. This includes the standard 12 TSM questions with the addition of 3 from Housemark's recommended questions. Next year, there will be further work on TSM collection methodology to ensure the information covers all our customers, including DCC tenants, DH tenants and shared ownership. The work will also require frequent analysis to ensure we are capturing a representative customer sample.
DP41 - Working through thr cost of living activities to deliver a more co-ordinated approach by providers across the city in delivering advice support for residents (31/03/2023)	Michael Kirk	On Track	Some Slippage	Amber	The cross partner Cost of Living Group has not met for a number of months now. So although there are pockets of work being done - there is a lack of central co-ordination on this.

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DP42 - Eliminate duplication and waste and maximise productivity - Increase use of van stock, maximise deliveries to site, reduce visits to merchants. Optimise hybrid working to reduce wasted travel. Analysis of individual working patterns (30/09/2023)	Ian Yeomans	On Track	On Track	Green	Efficiency Review commenced by Heads of Service within the Investment & Maintenance Division, as part of the development of the 23/24 Budget process. Efficiencies sought in; deployment of labour, management and use of materials, supervision and management, allocation of plant and vehicles.
DP43 - Embed a culture of Customer First including the Projects Team supporting in embedding a cross DH team working into the new staff in the team (31/03/2023)	Michael Kirk	Completed	Completed	Blue	Feedback from service teams is that the Projects team are solution focus and ready to help
DP44 - Embed a culture of customer first / collaborative working - Procurement Team – with a new team - embed a culture of risk based solution focused support to Service teams (31/03/2024)	Taranjit Lalria	On Track	On Track	Green	Bi-monthly meeting opportunities with Heads of Service. Reviewing projects and workplan prioritised based on risk and contract value. Long-Term workplan strategy and activities being worked through in 2023 so this can be established and in use for early 2024.
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 (31/03/2023)	Steve Bayliss	On Track	On Track	Green	We have continued to carry out meetings across the team including looking at disrepair. The tenant customer service champion has visited various parts of the team to discuss how we interact and work with our customers. Managers have also completed back to the floor days with members of their teams to look at further improvements in how we work.

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Description	Accountable Officer	Previous Quarter Status	Current Status	Quarterly Status	Commentary
DP46 - Cultivate existing partnerships to improve on current performance; Streetpride (Estates Maintenance) / Derbyshire Wildlife Trust (Rewilding initiative) / Westville (Decarbonisation / ECO funded projects) (31/03/2023)	Ian Yeomans	On Track	On Track	Green	Currently actively working with two contractor partners to improve performance. Streetpride Contract - carrying out a Service Review of the Grounds Maintenance Service - Considering the specification, amount of equipment and labour deployed. . Recommendations to Operations Board - Approved March 2023. Westville Contract - Refurbishment of Knightsbridge Flats - 3 blocks / 42 flats and Refurbishment of 80 cast iron houses, Allenton Phase 1 performance ,reviewed duiring Q4/2223 to inform delivery of much larger contract, Allenton Phase 2 - 2023 through 2025
DP47 - Improve our use of data, intelligence and feedback to shape the future of our services. Design & implement new financial management system to enable efficiencies in speed and accuracy of reporting to start in 2023/24 (31/03/2024)	Helen Samuel	On Track	Completed	Blue	New system tested during 22/23 and ready for go live in 23/24 - although limited to key functions initially with other modules to come onstream later in 23/24
DP48 - Increase the use of digitally enabled services - New systems introduced and embedded into teams - Housing Management (inc ASB) (30/06/2022)	Michael Kirk	Completed	Completed	Blue	
DP49 - Increase the use of digitally enabled services - New systems introduced and embedded into teams - Void Inspectors (31/07/2022)	Michael Kirk	Completed	Completed	Blue	

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DP50 - Increase the use of digitally enabled services - New systems introduced and embedded into teams - Day to Day Surveyors (31/07/2022)	Michael Kirk	Completed	Completed	Blue	Project Live however since go-live Microsoft has deprecated the authentication mechanism used. New solution provided by Capita however waiting on DCC IT to implement.
DP51 - Increase the use of digitally enabled services - New systems introduced and embedded into teams - Introduce One Direct debit – to improve sign up for tenants (30/11/2022)	Michael Kirk	Major Slippage	Major Slippage	Red	OneDD module go-live now being re-planned for September 2023.
DP52 - Individual development plans in place for all employees. Mapping out accountabilities and posting individual IDPs for Capital Works managers. Completed IDPs/level of team engagement on divisional priorities (30/09/2023)	Ian Yeomans	On Track	On Track	Green	Mapping out of individual (senior managers)and team accountabilities against Delivery Plan underway. Consultation during 121s.
DP53 - Promote a culture of collaboration and working together - DCC / DH Development Teams working to deliver HRA Capital Programme (31/03/2024)	Ian Yeomans	On Track	On Track	Green	Both Teams actively collaborating to deliver DCC / DH Capital Programme. Workshop held in June 2022 which kick started joint working, to be followed up in January 2023, with a second Workshop which went very well. Importance of collaboration reinforced by staff shortages in DH Team due to difficulties in recruiting staff following the loss of two Development Officers earlier in the years and the team regularly shares information and desk at London Road.

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DP55 - Digital Strategy - Work alongside SMT to update the Digital strategy to improve self-serve options (31/03/2023)	Michael Kirk	On Track	Completed	Blue	<p>Both the webbot and the automated telephone service are prepared to be launched for customers in Q1 2023/24. The progress will be monitored in Q1 2023/24 to develop the system and provide the best service for customers.</p> <p>As part of the Digital Strategy, Derby Homes have been approved as a signatory by DLUHC for the Local Digital Declaration in relation to the new webbot functionality being introduced to the website.</p>
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 (31/03/2023)	Carl Tring-Willis	On Track	Completed	Blue	<p>A scoping document was drafted and discussed at SMT to look to implement. The aim is to create a new workshop with customer learning at the centre of the project.</p> <p>It was decided that the group would be called 'Solution Squad' and it would be a service improvement group with operational representation across the organisation.</p> <p>This group would look at problems and act as a 'critical friend' to make recommendations to SMT for service improvements. The first workshop is anticipated in Q1 2023-24.</p>
DP59 - Digital Strategy - updated strategy and action plan, alongside SMT, and approved by the Board (31/03/2023)	Michael Kirk	On Track	Completed	Blue	<p>The Digital Strategy was approved by Board on 26th January 2023. The results from the employee skills scan are under analysis. From early conversations, it has been decided to prepare a tiered training programme to enhance digital skills, with core skills covering Microsoft packages. This will be workforce wide, adapted as necessary based on the roles within the organisation, and will commence in 2023/24.</p> <p>An action plan is under development to project manage the implementation of the digital strategy.</p>