

# **HOUSING DEPARTMENT REVISED SERVICE IMPROVEMENT PLAN**

## **Outstanding Issues**

SIP REF	ACTION	COMPLETION DATE	LEAD/Support	UPDATES
<b>STOCK TRANSFER</b>				
1.2	Establish consultative forum to involve tenants in discussions on improvements to properties and repairs priorities	Summer '08	BOB SCOUGALL/ Service Managers/ J Wayman	Part of LSVT Process
2.2	Write a Tenant Empowerment Strategy.	Autumn '08	SYLVIA DODSWORTH/ IAN BROWN	Part of LSVT Process
2.3	Review Tenants Compact and produce Thematic Compacts e.g. estate, sheltered housing	Autumn '08	TBC	Part of LSVT Process
4.14	Carry out a review of the voids policy and standards.	Autumn '08	JANICE WAYMAN	Part of LSVT process Property Services Workstream
4.15	Develop procedural guidance and checklists for staff			
4.16	Develop tenants information pack which identifies our standards			
5.11	Review departmental complaints procedure and link to corporate policy	Autumn '08	ANGELA SMURTHWAITE	Part of LSVT registration process
5.14	Develop induction for new tenants including a checklist for LEO's. Introduce welcome gift pack	Autumn '08	JANICE WAYMAN/ Area Housing Managers	Part of LSVT process Property Services Workstream
6.11	Evaluate and implement Service Charges Module within Orchard	Autumn '08	ELAINE GARBUTT	Part of LSVT process.
£42,500 allocated for actions				

SIP REF	ACTION	COMPLETION DATE	LEAD/Support	UPDATES
<b>POST BALLOT</b>				
1.4	Review policy for future capital schemes to consider options to achieve lifetime homes	Spring '09	MICK DAVIES	Subject to transfer
1.5	Develop process to collate information relating to Anti Social Behaviour by management areas and link to Estate Environment	Autumn '08	JOE LEE/NEIL HOBSON	Ad hoc at present Subject to transfer
4.2	Develop a leaseholder condition handbook.	Spring '09	TBC	Post Ballot LSVT
4.3	Evaluate role of Customer Service Centre and Community Care Force Centre.	Autumn 08	BOB SCUGALL/ Janice Wayman	Post Ballot LSVT
4.12	Introduce recharges for tenants failed appointments (special appointments only)	Spring '09	JANICE WAYMAN/ Elaine Garbutt	Post Ballot
5.6	Carry out a VFM exercise on Central Support Services	Autumn 08	IAN BROWN	Post Ballot
5.20	Evaluate which parts of the service should work towards ISO9001 and develop a rolling programme	Spring'09	JANICE WAYMAN	Post Ballot
6.2	Review current policy of allotments and pigeon lofts	Spring'09	TBC	Post LSVT
£10,000 allocated for actions				

SIP REF	ACTION	COMPLETION DATE	LEAD/ Support	UPDATES
<b>STOCK TRANSFER AND PARTNERING ARRANGEMENTS</b>				
2.1	Develop a Customer Involvement and Consultation Strategy including: <ul style="list-style-type: none"> <li>- incentives</li> <li>- customer satisfaction</li> <li>- mystery shopping</li> <li>- communications exchange</li> <li>- have your say days</li> <li>- annual tenants conference</li> </ul>	Autumn '08	TBC	Part of LSVT Process and Partnering Contract
5.2	Audit performance information needs and benchmark with 3* like for like authorities who have market tested their housing services <ul style="list-style-type: none"> <li>- own</li> <li>- regionally</li> <li>- nationally</li> </ul>	Spring'09	TBC	Part of LSVT and Partnering process
£20,000 allocated to actions				

SIP REF	ACTION	COMPLETION DATE	LEAD	UPDATES
<b>PARTNERING ARRANGEMENTS</b>				
1.9	Evaluate and implement hand held computers for all areas of repairs and maintenance	To be deleted	ROBERT SCUGALL/ Janice Wayman Mick Davies	Part of Partnering Contract

SIP REF	ACTION	COMPLETION DATE	LEAD	UPDATES
<b>GENERAL</b>				
1.3	Develop standardised information packs for capital schemes detailing step by step process	30/5/08	TEAM LEADERS	Extension requested
1.11	Carry out an options study on the future of sheltered housing schemes.	31/3/08	Ian Brown	Report received from consultants and agreed. Report to be presented to Cabinet
2.4	Develop closer links with local schools, LEA's, youth workers etc.	Spring'09	SYLVIA DODSWORTH	Currently developing an initial list of contacts so that the Department can engage with young people on specific local issues and projects
2.5	Establish IT access & support for all Resident Associations & Groups.	Spring'09	SYLVIA DODSWORTH	No progress to date. Meeting required with tenants to establish needs
6.7	Investigate partnership arrangements and training for independent mediation service	Summer '08	TBC	Meeting held with UNITE mediation services on 16/5/06 to explore arrangements for mediation and costings Undergo Supervision training then sign off
6.9	Introduce Choice Based Lettings in partnership with other organisations.	31/12/09	COLIN STEEL/ Janice Hall/	Progressing as part of County wide partnership
7.3	Draft a leaflet for each area including information on local amenities.	31/12/09	ANGELA SMURTHWAITE	Is this still relevant, should we have a Borough directory ready for CBL (poss chapter for handbook)
7.6	Develop induction pack for young people wanting to apply for Council Housing	31/12/09	KAREN TOWNSEND	Passed to Housing Management