

Appendix 2

SIP REF	ACTION	COMPLETION DATE	LEAD/ Support	UPDATES
1. PLANNING THE COUNCIL SERVICE AND INVESTMENT REQUIREMENTS WITH OTHERS, TO MEET LOCAL NEEDS				
1.1	Review operational hours across all service areas to meet service user requirements	30/11/06	COLIN STEEL	COMPLETE
1.10	Develop workforce plan within Housing Department	31/7/06	COLIN STEEL/ Martin Smith/ Bob Scougall	COMPLETE
1.11	Carry out an options study on the future of sheltered housing schemes.	31/1/08	IAN BROWN	COMPLETE
3. ENSURE ALL COUNCIL HOUSING STOCK MEETS DECENT HOMES STANDARD BY 31 DECEMBER 2010				
3.1	Develop clear guidance manual on DHS for staff and tenants	31/5/06	MICK DAVIES	COMPLETE Draft guidance complete Training will take place during Jan – March 2007
3.2	Develop surveys to collect data and establish programme to carry out surveys to maintain statutory requirements	30/6/06	KEITH REEVE/ Mick Davies	Surveys established and in progress. Additional resource employed COMPLETE
3.4	Review SOR and duplicate job (practically complete) cards and link to DHS	31/3/06	PHIL HUMBLE/ Mick Davies/ Janice Wayman	COMPLETE SOR complete, further consultation with staff to be carried out and review to be carried out annually
3.5	Develop a detailed programme of works to achieve Decent Homes Standard and Asset Management Plan	31/7/07	KEITH REEVE/ Mick Davies	COMPLETE
3.6	Develop medium term Capital Works programme for beyond 31/12/2010 and outline programme for beyond 31/12/2015	31/10/07	KEITH REEVE/ Mick Davies	COMPLETE

4. PROVIDE A PROMPT, EFFICIENT, EFFECTIVE MAINTENANCE SERVICE THAT COMPLIES WITH OUT LEGAL OBLIGATIONS

4.5	Implement system to manage asbestos in all Council owned properties	31/12/06	MICK DAVIES	COMPLETE
4.6	Develop and implement programme to carry out surveys to identify location and condition of asbestos	30/4/06	BOB SCOUGALL	COMPLETE
4.7	Review existing gas servicing policy for all properties in housing portfolio and provide new heating appliance policy	30/9/06	LAWRIE ORD/ Business Development	COMPLETE
4.8	Publicise heating appliance policy and review safety leaflets.	31/3/07	JANICE WAYMAN	COMPLETE
4.9	Develop quarterly safety campaign on heating appliances			COMPLETE
4.10	Develop planned maintenance module on Orchard to record servicing of appliances. Ensure one off boilers and capital works transfer into programme	30/6/06	MICK DAVIES/ Elaine Garbutt	COMPLETE

5. ACHIEVE CONTINUOUS IMPROVEMENT IN THE DELIVERY OF COUNCIL HOUSING SERVICE				
5.1	Develop a Value For Money Strategy for the Housing Service	30/6/06	BOB SCOUGALL/ Colin Steel	COMPLETE Work incorporated into Corporate Working Group chaired by CEO. Report on procurement went to Cabinet in March 2006
5.3	Carry out Value for Money exercise of repairs and call out service	30/4/06	BOB SCOUGALL	COMPLETE Part of Procurement strategy which includes Market Testing. Report went to Cabinet in March 2006
5.4	Examine VFM issues and partnering within Repairs & Maintenance, Call Out and DPA Services, explore procurement options for service delivery	31/3/07	LAWRIE ORD	COMPLETE As per 5.3
5.12	Develop process for logging calls from tenants (including call backs)	31/7/06	ANGELA SMURTHWAITE	COMPLETE Comments procedure complete and training carried out Call logging linked to CRM system
5.13	Review Tenants Handbook and include diagnostic pictures	31/7/06	JANICE WAYMAN	COMPLETE
5.15	Develop and implement a comprehensive/structured training and development programme for all staff and the means for delivery	30/3/07	JANICE WAYMAN	Training Plan COMPLETE. Ongoing process of updating.
5.16	Collect baseline data relating to qualifications, references and other training	31/7/06		COMPLETE Questionnaire sent out to all staff to collate information on current qualifications and skills
5.17	Evaluate Construction Skills Card Scheme for relevant staff	31/7/06	DAVE SAYERS	COMPLETE 40 employees have now been for health and safety test
5.18	Establish process for monitoring/evaluating the completion of EDP's	31/7/06	JANICE WAYMAN	COMPLETE Database established by R O'kane to monitor progress

6. PROVIDE A PROMPT, EFFICIENT AND EFFECTIVE HOUSING MANAGEMENT SERVICE

6.1	Develop a policy & procedure for the administration of garage sites.	31/12/06	MIKE MCGOWAN.	COMPLETE Policy still awaiting agreement and implementation
6.8	Develop a formal nomination agreement and process to share data with RSL's in the Borough.	31/10/06	JANICE HALL	Complete
6.10	Review door to door rent collection service and investigate/expand methods for making payments via smart cards	30/4/07	TBC	Review complete still looking at All Pay

7. MAINTAIN HIGH STANDARDS OF CUSTOMER CARE AND SATISFACTION WHILST ACHIEVING VALUE FOR MONEY ON COUNCIL HOUSING

7.1	Review Service Standards across all areas of the service to address issues such as equality & diversity and customer focus	31/3/07	IAN BROWN/JANICE WAYMAN	COMPLETE
7.2	Establish process to monitor and evaluate Corporate image/PPE/uniforms and I.D. badges including external contractors	30/06/07	ANGELA SMURTHWAITE	COMPLETE
7.5	Implement a rolling programme of equality & diversity training for all relevant staff.	31/7/06	TBC	COMPLETE Training has commenced within the Department, and this action is linked to 5.15