

**Nottingham City Homes**  
**Progress against Delivery Plan**  
**2008 – 2009**  
**1<sup>st</sup> April 2008 – 30<sup>th</sup> September 2008**

	Complete
	On Target
	Area of Concern
	Not Started

Ref	Action	Lead Officer	Target Date	Progress to date	Completed
<b>Objective 1 Valuing the diversity of our customers and ensuring our services are accessible to all</b>					
1a	To develop Customer Care and Accommodation Strategies which set out our ambition to develop a contact centre, the use of Hounds Gate as a property shop and review the number and role of area housing offices and ensure Disability Discrimination Act (DDA) compliance.	GM	31.07.08	Accommodation Strategy completed on 31.07.08.  Customer Care Strategy completed and approved by the Board on 31.07/08	80%

<b>1b</b>	To review options for a repairs freephone service	<b>MJ</b>	<b>30.06.08</b>	A cost benefit analysis has been undertaken regarding freephone contact number. Following advice from Mpathy and through other market analysis the option of a freephone number has been shelved currently, due to issues with Mobile Phones users being unable to access the freephone service	<b>100%</b>
<b>1c</b>	To comprehensively review our website	<b>AS</b>	<b>31.09.08</b>	Work has commenced. New website will be launched 22 <sup>nd</sup> September 2008	<b>75%</b>

<b>1d</b>	To complete implementation of our 'Lets make the difference' culture change programme	<b>MP</b>	<b>30.06.08</b>	CRAGRATS culture change programme delivered successfully. Recent customer satisfaction results via STATUS show a significant improvement.	<b>100%</b>
<b>1e</b>	To implement our customer profiling plan	<b>AS</b>	<b>31.03.09</b>	10% return rate from initial mailing. Work underway to refresh the project plan and explore further data gathering options	<b>40%</b>
<b>1f</b>	To develop a combined equality scheme	<b>AS</b>	<b>30.10.08</b>	A draft will be presented to the Executive Management Team by 31 <sup>st</sup> October 2008	
<b>1g</b>	To develop a rolling programme of equality impact assessments	<b>AS</b>	<b>30.09.08</b>	Work commenced 01/09/08 to assist with the development of Equality Impact Assessments	<b>35%</b>

<b>1e</b>	To develop a Community Cohesion Strategy	<b>AS</b>	<b>30.10.08</b>	Please refer to 1f above	
<b>Objective 2 Involving and being accountable to our customers</b>					
<b>2a</b>	To implement revised Service Charters which set out clear commitments and targets for all our services and are regularly reviewed and monitored by our customers	<b>AS</b>	<b>31.12.08</b>	Service Standards are in place. Business Improvement Team is developing the arrangements for monitoring performance.	<b>50%</b>
<b>2b</b>	To increase and market ways for tenants and leaseholders to become involved	<b>GM</b>	<b>31/05/08</b>	Communication Strategy developed 31 <sup>st</sup> May 2008. Language translator, website accessibility and Vision Management surveys.	<b>100%</b>
<b>2c</b>	To continually improve and monitor our Compliments, Comments and Complaints service and ensure 97% target is achieved	<b>GM</b>	<b>31.03.09</b>	CRM produce year end report. Currently achieving 97.9%	<b>100%</b>

<b>2d</b>	To develop an Annual Plan of Customer Surveys	<b>AS</b>	<b>31.03.09</b>	Annual Survey Plan for all Vision Management Surveys has been completed and is reviewed regularly	<b>100%</b>
<b>Objective 3 Achieving excellent housing services ( and 2 stars in November 2008)</b>					
<b>3a</b>	To develop an Income Management Strategy and Payment Methods Strategy which maximises income collection	<b>GM</b>	<b>31.10.08</b>	Draft Strategy has been developed. Requires consultation with residents	<b>60%</b>
<b>3b</b>	To implement revised policies and procedures to maximise our collection rate	<b>GM</b>	<b>31.08.08</b>	New tenants now required to pay a weeks rent in advance. Financial Inclusion Strategy written All Rent Account Managers and Financial Inclusion Officers have access to Housing Benefit systems Arrears escalation procedures have been reviewed	<b>100%</b>

<b>3c</b>	To improve joint working with NCC Housing Benefit section	<b>GM</b>	<b>31.03.09</b>	All Rent Account Managers and Financial Inclusion Officers have access to housing benefit systems  Review meetings now take place between NCC benefits section and NCH Rents Team	<b>60%</b>
<b>3d</b>	To develop a service charge policy	<b>JC</b>	<b>31.03.09</b>	<b>On Target</b>	<b>30%</b>
<b>3e</b>	To reduce the bad debt provision in our budget so we have more money to spend on direct services	<b>JC</b>	<b>31.03.09</b>	<b>On Target</b>	<b>30%</b>
<b>3f</b>	To develop streamlined systems and processes for managing every stage of the lettings process	<b>GM</b>	<b>31.03.09</b>	<b>On Target</b>	<b>30%</b>
<b>3g</b>	To embed our new lettable standard and establish a regular inspection programme	<b>GM</b>	<b>31.03.09</b>	The lettable standard has been agreed and we are working with the Tenant Inspection Team to include in the Inspection Programme	<b>30%</b>

<b>3h</b>	To establish a clear plan for long term (permanent) voids which takes into account the City Council's transformation agenda and Sheltered Housing Strategy	<b>GM</b>	<b>31.03.09</b>	<b>Joint work plan agreed with NCC</b>	<b>50%</b>
<b>Objective 4 Achieving and maintaining Decent Homes</b>					
<b>4a</b>	To implement our Decent Homes programme	<b>MJ</b>	<b>30.04.08</b>	<b>The Decent Homes 5 Year Investment Plan approved by the Board and Council in December 2007.</b>	<b>100%</b>
<b>4b</b>	To develop a clear 5 year plan for the delivery of Decent Homes	<b>MJ</b>	<b>07.04.08</b>	<b>Issued 5 years decent homes location programme.</b>	<b>100%</b>
<b>4c</b>	To implement the new responsive repairs tender	<b>MJ</b>	<b>01.07.08</b>	<b>Responsive Repairs Tender approved July 2008</b>	<b>100%</b>
<b>4d</b>	To review our procurement arrangements for Decent Homes works	<b>MJ</b>	<b>30.06.08</b>	<b>Developed an action plan in line with procurement strategy</b>	<b>100%</b>

<b>4e</b>	To develop the workforce and systems including multi skilling and hand held technology	<b>MJ</b>	<b>30.06.08</b>	<b>Hand held technology business case completed, pilot programme underway</b>	<b>100%</b>
<b>4f</b>	To improve our stock condition information	<b>MJ</b>	<b>31.03.09</b>	<p><b>A stock condition survey programme commissioned in 2008 and will be completed by 2010.</b></p> <p><b>LAA with the City to complete 2000 surveys by 31<sup>st</sup> March 2009.</b></p> <p><b>Approx. 700 completed to date.</b></p> <p><b>Additional survey carried out for Asbestos (Type 2) for 2000 homes</b></p>	<b>90%</b>

<b>4g</b>	To continue to improve the standard of repairs	<b>MJ</b>	<b>31.03.09</b>	VMS results show that performance for the period April to July 2008 averages 7.40 for the satisfaction with the Repairs Service out of a maximum score of 10. A target has been agreed at 8 out of 10, to be achieved by 31 <sup>st</sup> March 2009.	<b>92.5%</b>
<b>4h</b>	To review the responsive repairs policy and service standards	<b>MJ</b>	<b>01.07.08</b>	Service Standards have been reviewed and published. The Repairs and Maintenance Strategy is in draft format	<b>90%</b>
<b>4j</b>	To expand collection, ownership and use of customer satisfaction information	<b>MJ</b>	<b>30.06.08</b>	Vision Management Surveys have been implemented with improvement group developed to address areas of improvement	<b>100%</b>

<b>4k</b>	To ensure resident involvement is embedded	<b>MJ</b>	<b>31.03.09</b>	<b>The Repairs and Maintenance Forum and Tenant inspections has been established to monitor performance. The STATUS survey September 2008 shows overall satisfaction has risen from 59% in 2006/7 to 63% presently.</b>	<b>70%</b>
<b>4l</b>	To maximise service delivery with the resources available for the aids and adaptations service	<b>MJ</b>	<b>31.03.09</b>	<b>Aids and Adaptations is being delivered in partnership with NCC</b>	<b>50%</b>

4m	To deliver efficiency and value for money savings in service delivery and the investment programme	JC	31.03.09	<p><b>The Construction &amp; Delivery Partnership has been procured to assist in the resourcing of all programmes of work and to optimise staffing levels. The programme has enabled NCH to rationalise resources on capital projects with estimated savings of £30K in 2008/09. We use a variety of methods for procurement including Procurement for Housing, Office of Government and Commerce Framework and the London Housing Consortia</b></p>	80%
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**Objective 5 Being a key partner in transforming and managing Nottingham's neighbourhoods**

<p><b>5a</b></p>	<p>To develop our Estate Standard and Estates Working Protocol in conjunction with partner agencies</p>	<p><b>GM</b></p>	<p><b>31.12.08</b></p>	<p>Ongoing links with partnership agencies. Formal working arrangements to be put in place through protocols Draft completed to be signed 10/9/08</p>	<p><b>95%</b></p>
<p><b>5b</b></p>	<p>To develop a Community Cohesion Strategy</p>	<p><b>AS</b></p>	<p><b>31.10.08</b></p>	<p>This is being combined with the Equalities Scheme</p>	<p><b>30%</b></p>
<p><b>5c</b></p>	<p>To implement our ASB Action Plan including case management review and neighbourhood policing protocol</p>	<p><b>GM</b></p>	<p><b>31.12.08</b></p>	<p>Protocol produced and awaiting signature at Neighbourhood Police Steering Group Meeting.</p> <p>There is an ongoing service review of service area/procedures. Gap analysis of Respect Standard for Housing Management and production of action plan.</p>	<p><b>75%</b></p>

<b>5d</b>	To implement the changes identified from the review of the Choice Based Lettings service and the District Audit investigation	<b>GM</b>	<b>31.03.09</b>	On Target	<b>50%</b>
<b>5e</b>	To extend the caretaking service to provide a comprehensive service across all communal areas	<b>GM</b>	<b>30.06.08</b>	Generic teams established.	<b>100%</b>
<b>Objective 6 Responding to the needs of the most vulnerable and socially excluded</b>					
<b>6a</b>	To develop the Sheltered Housing service in order to meet accreditation for sheltered housing and in line with the Older Persons Strategy	<b>GM</b>	<b>31.03.09</b>	We are currently working with NCC on the delivery of the Older Persons Accommodation and Support Services Strategy.	<b>60%</b>
<b>6b</b>	To review the supply of sheltered housing in line with the Asset Management Strategy	<b>GM</b>	<b>30.06.08</b>	Asset Management is a joint function between the City Council and NCH. NCC has produced an Asset Management Plan for Sheltered Schemes	<b>100%</b>

<b>6c</b>	To ensure the service is fit for purpose to meet the requirements of Supporting People	<b>GM</b>	<b>31.12.08</b>	We are reviewing the Supported Housing Service to ensure it is fit for purpose and meets the needs not only of customers but also meets the expectations of the Supporting People Commissioning Team	<b>70%</b>
<b>6d</b>	To develop a business strategy for Nottingham On Call	<b>GM</b>	<b>31.12.08</b>	<b>Business Review of Nottingham on Call completed</b>	<b>50%</b>
<b>6e</b>	To develop a protocol between NCH and Housing Aid and floating support providers	<b>GM</b>	<b>30.06.08</b>	<b>Meetings established and terms of reference reviewed and agreed</b>	<b>100%</b>
<b>6f</b>	To develop a supported housing forum	<b>GM</b>	<b>30.06.08</b>	<b>Established 30.6.2008</b>	<b>100%</b>