



**PROPERTY SERVICES COMMITTEE  
16 NOVEMBER 2009**



**Stock Investment and Asset Management  
High Level SIP 2009/10 – 26/10/09**

streamline voids, allocations and lettings
modernise the repairs service
a major push on equality and diversity
needs-led supported housing service
deliver and maximise the impact of the decent homes programme
winning new business
new Customer Service Centre and reinforced local delivery

	<b>Complete</b>
	<b>On Target</b>
	<b>Area of Concern</b>

**Objective:** Creating and maintaining safe and healthy homes where people choose to live

**Targets**

- To be reviewed in light of 2008/09 outturns

Ref	Objectives and Actions	Start Date	Target Date	Revised Target Date	Lead Officer	Expected Outcome	Cross Cutting Issues				Resource Required	Progress Comments	Status % Comp
							C	D	T	E			
<b>1.0</b>	<b>Improve access to the service</b>												
1.1 (46)	Relocate Repairs Call Centre operations to Houndsgate	01.04.09	31.05.09		Repairs Call Centre Manager	Improved working environment which enables required resource to be accommodated	C1 C2 C3 C4	D2 D3	T1	E3 E4	TBA	Part of the Company Accommodation review. Link to Better Practice Review	0%
1.2 (46)	Evaluation of Repairs Call Centre, call monitoring system to be completed to establish if it is fit for purpose.	01.04.09	30.06.09		Repairs Call Centre Manager	System in place which supports service delivery	C1 C2 C3 C4			E3	Kate Watret to provide budget	Part of Property Services Better Practice Review. Diagnostic tools looked at, eg Omnifax, Keyfax. Revised target date to be agreed	20%
1.3 (85)	Include right to repair information on routine repair receipts and Tenant repairs handbook.	01.04.09	31.10.09		Repairs Call Centre Manager	Tenants aware of action they can take if service provision does not meet acceptable standards	C1 C2 C4	D2 D3			TBA	Action to be completed in line with the production of the "next" tenant handbook	0%
1.4 (192)	Initiate a procedure which enables vulnerable or elderly tenants repair requests to be fast tracked	01.04.09	30.11.09		Head of Repairs	Individual needs and requirements of customers are met	C1 C2 C4	D2 D3			Staff costs associated with updating procedures	Initial checks with other authorities undertaken through APSE bench marking group. Link to 1.2	10%

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1.5	Complete a review of area service standards to ensure they remain reflective of services delivered.	30.09.09	31.12.09		Service Improvement Manager	Standards agreed with customers which reflect services delivered	C2 C3 C4	D1 D3	T1	E3	Staff costs associated with review	Service Standard Reviews form part of the Contract Management Framework	20%
1.6	Develop customer profile information with Housing Ops to drive service improvements and enable the needs of vulnerable tenants to be met	01.04.09	31.03.10		Service Improvement Manager	Needs of vulnerable tenants met when completing repair requirements	C1 C4	D1 D2 D3	T1	E3	Joint initiative with Housing Operations. Evident within the Customer Care SIP	Property Services to form part of working group being set up by Constance Hall. Link to 1.2, 1.4	10%
<b>2.0</b>	<b>Promoting Equality &amp; Diversity</b>												
2.1	Complete and Incorporate equality impact assessments into repairs contract work streams / decent homes programmes.	01.04.09	31.08.09		Assistant Directors	Improved customer satisfaction through meeting individual needs and requirements	C1 C4	D1 D2 D3 D4	T1		Staff costs associated with review Support from Constance Hall Required	Service Improvement Manager and Constance Hall have met to establish timeframes / training etc	50%
2.2	Develop a social enterprise model / partnership	01.04.09	31.08.09	31.10.09	Assistant Director Asset Management	Sustainable training delivered for local communities		D1 D4	T1		TBA	Meetings taking place with BEST in relation to projects involving fencing, which will be completed in Oct 09. HCA funding to be sourced.	50%
2.3 (62)	Proactively utilise outcomes of contractor diversity monitoring to	01.04.09	31.03.10		Assistant Directors	Contractors workforce are more representative of the community in	C1 C4	D1 D2 D3 D4	T1		None to NCH	Discussion has taken place to agree how this can be achieved	5%

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	increase representation					which they operate							
<b>3.0 Improving Value For Money</b>													
3.1	Procure and project manage a LEAN assessment of the void process	01.04.09	31.06.09		Service improvement Manager	Efficient and effective void management and monitoring processes in place to drive improvements	C3	D3		E1 E2 E3 E4	£19k	Complete. Ad Esse appointed as consultant. Mark Lawson to project manage. Findings presented to EMT. Action plan for improvements to void process being compiled.	100%
3.2 (83)	Complete a better practice review of the Property Services Direct Labour Organisation	01.07.09	31.03.10		Assistant Director Commercial Delivery	Repairs contract requirements delivered more effectively and efficiently	C1 C4			E1 E2 E3 E4	£480k handheld £120K accommodation	Review includes payment methods to operatives, handheld technology and Property Services accommodation	40%
3.3	Evaluate future accommodation needs of Property services and make appropriate recommendations	01.04.09	31.03.10		Director	Accommodation provision which meets service delivery requirements				E1 E2	Staff costs associated with review	Part of Property Services Better Practice Review. Asset Management move to new premises Sept. Possible suitable site for DLO being assessed at Dabell drive in Bulwell	60%
3.4	Complete an efficiency and	01.09.09	31.03.10		Procurement and	Efficient stores provision in place which supports	C1 C4			E1 E2 E3	Possible external consultancy fees required as part of	Initial report completed. Initial benchmarking	60%

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	rationalisation review of the current stores provision				Operational Support Manager	service delivery				E4	review	completed. Review now in consultation stage. Link to 3.3	
<b>4.0</b>	<b>Involving customers</b>												
4.1	Develop a customer involvement and participation plan which increases tenant and tenant inspectors involvement in repair related activities and scrutiny	01.04.09	30.06.09	31.10.09	Service improvement Manager	More representative tenant involvement to effectively scrutinise services delivered through the Repairs Contract	C4	D4	T1 T2		Staff costs associated with completion of the plan	Tenant Inspectors and tenants involved in assessment of Method Statements. Forward plan for repairs and Maintenance Forum completed.	60%
<b>5.0</b>	<b>Asset Management</b>												
5.1 (70)	Provide cloned asbestos information to Tenants and Leaseholders	01.04.09	30.04.09		Asset Manager	Increase in customer awareness about issues relating to the potential location of asbestos in their homes	C2 C4	D3			TBA	Complete	100%
5.2 (75)	Develop a proactive programme of checks to mitigate Health and Safety alerts relating to back boilers and scalding risk	01.04.09	30.06.09	30.09.09	Mechanical and Electrical Manager	Health and safety requirements met. Customer safety ensured	C2 C4	D3			TBA	We are completing a 100% stock condition surveys by June 2010. The survey includes the checking of water tanks contained within the property, which will inform the future programmes.  All back boiler units are being replaced	75%

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											as a part of the decent homes programme with room sealed appliances		
5.3	Scope and complete an affordability audit of the Decent Homes Programme	01.04.09	30.07.09	01.09.09	Asset Manager	Ensuring that vfm is achieved through delivery of Decent Homes Programme.				E4	TBA	Complete	100%
5.4	Report on the potential of the creation of a Limited Liability Partnership (LLP) to undertake the delivery of the Modern living programme and other generation schemes within	01.04.09	01.07.09	31.12.09	Director	Flexible partnership working with delivers efficiencies and delivers VFM				E1 E2 E3	TBA	In progress	40%
5.5	Procure the capital environmental programme	01.04.09	01.12.09		Head of Decent Homes and Capital Programme	Programme of works agreed which delivers Value for Money	C3	D3 D4		E1 E2 E3	TBA	Procurement of the environmental programme is currently being undertaken	70%
5.6	Develop and implement an improvement	01.04.09	31.03.10		Director	Assistance in meeting current local housing	C1 C2	D2			TBA	In progress	40%

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	strategy through a SPV in response to sustainability concerns within the local housing market					needs							
5.7 New	BRE research project. Initiate and complete	01/10/09	31/03/10		Director	Enable NCH to understand what possibilities are available to reduce Carbon reduction to it's housing stock.					TBA		
5.8 New	CESP funding bid to be compiled and submitted	29/09/09	30/11/09		Head of Service DH & Capital Programme	Carbon reduction measures to properties that will also reduce tenants fuel bills					TBC	In Progress	
5.9 New	Support NCC in the new build challenge bid	01/07/09	31/07/09		Assistant Director Asset Management	Build new housing stock					TBA	Complete	100%
5.10 New	Support NCC in the submission of the Meadows PFI bid	03/08/09	31/03/10		Asset Manager	Delivery of the business case to HCA					TBA	In progress	5%
5.11 New	Stonebridge regeneration project	01/01/10	31/03/11		Head of Service DH & Capital Programme	Regeneration of Stonebridge					TBC	Talks are ongoing with regard to funding	
<b>6.0</b>	<b>Procurement</b>												
6.1	Review procurement	01.06.09	30.09.09		Procurement and					E1 E2	Staff costs associated with review	Complete. Composite door,	100%

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	arrangements and align processes to ensure that benefits gained through Decent Homes works are reflected for all other areas.				Operational Support Manager				E3		windows, bathrooms and kitchen procurement now utilised within Repairs Contract		
6.2	Delivery of CEPP business plan	01.04.09	31.03.10		Head of Decent Homes and Capital Programme	Increase opportunities for vfm through implementation of CEPP business plan.	C1	D2 D3	E1 E2 E3 E4	TBA	A review of CEPP is being undertaken with regard to a combined consortium that includes CEPP & ENorth	60%	
6.3 New	Procurement of Decent Homes Partners	31/03/09	30/11/09		Head of Decent Homes and Capital Programme	Obtain the services of Constructor partners to deliver the Decent Homes programme				Existing staff & External consultant	Alcatel letter went to all participants on the 25/09/09	95%	
<b>7.0</b>	<b>Improving our approach to gas servicing</b>												
7.1	Review gas access procedure (legal injunctions) in line with best practice / customer needs making appropriate recommendations for a strategic approach to be initiated	01.06.09	31.08.09		Service Manager Mechanical and Electrical	Access procedure in line with best practice and supportive of annual servicing requirement	C4		E4	Staff costs associated with review	A review of the gas access procedure has been undertaken and has been implemented.	100%	
<b>8.0</b>	<b>Aids and Adaptations</b>												
8.1 (113)	Establish a meeting framework which ensures that NCH	01.04.09	31.04.09		Assistant Director Commerc	Joint working which delivers improving	C1 C2 C4	D1 D2 D3	T1	Staff costs associated with framework formulation	Complete – Meeting framework in place	100%	

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	and NCC develop joint strategies, initiatives & service performance reporting processes				ial Delivery	services and reduces Adaptations waiting lists							
8.2 (114)	Initiate a self referral process for the completion of "small type" adaptations work	01.06.09	31.08.09	30.11.09	Service Improvement Manager	Reduction in waiting times and improved customer satisfaction	C1 C2	D2 D3	T1	E2 E3	TBA	Element of adaptations budget to be apportioned for small type repairs. NCC to agree.	20%
<b>9.0</b>	<b>Continuous improvement and performance management</b>												
9.1	Conclude and store all CSCS data and information as required by the Repairs Contract	01.04.09	30.06.09	30.11.09	Head of Repairs	All individuals delivering Repairs Contract have obtained CSCS cards	C4				Internal staff resource required to administer process	Initial evaluation of requirements undertaken. Working closely with T&D.	20%
9.2 (84)	Complete an evaluation of the number and % of repairs completed as emergencies against the governments right to repair guidance	01.04.09	31.07.09	30.09.09	Service improvement Manager	Emergencies raised are in line with government guidance				E1 E2 E3	Internal costs associated with the evaluation	Initial exercise completed through the APSE process benchmarking Group.	60%
9.3	Review and update the Property Services Risk management Framework in line with Company, Repairs Contract and Decent Homes	01.04.09	31.08.09		Head of Finance (Contracts)	Effective risk management		C2			Internal staff costs associated with review	Complete. Submitted to Company Finance Manager.	100%
9.4		01.04.09	3.09.09		Service	Evidence of	C3		T1		Staff costs associated	Audit of repairs	40%

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	Develop an internal audit framework to scrutinise performance measures within the Repairs Contract and the Decent Homes Secure, Warm and Modern Programme				improvement Manager	audits completed against measures to ensure accuracy of reporting	C4				with framework formulation	contract activity to be completed by Mick Ahern – NCC.	
9.5	Review Repairs Contract and Decent Homes key performance indicator targets for 2010/11	01.08.09	31.10.09		Assistant Directors	Stretching but achievable targets established which meet customer needs	C3 C4		T1		TBA	Review of targets built into the forward plan for the Repairs steering group. To form an agenda item at Octobers Performance DMT.	10%
9.6	Establish a Company wide Environmental and Sustainability strategy	01.04.09	31.03.10		Director	Short, medium and long term requirements identified		C2			TBA	Strategy complete. To be presented to EMT.	75%
<b>10.0</b>	<b>Repairs Contract</b>												
10.1 (83)	Develop and implement mechanisms which enable more required repairs / maintenance to be completed through planned programmes	01.04.09	30.06.09		Service Improvement Manager	Increase in % repairs and maintenance completed as planned works and % of routine repairs completed within target	C4	D3		E1 E2 E3	TBA	Complete. Planned activities expanded to include fencing, composite door replacements, guttering and windows. Budget re alignment complete.	100%
10.2	Engage with and ensure that NCH is	01.04.09	31.03.10		Director	Ensure that existing buildings	C1			E3 E4	TBA	Retro fit bid successful. Funding	100%

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	at the forefront of the governments Retro-fit Consortium					contribute their full share as the UK adapts to and mitigates against climate change, improves its energy efficiency and moves towards a more sustainable future.						gained for works to be completed in the Meadows area of the City.	
10.3	Support the Councils transformation agenda by providing specialist services and works to the Council	01.04.09	31.03.10		Director	Work for the SRF, PFI bid and LHC from NCH Construction Development Partnership	C1	D2 D3		E1 E2 E3 E4	TBA	In progress	25%