

Customer Inspection and Improvement Panel (APPENDIX 1)**Estate Management action plan for recommendations arising from inspection of estate management service.****Key improvement actions**

	Milestones	Completion Date	Cost /Efficiencies	LO	Outcomes
1	Add timescales and clearer wording to the new Ground Maintenance S.L.A with Durham County Council. Add flexibility of housing stock numbers in pricing section and attach EDH complaints procedure.	March 2011 (This recommendation has now been implemented)			
2	Improve layout of estate management page by grouping the headshots of estate officers by the areas they work in.	July 2011		RY	
3	Consider changing text colour on website to black on white so that it is easier to read and more user friendly	July 2011		RY	
4	Improve the search engine and ensure it is fit for purpose	August 2011		RY	
5	Investigate supplying estate officers with heavy duty tools kits (one per van) to reduce the fuel costs, labour costs, wear and tear on vehicles and improve time management.	June 2011		SW	
6	Investigate external funding available for possible apprenticeships and DWP training schemes.	July 2011		PB	
7	Ensure EDH is benchmarking effectively with other similar providers in County Durham.	Sept 2011		EC	
8	Investigate the possibility of creating an estate walkabout 'card in window', scheme for disabled/older/vulnerable tenants to indicate to estate officers/assistants that the tenant has a comment to	June 2011		SW	

	make				
9	Ensure estate management service is publicised effectively; specify start location for estate walkabouts in Insight magazine, ensure all EDH areas are covered and publicise good work done (with date attached).	July 2011		RY/ SW	
10	Further promote the role of the handyman service so that it is clearly understood.	July 2011		RY/ SW	
11	Implement new ways to engage the 18 - 25 year demographic to ensure EDH is continuing to show a commitment to involve younger customers	Sept 2011		JDo	
12	Explore options for horticulture in-house/ outsource and cost implications involved.	Aug 2011		SW	
13	Investigate linking information from call centre directly to handhelds to ensure estate officers have the correct information at all times	Sept 2011		GL / SW	
14	Work with other housing providers within Durham County, use collective voice to improve services/ relationships with D.C.C.	Jan 2012		JD	
15	Review procedures currently in place for reporting issues which will be dealt with by EDH estate management staff and ensure response times are published.	Nov 2011		EC	
16	Involve customers in the development and monitoring of S.L.A's	Aug 2011		EC/ JDo	
17	Review handyman scheme. Investigate the possibility of creation of a specific 'handyman' post	Dec 2011		SW	

18	Review procedures in place concerning when SLAs with DCC or partners are not adhered to.	Oct 2011		SW	
19	Ensure clear timescales and responsibilities are always outlined in SLAs and agreements with partners.	Mar 2012		EC	
20	Consider negotiating penalties for non-performance/incentives for improved performance to ensure compliance with SLAs and agreements with partners.	Oct 2011		JD	
21	Petition DCC to enforce service standards currently in place and to create clear service standards in line with customers for those services financed through the general fund.	Ongoing		JD	
22	Encourage DCC to make use of customer participation in the developing and monitoring of service standards.	Ongoing		JD	
23	Encourage customers to make contact with Call Centre for all services/enquiries so customer participation can be monitored more effectively.	Ongoing		GL	