



















CIIP action plan progress report

Action Plan	Due Date	Forecast	RAG	Status	Comments
Estate Management					
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. Milestone Owner: Stuart Wood	30 Apr 2011		✓	◇	The recommendations have now been incorporated into the SLA.
8. Investigate the possibility of creating an estate walkabout 'card in window' scheme for disabled/elderly/vulnerable tenants to indicate to estate officers/assistants that the tenant has a comment Milestone Owner: Stuart Wood	30 Jun 2011		✓	◇	We are carrying out a pilot scheme in the Eden Vale/Roseby Road area of Horden where there is a high density of older persons' properties alongside a similar "red card" scheme to be piloted in Shotton as part of the Neighbourhood Agreement.
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 Milestone Owner: Stuart Wood	30 Jun 2011		✓	◇	Heavy duty drills, hedge trimmers and strimmers and also additional handtools have been purchased so each Officer/Assistant team is fully equipped.
10. Further promote the role of the handyman service so that it is clearly understood. Milestone Owner: Stuart Wood	31 Jul 2011		✓	◇	This was included in the autumn magazine.
3. Consider changing text colour on website to black on white so that it is easier to read and more user friendly Milestone Owner: Rhonda Young	31 Jul 2011		✓	◇	The main text on the website is black text on white. It is only the main page and links which are in different colours. The website has been checked for accessibility and there is also guidance on the accessibility page on how to change the background colour and text colour to suit if required.
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	31 Jul 2011		✓	◇	Walkabout diary in the summer edition of the Insight and website includes specific starting points for the walkabouts. Article also includes fencing problems solved in Seaham, Peterlee and

date attached). Milestone Owner: Stuart Wood					Thornley.
6. Investigate external funding available for possible apprenticeships and DWP training schemes. Milestone Owner: Paul Blackburn	31 Jul 2011		☑	❖	We are participating in the "Get Britain Working" Campaign run by the Jobcentre Plus.
2. Improve layout of estate management page by grouping the headshots of estate officers by the areas they work in. Milestone Owner: Julie Dower	31 Jul 2011		☑	❖	New layout was used in the autumn Insight and website.
12. Explore options for horticulture in-house/outsource and cost implications involved. Milestone Owner: Stuart Wood	31 Aug 2011		☑	❖	It has been agreed not to progress this recommendation as it is not feasible at this time given the position with the stock options appraisal.
4. Improve the search engine and ensure it is fit for purpose Milestone Owner: Rhonda Young	31 Aug 2011		☑	❖	Durham County Council IT has made improvements to the search facility on the website.
16. Involve customers in the development and monitoring of S.L.A's Milestone Owner: Elaine Coatman	31 Aug 2011		☑	❖	Customers were heavily involved in the procurement of the Horticulture Service and representatives from the Estate Management service improvement group have volunteered to be part of the performance monitoring group including mystery shopping exercises. We will replicate this with the procurement of the flat block cleaning service.
11. Implement new ways to engage the 18 - 25 year demographic to ensure EDH is continuing to show a commitment to involve younger customers Milestone Owner: Julie Dower	30 Sep 2011		☑	❖	We are currently reviewing the customer involvement strategy and have ensured that all strands of diversity are taken into account. We have also recently completed a text survey for this age group which has proved more successful than previous events.
13. Investigate linking information from call centre directly to handhelds to ensure estate officers have the correct information at all times	30 Sep 2011		☑	❖	This has been investigated and currently there are no interfaces that link Keyfax with handheld devices.

Milestone Owner: Gary Lormor					
20. Consider negotiating penalties for non performance/ incentives for improved performance to ensure compliance with SLAs and agreements with partners Milestone Owner: John Davidson	31 Oct 2011				Horticulture SLA includes incentives for DCC where VMS customer satisfaction targets are met. New Flat block cleaning contract to include penalties for poor performance & compliance officer to ensure that penalties / incentives to be considered where appropriate for future contracts / SLAs.
18. Review procedures in place concerning when SLAs with DCC or partners are not adhered to Milestone Owner: Stuart Wood	31 Oct 2011				All SLAs now include section on monitoring & review, liaison arrangements and arbitration procedure which clearly sets out how non-compliance with the SLA will be dealt with.
7. Ensure EDH is benchmarking effectively with other similar providers in County Durham Milestone Owner: Elaine Coatman	30 Sep 2011	30 Nov 2011			Agreement reached with Dale & Valley Homes and Durham City Homes to request DCC to develop common service standards for all providers for DCC grounds maintenance services. Initial response from DCC was that they did not believe there was a benefit in a joint meeting with DCC, the providers and customers. Agreement for DCC to provide suggested standards. On 29 September DCC advised that they were awaiting one remaining piece of information to finalise the standards. Process for monitoring & benchmarking of common standards to be established on receipt from DCC.
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. Milestone Owner: Elaine Coatman	30 Nov 2011	30 Nov 2011			
17. Review handyman scheme. Investigate the possibility of creation of a specific 'handyman' post	31 Dec 2011	31 Dec 2011			

Milestone Owner: Stuart Wood					
14. Work with other housing providers within Durham County, use collective voice to improve services/ relationships with D.C.C. Milestone Owner: John Davidson	31 Jan 2012	31 Jan 2012			
22. Encourage DCC to make use of customer participation in the developing and monitoring of service standards. Milestone Owner: John Davidson	31 Mar 2012	31 Mar 2012			
23. Encourage customers to make contact with Call Centre for all services/enquiries so customer participation can be monitored more effectively. Milestone Owner: Gary Lormor	31 Mar 2012	31 Mar 2012			
19. Ensure clear timescales and responsibilities are always outlined in SLAs and agreements with partners. Milestone Owner: Elaine Coatman	31 Mar 2012				As per milestone 1, this recommendation has been included in the Horticulture SLA.
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. Milestone Owner: John Davidson	31 Mar 2012	31 Mar 2012	