

Committee Improvement Plan Report

Report Type: Actions Report

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Project Title	Project Description	Planned Start Date	Actual Start Date	Due Date	Progress	Latest Note
690 Costing and Repairs Management System	Installation and implementation of a Costing, Contract and Repairs Management System for Building Service To prepare the requirements specification, identify, procure, through an EU procurement process, and implement a system to replace the current Contract and Repairs Management System (ConSol) ensuring that the new system has additional functionality to enable Mobile Working, Appointments and improved Enquiries enabling more efficient utilisation of existing repairs staff, budgets and other resources and deliver an improved and more responsive service to tenants and other customers.	01 Mar 2007	26 Mar 2007	30 Sep 2009	99 %	Changed Project title to reflect capital project number 690
Restructure to citywide structure (grounds)	E&I Major Project - Environmental Services. Links to ES05 budget saving action 09/10		02 Apr 2009	31 Mar 2010	100 %	This process is complete and the savings are being made. The LAMS system has been implemented and the first report is due in January 2010 at the 11th January meeting of the Housing and Environment Committee.

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Market Testing of Environmental Services	E&I Environmental Major Project for 2009/10. Prepare the whole service for Market Testing	01 Apr 2009	26 Jan 2009	31 Mar 2010	100 %	The Invitation to tender was provided on time and the outcome of the bidding process is awaited at the time of writing.
Public Analyst Option Appraisal	E&I Environmental Major Project for 2009/10.	03 Oct 2008	03 Oct 2008	30 Aug 2009	97 %	The post of Public Analyst has been placed on hold meantime while a permanent way ahead is worked out with Dundee Scientific Services. All Service Level Agreements have been drafted and co-signed by all parties. The Laboratory Manager has been in post since the end of September 2009.
Shared Service Agenda for Trading Standards	E&I Environmental Major Project for 2009/10. Review Structures and create shared service agenda for Trading Standards	30 Jan 2009	28 Jan 2009	26 Mar 2010	95 %	The Shared Services Board approved the recommendations of the Project Team, which were endorsed by the Policy and Strategy Committee on 8th June 2009, to carry out further work, with Staff and Trades Unions, to agree the structure and scope of a shared service on the integrated service model with a view to implementing the shared service, assuming agreement can of course be reached. A refined scope and structure have been formulated and are being circulated to staff prior to formal consultation and a

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						report to the Shared Services Board in late August /September.
Removal of priority need by 2012	An interim target was set to increase the number of priority need assessments to 82% in 2009. This has been and continues to be achieved. In 2012 priority need is to be abolished.	01 Apr 2008	01 Apr 2008	31 Dec 2012	50 %	Removal of priority need: Benchmarking with other local authorities to find out what steps they are taking to meet the 2012 priority target. Report to be presented to next SIT meeting in November 2009.
Provision of Temporary Accommodation	Phase I - Development of Temporary Accommodation Strategy Phase II - Delivery of Temporary Accommodation Strategy Phase III - Review use of housing stock for Homeless Review and delivery of the Temporary Accommodation Strategy (improve quality, access, supply and reduced time spent in temporary accommodation including hostels and B&Bs)	01 Apr 2009	01 Apr 2009	28 Apr 2010	45 %	Langstane Housing updated protocol draft version out for consultation. Grampian - Meeting arranged 03/09/09 to review protocol. Meeting arranged with ACC colleagues for 09/09/09 - to agree how operationally proposed changes to protocol would work.
Procurement of Homelessness Services	Commission and monitor services to fit strategically with the Homelessness & Resettlement Strategy & Action Plan and ensure that Best Value is provided	01 Apr 2009	01 Apr 2009	01 Apr 2010	23 %	Preferred bidder identified, currently negotiating operational arrangements and cost - contract being prepared for Friday 18/12/09. Contract c. 04/01/10
Clients with complex needs	Phase 1: Review provision of accommodation and services. Phase 2: Provide a Solo Post	01 Apr 2009	01 Apr 2009	30 Apr 2010	25 %	Business Case to be reviewed as per meeting with Teresa Waugh
Improve access to affordable housing	Action 1 - Implementation of Housing Information and Advice Standards for Homelessness, gAAS	01 Apr 2008	01 Apr 2008	31 Jul 2010	58 %	Continuing with system build for Northgate module - last

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	and Selections teams. Action 2 - Review and improve options and access to permanent accommodation. Action 3 - Improve access to affordable rented housing.					meeting 14/12/09.
Homelessness Management Realignment	The objective of the project is to have a homelessness team with both the capacity and capability to deliver an efficient customer focussed service		02 Mar 2009	31 Dec 2009	66 %	Currently working with HR to implement the job matching procedure and move to the new approved structure. Interviews have been held for the new management posts.
SHIP Submission	Annual requirement to submit a Strategic Housing Investment Plan to the Scottish Government. The SHIP shows how the affordable housing investment priorities for the city can be delivered.	01 Apr 2009	01 Apr 2009	30 Nov 2009	100 %	Report to be considered by Housing & Environment C'ttee 10th Nov 09 prior to submission for 30th Nov 2009
SHQS Delivery Plan - Action Plans	To provide an updated SHQS Standard Delivery Plan to the Scottish Housing Regulator that takes account of: 1. A revised approach to Capital Programme delivery; 2. Improved stock condition information held in a new bespoke SHQS database; 3. Enhanced energy and environmental standards; and 4. Sustained improvements that have been achieved in customer engagement.		26 Aug 2009	31 Dec 2010	10 %	
Asset Management Plan	To develop: 1. An asset management approach to capital investment decision making and prioritisation. This will be achieved through the development of: · An asset management model that will produce a performance score for each of our 23,000 properties based on their combined cash flow and		21 Oct 2009	31 Mar 2012	30 %	

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	sustainable demand performance; and · An options appraisal framework ; 2. An asset component replacement plan for council housing. This will provide an integrated 25 year strategy of planned improvement and repair works to our housing stock across the city. In turn this information will allow · Future capital and repair budgets to be linked to known outcomes; and · Engagement with owners well in advance of planned works impacting their homes; and 3. An integrated database solution for the Housing Asset Management Service					
Council Housing New Build Programme	Commence a Council Housing new build programme for new general needs and housing for varying needs homes throughout the city.	01 Apr 2009	24 Sep 2009	31 Mar 2012	40 %	Design briefs for the three sites are now complete. The Design and Build briefs set out the house types, room sizes, guidance on design and quality of build and structural and building services systems. The procurement of the new build council housing takes the form of a design and build tender. Each site will be tendered separately, following the process set out in the Official Journal of the European Union (OJEU) regulations. The first stage was in May 09 when an OJUE pre-qualification notice was issued. This allowed contractors interested in tendering for the detailed design and build contract to submit details of their

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						<p>capabilities to undertake the requirements of the brief. The pre-qualification period ended in July, eight contractors were short listed as a result of this process and were issued with an invitation to tender on October 9th. Tenders were returned on the 8th December, followed by a tender evaluation and interview process for all qualifying contractors. The selected contractor(s) will be reported to a special Housing and Environment Committee in January 2010 followed by formal appointment of contractor(s). The awarded contractor(s) will start on site March 2010.</p> <p>Hayton Road – a mix of up to 30 units, comprising of 2 and 3 bed properties (12 houses & 18 flats)</p> <p>Byron Park – a mix of up to 28 units, comprising of 3 bed flats and 3 bed Houses (16 houses & 12 flats).</p> <p>Rorie Hall – a mix of up to 27 units, comprising of 1 and 2 bed amenity properties.</p>
Move the balance of investment in Council stock from response to planned improvements	Best practice guidance indicates that we should spend approximately 70% of our Repairs and Maintenance Budget on Planned or Cyclical Maintenance work in order to protect the capital		12 Feb 2009	31 Dec 2012	14 %	Initial meeting held with stakeholder services to establish and prioritise particular areas within the

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	investment made in our housing stock. The budget for 2009/10 has a 40:60 split between Planned:Response Maintenance. This project seeks to address this issue incrementally with a view to achieving a 70:30 split between Planned:Response repairs by 2012.					Housing Repairs & Maintenance Budget and associated procedures that could be incorporated within a Planned Maintenance Programme
Develop a Property Management service for flatted stock	This project will explore options to establish a property management service that Aberdeen City Council can offer, in the first instance, to owners in mixed tenure properties to assist in carrying out common repairs.	04 Oct 2009		31 Mar 2011	0 %	Project documentation has now been completed and officers are working on a report to be presented to the next cycle of the Housing and Environment committee
Review and improve activities within Asbestos Management	Review and improve activities within Asbestos Management.	01 Apr 2009	03 Jul 2009	31 Mar 2010	16 %	Project template and report started and initial meeting held with Lee Morrison (RPS) 02.11.09 to view Asbestos Data-base/management software.
Gas Maintenance	Implement a rolling programme of qualitative checks to monitor performance of gas maintenance contractor. Record gas maintenance records on Consilium and schedule servicing.	01 Apr 2009	06 Apr 2009	31 Dec 2009	70 %	Changes to forced entry procedure have been identified and a report to be issued. Project is on track and awaiting funding approval to proceed.
Building Services Business Plan	Provide a comprehensive Business Plan for Building Services. Plan to include Procurement, Asset, Financial, Customer, Workforce, Contract Management & Health & Safety strategies	27 Jul 2009	29 Jul 2009	31 Dec 2010	7 %	Currently scoping procurement plan--
Preparation and implementation of the Scheme of Assistance to Private Sector Housing by 31 March 2010	Scheme of Assistance is the detailed plan of how Aberdeen City Council will assist homeowners within the city to maintain their properties.	01 Apr 2009	10 Sep 2009	31 Mar 2010	75 %	SoA approved by committee and to be published on council website within the month after appropriate level of publicity arranged.
Rent Management Pilot	Carry out a 6 month pilot in the North 2 area to	01 Apr	29 Jun	31 Mar	32 %	Covelant updated and relevant

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	review and improve the management of rent arrears using early intervention with focus on sustaining tenancies. Development of processes and services to reduce levels of eviction, decamps and abandonments.	2009	2009	2010		milestones completed. Project team currently reviewing escalation policy and procedures. Fiona Tyrie in process of drafting SLA and instructions sent to CRM to ensure that any new cases for court or NOP's to be highlighted to project team in first instance then instructions to come from Project Team
Review and Improve Tenant Participation Strategy	-- enter action details here --	01 Apr 2009	01 Apr 2009	31 Dec 2009	100 %	TPO resources identified and meetings taking place with tenants on mapping out requirements for task. TPO's realigned and now line managed by M.Smith who will control and oversee this project.
Review and improve the cleanliness and security of multi-storey blocks	-- enter action details here --	01 Apr 2008	11 Jun 2009	31 Mar 2010	66 %	The Invitation to Tender was advertised on the 9 July 2009, to which the Council received four responses. Following a comprehensive evaluation process by officers of the Council, it was decided that none of the bids provided best value to the Council. As a result of this a recommendation was made to the Housing & Environment Committee on the 6 October 2009 that we re-tender for the work, whilst at the same time giving consideration to amending the specification,

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						<p>but maintaining the standard that residents seek. The Committee approved this recommendation.</p> <p>The Invitation to Tender for both the Cleaning and Security went out in the first week in November with evaluation of the bids being carried out in early January 2010 with a view to reporting the outcomes to the Housing & Environment Committee in February 2010. It is anticipated that the start for these projects will commence 1 April 2010.</p> <p>Consultation with the Unions is ongoing and a separate meeting to update them on the current situation took place.</p>
Review and improve antisocial behaviour	-- enter action details here --	01 Apr 2009		31 Dec 2009	0 %	Lead officer to be confirmed and status update provided.
Housing Service SLAs	Development of SLA's between the Housing Service and internal/external partners	01 Apr 2009	29 Oct 2009	31 Mar 2010	66 %	Three specific SLA's required at this stage. 1. Instant Neighbour - almost complete. 2. Gypsy Travellers Liaison - ready for initial feedback from key stakeholders. 3. Council House Garden Maintenance Scheme - work underway to relect interim arrangements.
Void Management	Review and development of current letting	01 Apr	01 Jul	31 Mar	0 %	Tasks allocated to team

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	system and letting standard. Introduction of daily lettings. Improve standard of properties being terminated.	2009	2009	2010		members. Further meeting to take place November.
Review Housing and Application Allocations Process	Review and redesign the Council's Scheme of Allocations including proposals for a customer focused letting system	01 Apr 2009	27 May 2009	28 Dec 2011	47 %	Work is currently underway on a paper which will identify possible options for a new policy.
Combined Housing Register	-- enter action details here --		01 Dec 2009	31 Mar 2012	0 %	Work on this project will not commence until 2010.
Development and Implementation of On-line Housing Application Form	Implementation of an on-line application form. Phase 1: Development of system. Phase 2: Implementation of system.		12 Feb 2009	24 Aug 2009	100 %	On-line application went "live" 24 August 2009 - therefore project completed on time.
Develop and implement automated parking facilities	-- enter action details here --	01 Apr 2009	27 Aug 2009	30 Sep 2009	100 %	Project complete May 2009.
Tenant Mutual Exchanges	Introduce and automated Tenant Mutual Exchange Service.Phase 2: Implementation of system.	01 Aug 2008	01 Aug 2008	16 Oct 2009	100 %	Training of Estate Management staff to commence w/c 2/11
On line mutual exchange project	-- enter action details here --	25 Sep 2009	08 Oct 2009	30 Oct 2009	40 %	Training arranged for 25 Jan, J Gardiner and B Wylie advised and asked to provide names of attendees. Estate management staff to be invited for familiarity session
Tenancy Support Services	Review and improve current tenancy support services, information and advice across the Housing Service inc. development of anInformation and Advice Strategy (Housing Options Approach).	01 Apr 2009	16 Jun 2009	31 Dec 2009	25 %	Further meeting held 6/10/09. Process scoped, tasks issued and further review meeting to be held prior to reporting to SMT.
Improve customer service standards		01 Oct 2009		31 Dec 2010	0 %	Project is being scoped and documentation drafted.
Accommodation Review	Review of all accommodation for the service and implementation of staff moves in line with the new structure.		30 Sep 2009	31 Mar 2010	50 %	Accommodation moves for the service have been agreed and detailed floor plans have been

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						produced. Costings will done in the new year and the work carried out in line with the corporate programme for moves.
Provision of an out of hours service in the evening and at weekends, providing an extended service for our tenants	-- enter action details here --			31 Mar 2012	0 %	Lead officer to be identified. Project dates to be confirmed.
Introduce City Wardens	Deploy additional front line resources in each neighbourhood by means of City Wardens approach.			30 Sep 2009	100 %	This project was successfully implemented on 14th January 2009.
Public space CCTV Modernisation	Produce audit and business plan to modernise public space CCTV system including monitoring facility in partnership with Grampian Police through a suitable contractor	01 Aug 2009	01 Aug 2009	30 Sep 2010	12 %	1st set of comments between Police and Council received, meeting with CPU on 13/11, 2nd draft still on target for 16 Nov, next project team meeting set for 30/11/2009
Develop and implement performance management data mapped on GIS linked to the Iworld system	Create GIS reports for Housing to be published on intranet.		20 Oct 2008	31 Mar 2012	33 %	Chris McDonald in SDD now liaising with us on the export to Localview 24 Nov.
Development of Task Manager (workflow) within Customer Services iWorld system	-- enter action details here --		02 Feb 2009	31 Mar 2012	100 %	Project dates to be confirmed.
Development of appointments and text messaging via iWorld	-- enter action details here --		04 Feb 2009	31 Mar 2012	100 %	Enhancements to product based on user comments and requirements. Further presentation and demo with Homelessness staff 27/10 - they have now confirmed their acceptance of the appointments system. Go live

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Development and implementation of the iWorld Advice module	Implementation of Northgate Housing Advice module	23 Nov 2009	23 Nov 2009	31 Mar 2012	0 %	Changes required to system build after meeting on 14/12. Systems team to amend and project team to meet again in New Year.
InfoSmart	Implementation of InfoSmart to hold information on both people (applicants and tenants) and properties. Phase 1: Development of system specifically linked to iWorld. Phase 2: Implementation in House Sales, thereafter roll out to other services as agreed.	01 Jul 2009	20 Oct 2009	11 Jan 2010	33 %	Awaiting feedback from consultant. Project on hold pending clarification from Corporate Governance.
Redesign of the Housing Service	Review and redesign of the housing service including New Ways of Working and mobile working.	29 Sep 2009	29 Oct 2009	31 Mar 2010	50 %	Report prepared for H & E committee on 11 January 2010 which seeks a mandate to consult with staff, stakeholders, tenants and Unions on the move towards generic working and further redesign work at 3rd tier.