

COMMITTEE **Housing and Environment** DATE **16th February 2010**

CORPORATE DIRECTOR **Pete Leonard**

TITLE OF REPORT **Housing and Environment Improvement Plan**

1. PURPOSE OF REPORT

The purpose of this report is to present committee with an update on the progress of key improvement work taking place within the Housing and Environment Service.

2. RECOMMENDATION(S)

To seek the Committee's comments and observations on the information contained in the report.

3. FINANCIAL IMPLICATIONS

There are no direct implications arising out of this report and each project within the plan will have considered financial implications.

4. SERVICE & COMMUNITY IMPACT

An Improvement Plan for the service is integrated with the Council's ambition of being a top performing Council which delivers on the Community Plan and the Administration's Policy Statement.

5. OTHER IMPLICATIONS

There are no other direct implications arising out of this report regarding legal, resource, personnel, property, equipment, sustainability and environmental, health and safety.

6. REPORT

The Housing and Environment Improvement Plan incorporates the key improvement work to take place across the service between April 2009 and March 2012 and is a key outcome from the approved Service Plans, which aim to contribute to the Council's wider Corporate Plan.

The Improvement Plan report is produced from Covalent, the corporate performance reporting system. Detailed information on project milestones and latest status updates is uploaded and kept up to date on the system by the Project Lead Officers and monitored regularly in Service Improvement Team meetings and by the Senior Management Team.

To support this further, project documentation has been or is being produced for each project in the plan. Lead officers are required to complete a project proposal, project plan and identify any risks.

Work is ongoing to include additional Environment projects within the plan in conjunction with producing a Housing and Environment Service Plan.

This report gives a progress summary of the projects within the Improvement Plan. Currently the Improvement Plan consists of 44 projects, which may be subject to change as further key improvement work is identified. The below projects have been completed to date:

- Restructure to citywide structure (grounds)
- Market Testing of Environmental Services
- SHIP Submission
- Review and Improve Tenant Participation Strategy
- Development and Implementation of On-line Housing Application Form
- Develop and implement automated parking facilities
- Tenant Mutual Exchanges
- Introduce City Wardens
- Development of Task Manager (workflow) within Customer Services iWorld system
- Development of appointments and text messaging via iWorld
- 690 Costing and Repairs Management System (Consillium)

The appendix to this report provides a summary overview of progress on the remaining projects within the Improvement Plan, sorted by due date. More detail on any of the projects can be provided if required. The report also includes the following status icons, which indicate whether the project is on target. Whether a project is on target is determined by overall due date and dates of key milestones of the project.



On Target



Progress to be checked



Overdue and being monitored

Progress overall in the Covalent report has shown a steady and consistent increase month on month. Given the short time the plan has been in progression, this percentage is encouraging and we are well on course to achieving the improvement work set out in the service plan.

7. AUTHORISED SIGNATURE

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8. REPORT AUTHOR DETAILS

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9. BACKGROUND PAPERS

N/A