

Action Ref	Summary of Action	Priority	Lead Officer	Financial	Target date	%age Complete	Notes
102	<p><u>The Council will introduce staff guidance and train staff on the distinction between homeless and threatened with homeless.</u></p> <p><u>Number of case assessments recorded as homeless or threatened with homeless will be measured through HL1 information</u></p>	<u>1</u>	Homeless Services Manager	Within existing.	<b>Aug-09</b>	<b>100.0%</b>	... ..
29	<u>We have implemented a 2 stage minor balance letter and home visit process to avert NOP action.</u>	<u>1</u>	West District Manager	Within existing	<b>Sep-08</b>	<b>100.0%</b>	<i>Outstanding Account Letter and Outstanding Account Letter 2 introduced. ... ..</i>
30	<u>Leaflet reviewed while SHR on site and reprinted.</u>	<u>1</u>	QPU Manager	Within existing	<b>Sep-08</b>	<b>100.0%</b>	<i>New leaflet to comply. ... ..</i>
89	<u>Revise O.O.H. report to ensure information on provision of temporary accommodation is clear. This will include information on temp, availability and refusals.</u>	<u>1</u>	Homeless Services Manager	Within existing	<b>Sep-08</b>	<b>100.0%</b>	... ..
111	<u>Amend Leaflet to ensure legal compliance.</u>	<u>1</u>	Homeless Services Manager	Printing Costs	<b>Sep-08</b>	<b>100.0%</b>	... ..
64	<p><u>One copy of gas safety certificates will be sent to the District Office to be filed.</u></p> <p><u>One copy kept DCS</u></p> <p><u>Gas safety certificates will be kept for 3 years.</u></p> <p><u>Gas Safe audit process with DCS on storage of certificates.</u></p>	<u>1</u>	Housing Services Manager	Completed within existing resources.	<b>Nov-08</b>	<b>100.0%</b>	<i>From 01/10/09 all new Gas Certificates filed in one location at HRC Clepington Road. ... ..</i>

58	<p><u>New robust management information system in place so that accurate figures can be obtained at any point in time and to ensure that information on each property is accurate.</u></p> <p><u>This will allow at any point in time access to management information on where the properties are in the process and how many properties are at each stage.</u></p> <p><u>Indicators can be obtained at any point in time. These are</u></p> <ul style="list-style-type: none"> <li><u>• Number of properties that have gas appliances and flues at the date of this request.</u></li> <li><u>• Number of properties with current gas safety certificates.</u></li> <li><u>• Number of properties where current safety check was carried out within 12 months of the previous check.</u></li> <li><u>• Number of properties where a gas safety check was carried out between 12 and 13 months of the date of the previous safety check.</u></li> <li><u>• Number of properties where a gas safety check was carried out between 13 and 15 months of the date of the previous safety check.</u></li> <li><u>• Number of properties where a gas safety check was carried out over 15 months from the date of the previous safety check.</u></li> </ul>	0	Housing Services Manager	Completed within existing resources.	Nov-08	100.0%	... ..
59	<p><u>All properties with gas have been serviced within 12 months of last service or within 12 months of installation for new gas properties.</u></p> <p><u>New 10 month programme introduced to facilitate access within 12 months.</u></p> <p><u>Closer links between DCS and Housing by daily liaison between operational staff on issues and performance.</u></p>	1	Housing Services Manager	Within existing staffing resources.	Nov-08	100.0%	... ..

61	<p><u>Gas safety procedures reviewed and changes implemented which will clearly state responsibility for each task.</u></p> <p><u>The Repairs Management Board will oversee the day to day operation. It will ensure that the performance data deemed necessary by the Partnership Board is reliably and accurately collected, collated and analysed and that the performance reports are prepared punctually. It will obtain and present to the Partnership Board benchmark measures which demonstrate whether or not the partnering arrangements have delivered VFM and make recommendation for the continuous improvement the service.</u></p>	<u>1</u>	Housing Services Manager	Completed within existing resources.	Nov-08	100.0%	... ..
62	<p><u>Gas safety figures will be monitored daily by HRC Supervisor</u></p> <p><u>Agreed indicators reported on a monthly basis to the Repairs Management Board.</u></p> <p><u>Daily liaison between HRC and DCS on operational gas issues.</u></p>	<u>1</u>	Housing Services Manager	Completed within existing resources.	Nov-08	100.0%	... ..
63	<p><u>Procedures now fully reflect statutory duties which have also been agreed by the HSE.</u></p> <p><u>Induction and training for staff.</u></p> <p><u>Performance reviews and audits to ensure staff understand these duties.</u></p>	<u>1</u>	Housing Services Manager	Completed within existing resources.	Nov-08	100.0%	... ..

66	<p><u>Number of safety checks carried out within 12 months to be monitored and increase shown each month.</u></p> <p><u>Monitored monthly and reported to Repairs Management Board on a monthly basis.</u></p> <p><u>At each forced entry a timer is fitted which shuts of the gas supply if access has not been gained before 12 month anniversary of last service, this will ensure that property is safe and that tenant will allow access to carry out check.</u></p>	1	Housing Services Manager	<p>Within existing staffing resources.</p> <p>Forced entries cost £67,000 for 2008/2009.</p>	Nov-08	100.0%	... ..
13	<p><u>Cancellations procedure reviewed and staff training delivered with 10% checks by carried out by Supervisor.</u></p> <p><u>Telephone calls, letters and home visits will be used to ensure individuals circumstances taken into account.</u></p> <p><u>Contact will be made with applicants support workers and previous temporary accommodation if homeless.</u></p> <p><u>Set up system of audit checks - 10% of cancellations to ensure consistency.</u></p>	1	East District Manager	Within Existing	Nov-08	100.0%	<p><i>Cancellation procedure has been reviewed and staff trained in November 2008. Audit (10%) system now in place, although currently suspended as agreed due to new system. ...</i></p> <p>...</p>
75	<p><u>All benchmark jobs to be reviewed and check that these are appropriately identified as Right to Repair.</u></p> <p><u>These will also be checked to ensure that they have the correct timescale attached to them.</u></p>	1	Housing Services Manager	Within existing.	Jan-09	100.0%	... ..

93	<a href="#">This item has been identified and addressed in Homepoint Action Plan. System now in place to record advice interviews and will be further refined by Prevention Team.</a>	<u>1</u>	Homeless Services Manager	Within existing	Feb-09	100.0%	... ..
104	<a href="#">Introduce interview shadowing by Team Leaders to ensure that all points are covered by interviewing officers.</a> <a href="#">Ensure that freephone information cards are given to clients for OOH information.</a>	<u>1</u>	Homeless Services Manager	Within existing.	Feb-09	100.0%	... ..
108	<a href="#">This item has been identified and actioned through Homepoint Action Plan. Standard proforma in place to record advice interviews. Electronic referral system (CAT System) also in place to record referrals.</a>	<u>1</u>	Homeless Services Manager	Within existing.	Feb-09	100.0%	... ..
87	<a href="#">Options appraisal for the purchase, including financial appraisal was completed.</a> <a href="#">New procedures have been introduced including criteria for open market purchase, full options appraisal in line with SOs with full reporting to Housing / City Development Committee for future purchases.</a>	<u>2</u>	Housing Strategy Manager	Within existing	Mar-09	100.0%	<i>Full options appraisal completed for each project e.g. open market purchase of houses at Brdgend St/Balgowan Dr ... Assessment criteri and matrices devised ...</i>
27	<a href="#">Additional indicators to be included within performance management framework (i.e. in Service plan, Key Results, Repairs Partnership or other allied arrangements): housing support outcomes.</a>	<u>2</u>	Housing Services Manager	Within existing	Apr-09	100.0%	... ..
98	<a href="#">Protocols for implementation of s11 have been developed and distributed to private landlords, creditors and lenders.</a>	<u>1</u>	Homeless Services Manager	Within existing	Apr-09	100.0%	Complete. ... ..

46	<p><u>Void management process is being reviewed in a lean service review and as a result of the review the following action is being taken:</u></p> <p><u>IT print kb 82 will identify "available now" houses earlier for let.</u></p> <p><u>"Available Now" list of sheltered and mainstream and decommissioned properties can now be accessed by tenants on internet, at district office and by telephone.</u></p> <p><u>Advertising of sheltered properties has commenced.</u></p> <p><u>If there is no interest in sheltered properties after they have been advertised, they are now being decommissioned.</u></p>	1	Letting Project Manager	<p>Within existing.</p> <p>Lean Service Review Team.</p>	May-09	100.0%	... ..
100	<u>Introduce Section 11 Protocol in partnership with SWD Welfare Rights Team.</u>	1	Homeless Services Manager	Within existing	May-09	100.0%	... ..
88	<u>The Council will develop a clear and consistent basis for rent setting for the 135 new build properties and will apply this consistently.</u>	2	Housing Strategy Manager	Within existing	Jun-09	100.0%	... ..
138	<p><u>Showers policy being reviewed through SHQS Delivery plan review.</u></p> <p><u>Ensure Consultation Strategy is fully understood by all employees by arranging briefings.</u></p>	2	Housing Investment Manager	Within existing.	Jun-09	100.0%	... ..

105	<p><u>As an immediate response the Council will remove the requirement to authorise 100% of decisions and replace with 10% sample. This action will greatly reduce the time taken and decisions will be issues by the case officer on completion of their assessment.</u></p> <p><u>Further action to reduce the time taken to reach assessment decisions will be to implement the Homeless Services Unit restructure thereby freeing up HPO's time to assessment.</u></p>	<u>2</u>	Homeless Services Manager	Within existing.	Jul-09	100.0%	100% requirement removed when regulator on site. Prevention Team went live July 2009. 100% complete. ... ..
70	<p><u>A Performance Sub Group, which reports to the Repairs Management Board has been established to look at all levels of performance in detail and will report to Repairs Management Board on trends etc on a monthly basis and where action is required to decreasing or poor performance is highlighted decisions on how to rectify any issues can be agreed.</u></p>	<u>1</u>	Housing Services Manager	Within existing.	Jul-09	100.0%	Group set up and reporting monthly to Repairs Management Board. ....
92	<p><u>Increase available interview slots through restructure and formation of Prevention Team. Restructure is being introduced on a planned basis. Phase 1 of the restructure will see the Prevention Team in place on 01/07/09.</u></p>	<u>2</u>	Homeless Services Manager	Within existing	Jul-09	100.0%	Prevention Team in place and available interview slots increased from 30 minutes to one hour to allow fuller interview to take place. Additional Duty Officer available for crisis interviews in the afternoons giving 20 extra interview slots per week. 100% complete. ... ..
107	<p><u>Increase resources available to carry out interviews to discharge advice and assistance duties to non priority and intentionally homeless applicants through restructure of Homeless Services Unit. Restructure will see the transfer of advice and assistance interviews from one dedicated officer to six HPO's.</u></p>	<u>2</u>	Homeless Services Manager	Within existing.	Jul-09	100.0%	... ..

125	<u>Gas Safety: Role of repairs board/chair and operational management to be made explicit in partnership agreement review. Also reflected in supervision, appraisal and performance management framework.</u>	<u>1</u>	Director of Housing	£0	Jul-09	100.0%	... ..
73	<u>Train all front line staff to accurately identify qualifying repairs. Ensure all new staff are trained on this and refresher training regularly.</u>  <ul style="list-style-type: none"> <li>• <u>All front line staff.</u></li> <li>• <u>HRC</u></li> <li>• <u>Out of Hours (DCS)</u></li> </ul> <u>Issue guidance to staff on this.</u>  <u>IT system will flag to all staff what is a qualifying repair.</u>  <u>IT system will no longer allow staff to change priority of job so timescale for RTR cannot be changed.</u>  <u>Repairs Centre Team Leader will check every RTR to ensure accuracy.</u>	<u>1</u>	Housing Services Manager	Within existing resources.	Aug-09	100.0%	<i>RTR Statistics now produced and reported to Repairs Management Board. ... ..</i>
91	<u>Introduce a manual monitor to record length of time taken to offer appointments. We will introduce a manual monitor to record lost contacts. Manual monitors will be in replaces by IT monitors when available IT time allows.</u>	<u>2</u>	Homeless Services Manager	Within existing	Aug-09	100.0%	... ..

103	<p><u>Reduce number of lost contacts through reducing case officer workloads to enable better case management.</u></p> <p><u>Restructure of Homeless Service Unit will introduce a Prevention Team and a Temporary Accommodation Team which will reduce HPO workloads and allow them to respond to cases quicker thereby reducing lost contacts.</u></p>	<u>1</u>	Homeless Services Manager	Within existing.	Sep-09	100.0%	Prevention Team in place July 2009. Temporary Accommodation Team due to commence October 2009. 50% complete. ...
136	<p><u>Tenants Estate Walkabouts involving tenants, residents and councillors to be programmed. Outcomes to be reported through Housing News/Bulletins and departmental performance framework.</u></p>	<u>2</u>	East/West District Manager	Within existing.	Sep-09	100.0%	Estates Supervision Strategy reviewed to link formalised RTO walkabouts and outcomes. ... % Tenants Estates walkabouts are being programmed - Outcomes are reported to Tenants/Residents and Councillors and reported in Housing Bulletins (NB not in this edition of Housing News). ...
48	<p><u>We will use the findings of Dundee's Affordability Need and Demand Study (2009) to inform the SHQS Delivery Plan and LHS.</u></p> <p><u>- Completion of affordability study and report to Committee.</u></p> <p><u>- Use data from affordability study to update stock information database and inform SHQS delivery plan</u></p> <p><u>- Combine affordability study with other Tayside market assessments to complete housing market assessment for Tayplan.</u></p>	<u>2</u>	QPU Manager	£62,000 from Council and Scottish Government.  Grant form Scottish Government	Oct-09	100.0%	Study has gone to Committee and has been combined to complete housing market assessment for Tayplan. ... ..
24	<p><u>Sex Separation policy is to be reviewed:</u></p> <ul style="list-style-type: none"> <li><u>• Consult with shelter</u></li> <li><u>• Report to Best Value Review group and Housing Committee</u></li> </ul>	<u>1</u>	QPU Manager	Within existing	Sep-09	90.0%	Report to HDMT 23 October 2009. ... ..

119	<p><u>HDMT will institute a review of existing performance management systems and introduce new performance management frameworks linked to team action plans and individual performance agreements.</u></p> <p><u>A new HR post will be created to ensure improved systems for staff induction, appraisal and performance.</u></p> <p><u>Consideration will be given to enhancing support for staff in implementing these changes by coaching and mentoring and team building.</u></p> <p><u>Competencies will be defined and standards set for job roles.</u></p>	<u>1</u>	HDMT	Possible use of external consultancy resource.	<b>Oct-09</b>	<b>90.0%</b>	<p><i>Performance Framework at Departmental level is being agreed and being implemented November 2009 with Unit action plans being implemented December 2009. Staff induction and appraisal system is currently being designed with implementation date for April 2010. Training for staff commence January 2010.</i></p>
123	<p><u>Review the Department's training budget and resources to deliver all elements of the improvement plan.</u></p>	<u>1</u>	Finance and Corporate Services Manager	Housing Revenue Account	<b>Oct-09</b>	<b>90.0%</b>	<p><i>Training budget has been reviewed and revised budget set subject to approval within rent setting process. Structure of training department is in process of review with HDMT discussing proposed changes to facilitate the greater emphasis and need of the department will be completed by December 2009.</i></p>

65	<p><u>Sample of 1000 gas safety checks per year will be quality assurance checked by independent gas safe registered organisation (Scottish Gas) each month.</u></p> <p><u>Any issues that arise from these are raised with DCS by Scottish Gas in a written report for action.</u></p> <p><u>Any immediate health and safety risks are dealt with by contacting DCS (by telephone) while on site to arrange for emergency response to rectify problem.</u></p> <p><u>This will be reported monthly to Repairs Management Board.</u></p> <p><u>An options paper on review of quality assurance checks to be reported to Repairs Management Board.</u></p>	1	Housing Services Manager	Completed within existing resources.	Oct-09	85.0%	<p><i>Gas Safety Group reviewing quality assurance process. Option paper to Repairs Board in November 09 not October 09. ... ..</i></p>
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140	<p><u>HDMT will institute a review of existing performance management systems and introduce new performance management frameworks linked to team action plans and individual performance agreements.</u></p> <p><u>A new HR post will be created to ensure improved systems for staff induction, appraisal and performance.</u></p> <p><u>Consideration will be given to enhancing support for staff in implementing these changes by coaching, mentoring and team building.</u></p> <p><u>Competencies will be defined and standards set for job roles.</u></p> <p><u>Customer service training will be implemented. Quality systems will ensure service standards are met consistently across services.</u></p>	<u>1</u>	HDMT	Possible use of external consultancy resource.	<b>Oct-09</b>	<b>85.0%</b>	<p><i>Competency framework is being implemented as part of the staff appraisal system from April 2010. Customer Care training will commence January 2010, the programme is being finalised at the moment to ensure alignment with competencies. Support and coaching skills are being delivered to Managers/Supervisors from December 2009 which will enhance support for all staff.</i></p>
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43	<p><u>Void management process is being reviewed in a lean service review and as a result of the review the following action is being taken:</u></p> <p><u>Exercise for one month to check standards of houses which have been cleaned, against a specification drawn up by the review team. Results of this exercise will inform possible new cleaning specification for DCS.</u></p> <p><u>New process agreed with DCS where properties are awaiting materials.</u></p> <p><u>Increased number of post inspections or relets carried out.</u></p> <p><u>IT print kb 82 will identify "available now" houses earlier for let.</u></p> <p><u>More signing appointments to be made available.</u></p> <p><u>New letting system has links to repairs and void management system to improve management of voids.</u></p>	1	Letting Project Manager	<p>Within existing.</p> <p>Lean Service Review Team.</p>	Aug-09	80.0%	<p><i>Cleaning specification revised - currently being costed. Trial with DCS following redecoration. Better liaison between Letting and District Office, more appointments available. New system unlikely to be operational until March 2010.</i></p>
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40	<p><u>A Lean service review of void process will be completed.</u></p> <p><u>This will look at changing working practices to speed up the process minimising void times.</u></p> <p><u>Experiments identified to look at time taken to relet properties and improve quality of relet process. These will include:</u></p> <ul style="list-style-type: none"> <li><u>- 100 properties looked at over a month to monitor how long from termination to let.</u></li> <li><u>- If a job is awaiting material but the tenant is able to move in, allow tenant to move in and work completed afterwards.</u></li> <li><u>- Obtain as much information as possible at pre termination visit and make tenant aware of what they need to do before they move out.</u></li> <li><u>- Fit key boxes to empty properties for easy access to key for contractors.</u></li> <li><u>- Investigate the use of 'multi hit squads' to avoid multiple visits.</u></li> <li><u>- Applicants can make changes to application over the telephone i.e. to remove an area from their application.</u></li> <li><u>- Quality checks of relet cleaning specification has made improvement to standard.</u></li> <li><u>- Reintroduce fit to view.</u></li> </ul>	<u>1</u>	Letting Project Manager	Lean Service Review Team	Sep-09	80.0%	<p><i>Many of the experiments have been implemented as the new relet system. Starting point measures complete. Improved communication has reduced need for using awaiting material codes - complete. Access for pretermination visits poor. Appointment system to be introduced November 2009. All to be completed March 2010.</i></p>
81	<p><u>As above</u></p> <p><u>Performance Sub Group will also be looking at benchmarking on an ongoing basis.</u></p> <p><u>Further benchmarking reported quarterly to Partnership Board.</u></p>	<u>1</u>	Housing Services Manager	Within existing.	Sep-09	80.0%	<p><i>Target completion date for benchmarking reporting amended to November 09. ... ..</i></p>

122	<u>Conduct a Training and Development Review of all staff together with skills audit.</u>	<u>1</u>	Finance and Corporate Services Manager	£0	Oct-09	55.0%	<i>Review of training database has been completed, update information on training needs and planned training will be taken from staff appraisal system due to be implemented April 2010. Generic training on Customer Care will commence January 2010 and Development Training for Managers/Supervisors will commence December 2009.</i>
147	<u>Review our SHQS Delivery Plan. Review will;</u> - <u>Demonstrate value for money</u> - <u>A clear, measurable indicator (option appraisal and risk assessment).</u> - <u>Risk assessment/option appraisal to plan for contingencies.</u>	<u>1</u>	Housing Investment Manager	Within existing.	Jun-09	50.0%	<i>Project timetable has been alternated due to submission of Root and Branch review being postponed on advice of the Scottish Executive until June 2010.</i>
95	<u>Throughcare &amp; Aftercare Protocol developed and now in place. Dundee setting up discharge protocol with HMP Perth in partnership with Shelter. Surgeries will operate fortnightly and will go live August 2009.</u>	<u>2</u>	Homeless Services Manager	Within existing	Aug-09	50.0%	<i>Throughcare Protocol complete and in place. Prison discharge protocol still being developed, this has been delayed due to ongoing negotiations with Shelter and other authorities, will be completed by April 2010. ...</i>
106	<u>Review and redraft standard letters to improve clarity of decisions. This is to be done where decision is negative i.e. intentionally homeless, not homeless, not priority, not local. Unnecessary where decisions are positive however acceptance letter will be reviewed to improve customer focus.</u>	<u>2</u>	Homeless Services Manager	Within existing.	Aug-09	50.0%	<i>Main decision letter redrafted and approved by Shelter. Other decision letters still to be introduced. With Shelter for approval. 50% complete. ... ..</i>