

## PERFORMANCE IMPROVEMENT PLAN – Management of Garages and Parking

PERSON RESPONSIBLE: David Hooper, Housing Manager

OBJECTIVE	ACTION	ISSUE SOURCE	PERSON TARGET DATE	RESOURCES REQUIRED	EXPECTED OUTCOME	PERFORMANCE MEASUREMENT
<b>Improved Management Information</b>	◆ Summarise findings of surveys of other local authorities into a spread Sheet*	Garage Strategy Steering Group	Completed	Officer Time	Clearer benchmarking data	Survey results analysed
	◆ Research private sector garage rents in the Harrow area.*		Completed	Officer Time	Clearer benchmarking data	Survey results analysed
	◆ Complete waiting list & garage status spreadsheet*		Completed	Officer Time	Clear management information on availability of garages and demand	Improved letting times

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<b>Maximise Income from garages</b>	<b>Differential Rents</b>  ♦ Identify garages to be subject to a higher increase and agree % increase.*  ♦ Look at a minimum rent for private tenants*	Garage Strategy Steering Group			More occupied garages	Increased income
		Garage Strategy Steering Group	DH 20/10/03	Officer Time		
		Garage Strategy Steering Group	DH 20/11/03	“		

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<b>Maximise Income from garages</b>	<b>Marketing Strategy</b> <ul style="list-style-type: none"> <li>◆ Maximise take up from our current waiting list.</li> <li>◆ Review of the lettings process</li> <li>◆ Return garages currently used by caretakers to available stock</li> <li>◆ Rationalise use of garages for storage by Housing Services</li> </ul>	Garage Strategy Steering Group	Completed	Officer Time	Void rate at 15% or less	Void rate of less than 15%
		Garage Strategy Steering Group	Completed	"	Faster turnaround times	
		Garage Strategy Steering Group	DH 30/8/03	"	More garages available to let	
		Garage Strategy Steering Group	Completed	"	More garages available to let	

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<b>Maximise Income from garages</b>	<ul style="list-style-type: none"> <li>◆ Produce standard adverts for use in publications and a separate bulletin for notice boards*</li> </ul>	Garage Strategy Steering Group	completed	"	Void rate at 15% or less	Data on effectiveness of different media
	<ul style="list-style-type: none"> <li>◆ Make sure minority groups are aware of garage availability*</li> </ul>	Garage Strategy Steering Group	ND Ongoing	"	"	
	<ul style="list-style-type: none"> <li>◆ Record how new customers heard about the service and analyse records quarterly</li> </ul>	Garage Strategy Steering Group	ND Immediate & Ongoing	"	"	

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<b>Maximise Income from garages</b>	Utilise available free Media* <ul style="list-style-type: none"> <li>• TRA Notice boards to advertise garages available locally</li> <li>• Notice boards in communal halls.</li> </ul>	Garage Strategy Steering Group	ND 30/7/03	"	Increased demand	Notices on TRA boards
	Garage Strategy Steering Group	ND 30/7/03	"	Increased demand	Notices on boards	

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<b>Performance Indicators</b>	<ul style="list-style-type: none"> <li>◆ Develop local performance indicators on void rate, arrears, re-let time etc</li> <li>◆ Include in monthly report to HFTRA</li> <li>◆ Report quarterly to Members via Information Bulletin</li> </ul>	Management	Completed	Officer Time	Measurable performance indicators	Indicators established and reporting in place

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<b>Maximise Income from garages</b>	Harrow web site	Housing manager	Completed	“	Increased demand	Garages advertised on web site and intranet
	• Intranet	Housing manager	Completed	“		
<b>Identify Potential development Sites</b>	◆ Draw up list of priority sites for survey*	Garage Strategy Steering Group	Completed	Officer Time	List of sites	List Available
	◆ Visit all priority sites			Officer Time	Shortlist of sites	Short List Available
	◆ Discuss shortlist with Devt			Officer Time		

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<b>Identify sites requiring improvement or having potential for alternative use</b>	Survey all garage sites	Garage Strategy Steering Group	ND 30/6/03	Officer Time	List of improvements to increase demand and/or list of sites that may have potential as storage units	Completed list
<b>Review Licence Agreement</b>	<ul style="list-style-type: none"> <li>◆ Benchmark against examples of good practice*</li> <li>◆ Discuss any proposed changes with GSSG</li> <li>◆ Discuss any proposed changes with user group</li> </ul>	Garage Strategy Steering Group	<p>Completed</p> <p>BD/ND 30/6/03</p> <p>30/7/03</p>	<p>Officer Time</p> <p>Officer Time</p> <p>Officer Time</p>	Tight licence agreement that enables effective management of garage areas and usage	Any necessary amendments made and new agreement in use

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	<ul style="list-style-type: none"> <li>◆ Introduce any revisions to the agreement*</li> </ul>		BD/ND 30/10/03	Officer Time  Printing Costs - £1,500  Legal Costs - Contain within budget		
<b>Ensure effective use of available parking space on the estates</b>	<ul style="list-style-type: none"> <li>◆ Ensure that any future schemes to mark out bays on car parks include disabled spaces where possible.</li> </ul>	Best Practice Research	DH. 30/10/03	Officer Time	More available parking for residents	Increased customer satisfaction

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	<ul style="list-style-type: none"> <li>◆ Roll out parking permit schemes on all estates where it is practicable, there is a demand/ need and following local consultation</li>   <li>◆ Complete BV review on abandoned/ Nuisance vehicles</li> </ul>		<p>Ongoing</p>         <p>Completed</p>	<p>Officer Time</p>         <p>Officer Time</p>	<p>Abandoned and nuisance vehicles dealt with more effectively</p>	<p>Increased customer satisfaction</p>         <p>Less abandoned vehicles on our estates</p>

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<p><b>Examine potential for selling/leasing all or part of the stock to a private company</b></p>	<ul style="list-style-type: none"> <li>◆ Contact K&amp;C and Westminster to discuss their experience</li> <li>◆ Report findings to Senior Management Team/ Garage Steering Strategy Group</li> </ul>	<p>Members</p>	<p>DH by 30/10/03</p>	<p>Officer Time</p>	<p>Clearer understanding of potential benefits/problems</p>	<p>SMT &amp; GSSG briefed</p>