

Progress on Quick Wins

- (a) *Extending the working day from 8.00 a.m. to 6.00 p.m. to improve customer focus.*
- The working day has been extended until 6.00pm and limited Saturday appointments are being given to tenants. This service will be fully functional when negotiations with the workforce and unions on terms and conditions of service have been completed.
- (b) *Involving tenants in the development and monitoring of service standards and contractor selection.*
- The Tenants Board have been involved in a number of training sessions and presentations to help them become involved in all aspects of services delivery including:
 - On the 12 April a training session by Peter Hammond Training Provider on Partnering was held explaining what partnering is, what it should deliver and the opportunities for them to be involved in the partner selection.
 - At the Tenants Board Meeting on the 19 April there was a presentation of the Key Performance Indicator software so that the tenants have an awareness of the software and how we would use the information to inform future service delivery and improvement.
 - At the same Tenant Board, tenants were asked for their views on a selection of heating controls, thermostats and radiator valves. Their feedback has informed the materials being purchased.
 - Tenants were invited to the Marketing Day on the 10 May which was followed up by a report to the Tenants Board on 21 June providing feedback on the Marketing Day seeking their views on future involvement, after consideration the board decided they wanted to play a full part in the selection of partners and a meeting has been arranged to agree the route and linkages with the tender panel.
 - The May edition of Hotnews (the quarterly newsletter for tenants and Leaseholders) contained an article on Building Maintenance service standards. We also advertised to recruit tenants interested in becoming members of the task and finish groups.

- (c) *Simplifying the schedule of rates.*
- Completed, SOR reduced from thousands down to around 400 items. This is now being loaded into the financial and reporting systems.
- (d) *Reviewing the bonus system.*
- Negotiations with the workforce and unions are taking place over the removal of bonus.
- (e) *Reviewing the appointment system including installing new software.*
- The new software has been installed and a pilot has been running with the joiners since the 19 June. Each trade will be rolled out over the next few weeks and although there are a few software glitches the team are anticipating a full implementation by August.
- (f) *Reviewing variation orders.*
- Systems are in place to review variations on a regular basis and the reduction in the number of schedule of rate items will greatly improve the position.
- (g) *Introducing limited multi-skilling.*
- Limited multi-skilling has been introduced however this will be extended following the conclusion of negotiations with staff and the unions over contract terms and conditions.
- (h) *Implementing partnering techniques i.e. Rethinking Construction.*
- Following the Marketing Day held on the 10 May a proposed Major Works Programme has been developed for 5 years including the percentage to be partnered. Sample notices to obtain expressions of interest have been developed and both documents are currently being consulted on prior to the relevant adverts being placed shortly.