

Non-Housing Repairs Customer Consultation Plan 2009

Customer Grouping	Timescale of consultation	Method	Number of customers in sample (estimate)	Lead officer	Objective	Service action/ improvement activity based on consultation (if any)	Feedback Method
Construction Services (Client)	January	Meetings	3 Client reps	Peter Brown	<ul style="list-style-type: none"> Involve client in review of Service Standards Involve client in reviewing performance measures Involve client in developing procedures and guidance on allocating repair categories/timescales 	<ul style="list-style-type: none"> Agree revised Service Standards Agree most meaningful and appropriate performance measures Understanding of clients views incorporated into the guidance for allocating repair categories/timescales 	<ul style="list-style-type: none"> Circulated minutes Intranet
Construction Services (Client)	March	Focus group	3 Client reps	Peter Brown	<ul style="list-style-type: none"> Seek clients views on the service provided 	<ul style="list-style-type: none"> Client priorities, suggestions and concerns included in Improvement Plan 	<ul style="list-style-type: none"> Improvement Plan circulated Intranet
End Users	Jan/Feb	Focus groups (in conjunction with Construction Services)	10 end users (e.g. head teachers, school business managers)	Peter Brown	<ul style="list-style-type: none"> Seek end users views on the service provided 	<ul style="list-style-type: none"> End users' priorities, suggestions and concerns included in Improvement Plan 	<ul style="list-style-type: none"> Improvement Plan circulated Intranet
Construction Services (Client)	Monthly (Friday a.m.)	Meeting	10 Client reps	Peter Brown	<ul style="list-style-type: none"> Capture and discuss clients suggestions for improvement 	<ul style="list-style-type: none"> Revised procedures/ adjustments to work plans 	<ul style="list-style-type: none"> Circulated minutes
Construction Services (Client)	Weekly	Meetings	3 Client reps	Peter Brown	<ul style="list-style-type: none"> Give and receive progress updates for project work, costs and maintenance workloads, and discuss any remedial actions required 	<ul style="list-style-type: none"> Agree adjustments to work plans 	<ul style="list-style-type: none"> Circulated minutes

Construction Services' Maintenance Officers (Client)	Weekly	Weekly meeting	13 maintenance officers	Peter Brown	<ul style="list-style-type: none"> Capture and discuss clients suggestions for improvement 	<ul style="list-style-type: none"> Revised procedures 	<ul style="list-style-type: none"> Circulated minutes
Construction Services (Client)	Feb-April	Meetings	3 Client reps	Peter Brown	<ul style="list-style-type: none"> Agree Project Work Plan for 2009-10 	<ul style="list-style-type: none"> Agreed Project Work Plan for 2009-10 	<ul style="list-style-type: none"> Intranet
Construction Services (Client)	Feb-March	Meetings	3 Client reps	Peter Brown	<ul style="list-style-type: none"> Work force planning with regard to number and trades split for Apprentice intake 	<ul style="list-style-type: none"> Appropriate number and trade split agreed for next Apprentice intake 	<ul style="list-style-type: none"> Circulated minutes
End Users (e.g. schools head teacher and business manager)	March June September Dec	Pre Start Meetings	2 end users (e.g. head teachers, school business managers)	Peter Brown	<ul style="list-style-type: none"> Identify any special needs/requirements/ adjustments, and ensure views and priorities of end user are taken into account in planning the onsite work Agree how disruption can be minimised 	<ul style="list-style-type: none"> Understanding of end users views, and any special needs/requirements/ adjustments incorporated into the onsite work plan and Health and Safety Plan 	<ul style="list-style-type: none"> Site specific plans produced and circulated to all relevant parties
School Children	Prior to starting work onsite in term time at a school	Pre start meeting with children	10 School children	Peter Brown	<ul style="list-style-type: none"> Ensure children understand health and safety issues and identify and address any issues/concerns 	<ul style="list-style-type: none"> Children's suggestions and concerns included in the onsite work plan an Health and Safety Plan 	<ul style="list-style-type: none"> Site specific plans produced and circulated to all relevant parties
End User (e.g. School head teacher and business manager)	Month after completing project work	Post contract meeting and survey	2 end users (e.g. head teachers, school business managers)	Peter Brown	<ul style="list-style-type: none"> Gather end users view on how the project went and suggestions for improvement 	<ul style="list-style-type: none"> End users' priorities, suggestions and concerns included in Improvement Plan 	<ul style="list-style-type: none"> Improvement Plan circulated Intranet
Pupil Council	Month after completing project work in a school	Questionnaire	4 Pupil council members	Peter Brown	<ul style="list-style-type: none"> Gather School Children's view on how the project went, what they think of the improvements, and what they think could have been done better 	<ul style="list-style-type: none"> School children's priorities, suggestions and concerns included in Improvement Plan 	<ul style="list-style-type: none"> Letter to school advising what will change as a result of their feedback Improvement Plan circulated Intranet

Colleges and BS trades	March-July	<ul style="list-style-type: none"> Focus team Nomination requests and interviews 	<ul style="list-style-type: none"> 8 BS reps 3 tradespersons and 2 colleges 	Tam Kain	<ul style="list-style-type: none"> Staff involvement in planning the event Capture colleges and colleagues views to inform judging of apprentice of the year 	<ul style="list-style-type: none"> College and colleagues views influence the judging 	<ul style="list-style-type: none"> Reported in News and Views
End User	Ongoing	Satisfaction survey following completion of maintenance work	120 completed surveys	Peter Brown	<ul style="list-style-type: none"> Measure end users satisfaction with maintenance service and our performance against service standards Capture suggestions for improvement 	<ul style="list-style-type: none"> End users' priorities, suggestions and concerns included in Improvement Plan 	<ul style="list-style-type: none"> Improvement Plan circulated Intranet

Other Scheduled Activities:

Activity	When	Lead officer	Description	Objective
Finalise Accounts	January - March	Ian Forman	<ul style="list-style-type: none"> Meet with Construction Services and Q.S. to finalise accounts for year closing 	<ul style="list-style-type: none"> Finalise accounts
Review Intranet	April October	Peter Brown	<ul style="list-style-type: none"> Review Non Housing intranet content 	<ul style="list-style-type: none"> Ensure Intranet up to date
Service Standards	April	Peter Brown	<ul style="list-style-type: none"> Publish performance against Service Standards 	<ul style="list-style-type: none"> Performance reporting
Staff Survey	April-May	Elaine Byrne	<ul style="list-style-type: none"> All staff given time to complete H&BS annual staff survey 	<ul style="list-style-type: none"> Capture views of staff, and identify areas for improvement
Apprentice of the Year	Jan - Oct	Peter Brown	<ul style="list-style-type: none"> Plan & organise event, invite nominations, interview colleagues, judging 	<ul style="list-style-type: none"> Recognition of Apprentices
Work Experience/Pupil Placement	Sept - March	Amanda McKenna	<ul style="list-style-type: none"> Arrange appropriate pupil placements 	<ul style="list-style-type: none"> Raise awareness as career option
PRPDPs	Annual	Peter Brown	<ul style="list-style-type: none"> All staff to have a PRPDP 	<ul style="list-style-type: none"> Assess performance against required behaviours Identify development and training needs Gather suggestions for improvement Recognise achievement
Site Inductions	Prior to start of project work	Peter Brown	<ul style="list-style-type: none"> Site induction for everyone who has to walk on site - including sub-contractors 	<ul style="list-style-type: none"> Ensure everyone on site is aware of the site specific method statements and Health and Safety Plan