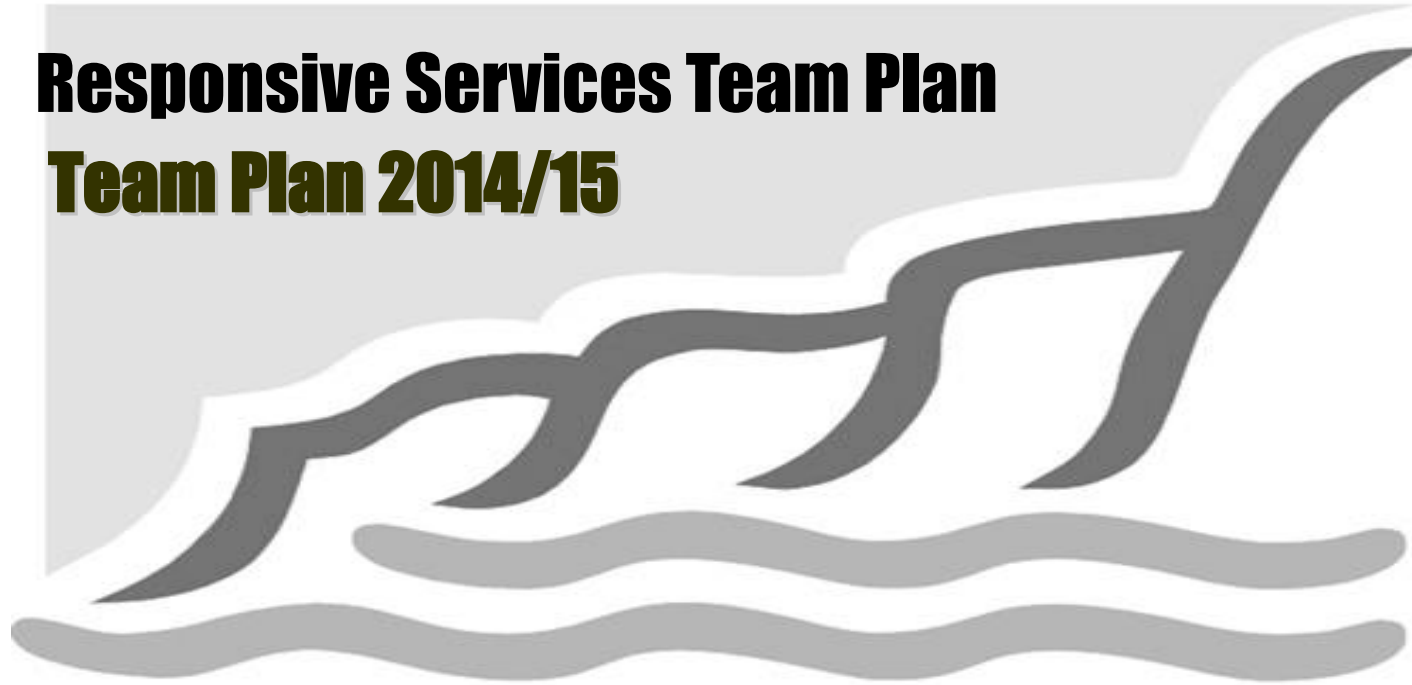


VALE of GLAMORGAN

Responsive Services Team Plan

Team Plan 2014/15



BRO MORGANNWG

Team Manager	Glyn Davies
Service Plan	Housing & Building Services
Date signed off	
Signed off by	Hayley Selway

Outcome 1:	Aiming to be “THE CONTRACTOR of CHOICE”
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Objective 1:	to deliver Best Value in all aspects of Responsive Maintenance Repairs
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Context for this objective:	to provide an efficient, cost effective, safe and high quality product for the client through strict financial and resourcing controls
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Ref.	During 2014-15 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
1a	To constantly improve customer and client perception and expectation by the implementation and regular review of “Control & Monitoring” procedures, to ultimately achieve a better than 90% average in terms of client satisfaction.	Achieving of K.P.I.'s to acceptable levels Achieving greater client satisfaction	High	Glyn Davies	April 2014	March 2015	Responsive Management team	Ongoing process through monitoring systems Introduction of phone surveys has increased levels of satisfaction reporting and allows for instant post inspections to be made if client 'unsatisfied' with repairs
1b	Introduce new designated ‘planners’	Controlled mobile diaries	High	Glyn Davies	April 2014	March 2015	New posts	Posts commenced 5/5/14

		Increased productivity Reduced 'down time' Accountability Greater client satisfaction						
1c	Introduce monthly budget and 'status 10' Monitoring to control financial status inclusive of meetings with finance management team	Measured Accounting Streamlining, and the efficient application of resources Greater budget control Cost effective and efficient service Individual accountability	High	Glyn Davies	April 2014	March 2015	Responsive management team	Measured and controlled budgets allowing more efficient planning and scheduling of repairs Knowledge of budget standing
1d	Introduction of 'electronic' timesheets	Accurate data recording and precise measuring of 'down time' Accurate recording of 'lunch breaks' Reasons for 'down time' can be monitored and reviewed Individual accountability	High	Glyn Davies	April 2014	March 2015	Responsive management team and finance admin support	Now rolled out to all mobile workers and benefits are already being noted i.e. 1 st week showed £2500 of costs that would have been lost using old timesheet recording
1e	To actively improve team efficiency by	Streamlining, and the efficient	High	Glyn Davies	April 2014	March 2015	Responsive management	Introduction of reporting via new

	reducing 'pre-inspections' and increase 'post inspections'	application of resources Cost effective and efficient service Improved KPI's Improved client satisfaction Monitoring of poor performers and documenting of actions taken					team	streams of contact Attendance of MO at CLT Reception at present on Wednesday mornings every other week Attendance at Resident Board Meetings Performance discussed as agenda item at team meetings

Outcome (insert number):	Aiming to be “THE CONTRACTOR of CHOICE”
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Objective (insert number):	to deliver Best Value in all aspects of Responsive Maintenance Repairs
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Context for this objective:	
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Ref.	During 2014-15 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
1f	To improve “Communication”, within our team, and with the client and other departments within the Council.	A demonstrable positive interaction between the Responsive Maintenance and other departments within the Local Authority Cost effective and efficient services Improved client satisfaction	High	Glyn Davies	April 2014	March 2015	Responsive management team, Housing, Property Services, C1V and CLT	Monthly meetings take place across all service teams
1g	Take ownership of the 'Public Buildings Helpdesk'	Accurate repair recording Reduced duplication of work Accurate 'billing' to	High	Glyn Davies	April 2014	March 2015	Responsive management team	Commenced 2/6/14 Good communication between clients and helpdesk with clearer and precise information now being

		clients Cost effective and efficient service Improved KPI's						supplied
1h	Improve productivity and reduce 'downtime'	Increased client satisfaction Increased number of repairs Improved charging Reduction of overhead account Improved KPI's Improved FLS monitoring	High	Glyn Davies	April 2014	March 2015	Responsive management team,	FLS encouraged through team meetings to assist and advise in target setting Resource monitoring through team meetings Analysing downtime data to understand reasons and solutions
1i	Reduction of jobs issued to external contractors with a view to carry out repairs in house	Increased income Increased work loads Greater control of budgets Reduced risk of breaching procurement regulations	High	Andrew Treweek/Glyn Davies	April 2014	March 2015	Responsive management team	Authorisation now required prior to issuing jobs to external contractors Specialist works only

Outcome (insert number):	Aiming to be “THE CONTRACTOR of CHOICE”
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Objective (insert number):	to deliver Best Value in all aspects of Responsive Maintenance Repairs
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Context for this objective:	To provide a ‘Whole Team’ ethos making every team member feel valued and included to deliver a quality service
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Ref.	During 2014-15 we plan to:	Outcomes we’ll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
2a	Implement monthly 1-2-1 meetings with office based staff	To ensure team and individual targets are clear and concise and encourage proactive approach by all	High	Glyn Davies	April 2014	March 2015	Responsive Management Team	Ongoing process
2b	Introduce Monthly team meetings	Provide greater team ethos, encourage proactive views from all team members to improve service delivery	High	Glyn Davies John Butler	April 2014	March 2015	Responsive Management Team	Team meeting dates have been set and kept with full minutes distributed to all team members along with agenda’s for up coming meetings

2c	Introduce quarterly 1-2-1 meetings with all members of the front line staff	to ensure clarity of focus to team service commitments and to encourage proactive approach to addressing any deficiencies	Medium	John Butler John Tierney	April 2014	March 2015	Responsive Management Team	Ongoing process
2d	Introduce FLS focus group	To assist in identifying team needs To discuss 'van stock' requirements Identifying areas of concern	Medium	John Butler John Tierney	April 2014	March 2015	Responsive Management Team	Ongoing process

Outcome (insert number):	
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Objective (insert number):	
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Context for this objective:	
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Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress

Outcome (insert number):	
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Objective (insert number):	
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Context for this objective:	
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