

Continous Improvement Group Action Plan

Project title: 100 Day Challenge
 Prog. Title (if applicable): Harrow decent homes
 Project Director: JP/RJ
 Project Manager: BC



| Key: | Owners: | Last Update |
|------|----------------------|-------------|
| RJ | Richard Jackson | 27/03/08 |
| JP | John Philips | 20.02.2008 |
| FB | Francesca Byrne | 20.02.2008 |
| JM | John Muir | |
| WDA | William Dadoo-Ankrah | 20.02.2008 |
| MF | Michael Farquharson | 27/03/08 |
| CB | Christopher Bunker | 01/04/08 |
| AA | Alan Arthy | 27/03/08 |
| COC | Christine O'Connor | 27/03/08 |
| JF | Julian Francis | 20.02.2008 |
| MD | Michael Dowling | 19.02.2008 |

| Task | | | | | Update Report | | |
|------|---|--|-------------|-------------|---|---|------------------------|
| No. | Challenge | Description | Responsible | Accountable | Progress as at:- | Actions for next period | Action Deadline |
| 1 | The Kier Team Pledge | On each of the sites we have all team members including staff, operatives and subcontractors will pledge to deliver best decent homes | MF | FB | Area 6 complete, Areas 1-5 dates arranged with TRAs | Events to be planned with property services and housing (communications meeting - we 25.02.2008 (Mike Brown, Carol Yarde, Francesca Byrne. Continuous discussion through Residents / TRA's meetings. | Complete / Operational |
| 2 | Information / Care Packs | Coordinated Information packs for residents (Boxes) | MF | FB | | Will advise next week spoke with RLO last week | Complete / Operational |
| a) | Before works | Outline of what works will take place, when, who to contact, what you will expect to happen- how to look after your new appliances etc | MF | FB | Format produced, initial changes made | Information pack has been developed and with FB, to be reviewed and signed off at communications meetings. Update required | Phase 2 |
| b) | After works | welcome packs (Boxes) | MF | FB | No evidence at the moment | None. Complete / Operational. MF to provide update after information received from RLOs | Complete / Operational |
| 3 | Fortnightly surgeries on all sites to meet the team | An opportunity to meet the team and discuss any issues. Book appointments | SG | MF/AA | Partially Complete | Partially complete. Co-ordinated and advertised - liaison with PS and Housing. Update for next meeting, visits are happening | Partially Complete |
| 4 | Kier customer care line. | dedicated customer care line available for customers. Kier Email Address for client / customer communications now operational. "harrow.customerservices@kier.co.uk" | COC | JP | Complete / Operational | Care line complete / operational. Kier Email Address for client / customer communications now operational. "harrow.customerservices@kier.co.uk" Circulation of Email address required. MF to provide update next meeting on volumes and findings. | Complete / Operational |
| 5 | Can I help? | Whilst work in progress you will be visited daily by your RLO. | AA | MF | Complete / Operational. Monitor. | Started - (Development / improvement of monitoring process / appointment systems in progress. Standard answerphone message for all staff now in place. Part of AA inspection feedback next meeting. MF to monitor | Complete / Operational |
| 6 | We will ring you to check how we are doing during the work. | During the work you will receive a phone call each week to ensure that we are delivering service requirements and customer is satisfied. | COC | JP | Complete / Operational. Ongoing - monitor | MF to provide feedback on RLO daily monitoring sheets to include log of calls made to customers, in addition to log of visits made. | Complete / Operational |
| 7 | Customer Care Kier Master classes | All Kier people will attend weekly classes on customer care to reinforce Kier Values: 1) keep that appointment 2) Remember its a home 3) Be polite and smile 4) Be safe 5) Be excellent neighbors 6) Do a job you can be proud of 7) Be aware of the environment 8) Be part of the community | FB | RJ | Kier operational therapist seconded for project | Phase 2 training requirements being programmed | Phase 2 |
| 8 | Help with packing | We will deliver boxes to help with packing and offer to help. | RLO | MF | Complete / Operational. Ongoing - monitor | Quality process to be implemented | Complete / Operational |
| 9 | End of day kitchen and housekeeping check . | Kier DLO staff will be visit your property to ensure that we leave it clean and tidy each day whilst work is in progress. Called the Kier Rangers | MD | JM | Area 4 to begin pilot 28.02.2008 | Pilot to occur - with view to role out service throughout contracts at Phase 2 | Phase 2 |
| 10 | Resident Respite | Respite areas will be made available whilst work in progress | WDA | JF | Project manager assigned to complete - option of mobile respites to be used due to nature of property geographical spread | All areas to have access to Kier quality respite areas. Area 5 has no furniture - to be discussed next meeting, restructure imminent | Complete / Operational |
| 11 | Newsletter | Introduction news letter to explain who your local team is - followed by monthly newsletter | AA | FB | Draft format designed - areas to contribute | To be agreed with PS and Housing at communications meeting - to be completed and distributed . AA / FB to discuss. | Phase 2 |
| 13 | Show room and warehouse | Dedicated material depot for kitchens and bathrooms including a show area. Improve supply chain logistics and display choices for tenants. | JF / mb | JM / JP | | Partially complete - Warehouse found - services to be introduced. Barrat way showroom operational w/c 24/03, Additional Local depot now sourced to bring service in to the Borough | Complete / Operational |
| 14 | Dedicated Director | The Kier Director for Harrow will make weekly visits to sites to visit team and community - available to discuss | MF / FB | JP | Complete / Operational. Ongoing - monitor | Visits to be planned and communicated | Complete / Operational |
| 15 | Customer survey on completion | Customer survey to be given to all residents on completion of jobs. Process determined for completion and collection of survey. Data collection devised. | MF / RLO | JP | Complete / Operational. Ongoing - monitor | Ongoing - monitor | Complete / Operational |
| 16 | Performance Published | Customer satisfaction to be published in each area | COC / FB | JP | format devised and given to LBH for review | format to be agreed and signed off. Distribtuon to be agreed. | April |
| 17 | Mobile phones issued for TRAs | Mobile phones with pre programmed numbers to be issued to TRAs | MF | FB | Service communicated to TRAs - distribution began | Partially Complete. Remaining TRAs to receive /decline mobile phones. MF to provide feedback on level of feedback, service improvement. | Complete / Operational |
| 18 | Vulnerable Residents and lone working | Service for vulnerable tenants to be developed with Harrow and interested parties. | FB | RJ / JP | Research occurred - | Benching marking and consultation to take place to introduce process and associated training package. Steering group to be formed | Phase 2 |