

Customer Involvement Monitoring Form

Project Title:	Asset and Partnering Service Review Groups
Topic:	<ol style="list-style-type: none"> 1. How could we assist residents when preparing for the Improvement Programme? 2. What does LOCAL mean when appointing Contractors to complete Herefordshire Housing's Improvement Programme? 3. Agreeing model answers to be used when assessing a contractor for quality through the quality tender assessment and/or contractor interview 4. Format for the Internal Improvement Programme DVD 5. Discussion on Five Year Improvement Programme
Date Consultation took place:	23 rd July 2008
Department:	Asset and Partnering
Who was involved?:	Members of the Asset and Partnering Service Review Group. Roy Adams, Elaine Angell, Jo Anscombe, Ron Kemp, Michael Jancey, Georgina Lambourne, Margaret Valleley, Shirley Baldwin, Tony Boston Davies, Steve Williams (HHL), Tony Jones (HHL)
Types of Involvement:	Discussion and workshops.
Feedback:	<p>1. How could we assist residents when preparing for the Improvement Programme?</p> <p>The group discussed how we could assist those residents, who were elderly or were not in a position to prepare for the improvement themselves, and/or protect their possessions. Four additional methods for assisting residents were discussed:</p> <ol style="list-style-type: none"> 1. Offering cardboard boxes to be used to pack away residents possessions. These could be re-used. 2. Helping residents pack away their possessions into the cardboard boxes where the resident was elderly or where there was no friends or families available to assist. 3. Ensure that sticky back plastic is laid over carpets to protect them where an internal improvement is being undertaken. 4. Supply five dust sheets per room where an internal improvement is being undertaken

	<p>Action Plan: That these four methods be added to our specifications when completing an internal Improvement Programme.</p>
	<p>2. What does LOCAL mean when appointing Contractors to complete Herefordshire Housing's Improvement Programme?</p> <p>The group discussed the meaning of local when appointing contractors to complete the improvement programme. Four scenarios of where contractors could be appointed from were put to the group:</p> <ul style="list-style-type: none"> • The County of Herefordshire only. • 30 miles radius of Hereford City which would include Gloucester, Cheltenham, Worcester, Kidderminster, North to Craven Arms, West to Llandrindod, South West to Cwmbran. • 60 miles radius of Hereford City which would include Wolverhampton, Birmingham, Coventry, Swindon, Bristol, Cardiff, Shrewsbury. • Neighbouring Counties. This would pick up Shropshire, Monmouth, Gloucester, Worcester, Powys. <p>The group did not offer any further scenarios and their comments were as follows:</p> <p>The County of Herefordshire only. This would be ideal and should be the goal wherever possible. However, it might be too restrictive and could limit the contractors Herefordshire Housing could use.</p> <p>30 miles radius of Hereford City. The group felt that this was the best compromise and would allow Herefordshire Housing to source sufficient contractors to tender works.</p> <p>60 miles radius of Hereford City. The group felt that this was too large an area to source contractors and that a number of contractors would be appointed from large conurbations. This may result in residents being affected by the work force turning up late and leaving site early. They may also be affected by travel problems.</p>

	<p>Neighbouring Counties. Again the group felt that although contractors from neighbouring counties was a good idea that contractors could still be travelling large distances, for example, from North Shropshire which would be as far as appointing a contractor from Coventry with worse roads to travel along.</p> <p>Action Plan: Where possible Contractors should be appointed within a 30 mile radius of Hereford City and ideally from the County of Herefordshire. However, where there is a large “Partnering” type tender, or where the work element is of a type that is not completed by “Local” Contractors, then Contractors outside of this area could be used.</p>
	<p>3. Agreeing model answers to be used when assessing a contractor for quality through the quality tender assessment and/or contractor interview</p> <p>Following the service review meeting on the 23rd April 2008 where a list of proposed quality assessment questions was agreed. The group discussed and agreed some of the model answers that would form the assessment.</p> <p>The model answers are attached at the end of this form.</p> <p>Action Plan: That the model answers be used to assess both the quality assessment and contractor interview</p>
	<p>4. Format for the Internal Improvement Programme DVD</p> <p>The group re-viewed the Hartlepool DVD which was the preferred choice of the service review group last year. The group discussed the format of Herefordshire Housing’s new DVD. They decided that the DVD should include the following:</p> <ul style="list-style-type: none"> • There should be a mix of resident’s views who should be filmed talking rather than answering a question. • They liked the idea of a presenter, however, if this was costly and could not be accommodated within the budget than a presenter should not be used. • It should include how any “Snags” would be dealt with.

	<ul style="list-style-type: none"> • Internal Improvements (Kitchen, Bathroom and Re-wiring) should also include new external doors, roofs, etc. However, if this was too costly then the DVD should just contain internal improvements. • It should show the choices on offer in detail, perhaps with samples or full kitchen on show. • The use of dust sheets should be shown detailing how many sheets should be offered. • The handover procedure and questionnaires issued to residents needs to be included and explained. • Before and after shots to be used. • The re-wiring options needs to be shown describing the differences between conduits and chasing including the dust produced. • Show adaptations and explain the process for requesting one. • Health and Safety should be discussed more and explained. • Talk to HHL colleagues who would help to explain the process. • Describe clearing up on site, taking tools away each night, do not charge battery operated tools and site hours. <p>Action Plan:</p> <p>That the above be included within a specification for appointing a DVD consultant.</p>
	<p>5. Discussion on Five Year Improvement Programme (See Appendix 1)</p> <p>The group were shown the final version of the five year programme that was agreed by Board on the 22nd July 2008. The presentation was to remind the group of their discussions held at the 23rd January 2008 meeting and their recommendations made to the Asset and Partnering Manager.</p> <ul style="list-style-type: none"> • The overall five year budget has been reduced from 47

	<p>million in January to 44 million in July. This was to ensure that the company complied with the agreement that it has with its external funder. The bulk of this saving has been made by moving the budget for the proposed work to the non-traditional properties to start in year five. This was agreed following talks with an external consulting engineer who informed us that so long as we protected the concrete properties with a paint system, that they would last an additional five years before they needed to be clad. This also allowed us to increase budgets in other areas such as, roofing.</p> <ul style="list-style-type: none"> • Increase the energy efficiency measures. This was increased from 25 k to 1.3 million. The group were very pleased with this improvement which would help to address fuel poverty suffered by some residents • They were happy that we had left the work to the maisonette blocks and Wimpey NF. • It was explained that additional monies had been placed within the estate improvement/Communal buildings/areas element increasing this from 2.6 million to 3 million. Again this was welcomed as in January's SRG meeting they had felt that this was important to give a feeling of pride back into the estates. • Aids and adaptations were increased from 659k to 931k. again this was welcomed by the group as this had been increased due to on-going increases in adaptation requests over the last few years. • In addition it was confirmed that all of the properties failing decent homes were planned within this years programme. This was welcomed <p>Action Plan: The group agreed the five year plan and supported the Boards approval</p>
Signed:	Print name:
	Tony Jones, Asset & Partnering Manager
Date:	<i>Date logged on database</i>
Outcomes:	
Signed:	Print name:

Agreeing model answers to be used when assessing a contractor for quality through the quality tender assessment and/or contractor interview.

Model answers

How do you propose to communicate with our customers, keeping them informed of when work is due to start and due to be completed?

- Six weeks before commencing work the contractor is to visit the residents at their home to explain the works.
- One week before commencing work the contractor is to visit the resident at their home to confirm the start date, who will be on site and to confirm that they are still content.
- A kitchen plan is to be drawn up and a copy printed off to be left with the resident.
- A minimum of one phone call, and/or face to face meeting to explain to the resident about any changes or delays.
- A minimum of at least one phone call each day to ensure that the work is proceeding correctly and that the resident is happy.

Do you intent to supply customers with information / literature explaining your process? Do these show a true reflection of the process?

- The SRG was not too concerned that the contractor might not leave/use literature because HHL has a good range of literature to supply residents.
- A letter and or card to be used to confirm the start and completion date and to be left with the resident on site.

What measures do you take to protect customer's possessions? How do you intend to manage customer's furniture, ensuring that it does not get damaged and does not hinder your work?

- Explain to the residents to prepare for the improvement works and pack away all valuables so that they do not get damaged or in the way of the contractor.
- Contractor to help move furniture where resident is elderly and/or there are no friends or family locally that might be able to help. Ensure that the contractor moves the furniture back when the work is completed or at the end of each working day.
- Possessions could be moved into the middle of the rooms but must be moved back each day.
- Steel cabinets to be used on some properties where the resident has a lot of furniture/possessions and that they would get damaged or the contractor would need to have more access and this would help.
- Do not put tools on furniture.

- The contractor must use plenty of dustsheets, which must be clean. The contractor is to issue residents with their own additional dustsheets for them to use to help protect their possessions.
- If possessions get damaged then the contractor is to replace in a reasonable amount of time.
- Contractor to hold regular meetings with all site operatives and new starters to explain how the work is to be completed and the quality standard.
- Do not start work until all furniture is protected.

How do you propose to manage the work on a day to day basis? On what frequency will carry out onsite visits?

- The contractor is expected to be on site each day and especially in the afternoon to ensure that the resident is happy with the work that day and that everything is working correctly.
- Site Manager to be on site to answer any questions that the residents might have, face to face would be best but available on the phone would be sufficient as long as phone call is answered.
- Check all site operatives ID badges and ensure that they wear them

How do you intend to supervise the work? How would you manage the work carried out by subcontractors?

- Contractors site manager is to control and oversee all sub-contractors and site operatives.
- Site manager to be on site to check that the work is completed correctly and to the agreed quality
- Complete a test property to set the standard. Take all sub-contractors around the test property to ensure that they understand the quality expected.
- Ensure all site operatives turn up on site as agreed and contact them to ensure that they are attending site as agreed.
- Ensure work is completed in accordance with HHL contractor code of conduct. Ensure that the sub-contractors are shown and understand the code.

What are your procedures for cleaning and removing rubbish from site? What frequency is this based on?

- Rubbish should be removed daily, skips should be clean and removed from site when full.
- The contractor is to have a dedicated person to visit site daily to ensure site is clean and rubbish taken away.
- Ensure work is completed before moving onto the next site or works.

- All site operatives to have cleaners and cleaning equipment. Or contractor could use a dedicated cleaning firm to ensure property is clean.
- Cigarette butts not to be left in the road.