

Joint Service Action Plan								
Action	Improvement Theme	Target/Aim/Outcome	Planned Start Date	Due Date	Responsibility	Assigned to	RAG ratings	Notes
Establish arrangement for operational cover for staff absence	Resource management	> Cover in place for medium and long term absence > Client Team notified of all staff absence over 3 days	02.07.18	31/07/18	Wettons	Falvio DeJesus		
Establish operational arrangement for the removal of graffiti and emergency cleaning	Quality standards	> Management information provided on works required > Images to be provided to Client illustrating before and after > Cost agreed with Client if works generates additional cost	02.07.18	02/07/18	Wettons	Falvio DeJesus		
Develop annual deep cleansing programme	Quality standards	> Deep cleanse programme provided to the Client Team for sign off > deep cleanse programme on communal notice board > Resource aligned to ensure delivery of the deep programme	02.07.18	31/07/18	Wettons	Falvio DeJesus		
Develop bi-annual cobweb removal programme for internal communal areas	Quality standards	> Cobweb removal programme provided to the Client Team for sign off > Cobweb removal programme on communal notice board > Resource aligned to ensure delivery of the cobweb removal programme	23.07.18	31/07/18	Wettons	Falvio DeJesus		
Review the handling of communal repairs	Health and safety	> Communal repairs completed within agreed SLAs > Communal repairs (those that falls outside contract remit) reported to BHM within agreed SLAs	02.07.18	31/07/18	Wettons	Falvio DeJesus		
Implement the new health and safety inspection programme	Health and safety	> Health inspection carried within agreed schedule > Output from the H&S inspection provided to the Client using the required format	23.07.18	31/07/18	Wettons	Falvio DeJesus		
Review handling of formal complaint and service request	Quality standards	> Clarity provided pertaining to the handling of formal complaint > Establishment of learning from complaint protocol put in place to drive ongoing improvement		31/08/18	Brent Housing Management	Eric Adetifa		
Develop joint inspection regime between Brent Housing Management and key stakeholders	Contract compliance	> Improved joint improvement opportunities between Wettons and BHM > Improve customer and stakeholder engagement	02.07.18	31/08/18	Brent Housing Management	Falvio DeJesus		
Introduce the new performance management framework	Quality standards	> More structured way of identifying and delivering improvement to the service > More consistent way of benchmarking local performance with peer organisation	02.07.18	02/07/18	Wettons	Falvio DeJesus		
Develop contingency plans to minimise and manage supplier failures	Contract compliance	> Contingency in place to mitigate any risk associated with sub contractor failure	02.07.18	31/08/18	Wettons	Clive Robinson		
Carry out review of the management of information on communal notice boards	Quality standards	> Better communication with residents on service delivery arrangements	02.07.18	31/07/18	Wettons	Falvio DeJesus		
Develop improvement plan to converge quality standards from bottom to top quartile	Quality standards	Operational plan established to show actions in place to address service delivery issues identified from the range of inspection regime and customer feedback	02.07.18	31/07/18	Wettons	Clive Robinson		Develop quality inspection management information to provide results by Estate and new Neighbourhood Areas using Estate Performance Management criteria in line with Housemark system.
Consider the cost increase proposal provided by Wettons	Financials	Consideration given to cost proposal against value for money principle and comparison with market	01.04.18	01/04/18	Brent Housing Management	Troy Francis		Price increase agreed and backdated to 1st April 2018