

Standards & Procurement

Service Excellence Plan 2009/10

BHP Business Plan Objective: Demonstrate value for money to residents by the efficient procurement of all contracts and ensure residents are involved in the decision making of all contracts awarded					
Target	Task	Who	By when	Milestones	Impact and cost assessment
New services and contracts due for renewal are tendered within agreed timescales	Assess options for delivery of building cleaning and ground maintenance services and finalise new arrangements in South Kilburn	JR	05/09		M/L
	Implement updated annual Procurement Plan	JR	31/3/10	Annual plan agreed at BHP board 26/2/09	L/L
	Tender and evaluate submissions for external works at Brentfield	LS	06/09		M/M
	Update responsive repairs documentation to support new working practices between BHP and Linbrook	LS	06/09		L/L

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Demonstrate value for money to residents by the efficient procurement of all contracts and ensure residents are involved in the decision making of all contracts awarded

Target	Task	Who	By when	Milestones	Impact and cost assessment
	Finalise specification for fire services contract, consult leaseholders, tender	LS	12/09		M/L
	Assess report on Travellers' Site from independent consultant, consider options and tender service if required.	LS JR	12/09		M/M

BHP Business Plan Objective:
Continue to be able to demonstrate we are at the cutting edge of new technological developments; our IT systems are accessible to and reach the majority of our tenants and leaseholders; and our staff are well trained in the use of new technology

Target	Task	Who	By when	Milestones	Impact and cost assessment
ICT strategy is focused on business needs	Maintain up to date IT Strategy, work programme, and bi-monthly ICT Development forum	MD	Ongoing		M/L

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Target	Task	Who	By when	Milestones	Impact and cost assessment
	Develop project control methodology for management of IT projects through controls on inception, objectives and resources.	MD	31/8/09		H/L
	Assess current use of shared areas, develop BHP classification system and prepare BHP records for migration to MS Sharepoint	AOS	31/12/09		H/L
	Investigate with Finance team options for paperless invoicing and use of Oracle e-procurement module and assess efficiency savings	AOS	31/3/10		M/M

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Target	Task	Who	By when	Milestones	Impact and cost assessment
	Support review of database for leasehold services, assess continued use of Prelude system and other systems available and agree most effective and cost efficient way forward	MD	30/9/09	Northgate service charge module demonstration 11/3/09 Site visit Gemini 04/09	L/M
	Set up bi-monthly Northgate user group as forum for user issues and Northgate developments e.g. roll-out of v6	KB	30/6/09	First user group meeting to take place by 30/6/09	H/L
IT systems to support efficient use of resources and reduce paper records	Complete Northgate enhancements to support Lean working in liaison with Technical Services, Linbrook and ITU	AOS	30/6/09		H/L
	Set up bi-monthly EDM user group as forum for user issues and developments	AOS	30/6/09	First user group meeting to take place by 30/6/09	H/L

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Target	Task	Who	By when	Milestones	Impact and cost assessment
	Finalise new set up on Northgate repairs for Lean process with support from consultant, train users and update work instructions with new process	KB	30/6/09	Test system installed 31/3/09 User training 16-30/4/09 Live 5/5/09	H/L
	Complete mobile solution testing with Neighbourhood Services, liaise with Kirona & ITU to implement agreed changes set up users and support live use	KB	30/6/09		H/L
	Investigate with ITU and Northgate current processes for automated letters and options for savings images direct to domdoc	AOS	30/9/09		M/H

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Target	Task	Who	By when	Milestones	Impact and cost assessment
	Promote usage of InfoSupport system for HR team, assist HR in developing usage of online features	KB	31/3/10	InfoSupport demo 10/3/09	H/L
	Support BHP users in migrating email to MS Exchange, ensure adequate briefings and training for staff.	MD	30/9/09		M/L
	Implement rent escalation policy, manage input of external consultant, update work instructions with new processes	KB	30/4/09	User training 1-9/4/09 Live 16/4/09	H/L
Internet & Intranet used effectively to share information and help residents to access to services	Assess Northgate self-service module, replace Interfinder with self-service repairs screens and implement tenant access to rent account screens to meet e-government standards	KB	30/9/09	Agree and development of test version of Northgate self-service module 30/4/09	M/H

BHP Business Plan Objective:**Provide an excellent service which meets the requirements of customers and the regulators**

Target	Task	Who	By when	Milestones	Impact and cost assessment
Resident views on services provided by BHP are tested regularly and action taken to resolve issues arising	Manage quarterly programme of Mystery Shopping, report to members and managers, recruit new resident volunteers	NS	Quarterly		H/L
Support 24 hour access to services	Implement Business Continuity arrangements to use remote access in times of bad weather/other emergencies to update website with urgent notices.	KB	31/3/09		H/L
Reviewed services demonstrate value for money	Lead on review of Legal Services, report findings to board, assess value for money and implement action plan	AV	31/3/10		H/L

BHP Business Plan Objective: Provide an excellent service which meets the requirements of customers and the regulators					
Target	Task	Who	By when	Milestones	Impact and cost assessment
	Review Health & Safety staffing, summarise future options for shared arrangement with KCTMO for consideration by Director of Finance	MB	30/4/09		M/L
BHP practices comply with business standards and staff are aware of obligations	Maintain effective procedures and communication to ensure BHP meets health & safety criteria	MB	ongoing		M/L
	Implement Communicare mobile phone service for lone workers and update BHP procedures for consistency with new lone working practices	MB	31/3/09	User training 11/3/09	M/M

**BHP Business Plan Objective:
Expand our business, both in terms of more services provided for the people of Brent and beyond, directly or via the council, and in terms of taking a more active role in regeneration and redevelopment**

Target	Task	Who	By when	Milestones	Impact and cost assessment
External work and collaboration with other organisations generates income and reduces costs	Manage phone mast leases and maximise income in liaison with residents	MB	ongoing		M/L
	Finalise agreements with other LAPN members for Digital TV Aerial services and award contracts	LS	09/09		L/L
	Provide consultancy and let contract for Canning Town TMO	JR	12/09		M/L
	Set up LAPN approved list for refurbishment works for 5 years	LS	06/09		L/L
	Continued advice to LAPN on development of contract documentation and other tasks as required.	LS	ongoing		L/L
New services developed to achieve efficiency and best use of	Develop bid for insulation programme in liaison with Property Services	JR	02/09		H/L

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Target	Task	Who	By when	Milestones	Impact and cost assessment
available resources	Support new initiatives particularly acquisition of new properties and tender for new build contracts	LS	ongoing		H/L
	Support Neighbourhood Service team in implementing scheme for recycling on estates, subject to successful funding bid	JR	09/09		H/L

BHP Business Plan Objective:
Provide a service planned around the needs of Brent's diverse community which promotes community cohesion

Target	Task	Who	By when	Milestones	Impact and cost assessment
All staff have clear performance objectives and training and development opportunities	Maintain annual appraisals and quarterly 1 to 1 s for staff	MD/LS/ JR/MB/ AOS	ongoing		M/L
All residents have equality of access to services and communal facilities	Prepare report for consideration by DMG on problems with making DDA compliant the meeting room at Marley Walk	MB	31/5/09		M/H
	Provide assisted decorations to priority cases in liaison with AHBs (£149,000 budget)	MB	ongoing		M/H
	Arrange assessment of website for Plain English and against new accessibility standard	KB	30/9/09		M/L
All contractors can demonstrate compliance with BHP equalities policy and support its implementation	Maintain programme of audits of contractor compliance with equalities requirements and report to members	JR	annual		M/L

Key for personnel

Abbreviation (initials)	Post Holder (name or title)
MD	Mike Dwyer
JR	Jennie Rosenthal
LS	Linda Saunders
MB	Mick Buttle
AOS	Anne O'Sullivan
AV	Ash Vyas
NS	Nina Sharma
KB	Kevin Braganza