Goa	Goal: To increase resident satisfaction with the Grounds Maintenance and Cleaning contracts.					
No			Timescale			
NO	Issue	Action (what will be done)	rimescale	Status	Notes	
1	Lack of performance information	Customer surveys to be reviewed and then undertaken by CRT to ensure consistency and improve uptake.     Surveys reviewed and lessons learnt.     Call backs / feedback to residents where there's dissatisfaction.	Nov-17	Complete.	Review of survey carried out and amendments made. Surveys now on Survey Monkey and also carried out by CRT on telephone. Increased returns being received. Call backs / feedback given where there's dissatisfaction	
2	Non published cleaning standards	Service standards to be produced and published.	Mar-18	Partially Complete	Cleaning service standards produced (working with Comms.) and to go to GMT in Feb. for approval. Include QR code linking to website and website address. Will be put in all communal noticeboards once approved, included in the Voice and consideration of inclusion with rent statements. Update 22.2.18 Standards approved by GMT. Will be published in Sprin edition of Voice magazine. New noticeboards on order to allow standards to be displayed in all blocks of flats.	
3	Non published grounds maintenance standards	Service standards to be produced and published.	Mar-18	Partially Complete	Grounds Maintenance service standards produced (working with Comms.) and to go to GMT in Feb. for approval. Include QR code linking to website and website address.  Will be put in all communal noticeboards once approved, included in the Voice and consideration of inclusion with rent statements. Update 22.2.18  Standards approved by GMT. Will be published in Spring edition of Voice magazine. New noticeboards on order to allow standards to be displayed in all blocks of flats.	
4	Limited resident involvement in monitoring contracts	Residents will be involved in monitoring the contracts using a 'Menu of Engagement' approach. 1.Call those involved in scrutiny (that consented to contact) to update and discuss opportunities. 2. Small event (possibly Easter), to promote opportunities to more diverse resident base. 3. TQT around Estate Services, both to promote opportunities and raise awareness.	1. 1st Feb - 18 2. Apr - 18 3. Mar - 18	1.Complete 2. Ongoing 3. Ongoing	Three meetings between Estates Services and Community Development have taken place. Agreed the way forward and more detailed planning now underway 1. All involved in scrutiny contacted by phone.  2. Easter event booked to take place on Harebreaks Estate on Tues 10th April - fun event to attract children during Easter Holiday and to then try to engage parents about involvement opportunities.  3. Event (28.2.18) postponed due to weather.	
5	Informal contract management	1. Staff monitoring of the contract to be reviewed, and clear guidelines (including photos) to be produced to ensure contract standards are clear and monitoring is consistent. Scoring matrix to be produced to give performance % for contract compliance.  2. Residents to be encouraged to attend contract meetings (as part of the menu of engagement).  3. Core group meetings to be set up in addition to operational contract meetings.  4. Meetings to be reviewed e.g. structure, agenda etc.  5. KPI's to be reviewed to ensure robustness and to form part of core group meeting agenda.	1. Feb - 18 2. Apr - 18 3. March - 18 4. March - 18 5. March - 18	Partially complete.     Ongoing     Ongoing     Ongoing     Ongoing     Partially complete     Ongoing	Photos have been produced. Draft scoring matrix produced, needs finalising. Staff training to be undertaken.      New agenda now in place .	
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