

CHA/CCC JOINT PROJECT PLAN – HOUSING DIRECT SERVICES ORGANISATION TRANSFER

TASK	RESPONSIBILITY	TARGET DATE	COMMENTS
◆ STAFFING			
- Appointment of Head of Asset Management	CHA Board	Commence May 2003	For board report
- Update TUPE listings of transferring employees forwarding details to CHA on a monthly basis	M Mark – CTS Support Services	Ongoing	Recruitment protocol already agreed between City Council and CHA
- Assess Apprentice requirements for summer intake	M Thompson – Works General Manager/D Raper – CHA	31.05.03	
- Relevant employee details to be forwarded to the Actuary and County Council Superannuation Section	J Cross – Member & Employee Support CCC	30.06.03	Details of changes due to recruitment and employee departures to be forwarded to Actuary and Cumbria County Council on a monthly basis up to 30.09.03
- Disclosure letter to be issued by the Council to CHA in respect of DSO employees	J Cross – Member & Employee Support CCC	Not later than 01.09.03	Wording of the disclosure to be agreed with CCC's Head of Legal and Democratic Services.
- Undertake skills audit of transferring DSO Support Service employees and evaluate resource requirements for revised administrative arrangements	M Thompson – Works General Manager	30.06.03	

♦ STAFFING (Continued)	RESPONSIBILITY	TARGET DATE	COMMENTS
- Identify skills profile required by CHA and develop a training programme	M Thompson – Works General Manager in liaison with Contract Managers and Supervisors	31.08.03	Personal Development interviews to be held where appropriate and a training plan to be developed for approval
- Formulate a staff consultation process for the purpose of developing an integrated Post Transfer Asset Management structure	T Bramley/Head of Asset Management in liaison with Repairs/Improvement Sub Group	30.06.03	Trade Union involvement required
- Develop options for integrated structure including grades/costings	T Bramley/Head of Asset Management in liaison with Repairs/Improvement Sub Group	31.08.03	Recommendations to be reported to the Board for consideration/approval on 9 th September 2003
- Give ongoing consideration to harmonising terms and conditions for transferring Supervisory and Technical/Administrative Staff	T Bramley/M Battersby – Head of Commercial & Technical Services, Carlisle City Council	Ongoing	Full consultation with relevant staff and Trade Union Officials
- Develop and approve an agreed productivity scheme for craftsmen	Head of Asset Management	To be established	Full consultation with workforce representatives and Trade Union Officials
- Establish acceptable performance outputs for craftsmen in conjunction with the agreed productivity scheme	M Thompson – Works General Manager in liaison with Contract Managers and Supervisors	01.10.03	Full consultation with workforce representatives and Trade Union Officials
- Implement Single Status revisions to Local Agreements for Cleaners	M Battersby in liaison with T Bramley	Prior to 30.09.03	Full consultation with workforce representatives and Trade Union Officials

- Identify new workwear requirements and Logo details	M Thompson – Works General Manager	31.07.03	
- Induct all transferring DSO employees into CHA	To be agreed	During October 2003	
- Develop consultative arrangements with Trade Unions	T Bramley	30.04.03	Relevant DSO Trade Unions are GMB, Unison, TGWU and Amicus
- Develop a protocol for transferring DSO staff working on transfer issues	M Battersby/T Bramley	30.04.03	
- Payroll and Personnel transfer arrangements to be agreed	Payroll and Personnel Working Group	Various Deadlines	Separate Action Plan to be developed by group.

♦ ACCOMMODATION	RESPONSIBILITY	TARGET DATE	COMMENTS
- Identification of options for accommodation	T Bramley & M Thompson in liaison with Hyde Harrington	Report to Board in April/May 2003	
- Contingency plans/interim arrangements to be developed for DSO operations.	M Thompson/M Battersby	30.06.03	These plans will need to incorporate a decision as to whether to invoke CHA's rights to be granted a licence for the extended use of Bousteads Grassing with notice required no later than 31.07.2003
- Transitional arrangements to be instigated for the continued use of Satellite Depots and other premises utilised by the transferring DSO	M Thompson	Various Dates	

♦ PLANT/TRANSPORT AND EQUIPMENT	RESPONSIBILITY	TARGET DATE	COMMENTS
- Final list of Plant, Equipment and Transport Assets subject to transfer to be communicated to CHA	M Mark – CTS	31.08.03	NB Asset replacements agreed by CHA on an ongoing basis.
- Carlisle City Council to assign interests in DSO Plant, Transport and Equipment holdings to CHA	M Mark in liaison with City Council's Head of Finance	To be organised with Head of Finance	The Association will pay the Council on an agreed valuation basis for transferring vehicles, plant and equipment or take over leasing /payment arrangements
- Evaluate new Fleet requirements in the short term and longer term	Head of Asset Management	31.08.03	Exercise will be undertaken as part of the formulation of the Business Plan
- Evaluate plant requirements	Head of Asset Management	31.08.03	
- Agree future arrangements for Fleet Management	Head of Asset Management	31.08.03	Exercise will be undertaken as part of the formulation of the Business Plan
- Instigate revised arrangements for the credit purchase of petrol/diesel for transferring DSO vehicles	M Thompson	01.05.03	
- Agree livery for vehicles transferring to CHA in the short term and the longer term	Head of Asset Management	31.07.03	

- Car loan details to be produced for transferring employees and Sundry Debtors invoice to be forwarded to CHA	A Brown – Head of Finance CCC	01.10.03	Sums to be paid within 28 days of the transfer date or from the date that the invoice is raised
- Car Lease Agreements to be assigned to CHA	A Brown – Head of Finance CCC	01.10.03	Should leasing companies refuse to assign then the City Council will bill CHA annually until the expiry of the lease.
- Set up plant and transport external hiring arrangements for CHA	G Warwick – CTS Contract Manager	30.07.03	

◆ SERVICE DELIVERY	RESPONSIBILITY	TARGET DATE	COMMENTS
- Prepare revised 5 year Business Plan for the post transfer DSO/Asset Management arm of CHA	Head of Asset Management	31.08.03	Work has already started in terms of re-evaluating income and expenditure projections and the development of relevant policies.
- Agree DSO workload for period April/September 2003	T Bramley/ M Thompson	30.04.03	
- Agree revised performance standards on job priority timescales and management reporting requirements up to transfer	CHA Board	30.06.03	Current analysis of performance to be reported to the Board on a regular basis from 13.05.03 onwards
- Develop procurement strategy for Stock Investment	Head of Asset Management	31.07.03	Exercise will be undertaken as part of the formulation of the Business Plan
- Establish the future requirements for a Joiners Shop facility	T Bramley/ M Battersby/ M Thompson in liaison with W Hughes of HCH	31.05.03	Executive report prepared and "in principle" agreement on utilising existing Bousteads Grassing facilities in the short term agreed. Proposals to be scrutinised by HCH
- Review Stores operation and define proposals for revised Stores/Supply chain arrangements	Repairs and Improvements Sub-Working Group	31.07.03	Stores personnel will be involved in the Review process.

- Interrogate City Council Radius Creditors System for names and addresses of all regular suppliers of materials and services to DSO	Head of Finance – Carlisle City Council	31.05.03	
- Forward letter to above suppliers formally requesting credit terms together with bank reference	B Durham – CHA	30.06.03	
- Issue appropriate supplier details to CHA Finance for the purpose of setting up payment arrangements on the Creditors Module of the Sun Accounting system	B Durham – CHA	31.07.03	
- Agree the criteria for the utilisation of Sub-contractors by Asset Management	Repairs and Improvements Sub Working Group	30.06.03	
- Formulate Housing Maintenance Sub-contractors list obtaining up to date references, insurance details, Health & Safety policies etc.	D Nash – Technical Support Officer, CTS Carlisle City Council	31.08.03	Agreement to be made with M Battersby, Head of CTS over utilising existing City Council Sub-contractor details
- Novate/transfer all term contracts for supplies and services carrying out monetary apportionments between the City Council and CHA where necessary	G Warwick – CTS Contract Manager	15.10.03	
- Set up payment details on the Sun Creditors System (i.e. as for material suppliers)	M Thompson	30.09.03	Payment arrangements to be formulated in accordance with the Construction Industries prevailing Tax Deductions Scheme
- Produce all necessary standard	G Warwick – CTS	31.08.03	

documentary requirements for Housing Maintenance Operational working within a CHA environment	Contract Manager/B Durham – CHA		
- Set up Health & Safety Management arrangements to incorporate DSO requirements	T Bramley – CHA	31.07.03	
- Set up revised operational procedures for day to day repairs, voids work and planned maintenance and establish control and work planning systems	Repairs and Improvements Sub Working Group	31.08.03	

♦ CHA CONTRACTS/SLA'S WITH C.T.S.		RESPONSIBILITY	TARGET DATE	COMMENTS
- Buildings Contract	- Update the Schedule of Rates within Contractor Plus and Orchard by the agreed indexation of 4.5% with effect from 01.04.03	M Mark – CTS Support Services Manager and B Durham – CHA	Between 11.04.03 and 22.04.03	Dates relate to the final 2002/03 invoicing deadline and the start of the 2003/04 invoicing process.
- Grounds Contract	- Invoicing methods for fixed measured work and for provisional work to be fully agreed together with any "client" role to be provided to CHA by the City Council's CTS Unit. Liaison and reporting requirements also to be agreed.	M Battersby – Head of CTS and J Hughes – CHA	30.04.03	

<p>- SLA's</p>	<p>- Invoicing methods, CTS/CHA liaison and reporting arrangements to be agreed for the following Service Level Agreements:-</p> <p>Communal Lighting Highways/Environment Enhancements CCTV Management Building Cleaning Drainage Related Works Trade Refuse Collection Fleet Maintenance Street Cleaning and Litter Control</p>	<p>M Battersby – Head of CTS and J Hughes – CHA</p>	<p>30.04.03</p>	<p>It should be noted that there are other Service Level Agreements between the City Council and CHA but which are outside of the remit of Commercial and Technical Services.</p>
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♦ I.T. SYSTEMS			
- Implement necessary revised I.T arrangements prior to the initiation of 2003/04 transactions to facilitate the transfer process	M Mark – CTS, J Neil – CTS Accountant, M Palm – Financial Services CCC & B Durham – CHA	Various Dates prior to or during April 2003	
- Evaluate I.T hardware and software needs	I.T Strategy Group	Various Deadlines	
- Reviewing existing I.T systems utilised by the Housing Maintenance DSO	I.T Strategy Group	Various Deadlines	
- Agree the arrangements for the transfer of jobbing, costing and other relevant information from the City Council to CHA	I.T Strategy Group	31.08.03	
- Download and store prescribed financial and operational information required by CCC/CHA at close of trading on 30.09.03	M Mark – CTS Support Services Manager	On 30.09.03	
- Implement revised requirements including new interfaces in accordance with the local needs of CHA Asset Management and Finance Units and the corporate requirements of the Riverside Group.	I.T Strategy Group	Various Deadlines	
- Establish a disaster recovery plan.	The I.T Strategy Group	Various Deadlines	

<p>- Produce a stand alone I.T Action Plan to be incorporated into the overall Project Plan.</p>	<p>The I.T Strategy Group</p>	<p>Various Deadlines</p>	
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◆ TELECOMMUNICATIONS	RESPONSIBILITY	TARGET DATE	COMMENTS
- DSO B.T. Exchange Lines required for operational purposes by Asset Management and therefore subject to temporary transfer to CHA to be communicated to the City Council for invoicing purposes.	M Thompson	30.09.03	Agreement has been reached with the City Council to allow the continued use of the Featurenet system for DSO staff located at current depots
- DSO Fax Machines transferable to CHA to be communicated to City Council for invoicing purposes.	M Thompson/M Mark – CTS Support Services Manager	30.09.03	Agreement has been reached with the City Council to allow the continued use of Fax Machines linked into the Featurenet system for DSO staff located at current depots
- Administrative arrangements for Call Charges on Featurenet Lines (i.e. telephones and fax machines) to be documented and agreed between CCC and CHA	M Thompson	31.08.03	
- Mobile Telephones rental paid in advance by the City Council to be invoiced to CHA for the period 1.10.03 to 29.02.04	M Mark – CTS Support Services Manager	31.10.03	One year agreement is currently in place with Vodafone terminating in February 2004.
- Administrative arrangements for Call Charges to be documented and agreed between CCC and CHA	M Thompson/M Mark – CTS Support Services Manager	31.08.03	
- Review radio communication requirements for Housing Maintenance operation	G Warwick – CTS Contract Manager	31.07.03	
- Use of Switchboard	-	-	Part of current Facilities Agreement

♦ ACCOUNTING FRAMEWORK/FINANCIAL CONTROL MODEL	RESPONSIBILITY	TARGET DATE	COMMENTS
- Framework and management information systems to be geared to fit in with local CHA and Riverside corporate requirements.	M Thompson/D Ferrie – CHA	Initial meeting April 2003	
- Agree the closing down procedure for the Housing DSO within the City Council accounts	M Mark/A Brown – Head of Finance	31.08.03	

♦ OTHER	RESPONSIBILITY	TARGET DATE	COMMENTS
- Production of a register identifying the risks inherent within the transfer process	T Bramley	31.05.03	
- Review Housing Maintenance stock holdings	Repairs & Improvements Sub Working Group	Ongoing	
- Organise stock-take procedure to be undertaken on 30.09.03	M Mark/G Warwick	15.09.03	
- Organise a meeting involving relevant CHA Insurance personnel, their Brokers (FARR Plc) and the Risk and Insurance Manager (who is to transfer to CHA) to discuss all insurance aspects	B Little – Insurance & Risk Manager	15.09.03	