

#	THEME	HEADLINE	ACTIVITY	PRIORITY	ACTION	SUCCESS CRITERIA / ASSURANCE	RESPONSIBLE PERSON	CONTRIBUTORS	TARGET	STATUS	General Comments
1	Service delivery	Delivery process mapping	Design and agree new Cardo subcontractor process map for planned work streams (kits, baths, roofs etc.)	Med	Implement, roll out and communicate new process chart with all affected parties to ensure clear responsibilities are known for communications, authorizations, ownership etc. variation controls etc.	Improved customer satisfaction, reduction in complaints, faster/more efficient delivery, reduction in DBC intervention time	Sean Kennedy	Dan Thurlow Steve Cooper Kevin Clinton	01-Aug-24	In progress	Dependency on new IT delivery July 24 "Service Connect" Depending on timing of any capitalisation decision made by DBC
2	Service delivery	Identify any changes to types of Cardo work streams	DBC to identify changing service delivery requirements for next 18 months.(damp/mould etc.), priorities in work streams to meet DBC financial constraints.	Low	DBC to provide service delivery/demand requirements for any new work streams/changes to existing work streams. (rev and cap) Cardo to provide proposals as requested. DBC to notify Cardo of any Client implemented changes. Contract instructions and budgetary amendments to be implemented where appropriate.	Clear understanding of who will be doing what giving Cardo ability to plan resources effectively and efficiently.	Dan Thurlow	Sean Kennedy, Tom Sharp	31-Mar-24	Complete	
3	Service delivery	Review cost and delivery capability of Cardo contract structure	Cardo review of management capacity and resourcing numbers to deliver services to DBC required standards	High	Agree structure that delivers VFM and efficiency savings. Structure to focus on current areas of failure and required financial savings/reductions	Improved customer satisfaction, reduction in cost, DBC management intervention time, reduction in costly complaint handling processing and abortive work	Sean Kennedy, James Dougall, Tom Sharp	Dan Thurlow Victoria Coady	31-Mar-24	Complete	Constantly reviewed based on volumes
4	Service delivery	DBC business processes	Review of DBC structure – management and operational	Med	a. Review current processes and how they interact and/or impact on Cardo delivery. B. Propose changes for consideration by DBC management team. a. Implement appropriate processes clearly defining Cardo responsible person/s.	Review may identify potential changes by DBC that could result in efficiency savings being made by Cardo and potentially reducing the cost of overall service	Dan Thurlow	Steve Cooper, Kevin Clinton	01-Nov-24	In progress	
5	Service delivery	Review of Cardo complaints handling processes and capacity	Identify reasons for poor handling of complaints	High	b. Clearer process/s for improved communication and real time updating to customers and management of follow up actions c. Implement agile Cardo staffing capacity for periods of complaints increases or annual leave/sickness. d. Review Root cause analysis and associated processes	Improved customer satisfaction, reduction in cost to DBC, reduction in DBC team intervention time/ resource	Sean Kennedy	Dan Thurlow	01-Aug-24	In progress	Staff on Annual leave to be reviewed for continuity of service. Root cause analysis to be completed
6	Service delivery	Review of quality assurance processes	Cardo to review staffing capacity, skill sets and management processes.	High	Implement adequate management checking and overview of works in progress and on completion.	Pre-emptive identification of poor work/customer service. Pro-active intervention when issues arise rather than reactive follow on after failure/complaints. Reduction in DBC management time dealing with complaints	Sean Kennedy	Dan Thurlow Kevin Clinton Steve Cooper	01-Jul-24	In progress	
7	Service delivery	24/25 capital work stream requirements	DBC and Cardo to agree and provide full year capital work stream requirements	High	DBC and Cardo to provide full requirements/targets by month, quarter and year-end for each capital work stream. Mainly by component numbers (or by value on roofs etc.)	DBC expectations very clear. Numbers required delivered monthly. Performance reporting accuracy. Improved cash flow forecasting for DBC.	Dan Thurlow Sean Kennedy	Kevin Clinton Helen McGregor Steve Cooper	30-Apr-24	In progress	
1	Customer Satisfaction	TLC	Following our earlier presentation to TLC, and the subsequent Maxted Road office visit by committee members, we will again attend a committee meeting to gain further feedback on the Cardo service	High	Measure performance against the 6 Commitments made to TLC - 1. Estate Days: Delivering mobile repairs and reporting for residents, 1 per month. 2. The aspiration to match the demand of damp and mould reports made, with work complete. 3. Reduce the average time for non-urgent repairs from 30 days to below 25 days. 4. Increase the fix first time repairs from 85% to 88%, improve follow on works and improve monitoring process. 5. Increase % jobs passing quality checks, on first inspection of planned works, from 87%to 90%. 6. Embed a "listening culture" to increase customer satisfaction levels across all aspects of the service delivery.	As per KPI data analysis	Sean Kennedy	Dan Thurlow Steve Cooper Kevin Clinton	01-Jul-24	In progress	
2	Customer Satisfaction	Resident Repair Workshops	Invite residents to attend workshops on how to carry out small repairs as per the tenant handbook.	High	Book in "show & tell"workshops regarding repairs	Reduction in repairs	Sean Kennedy	Dan Thurlow Kevin Clinton Steve Cooper	01-Sep-24	In progress	Continuous workshops throughout the year
3	Customer Satisfaction	Resident Engagement	To Engage with residents before, during and after a repair or planned works	High	a. 30 minute call backs b. We haven't forgotten you calls c. Business Cards Satisfaction surveys	Improved customer satisfaction, reduction in cost to DBC, reduction in DBC team intervention time/ resource	Sean Kennedy	Dan Thurlow Kevin Clinton Steve Cooper	31-May-24	In progress	

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1	Performance Management	Review current service delivery customer satisfaction data OPSL	Need to establish effectiveness, validity and value of Cardo customer satisfaction surveys	Med	Review appropriateness, collection method (by Cardo) targeting methodology, selection, timing, accuracy and recording of CSAT data collected by OPSL.	Review should determine whether CSAT info being generated by Cardo accurately reflects customer satisfaction and evidence whether CSAT data is effectively used by Cardo to correlate service failure with Improvement actions. Review should determine if correct measures are being monitored.	Dan Thurlow Sean Kennedy	Victoria Coady	31-May-24	In Progress	
2	Performance Management	Review current service delivery customer satisfaction data DBC	Need to establish effectiveness, validity and value of DBC customer satisfaction surveys	Med	Review appropriateness, collection method (by DBC) targeting methodology, selection, timing, accuracy and recording of CSAT data collected by DBC	Review questions asked to see if OPSL questions need aligning. DBC info to be used for comparison purposes to validate OPSL data. Monthly comparison to be introduced.	Simon Walton	Dan Thurlow Sean Kennedy	31-May-24	In Progress	
3	Performance Management	Review current Cardo monthly performance report	Cardo to devise accurate and concise monthly performance report.	Med	New monthly performance report to be generated based on DBC requirement and relevance only. IK to identify relevant report requirements and format.	Accurate and relevant monthly reporting. Operational Group HSLT and PH briefing	Sean Kennedy	Dan Thurlow, Victoria Coady	31-Mar-24	Complete	Slide Decks approved by DBC

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1	Financial control	Review basket rates	Review basket rate specification inclusions/omissions	Med	Basket rate specifications (and subsequent charging discrepancies) to be reviewed and resolved where needed. Agreement to be reached and costed where/if necessary.	Clarity for both DBC and Cardo resulting in fewer disputes, reduction in management time, prompt payment and better cash flow forecasting	Kevin Clinton Sean Kennedy	Tom Sharp, Darren Pearce, Victoria Coady	31-May-24	In Progress	
2	Financial Control	Weekly cost per unit summary report by Cardo	Real time cost data provision	High	Implement weekly communication reporting for Key items of spend (revenue) showing run rate to budgeted stage and average cost against budgeted cost.	Early warning of projected overspend and/or incorrect budgetary provision. Ability for DBC management team to implement changes where necessary on proactive rather than reactive basis	Darren Pearce	Tom Sharp	31-May-24	In Progress	
3	Financial Control	Quarterly data analysis on spend trends	Proactive delivery/cost data trend mapping	High	Implement monthly trend analysis report for DBC management team. Identify demand/work stream trends and concerns and propose potential mitigation measures. Requirements may be defined/targeted by DBC on monthly basis	Proactive management of DBC spend by Cardo. Early warning and decision making by DBC.	Sean Kennedy, Darren Pearce	Dan Thurlow/Victoria Coady	30-Jun-24	In Progress	
4	Budgetary Management	2023/24 capital slippage	Profile into 24/25 budgets	High	Allocate 23/24 slippage into 24/25 budgets. Re-profile cash flow forecasts	Individual and collective capital projects and spend expectations set and managed accordingly by individual budget holders. Capital programmes amended accordingly by budget holders with revised delivery timescales and accurate cash flow forecasts. Cardo made aware of capital project demand to allow delivery planning and success.	Mark Pinnell, Dan Thurlow, Ricky Lang	Matt Baxter, Tom Sharp, Darren Pearce, Steve Cooper, Kevin Clinton	30-Sep-24	In progress	
5	Budgetary Management	Cardo shared saving	Potential shared saving benefit to DBC tracked effectively throughout the year	Med	Implement process for estimated year end shared savings to be identified each quarter end (six weeks after) Shared saving to be shown in overall budget forecast outturn for revenue and capital expenditure.	Shared saving accounted for in each quarter end management accounts projection of full year expenditure and not omitted as is current practice. Reduced accurate forecast outturn produced.	Victoria Coady, Tom Sharp, Athma Sarma (JRP)	Matt Baxter	15-Aug-24	In progress	
6	Budgetary Management	Capitalisation Policy	Need to establish clear capitalisation policy	High	Obtain approval of capitalisation policy for 24/25. Notify Cardo and all concerned on policy limits etc. Retrospectively change management accounts to reflect rev/cap expenditure to date in line with revised policy. Give clear guidance to OPSL (and others) for future charging. Individual budget holders to reset annual rev/cap budgets, cash flow forecasting, spend to date etc. Management accounts to be adjusted accordingly at end of Q1.	Clear understanding of capitalisation rules. Impact on revenue expenditure managed more effectively. Mitigate likely overspend of revenue budget/s.	Mark Pinnell	Dan Thurlow, Ricky Lang, Matt Baxter, Victoria Coady, Tom Sharp, Darren Pearce.	15-Aug-24	In progress	
7	Budgetary Management	Rechargeable works	Correct allocation of rechargeable works	Med	Ensure rechargeable works are being allocated correctly and any income reflected in spend reports	Impact of any rechargeable work is tracked /mitigated in true outturn costs	Matt Baxter Victoria Coady	Darren Pearce	30-Jun-24	In progress	