



ID	Task Name	Comments on Progress	Timeline															
			May	June	July	August	September	October	November	December								
50	Set clear and measurable targets																	
51	Report to CMT to approve new Plan																	
52	Report to Cabinet to approve new Plan																	
53	Consult and Inform																	
54	Set up Customer Review Panel	Internal Customer Panel established																
55	Undertake customer survey to determine maintenance priorities	Need to set standards on which to consult																
56	Seek comments from customers regarding service standards	Delayed to allow standards to be set																
57	Review service standards from comments received	Delayed to allow standards to be set																
58	Develop the role of the 'Intelligent Client'	Delayed pending outcome of TS Review																
59	Review customer information sources	Documentation reviewed																
60	Consult with customers on information sources	Delayed pending outcome of TS Review																
61	Identify additional information needs	Delayed pending outcome of TS Review																
62	Produce additional information sources as appropriate																	
63	Consider need for additional customer guides																	
64	Review e-government issues																	
65	Develop programme for e-government sources																	
66	Introduce e-government measures as agreed																	
67	Disability Discrimination Act																	
68	Train staff in undertaking audits																	
69	Undertake works to Dover Area Office	External works complete, remainder out to tender																
70	Undertake accessibility audits of corporate buildings	Work in-hand but more complex than thought																
71	Develop targeted programme of initial adaptations based on AMP																	
72	Discuss proposals with clients																	
73	Set standards and targets for identified buildings																	
74	Develop programme of works linking with AMP																	
75	Commence implementation of Programme of Works																	
76	Asset Management Plan (AMP)																	
77	Establish links with Corporate Plan and HRA Business Plan																	
78	Set up links with Capital Strategy through Single Capital Pool Working Group																	
79	Establish Asset Management Plan Officer Group	Group has met																
80	Develop ongoing programme of regular briefings with Portfolio Holder	Meetings arranged with Cllr Mills																
81	Develop Asset Management Plan 2002																	
82	Establish short/ medium and long term maintenance priorities	To be considered after disposal appraisal																
83	Report to CMT																	
84	Report to Cabinet																	
85	Submit AMP2002 to GOSE	Submitted at end of July																
86	Develop and improve data collection and Asset Register																	
87	Prepare programme of Condition Surveys																	
88	Undertake critical review of assets	Criteria for review prepared																
89	Establish disposal programme in support of corporate plan																	
90	Review and improve medium term maintenance plan																	
91	Report to CMT on disposal programme/ maintenance priorities																	
92	Report to Cabinet on disposal programme/ maintenance priorities																	
93	Asbestos Surveys																	
94	Develop programme of surveys to meet statutory requirements	Programme being prepared																
95	Train staff in survey techniques	Training arranged for September																
96	Undertake first annual programme of surveys	To follow training																
97	Inform and update AMP																	

Property Services Best Value Action Plan Date: Tue 10/09/02

Task Progress

Milestone Summary

Rolled Up Task Rolled Up Milestone

External Tasks Project Summary

Group By Summary

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PROPERTY SERVICES**DRAFT SERVICE STANDARDS FOR CONSULTATION****09 SEPT 02****WE WILL;**

- **Plain English Campaign** Write all major publications and customer letters in accordance with the Plain English campaign
- **Dealing with complaints** Take a pro-active approach to complaints
Monitor complaints via the complaints recording procedure & internal procedures
Respond in writing within 7 working days
- **Telephone Technique** Give name & department when answering telephone
Answer the phone promptly or divert to voice-mail if not available.
Update voicemail greeting daily.
Access messages left on voicemail daily.
- **Leave Cover** Provide leave cover for projects
- **Correspondence** Answer within 10 working days
Keep a record of letters received
Send an acknowledgement reply for letters received
- **Appointment** Make appointments for convenience of customer
Be flexible by providing out of hour's appointments
Make special arrangements for shift workers
- **Identity** Wear ID cards
Carry business cards
- **Customer information** Issue customer guides and for major works
Issue a Code of behaviour for contractors and a Code of Practice for planned maintenance
Publish information in the "Tenants News Letter"
Issue questionnaires on service provided
Publish customer satisfaction levels etc
Issue a Property Services booklet
- **Consultation with Councillors, Individual Customers, Tenant Groups, Stakeholders and Budget Managers on:**
 - Business Planning & Asset Management
 - Specification
 - Setting Service Standards
 - Programming of works
 - Customer choice
 - Response times for day to day maintenance
 - All work undertaken to identify areas for improvement
- **Monitor**
 - Customer satisfaction levels
 - Notice to customers given by contractors
 - Target dates on inspections and jobs
 - Cleaning up during and after work
 - Budgets
 - Complaints
 - Compliments
 - Customer views
- **Contractors** Ensure that contractors are competent, correctly qualified and are suitable for the work entailed
- **Benchmark** Through the local KCMO and National BVBS
- **Project meetings** Hold regular project meetings inviting customers to attend
- **Value for Money** Check and compare tenders/estimates and ensure work they represent value for money.

PROPERTY SERVICES

DRAFT SERVICE STANDARDS FOR CONSULTATION

09 SEPT 02

WE WILL ENSURE THAT OUR CONTRACTORS WILL:

- **Appointments** Make appointments for the convenience of customers
- **Presentation** Wear ID Cards and ensure that they are smartly dressed.
- **Specification** Adhere to the specification, carrying out the work correctly and in a clean and tidy manor.
Provide protection for customer's personal property effected by works in progress.