

Concierge Service Review Implementation Plan Update January 2011

Communications and involvement

Over the last month I have been able to meet some of the area housing teams at the area based meetings they hold. The reason I arranged these sessions was to meet with housing teams and update them fully on the implementation process, the draft job roles and to make sure that the tasks requested by housing teams in the past had been looked into for the future.

We also had a good opportunity to discuss any concerns housing staff had about future services which gave them all the current information to update customers if necessary.

Finance

Helen Garbutt, Service Manager has worked closely with the finance team to draft a board report to identify the full costs of the project as far as could possibly be calculated at this stage.

That report went to YHN Board on 14th December 2010 and funding for the review was approved. A business case will be submitted to NCC for final approval.

Board also received a paper on the appointment of consultants for the review which was also approved last night. Next steps for this will be a business case to Newcastle City Council for final approval, once this is finalised the successful candidates will be advised hopefully by the end of January 2011.

I.T and Technology

A recent presentation was arranged via the I.T workgroup with a supplier of systems created to manage staff deployment and resources by allocating and managing the progress of jobs, and identifying the locations of staff so we can allocate jobs efficiently.

This was very useful not only to show us what these systems are capable of but it also let us see how other YHN sections could use it and how it would integrate with other systems if we do adopt such as system in future.

HR

The workgroup have not met since I last updated you but part of the board report was reliant on accurate estimates of staffing levels. To do this we've also been looking at current shift patterns and alternative shift patterns.

When this research is complete and a staffing structure is known around early April 2011 I will arrange consultation sessions to discuss this with staff and customers.

General Information

There was a positive response to the tender invites for future consultation on this project. Interviews have taken place and announcements on the outcome are expected in January 2011.

I will continue to post updates on the website at key stages but if you need any other information or you have any comments please give me a call on 0191 278 8688.

D Connor
Service Co-ordinator
January 2011