

Concierge Service Review Implementation Plan

Update May 2011

Welcome to latest the update, I'll keep the familiar format of updating you on each of the workgroups actions.

Communications and Involvement

Since the last general update in January 2011 there has been a lot of activity in this field including presentations and question and answer sessions at:

- 2 area based housing team sessions
- 10 tenant and resident meeting through out the city
- Meetings and discussions at Newcastle Tenants' Federation with general members and those working specifically within the concierge service subgroup
- Communications workgroup meetings
- 6 concierge staff members meetings (an update on the outcome of these meetings was posted to staff on the intranet in May 2011 as a separate issue)

As a result of our consultation we are confident that customers, staff and stakeholders are able to be involved in the changes ahead and are fully updated on the process. It's also reassuring that customers are now looking at the benefits the changes will bring and feelings of apprehension seem to be reducing.

If you are part of a tenants' group who have not had personal updates at your meetings please contact Dominic Connor on 0191 278 8688 to arrange attendance.

Finance

Over the last 2 months some members of this group have been busy calculating costs associated with potential changes to shift patterns.

When this information is complete it will form part of a report that Helen Garbutt will present to YHN Management Team to look at which shift pattern options will be taken forward for further discussion.

I.T and Technology and Technical and Maintenance workgroup

Unlike previous updates you'll notice that these 2 workgroups have now merged. The reason is simply that their tasks are so closely related and very dependant upon each other. The I.T side of this is mainly working to make sure that systems we install integrate with other planned YHN systems such as customer relationship management systems.

Ian Gallagher from technical and maintenance is leading with the work with consultants Ove-Arup. They are looking at drawing up a project plan to decide how we deal with linking up the blocks to the control room, in which order, timescales and drawing up specifications for the control room design and equipment.

Human Resources

Members of this workgroup have completed new job descriptions for concierge staff for the 3 roles which have been verified and discussed in detail with staff. New job descriptions are in the final stages of being drawn up for the new supervisory roles and will be discussed with current staff in the near future. Meetings have been arranged to discuss human resources implications throughout the project including any formal consultation with trade unions

If you would like any other information please contact me on 0191 278 8688.

Dominic Connor – Concierge Service Co-ordinator

6th May 2011