

ITEM NO 7 Appendix 4 (iii)



GAS ANNUAL SAFETY CHECK AND SERVICING DRAFT ACTION PLAN

Introduction

The purpose of this action plan is to ensure all properties that have a valid Gas Safety Certificates carried out within 12 months of the last one being issued

The Stock Investment and Asset Management KLOE and Gas Safety – Guidance Note for Landlords are used as the framework for the plan.

Consultation

Internal consultation between the gas servicing and trade liaison teams has taken place in developing this action plan. In 2002 formal consultation took place with our external customers and our gas safety policy was developed through tenant consultation. Following feedback on this draft with the Housing Inspectorate, we will be sharing this plan with our customers at the Tenants Conference in September 2008 with the opportunity to provide feedback We are setting up a tenants working group that will enable us to continually consult with customers on our gas performance and service standards.

Joint working with Capita, our call centre service provider, is ongoing and has already helped to speed up the delivery of appointments for our customers.

Management and Monitoring of this Action Plan

This plan is owned by the Building Works Manager. The Building Works Manager will be working as the lead officer reviewing the plan monthly. Progress against the plan along with new actions will be discussed at bi-monthly Building Works Section meetings attended by the managers in Building Works.

Version Control

Version 1: 11th August 2008

Objective		Actions		Benefits and measures of success	Timescales and milestones	Financial and other resource requirements	Responsible Officer
1	To deliver a service which meets our customers needs and expectations and which meets SCC legal obligations with regard to gas safety regulations specifically that each property holds a valid gas safety certificate.	1.1	Confirm number of SCC properties with gas safety certificate	Compliance with legal requirements, and keeping customers and the public safe. Target is 100%	Review of key performance information completed – 97.7% of properties hold a valid gas safety certificate	1 Week Administration resource required	Building Works Manager
		1.2	Check quality of existing gas safety checks by manually checking 10% of property files for CP12 certificates against electronic information	Following up on health check to make sure that data quality is healthy / 964 randomly selected properties checked with 2 properties identified as having missing records (0.21%) – new CP12 for missing properties are being actioned	Review carried out by agreed timescale and completed	2 weeks administration resource	Customer Services Manager

		1.3	Form residents and staff group to develop updated annual gas safety and servicing procedure and review quarterly statistics on gas safety servicing	<p>Develop updated procedure and involve residents and staff in developing procedure</p> <p>This will create a joined up approach and enable SCC to jointly monitor performance</p> <p>We aim to achieve 100% of properties receiving a gas safety service by the end of March 2009</p>	First meeting to be held in early September 08 with follow up meetings as required to develop procedure and quarterly meeting to monitor performance	Staff resource in setting up meetings	Building Works Manager
		1.4	Review best practice by other organisations and formulate into report to present to resident and staff working group	Contribute to developing process and reducing no access and therefore increasing gas safety and contributing to 100% target	September 08	Staff resource in reviewing best practice and writing report	Gas Coordinator
		1.5	Analyse optimum servicing cycle which will deliver an increase in gas safety checks and develop updated process after consultation with residents and staff to define each stage of	<p>Staff and customers to develop updated process flow chart for gas safety servicing and no access procedure</p> <p>Share with staff and residents , reduce cost of gas service and contributing to 100%</p>	October 08	To be advised	Building Works Manager

			new process	target			
		1.6	Develop rigorous new approach to managing gas safety involving gas engineers, LHO staff and administration staff in ensuring that the new process is followed	Enforced new procedure will enable new performance monitoring at each stage of the process Increase access to homes Contribute to 100% target	August 08 through to March 09	Management Resource / Performance Team	Gas Coordinator / Building Works Manager
		1.7	Agree contractor procedures to ensure that documentation is promptly returned to enable further action when appropriate.	Greater confidence in accuracy of data. Payment linked to production of gas safety certificate	October 08 and on-going.	Management Resource / Procurement	Gas Coordinator / Building Works Manager
		1.8	Create single agreed source for all data. Ensure that there is a clear audit trail regarding each property. To include direct recording of Safety inspection result.	Greater confidence in accuracy of data. Increase access to homes Contributes to 100% target Reduce time taken to	September 08 - December 08	Management Resource Capita IT Support	Senior Planner / Business Support Manager / Senior Planner

				service appliances			
		1.9	“No Access” procedures to be reviewed and changed to reflect new procedures agreed with customers.	<p>Efficient use of engineers and administration time to keep track of no access problems liaising with LHO’s, block representatives and legal teams at earlier stage of process.</p> <p>Develop KPI for determining no access levels</p> <p>Contribute to 100% target</p>	October 08 through till June 09 as new process is refined.	Senior Planner/ Gas Coordinator/ Legal Services	Customer Services Manager
		1.11	Propose, agree and implement new resourcing arrangements reflecting revised working practices.	Allows increased certainty that new arrangements can be achieved.	February 2009.	Need to ensure capacity of qualified gas engineers	Building Works Manager / Procurement Team

2	Increase the effectiveness our communication and consultation with I customers and internal providers	2.1	Increase customers accessibility of the gas service by offering appointments, out of normal hours servicing including evening and weekend working	Reduction of "No Access" properties Contribute to 100% target	October 08	Extra cost for out of hours working	Building Works Manager
		2.2	Educate customers of importance of gas safety annual checks and serving of gas appliances	Improved access at an early date Increased Gas Safety Checks completed	November 08 and on-going	Advertising and communication etc costs	Customer Services Manager/ Senior Planner
3	Produce clear and comprehensive service standards from a customers perspective	3.1	Develop clear guidance/leaflet/poster for customers on when a gas safety check and service is required	Improved access at an early date Increased Gas Safety Checks completed	November 08 and on-going	Advertising and communication costs	Customer Services Manager/ Senior Planner
		3.2	Consider incentives for gaining access, cut-off devices, pro-active notices etc	Improved access at an early date Increased Gas Safety Checks completed	Decision on options Jan 09	Additional costs associated with installation of new devices. Cost unknown.	Gas Coordinator / BWM / Customer Service Manager

		3.3	Develop relationships with Neighbourhood Block Reps, Wardens and Local Housing Staff which will enable support on potential hard to access properties	Improved likelihood of gaining access at an early date before the 12 month period is reached.	Commence October 2008 – Quarterly reviews of effectiveness of information sharing	Additional meetings with block reps, local housing staff.	Tenant Involvement/ LHO's/ Building Works Manager
4	Develop a range of customer feedback which will help to provide future development of the gas maintenance service	4.1	Set up a Gas Safety group made up of customers and staff to discuss key performance and information, development of the service for the future	Ensure service remains customer focused and continuously improves	October 2008	Staff resource in setting up meetings.	Building Works Manager
		4.2	Explore forming a group of gas servicing providers to discuss best practice at twice yearly meeting. To include benchmarking if possible.	Ensure service remains customer focused and continuously improves	January 2009	Staff resource to investigate and set up / host.	Building Works Manager

		4.3	Attend local customer meetings in areas where take up of gas servicing is poor to promote the necessity of having gas appliances tested annually	Ensure service remains customer focused and continuously improves	November 2008 on going	Staff resource to investigate and set up / host.	Tenant Involvement/ LHO's/ Building Works Manager
		4.4	Attend Decent Homes and resident consultation events to promote gas safety	Ensure service remains customer focused and continuously improves	November 2008 or when appropriate	Staff resource to set up / host.	Tenant Involvement/ Building Works Manager
5	To have a clear understanding of the diversity of the community to which we deliver the gas maintenance service to and develop procedures which take this into account and provide fair and equal access to the service		Review customer status survey to identify key group and analyse customer satisfaction and performance. Revisit correspondence to see how communication method and material can be improved.	Improve performance and further improve our aims in tackling inequality, deprivation and independent living Increase number of gas safety checks completed.	Commence January 2009. Implement revised procedures by April 2009	Additional funding requirement at present unknown.	Gas Coordinator / Building Works Manager

6	Determine whether to extend service to include customer appliances	6.1	Review guidance from CORGI, assess cost and resource impact and incorporate into Gas Policy and budgets. To include gas analyzer testing	In order to address safety issues.	Commence December. Decision by February 2009.	Potential cost and resource implications to be identified.	Gas Coordinator /Building Works Manager
7	Develop procedures to ensure that smoke and CO2 detectors are checked.	7.1	Assess good practice/legal requirements and propose Policy. Gain agreement to revised policy.	To keep tenants safe.	Commence January 2009. Implement revised procedures by April 2009	Additional funding requirement at present unknown.	Gas Coordinator / Building Works Manager
8	Develop plan to ensure that tenants do not sleep in rooms with open flued gas appliances	8.1	Understand best practice and implement necessary changes.	In order to address safety issues.	Implementation March 2009 onwards.	Possible funding for advertising.	Gas Coordinator /Building Works Manager

9	Bench-mark gas service against other organisations including value for money assessment.	9.1	Use AC examples of good practice and HAs to identify leading performers and compare performance, cost, and best practice ideas	Ensure that best practice and cost effectiveness is maintained	March 2009	Management Resource	Business Support Manager
10	Consider whether existing structure is adequate to deliver the service required.	10.1	Assess whether gas management can be addressed independently of Building Works restructure, and implement accordingly.	On-going focus on a critical area of the business.	Start November, Complete by December 2008.		Building Works Manager
		10.2	Agree corporate QA arrangements. Determine scope of what will be done. Confirm roles and responsibilities of officers.	Corporate support for meeting gas safety targets is council priority	April 2009	Capita re overall gas policy recommendations	Building Works Manager