

# STROUD DISTRICT COUNCIL

## BRIEFING PAPER

<b>Briefing Note Title</b>	<b>GAS IN-HOUSE PROVIDER - (IHP) UPDATE</b>
<b>Purpose of Briefing Note</b>	Update on project progress to date.
<b>Briefing Note Author</b>	Joe Gordon, Asset Manager Tel: 01453 754190 Email: <a href="mailto:joe.gordon@stroud.gov.uk">joe.gordon@stroud.gov.uk</a>

### **1.0. Introduction**

- 1.1. Housing Committee's formal agreement of the Project moving forward on 16 September 2014.
- 1.2. Since that time, regular updates have been provided to the Committee on progress with the project.

### **2.0. Project Teams**

- 2.1. Mark Humphries, IHP Project Manager, left Stroud on 30 January 2015.
- 2.2. David Sillitoe of Impart links was appointed as the new Project Manager, during Marks's notice period, and will be working with the various groups to drive the project forward.
- 2.3. Impart links have been commissioned by Stroud District Council to project manage the transfer of our Heating Service to a Stroud District Council managed Direct Labour Organisation (DLO) from Hewer FM Limited. They were formed in 2000 and provide a range of services to the Public and Private sector, particularly in relation to housing asset management, project and cost management, procurement, stock condition surveys and strategic and operational housing maintenance advice. They have direct experience of project managing and supporting housing clients in transferring heating services to DLO's.
- 2.4. Since commencing work with us at the end of December 2014, Impart links have led a team workshop to review progress, identify issues, concerns and key actions; highlighted and progressed critical activities with a view to re-establishing progress and direction of travel for the project; identified key SDC staff to lead on managing key activities, including recruitment, IT systems and procurement; established a fortnightly Project Team meeting where key team members must report progress, issues and challenges, and drafted and shared a detailed project activity programme.

- 2.5. Current issues and challenges for the team include: determining SDC liabilities in relation to Transfer of Undertakings Protection of Employment (TUPE) and developing a recruitment strategy; agreeing preferred IT systems and recruiting supporting IT implementation resources; procuring a supporting contractor to the DLO; reviewing and updating the business case and current contract arrangements with Hewer FM and validating the programme, activities and realistic timescales leading up to transfer.
- 2.6. As a result of the workshops it was agreed that the project delivery groups would be amalgamated to ensure transparency in progress, communication, and the decision making process.
- 2.7. This approach will ensure accountability and strategy are fully aligned to deliver the corporate objectives for the project.
- 2.8. The first full of this new project group will take place on 18 February 2015, followed by fortnightly meetings until transfer of the service, and then reviewed.
- 2.9. We will keep Committee updated with progress regularly.

### **3.0. Gas Safe Registration**

- 3.1. On Friday, 13 February 2015, the organisation successfully passed its Gas Safe probationary period, and Stroud District Council is now able to produce and issue its Landlord gas safety certificates.

### **4.0. IT**

- 4.1. Following evaluation of the two software systems Telecetra, and Oneserve, it has been decided that the organisation will not be purchasing either system to support and manage the incumbent service.
- 4.2. This decision was based on the business requirement, uncertainties over implementation, and overall value for money, at a time when we are undertaking a full IT systems review.
- 4.2. The Project Team will be evaluating alternative interim arrangements until this exercise is completed.

## **5.0. Procurement**

5.1. The new Gas Service will require support in a variety of different ways in order to deliver a customer focused and sustainable service. The Project Team are currently evaluating a number of options to support delivery of the service post transfer, in areas such as:

- Consumables
- Transport
- Van Stock
- Livery
- Specialist Servicing Equipment

## **6.0. Staffing**

6.1. Initial notice has been served on the current service provider requesting information about the potential transfer of staff to SDC. We are currently awaiting a response to our enquiry.

## **7.0. Communication**

7.1. Rachael Lythgoe is now assigned to the project as its dedicated Communications Officer. The Project Team are currently developing a revised communications plan which will keep stakeholders more informed of developments, and progress with the delivery of the project.

## **8.0. Implementation**

8.1. Delivery of the project is on time, and will deliver the business plan objectives.