

Emerging client functions

- Programme management
- Overarching quality assurance
- Customer service
- Specification and identification of works
- Cost management
- Effective, proactive maintenance

Proposed service objectives

- Excellent customer service (including the ability to self serve, improved customer engagement)
- Transparency
- Enhanced client side management
- Enhanced value for money
- Maximise social value

Current service provider functions

Revenue works

- Responsive repairs
- Empty property refurb
- Estate Development Budget
- 18/19 - £7 million

Planned works (capital)

- Kitchens, bathrooms, doors, windows replacement
- Internal and external decs
- Roofing replacements
- 18/19 – £10.5 million

Major works (capital)

- Larger whole estate works
- Refurbishments of blocks
- Cladding/structural works
- 18/19 - £12 million

Future delivery options

Direct Delivery

Extension into planned works would need to be supplemented by outsourcing

Outsourced to one provider

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Limited outsource model

- Customer contract – in house
- Works delivery – outsourced
- Quality assurance – in house

Outsourced through smaller lots

Outsourced through own framework for lots with ongoing competition*

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Outsourced through project by project tendering*

* Could also support business as usual delivery through contract end period

Wholly owned subsidiary

Extension into planned works would need to be supplemented by outsourcing

Joint Venture

Extension into planned works would need to be supplemented by outsourcing