

Bristol City Council

PROJECT PROFILE

Bristol is the 8th largest city in UK.
 Situated in the Southwest it has a population of 403,000.
 Tenants have voted for the council to retain ownership and maintenance responsibility for 29,500 homes.
 BCC spend approximately £20million on responsive repairs and £30 million on major repairs and improvements to their housing stock each year.

GAS HEATING PARTNERSHIP

In November 2003 cabinet approved a 6-year extension to the gas-servicing contract provided by Bristol Contract Services. In line with the Best Value Review it was agreed to re-tender heating installations and replacements on a best value, partnering basis
 Impartlinks Limited were commissioned early in 2004 to guide and mentor officers in the Facilitation of a Best Value Modern Procurement Partnering Process which the city would use as its partnering model for future maintenance contracts
 Our role as Partnering Advisor and Open Book Cost Manager involves ;

- Facilitation of workshops to identify a project and partnering model strategy.
- Facilitation of a workshop to establish Hearts and Minds approach to the project.
- Establish a contractor and supply chain selection process based on a quantitative / qualitative evaluation.
- Working with tenants officers contractors and supply chain to establish performance management process and set of Key Performance Indicators.
- Establish common ethos for the project and a partnering stakeholder charter of aims and objectives.
- Developing an incentivised Open Book Cost Management process tool to manage the project budget.
- Contract development using the NEC form of contract.
- Establishing IT software package to manage valuations and works progression.
- Establishing Core Group and task team project management procedure.
- Validating Gershon savings.
- Providing and overview of the budget expenditure.
- Validating contractor incentive and bonus payment.



THE PARTNERING TEAM CHARTER

The following Goals and Objectives are agreed and recorded as the PARTNERING TEAM CHARTER for the Bristol City Council Heating Partnership Project. (Note: The goals/objectives are NOT in order of priority). -

To work together with our customers to ensure SAFETY is paramount, using only properly trained and qualified personnel to complete the works in a safe manner.

To adopt agreed simplified processes for all, promoting liaison between the partners, delivering a flexible approach for equal and local long-term employment opportunities.

Through continuous improvement we will ensure all Partners are dedicated by self-regulation and quality control using the best products and labour to provide a consistent high quality installation for our customers.

To work responsibly within time and budget, drive out duplication and waste, minimise risk to provide maximum return on investment and deliver value for all in an open and transparent way.

Through clear communication, openness, trust and breaking down traditional barriers, develop and promote the culture to succeed.

Provide a consistent customer service that is honest, responsive and respects customers needs and requirements driven by people who care.

COMMITMENT OF THE TEAM MEMBERS

The signatories to this charter commit to doing everything within their power to achieve the above Goals and Objectives

12 May 2005