

## Mansfield District Council - Decent Homes Programme

Mansfield District is situated in the north of the East Midlands, covering an area of 77 square kilometres. Mansfield has a resident population of just over 100,100

Mansfield District Council owns and manages approximately 7000 homes

Mansfield's Decent Homes Programme was procured via OJEU in 2004/5 and the first properties were commenced in July 2005 with Bullock as the partner contractor

Impart links are appointed as Partnering Advisors, Project and Cost Managers for the project

Mansfield District Council, Bullock Construction and Impart Links (Partnering Advisor and Project Manager for the project) are working in partnership to deliver the Mansfield Decent Homes programme for its residents. The collaborative process has derived significant benefits for residents of Mansfield.

### Team Development

Impart links facilitated an integrated approach to collaborative working at the outset of our appointment with the development of an inclusive procurement strategy and partner selection process, which included Resident and other project stakeholders involved in project workshops to establish the Partnership and develop a Partnering Charter and Key Performance Indicators (KPI's) which each partner member signed up to.

The partnering charter is reviewed by the Project Team to measure the project performance against the Charter Objectives and each member measures their perception of how the project is performing against each objective by use of a bespoke questionnaire.

During the life of the project the Housing Health and Safety Rating System (HHSRS) was implemented which replaced the "FitnessStandard". Impart links facilitated a joint training day with all partners that updated the team on the Decent Homes and HHSRS assessment which included a theory session supported by the application of the criteria in an existing Mansfield property.

### Risk Management

The Risk Management group is a sub-group of the Core Operating Group composed of representatives of each partners. The group review the Risk Register regularly and update the register as circumstances change and introduce new risks as they arise. The group make recommendations to the COG and action is then sanctioned to deal with specific risks that affect the project. For example, the group recommended the acceleration of insulation element of the programme following notification of the closure of the existing funding stream and secured significant grant as a result.

### Cost Management

Impart links are the cost managers for the project and since the commencement of the project have maintained a high level of cost control on the project budget and have supported the generation of significant cost savings through the "Open Book" process which have been benchmarked against similar projects and are significantly lower. This level of management has allowed the project to remain healthy despite challenges to the budget and provide hundreds of additional kitchens for Mansfield residents



Improved Kitchen



Unimproved Kitchen

### Performance KPI's

The agreed KPI's for the project are as follows;

- Tenant Satisfaction
- Client Satisfaction
- Safety
- Charter Measure
- Defects
- Timescales for Rectification of Defects

Customer satisfaction is currently running at over 93% exceeding the agreed target with 100% being achieved for January 2010. The partnership is performing at a higher level than the target and is set to do so for the remainder of the project which is expected to be completed by March 2011

The successes derived on this project have been recognised by the CIOB and the project has been shortlisted for a Regional Collaborative working award with the results being announced on 12 March 2010.