

## SCRUTINY REVIEW INITIATION DOCUMENT (SID)

Review: Estates Services Management

Scrutiny Review Committee: Housing Scrutiny Committee

Director leading the Review: Sean McLaughlin

Lead Officer: David Salenius

Overall aim: To review the effectiveness and value for money provided by the service

Objectives of the review:

- Define the scope of estates services management
- Identify the performance of each part of the service
- Identify the costs of each part of the service
- Identify resident satisfaction with the service
- Compare the service provided with other London Boroughs and Estates Services Benchmarking Club
- Identify areas for improvement

How is the review to be carried out: (Use separate sheets as necessary for 1-3 below)

It is proposed that the review be undertaken through a review of existing procedures and policies, performance data and obtaining witness evidence from officers, residents, other London Boroughs and from visits to provide a picture of the service and identify any areas for improvement.

Scope of the Review

Types of evidence will be assessed by the review: (add additional categories as needed)

1. Documentary submissions: Procedures and policies, budget reports, performance data
2. It is proposed that witness evidence be taken from:

- i) David Salenius
- ii) Estates Services Co-ordinators, Quality Assurance officers, other managers as required
- iii) TRAs, TMOs

3. Visits

- Estate(s)
- Caretakers meeting
- EMT Downham Road
- Completed Estates Improvement Schemes
- Other London Borough(s)

Additional Information:

Estates services management covers caretaking, communal repairs, grounds maintenance, special projects and estate parking.

Programme

Key output:	To be submitted to Committee on:
1. Scrutiny Initiation Document	September/October 2014
2. Timetable	
3. Interim Report	April 2015
4. Final Report	June 2015