



	<p>CS to liaise with AS in regards to the Consultation team’s role when incidents are reported. CS to feedback at monthly meetings.</p> <p>CS has discussed data protection at technical meetings reminding staff the importance of recording these instances. More work is needed to ensure this is happening in a consistent manner.</p> <p>Breyer reported several incidents in the last quarter. <i>(Example XXXXX incident reported to consultation officer and Ellie about 6 weeks ago).</i></p> <p>TP confirmed that any incident is flagged in the first instance to the Project Manager and Consultation Officer, but there is little help.</p> <p>TP brought up a particular incident where a resident purposely damaged finished work and chased operatives away; as a result Mears were unable to make good the damaged work. The incident was reported to XXXXX who reported it to the AHO, however TP was told to report it to the Police.</p> <p>CS asked both contractors to report directly to SB or CS if this happens again and they will take it up with individual staff.</p> <p><b>Defects - page 6</b></p> <p>There are different interpretations of what the KPI should be measuring. Both contractors are stating that the 12 months defects for K&amp;B are too long for wear and tear in a K&amp;B life.</p> <p>Example: door has fallen off the cupboard after 12 months, this is clearly damage.</p> <p>Breyer and Mears to report any contentious defect.</p> <p>Breyer pointed out that if residents get sent a defects letter when schemes are complete and run for 12 months it means that with big schemes some K&amp;Bs end up with 24 months defects. Breyer is proposing to split the big schemes (Breyer scaled back schemes as they were doing 48 a week).</p> <p>TP added that they can’t have sub-contractors retention for 2-3 years for various reasons, i.e. they might not have the subs anymore or the original staff are not available etc.</p> <p>SB confirmed that the Capital teams were now issuing smaller orders and the situation should improve.</p> <p><b>FOI &amp; Disclosure of rates</b> – on-going.</p> <p><b>Task Orders dates</b> – CS confirmed that the dates on the orders were taken from the Tender Acceptance Report. Item to be discussed at this meeting.</p> <p><b>Data protection, email system</b> – system between Breyer and the Islington Council has been set up with forced encryption.</p> <p><b>KPI update reports</b> – from the next core group meeting, the reports will be presented electronically. Breyer and Mears will either come in with their laptops or provide removable media.</p>	<p><b>Breyer /Mears</b></p> <p><b>Mears Breyer</b></p>
<p><b>3</b></p> <p><b>3.1</b></p>	<p><b>Key Performance Indicators</b></p> <p><b>Mears</b></p> <p>TP introduced a report updating the group with an overview of the key performance indicators (KPI), and progress on objectives of the Corporate Social Responsibilities. To note:</p>	

	<p><b>KPI 1 - Time Completions</b> To be discussed at this meeting.</p>	
	<p><b>KPI 2 - Customer Satisfaction</b> Average of 96% for the last quarter. TP advised that on all other Mears contracts the customer satisfaction survey contains 4 questions but for Islington there are 10. Mears have provided compliment letters from residents. If any of the questions comes back as very dissatisfied it is logged on a separate register and treated as a complaint. These figures are not included in the Customer Satisfaction report. Breyer have stated that this method of reporting the very dissatisfied in the complaints report does not reflect KPI2, Breyer includes all. CS asked Mears to include them from now on. TP – confirmed this method of reporting is applied to all their contracts. They are reported but on a different register. KH will add all results to the one register. CS advised that the resident engagement team will be putting forward a proposal for Islington to carry out satisfaction surveys. CS to report back.</p>	<p><b>KH</b> <b>CS</b></p>
	<p><b>KPI 3 – VFM Savings</b> No major change to report.</p>	
	<p><b>KPI 4 – Training and Development</b> 2 new apprentices one for customer care and the other for site manager.</p>	
	<p><b>KPI 5 – Health &amp; Safety</b> Average of 97%, excellent. 18 H&amp;S audit carried out in the last quarter. No RIDDOR</p>	
	<p><b>KPI 6 – Percentage of Local Labour</b> Figure decreased by 10%; new starters of which 2 are local.</p>	
	<p><b>KPI 7 – Additionality</b> To note: Red Nose day raised £240.00 Interview skills training and mentoring workshops at Highbury Field School.</p>	
	<p><b>KPI 8 – Local/BME Firms</b> Mears currently have 2 local contractors from a current supply chain working in Islington.</p>	
	<p><b>KPI 9 – Defects</b> – Mears liaising with Islington keeping log up to date. SB advised that a spreadsheet was devised to keep a track of all defects. <b>KPI 10 – Waste</b> – recycled 99% from February to May. Mears are reporting for mastic bins and paint tins separately. <b>KPI 12</b> – TP produced a list of Complaints received in the last quarter.</p>	<p><b>SB</b></p>

<p><b>3.2</b></p>	<p><b>Breyer</b></p> <p>BB introduced a report updating the group with an overview of the key performance indicators (KPI), and progress on objectives of the Corporate Social Responsibilities. To note:</p>	
	<p><b>KPI 1 - Time Completions</b></p> <p>Breyer produced their own data. A proposed template to be discussed at this meeting.</p>	
	<p><b>KPI 2 - Customer Satisfaction</b></p> <p>Average score of 93%. Breyer produced compliment information as well.</p>	
	<p><b>KPI 3 – Cost savings</b></p> <p>In the past 2% reduction could be achieved however because of changes made previously these have already been adopted. i.e. using mast climbers instead of scaffolding etc.</p> <p>To ensure value for money can be demonstrate Breyer is proposing going forward to list other items being done i.e. different flooring and paint systems etc. GS to add list for next report.</p>	<p><b>GS</b></p>
	<p><b>KPI 4 – Training and Development</b></p> <p>Total of 7 apprentices and 4 new starters from August.</p> <p>Breyer have incorporated an external line where apprentices can call to discuss issues (including personal) to help them out.</p> <p>Career goals workshop in liaison with Stav Aristotle, helping out with interview skills and set goals. Work placements two weeks on site.</p> <p>Ex-offender – on hold</p>	
	<p><b>KPI 5 – Health &amp; Safety</b></p> <p>Paget St/ Hermit St – poor score due to misunderstanding. GS explained that Breyer do not use scaffold tag system but a weekly log. The H&amp;S officer has now agreed to accept the test regime from now on. The H&amp;S officer has also marked Breyer down due to a site visits whereas he did not find the information or the office.</p> <p>Breyer have since suggested to the H&amp;S officer to liaise with them beforehand so that they can advise where the office is.</p> <p>TP confirmed that Mears encountered the same problem and now they send an amendment to the H&amp;S officer if anything changes.</p> <p>CS to speak to the H&amp;S officer and ask him to amend the score.</p>	<p><b>CS</b></p>
	<p><b>KPI 6 – Percentage of Local Labour</b></p> <p>Above target at 41.8% various subcontractors with direct labour.</p>	
	<p><b>KPI 7 – Additionality</b></p> <ul style="list-style-type: none"> <li>• Breyer Group have won Bronze Considerate Constructors Scheme 2015 for the Andover Estate Pilot scheme and Channel Islands Estate project.</li> <li>• Red nose day March 2015</li> </ul>	

	<ul style="list-style-type: none"> <li>Football Shirt Friday 17 April 2015 which raised £1,116.30 across the company for Cancer Research UK.</li> <li>A DIY workshop for Islington residents is ongoing.</li> </ul>	
	<p><b>KPI 8 – Local/BME Firms</b> – increase to 13%.</p> <p><b>KPI 9 – Defects</b> – none reported.</p> <p><b>KPI 10 – Waste</b> – score of 97.2%.</p> <p><b>KPI 11 – Cost Predictability</b> – Breyer reported a score of 100%</p> <p><b>KPI 12 – Complaints</b> – Breyer produced a list reporting 26 complaints in the last quarter with 24 closed.</p>	
4	<p><b>KPI 1 – proposed template (programme &amp; orders)</b></p> <p>CS produced a draft template to report KPI 1 and proposed to have the programme attached to the order to ensure it is issued with the correct dates.</p> <p>CS confirmed that when the task price is agreed PM should ask for the programme.</p> <p>CS to finalise template populate all schemes and circulate.</p>	<b>CS</b>
5	<p><b>Risk Register</b></p> <p>Item 9 – concerns about staff retention to be kept in check.</p>	
4	<p><b>Data Protection</b></p> <p>SB there is the possibility to have drop box to load large files.</p> <p>SB to liaise with Paul Tobin to set up and report back to next meeting.</p> <p>TP – some contractors do use a portal with link and use password.</p> <p>LM to enquire with Digital Services if a portal can be set up.</p>	<b>LM</b>
6	<p><b>AOB</b></p> <p>Satisfaction Survey questions – TP stated that the 10 questions were given to Mears by IC and cannot be changed. LM to speak to Sandra Butler.</p>	<b>LM</b>
	<b>Next Core Group Meeting – 22 September 2015 at 10:00</b>	