## Agenda Item 7



## **Initial Scoping of Review**

Service Area:	Housing & Property Services Tower Block Refurbishment Programme.
Rationale:	During the TSP meeting on 28 <sup>th</sup> April 2016 the members and OCC officers first discussed the potential of carry out a review on the Tower Block Refurbishment project, due to it being OCC's largest investment.  In addition there has been a Tower Block Tour, meeting with WDES (the contractor), feedback from the OCC Resident Liaison Coordinator and further TSP meetings. From this the TSP have agreed that a formal
Objective of review.	<ol> <li>To determine that the Tower Block Refurbishment Programme produced an end product worthy of the major financial cost involved.</li> <li>a) To recognise good practices and communication during the partnership of WDES, OCC and residents and recommended that they be incorporated in any future projects.</li> <li>b) Ensure residents are all fully informed on how to use new heating &amp; updated hot water system efficiently.</li> <li>To monitor the experience for residents throughout the refurbishment cycle and determine how unexpected problems were rectified to a satisfactory conclusion for all stakeholders. Where resolution was not achieved recommendations are being made to avoid these situation reoccurring.</li> <li>To establish at all stages of the project, transparency is maintained to ensure that WDES produce the expected final product.</li> <li>To ensure that all ongoing maintenance costs have been fully recognised and that they have had procedures put in place to cover the financial costs involved.</li> <li>To identify any areas which could improve community cohesion for future high rise housing developments.</li> <li>Review respite requirements and how provision can be met for current and future projects.</li> <li>Assess the environmental impact including pollution (noise, airborne &amp; waste) as a result of the works.</li> </ol>
Indicators of success.	<ol> <li>Evidence of high levels of resident satisfaction throughout the five tower blocks.</li> <li>Evidence that the project has fully met the requirements set up by the Request for Tender.</li> <li>Recommendations of best practice to OCC, for future large scale projects.</li> <li>Recommendations on how strong working partnerships can be best</li> </ol>



	<ul> <li>developed and have benefits to all stakeholders.</li> <li>5. Ensuring delivery of good standards of service.</li> <li>6. Evidence that recommendations made to OCC are considered to be of practical use in developing future projects.</li> </ul>
Methods to gather evidence.	<ol> <li>This list will be fully populated upon completion of the Desk Top Review. Initial consideration has been given to undertake:</li> <li>Officer presentation of report (see Request for Information).</li> <li>Commission independent/tenant led customer satisfaction surveys with TSP designed check lists.</li> <li>TSP members shadow work as necessary with TSP designed checklist.</li> <li>Investigate condition of communal areas, after works have been completed.</li> <li>TSP attend TB Residents led meeting on 20<sup>th</sup> July 2016 (14:00 – 16:00).</li> <li>TSP build relationships and involve both existing and newly recruited Tower Block Representatives through coffee mornings and other events.</li> <li>Staff/focus group Q&amp;A sessions (Questions to be presented in advance to avoid waiting for any information of the meeting by TSP).</li> <li>Consultation with residents.</li> <li>Review how the communications strands work between WDES, Oxford City Council and residents.</li> <li>Review complaint process, in relation to works and WDES staff/subcontractors. Including visiting WDES (site office).</li> <li>Visit flat and blocks in their entirety pre and post works. (Post works to include any landscaping whether provided by WDES or OCC).</li> </ol>
Documents.	See Request for Information.
How will information about the review be publicised, and when?	<ol> <li>Articles in TinT (Tenants in Touch) on:         <ul> <li>a) An introduction to TSP starting the review and why (October Edition).</li> <li>b) Ongoing update (each edition thereafter).</li> </ul> </li> <li>Overview of your findings/recommendations (TBC).</li> <li>Tenant Involvement webpages and facebook (as above).</li> <li>Attending/updates Housing Panel meetings.</li> </ol>
Timetable for review and key	The TSP review will focus on one block at a time, with a report submitted after each block.  To be realistic, the reports will not focus on all five blocks, rather the



milestones.	following three: 1. Windrush Tower (Blackbird Leys) 2. Hockmore Tower (Cowley) 3. Plowman Tower (Northway)  Please note: This is not an extensive list and additional meetings will likely be required.
	<ol> <li>Submission of request for information form by: 20<sup>th</sup> September 2016.</li> <li>Receive information by: 7<sup>th</sup> October 2016</li> <li>Staff presentation: October 2016</li> <li>Desk top review to be completed by: October 2016</li> <li>Next TSP meeting completed (including reality checking schedule):</li> <li>Reality checking: Ongoing</li> <li>Suggested 3<sup>rd</sup> meeting – to consider and analyse evidence gathered:</li> </ol>
	TBC 8. Reporting drafting completed by: TBC 9. 4 <sup>th</sup> meeting by: TBC 10. Submit report to Oxford City Council by: TBC 11. Presentation week commencing: TBC
Review Time and scope for a re- review.	<ol> <li>Initial scoping completed: 11.08.2016</li> <li>Report submission week commencing: 10<sup>th</sup> October 2016</li> </ol>
Methods for tracking.	To be agreed during process of review, but could include:  1. Monthly TSP meeting.  2. Updates from OCC at meetings and via email/letter.