



Qualis
PROPERTY SOLUTIONS

Place- Scrutiny Committee Sept 23

Quality...It's what we stand for

Agenda



- Through the customers eyes
- Key Challenges
- 4 Stage Plan to Improvement



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Customer Views



Delivering quality services through the eyes of the customers...

Summary of Customer Feedback- (May 2023 42% Satisfied)

- “We don’t understand who does what”
- “They don’t take pride in the service, quality needs to improve”.
- “We don't understand service standards or frequency”.



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Who does what?



Challenges regarding responsibilities of land on EFDC estates and highways which will impact on the overall CSAT.

QPS Responsibilities

- Grass Cutting
- Hedge Maintenance
- Shrub and bed maintenance
- Ad Hoc works from EFDC
- HRA Playgrounds

Areas within estates and rural areas that QPS are not contracted to do

- Pathways (EFDC Housing or ECC Highways)
- Pavements (ECC Highways)
- Garage Areas (EFDC Housing)
- Trees (EFDC)

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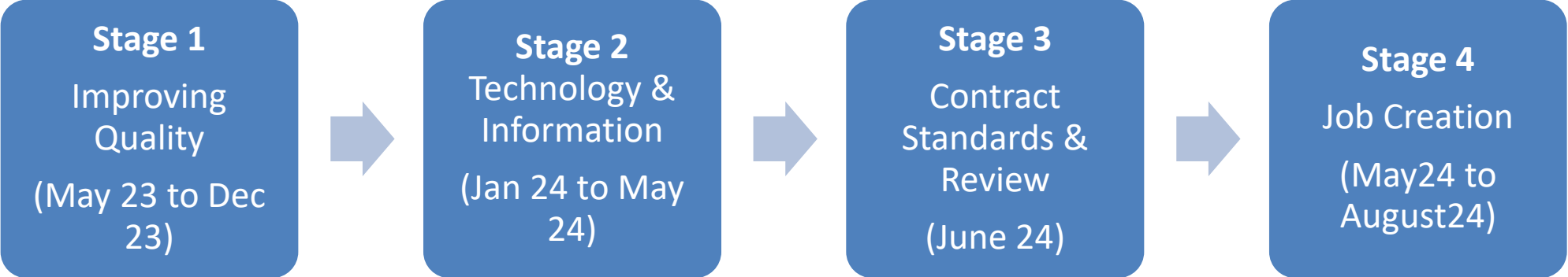


Key Challenges

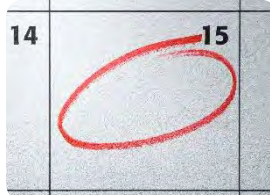


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Four Stage Plan to Improvement



Visual Standard



Schedule



Pilots & Quality Review



ICT



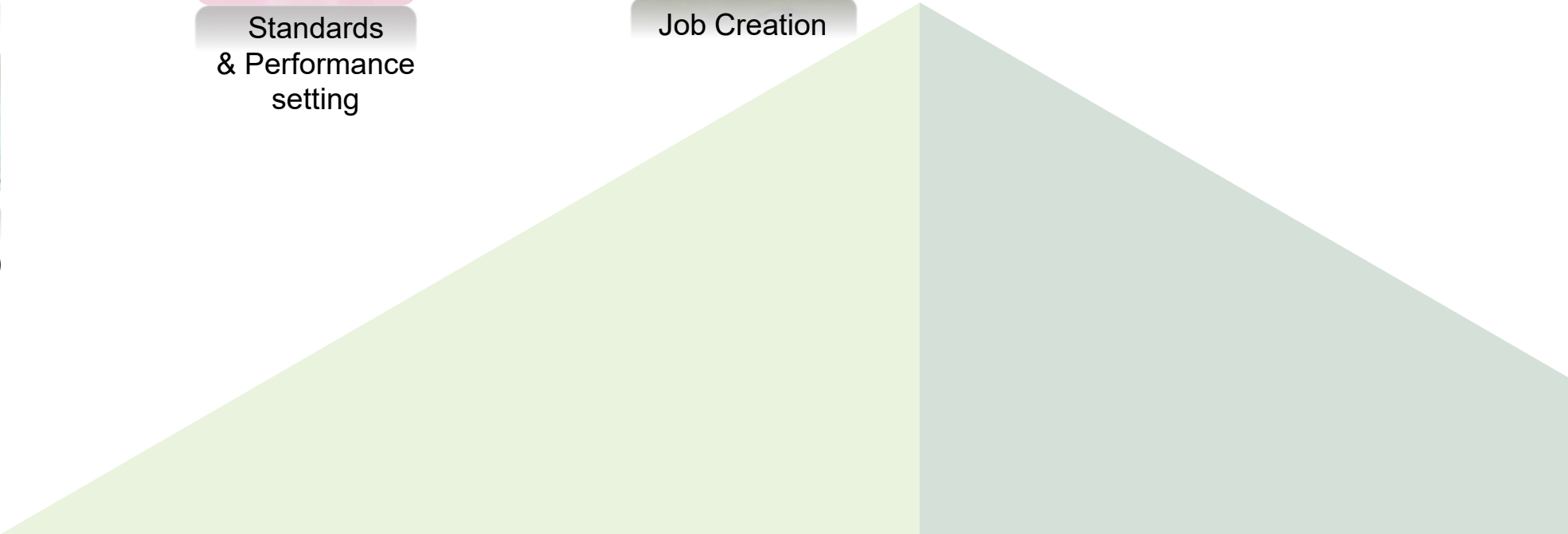
Mapping
(subject to EFDC)



Standards & Performance setting



Job Creation



Visual Standards



- Monitoring and Performance Reporting
- Joint EFDC and Qualis Property Solution Inspections
- Supervisor and Manager Inspections

A – The Desired Standard – Very Good
B – The Acceptable Standard - Good
C – Average Standard – Average
D – Very Poor Standard



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Schedule of Works

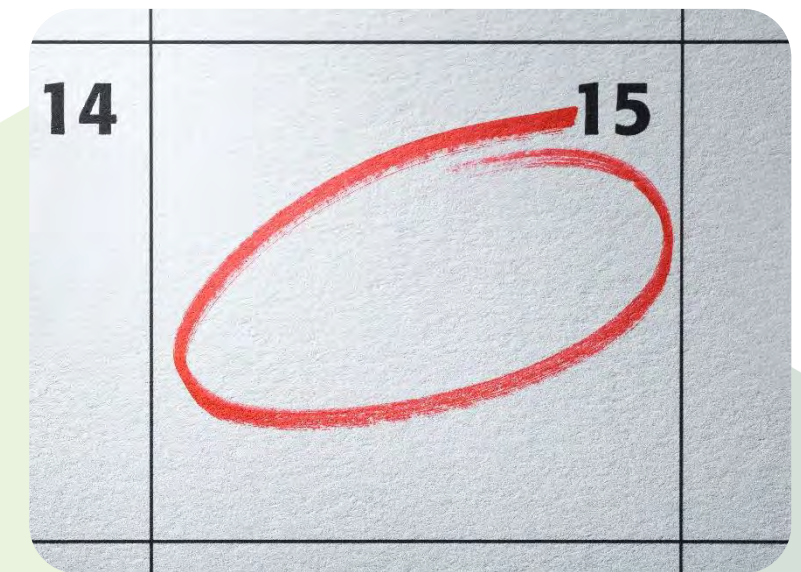


Create individual schedules for each area that can be shared with our customers and key stakeholders.

- Frequency of visits
- Areas to be maintain
- Advertising schedule
- Shadowing/Supervision
- Stakeholder attendance (From October 2023)

Timescale- December 2023

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Improving Quality



Use of data to improve services

- Customer & Tenant Service Satisfaction
- Inspections

Initial Improvements

- Productivity
- Strimming
- Edging
- Photographic evidence of completed works



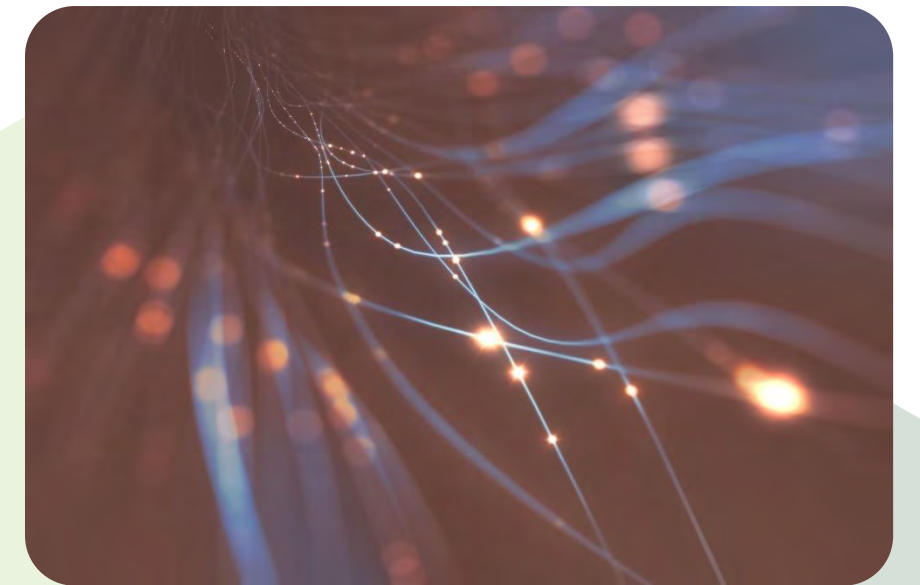
Timescale= December 2023

Information and Communication Technology



- Review of existing technology
- Productivity Measurement
- Suitability of solution
- Cost Benefit

Timescale= March 2024



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GIS Mapping and Land Ownership

Understanding the land ownership is key to delivering services and improving customer satisfaction.

- **Pilot (By December 2023)**
- Exercise to undertake land ownership (all estate) EFDC TBC part of prioritised work plan.
- GIS Mapping Updated (TBC EFDC)

Timescale= TBC

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Review Contract Standards and Performance



- Review Specification, quality and scope of work following mapping
- Now Vs Improvement
- Continuous monitoring and reporting
- Review KPIs and set Targets – June 2024

Timescale = June 2024

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Job Creation

- Apprenticeships & Local Jobs
- Training & Progression
- Potential Back to Work Schemes

Timescale = August 2024



Questions



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