Annual Work Plan

Urban Vision

**Architectural Design & Surveying Services**

**ZUVA**

**2011/2012**

Completed by

Business Quality Team

Revision 01 - 20/10/11

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# Core Services

## Architectural Design

| **Service Area** | **Service Standard** | **Output** | **Mgt Fee** |
| --- | --- | --- | --- |
| **1.1.1 Architects project delivery (projects covered under management fee eg. Eccles Town Hall)** | **1.1.1.1 Feasibility stage** | Allocate projects to Rethinking Construction (RTC) contractors | CMF  (EC) |
| Set up / attend early contractor engagement | CMF |
| Determine project programmes | CMF |
| Determine costs plans | CMF |
| Advise on health & safety (H&S) elements | CMF |
| Advise on environmental (Env) elements | CMF |
| Advise on quality elements | CMF |
| Advise on applicable legislation | CMF |
| Provide information for the formulation of a risk register, covering safety, health, environmental & quality (SHEQ), financial and commercial | CMF |
| **1.1.2 Architects project delivery** | **1.1.2.1 Feasibility stage** | Allocate projects to RTC contractors | PS |
| Set up / attend early contractor engagement | PS |
| Determine project programmes | PS |
| Determine costs plans | PS |
| Advise on H&S elements | PS |
| Advise on Env elements | PS |
| Advise on quality elements | PS |
| Advise on applicable legislation | PS |
| Provide information for the formulation of a risk register – SHEQ, financial, commercial, time to CDMC | PS |
| **1.1.2.2 Pre construction stage** | Facilitate scheme design discussions | PS |
| Create full scheme design | PS |
| Assist with the production / supply of PCI’s information | PS |
| Review project programmes | PS |
| Review cost plans | PS |
| **1.1.2.3 Construction stage** | Chair monthly design team meetings | PS |
| Review & update risk register | PS |
| Chair monthly progress meetings | PS |
| Review & update production drawings | PS |
| Review impact on changes to construction method or design for Programme and costs | PS |
| Manage change order / control | PS |
| Review & update risk register | PS |
| **1.1.2.4 Post construction stage** | Chair close down meeting – including Key Performance Indicator information (KPI) data | PS |
| Supervise minutes of the close down meeting | PS |
| **1.1.3 Management of Architectural Design & Surveying Services- elements of the RTC partner framework for Salford City Council** | **1.1.3.1 Contract liaison with Salford City Council** | Facilitate structured meetings with Salford City Council (SCC) regarding existing contracts | CMF |
| Liaise with SCC regarding new partnering contracts | CMF |
| **1.1.3.2 Health & safety** | Communicate H&S alerts from SCC to RTC Contractors | CMF |
| **1.1.3.3 RTC framework meetings** | Attend bi-monthly framework management group | CMF |
| Chair quarterly principal contractors meetings | CMF |
| Facilitate workshops / awareness sessions with architectural and landscape designs (ZUVA) contract allocators | CMF |
| **1.1.3.4 Administering ZUVA’s elements of the partnering agreement** | Maintain partnered project sheet – (costs up to date for each project) | CMF |
| Obtain, analyse and report KPI data and bonus data | CMF |
| Create agendas, minutes and circulate. | CMF |
| Review effectiveness of the RTC Framework | CMF |
| Discuss new ideas / innovations with FMG | CMF |
| **1.1.3.5 Local employment charter** | Monitor number of locally employed staff on partnered projects | CMF |
| **1.1.3.6 Key relationship manager for Salford City Council** | Attend and organise individual framework meetings | CMF |
| Attend and organise individual principle meetings | CMF |
| Collate KPIs and generate associated report | CMF |
| Report KPIs to scrutiny committee | CMF |
| **1.1.4 Administration** | **1.1.4.1 Provision on historical data** | Recover historical data on request to SCC | CMF |
| Recover historical data on request to Salix Homes and City West | CMF |
| **1.1.4.2 Attendance at meetings** | Attend community committee meetings on request | CMF |
| Attend Lead Member meetings on request | CMF |

## Landscape Design

| **Service Area** | **Service Standard** | **Output** | **Mgt Fee** |
| --- | --- | --- | --- |
| **1.2.1 Manage RTC partner framework for Salford City Council** | **1.2.1.1 Contract liaison with Salford City Council** | Facilitate structured meetings with SCC regarding existing contracts | CMF |
| Liaise with SCC regarding new partnering contracts | CMF |
| Provide information to SCC to update the RTC webpage | CMF |
| **1.2.1.2 Health & safety** | Communicate H&S alerts from SCC to RTC contractors | CMF |
| **1.2.1.3 RTC framework meetings** | Facilitate quarterly meetings with RTC contractors & SCC representatives (Reps) | CMF |
| Resolve issues arising from works undertaken | CMF |
| **1.2.1.4 Local employment charter** | Liaise with RTC contractor regarding local employment during construction | CMF |
| Liaise with David Timperley regarding local employment during construction | CMF |
| **1.2.2 Management support** | **1.2.2.1 Environment directorate** | Liaise with the Environment directorate to ensure integration across projects/ service delivery | CMF |
| **1.2.2.2 Provide advice and support** | Provide advice and support to SCC in relation to landscape management and maintenance | CMF |
| Respond to landscape related councillor enquiries that are not specific to the member liaison officer role | CMF |
| Provide advice to a range of directorates in relation to landscape related issues | CMF |
| Provide advice and support to neighbourhood management teams where landscape related issues are raised | CMF |
| Provide support and advice to community groups/ individuals/ “friends of groups” where landscape issues are raised | CMF |
| Provide support and advice to SCC in relation to insurance claims | CMF |
| Provide landscape advice in relation to planning applications | CMF |
| Attendance at community meetings to provide landscape advice | CMF |
| Assist SCC with project development/ writing brief | CMF |
| **1.2.3 Landscape project delivery** | **1.2.3.1 Feasibility stage** | Allocate projects to RTC contractors | CMF  (EC) |
| Set up / attend early contractor engagement | CMF |
| Produce feasibility designs | CMF |
| Determine project programmes | CMF |
| Determine cost plans | CMF |
| Advise on H&S elements | CMF |
| **1.2.3.2 Pre construction stage** | Scheme design discussions | CMF |
| Produce / supply of PCI’s information | CMF |
| Produce full scheme design | CMF |
| Carry out value engineering exercise when necessary | CMF |
| **1.2.3.3 construction stage** | Site supervision | CMF |
| Administer changes to construction method or design | CMF |
| **1.2.3.4 Post construction stage** | Facilitate close down meeting – including KPI data | CMF |
| Provide information to QS for final accounts | CMF |
| **1.2.4 Non Landscape led projects** | **1.2.4.1 Construction stage** | Check domestic sub contractor (non RTC landscape contractor) company data, suitability, appropriateness and competency of contractor | CM |
| Provide additional site supervision than on landscape led projects | CMF |
| **1.2.5 Strategic advice** | **1.2.5.1 Planning advice** | Provide support and advice in relation to planning applications | CMF |

## Project Management

| **Service Area** | **Service Standard** | **Output** | **Mgt Fee** |
| --- | --- | --- | --- |
| **1.3.1 Project Management project delivery** | **1.3.1.1 Feasibility stage** | Allocate projects to RTC contractors | PS |
| Set up / attend early contractor engagement | PS |
| Determine project programmes | PS |
| Determine costs plans | PS |
| Advise on H&S elements | PS |
| Advise on Env elements | PS |
| Advise on quality elements | PS |
| Advise on applicable legislation | PS |
| Create risk register – SHEQ, financial, commercial, time | PS |
| **1.3.1.2 Pre construction stage** | Scheme design discussions | PS |
| Assist in the production / supply of PCI’s information | PS |
| Instigate & chair major projects framework project meetings with contractor & client | PS |
| Review project programmes | PS |
| Review cost plans | PS |
| Chair monthly design team meetings | PS |
| Review & update risk register | PS |
| **1.3.1.3 Construction stage** | Chair monthly progress meetings | PS |
| Review impact on changes to construction method or design for Programme and costs | PS |
| Manage change order / control | PS |
| Review & update risk register | PS |
| **1.3.1.4 Post construction stage** | Facilitate pre handover client meeting with client & contractor | PS |
| Chair close down meeting – including KPI data | PS |
| Provide a additional site supervision where required | PS |

## Quantity Surveying

| **Service Area** | **Service Standard** | **Output** | **Mgt Fee** |
| --- | --- | --- | --- |
| **1.4.1 Manage RTC partner framework for Salford City Council** | **1.4.1.1 Contract liaison with Salford City Council** | Facilitate structured meetings with SCC regarding existing contracts | CMF |
| Liaise with SCC regarding new partnering contracts | CMF |
| Produce framework contract documentation | CMF |
| **1.4.1.2 RTC framework meetings** | Facilitate quarterly meetings with RTC contractors & SCC reps | CMF |
| Resolve issues arising from works undertaken | CMF |
| **1.4.1.3 Local employment charter** | Liaise with RTC contractor regarding local employment during construction | CMF |
| Liaise with David Timperley regarding local employment during construction | CMF |
| **1.4.2 Quantity Surveying project delivery** | **1.4.2.1 Feasibility stage** | Allocate projects to RTC contractors | CMF  (EC) |
| Set up / attend early client and contractor engagement (Project Specific) | CMF |
| Produce feasibility estimates and cost advice | CMF |
| Review project programmes | CMF |
| Produce cost plans | CMF |
| Consider / review & discuss H&S issues | CMF |
| Review all disciplines project information | CMF |
| Generate professional fee calculation sheets | CMF |
| Prepare spend profiles | CMF |
| Commence monthly monitoring | CMF |
| Obtain Lead Member approval | CMF |
| **1.4.2.2 Pre construction stage** | Attend project design meetings | CMF |
| Produce and supply of PCI’s information | CMF |
| Undertake detailed estimates | CMF |
| Carry out value engineering exercise when necessary | CMF |
| Review & update professional fee calculation sheets | CMF |
| Review & update spend profiles | CMF |
| Produce all commercial project documentation – bill of quantities (BOQ) and specifications | CMF |
| Attend launch meeting | CMF |
| **1.4.2.3 Construction stage** | Produce monthly valuations & financial statements | CMF |
| Provide measurement of changes to construction method or design | CMF |
| Review & update professional fee calculation sheets | CMF |
| Review & update spend profiles | CMF |
| Chair monthly monitoring meetings | CMF |
| Reassess the prelim costs for extension of time | CMF |
| Assess contractor claims for payment | CMF |
| **1.4.2.4 Post construction stage** | Facilitate close down meeting – including KPI data | CMF |
| Assess contractor claims for payment | CMF |
| Issue no further claims certificate to contractor | CMF |
| Certify final payments subject to cost close down | CMF |
| Produce final account fee calculation | CMF |
| Produce & agree final accounts | CMF |
| Archive project data | CMF |
| **1.4.2.5 General** | Answer Member, MP and public enquiries regarding quantity surveying | CMF |

## Structures

| **Service Area** | **Service Standard** | **Output** | **Mgt Fee** |
| --- | --- | --- | --- |
| **1.5.1 Management of structural design & bridge engineering services** | **1.5.1.1 Contract liaison with Salford City Council** | Attend structured meetings with SCC regarding existing (ongoing) contracts | NCMF |
| **1.5.1.2 Health & Safety** | Undertake all work in accordance with Urban Vision Partnership Ltd procedures. | NCMF |
| **1.5.1.3 Local employment charter** | Monitor number of locally employed staff on partnered projects | NCMF |
| **1.5.1.4 Providing general guidance and support on structural issues** | Provide reactive structured advice to various SCC departments to aid cost effective solutions to appropriate design codes. | NCMF |
| **1.5.2 Structural surveys** | **1.5.2.1 Structural surveys** | Undertake partial and full inspections of domestic and commercial properties giving concise recommendations. | NCMF |
| **1.5.2.2 Stability reviews** | Undertake an appraisal of the properties stability and load capacity where appropriate, following inspection surveys. | NCMF |
| **1.5.2.3 Feasibility reports** | Undertake feasibility designs where repairs, refurbishment, alteration or extensions are proposed or required. | NCMF |
| **1.5.3 Management of highway structures** | **1.5.3.1 Bridge management** | Ensure that all bridges owned and maintained by the authority are safe for use and fit for purpose in accordance with the guidance in Management of Highway Structure A Code of Practice. | NCMF |
| **1.5.3.2 Bridge inspection** | Undertake an inspection regime in accordance with BA and BD 63 of the Design Manual for Roads and Bridges. | NCMF |
| **1.5.3.3 Bridge assessment** | Ensure that all bridges have been assessed in accordance with BD 21 of the Design Manual for Roads and Bridges | NCMF |
| **1.5.3.4 Technical approval authority** | Liaise with developers and their designers to ensure that all proposed bridges are designed in accordance with the requirements of the Design Manual for Roads and Bridges. Including the approval of an AIP and key stage inspections for adoption. | NCMF |
| **1.5.3.5 Reactive maintenance** | Provide rapid response to highways structures related incidents | NCMF |
| **1.5.4 Project delivery** | **1.5.4.1 Design stage** | Produce feasibility designs | NCMF |
| Determine / input to Project Programme | NCMF |
| Determine / input to cost plan | NCMF |
| Advise on H&S elements | NCMF |
| Advise on Env elements | NCMF |
| Advise on quality elements | NCMF |
| Advise on applicable legislation | NCMF |
| Provide information for the formulation of a risk register – SHEQ, financial, commercial and time risk to CDMC (who compile risk register) | NCMF |
| **1.5.4.2 Pre construction stage** | Facilitate scheme design discussions with client | NCMF |
| Create full / structural scheme design | NCMF |
| Assist in the production / supply of PCI’s information with the CDMC | NCMF |
| Review / input to project programme | NCMF |
| Review / input to cost plan | NCMF |
| Chair monthly design team meetings for bridges or attend design progress meetings for structural issues. | NCMF |
| Review & send updates to risk register to CDMC | NCMF |
| **1.5.4.3 Construction stage** | Chair monthly progress meetings for bridges or attend design progress meetings for structural issues. | NCMF |
| Undertake site supervision | NCMF |
| Review interim valuations meetings for bridges or review valuation with QS for structural issues. | NCMF |
| Review & update production drawings | NCMF |
| Review impact on changes to construction method or design for programme and cost plan | NCMF |
| Manage change order / control | NCMF |
| Review & update risk register with CDMC | NCMF |
| **1.5.4.4 Post construction stage** | Chair close down meeting for bridges or attend meeting for structural issues. | NCMF |
| Agree final valuations meetings for bridges or attend meeting for structural issues. | NCMF |
| Administer the minutes of the close down meeting | NCMF |

# Quality and Improvement

## Safety, Health, Environment & Quality (SHEQ)

The outputs listed in section 2 are carried out by the Business Support and Development (ZUVX) section, with support and assistance provided by ZUVA.

| **Service Area** | | **Service Standard** | **Output** | **Mgt Fee** |
| --- | --- | --- | --- | --- |
| **2.1.1 Management of Health, Safety, Environment and Quality Systems (SHEQ) – Integrated Management System** | | **2.1.1.1 Manage the SHEQ Integrated Management System (IMS)** | Design, manage, implement and continually monitor and improve the Integrated Management System (IMS) | CMF |
| Review, update and publish IMS procedures for (Service specific / company specific) | CMF |
| Ensure service area compliance against set SHEQ Objectives and Targets | CMF |
| Carry out internal audits on all business units and individual projects | CMF |
| Carry out standard compliance audits (ISO9001 / OHSAS18001 / ISO14001) | CMF |
| Undertake service reviews | CMF |
| Carry out investigation(s) if there is a failing within the IMS | CMF |
| Carry out project reviews covering commercial, financial and safety, health and environmental | CMF |
| Ensure corrective preventative actions (CPA) are identified, recorded and actioned | CMF |
| Facilitate Management review meetings to discuss audit findings with senior management | CMF |
| Facilitate 3rd Party assessment visits (BSI) for Standards accreditation | CMF |
| Develop and implement transitional requirements to revised ISO & OHSAS Standards | CMF |
| **2.1.1.2 Manage “Legal and Other Requirements”** | Identify, evaluate and track “legal and other requirements” that apply to the safety, health and environmental aspects of Urban Vision’s activities and services | CMF |
| Undertake safety, health and environmental legislation reviews and compliance audits | CMF |
| **2.1.1.3 Reporting of SHEQ** | Review and communicate safety, health and environmental alerts and legislation for the business | CMF |
| Manage safety, health and environmental client satisfaction and report to Urban Vision’s Operations Board | CMF |
| Manage climate surveys in Urban Vision and report results | CMF |
| Monitor and report management safety, health and environmental cross audits (Bi-annual) | CMF |
| Produce safety, health, environmental and quality performance reports (monthly) | CMF |
| **2.1.1.4 Communication with Salford City Council** | Liaise and communicate with Salford City Council regarding safety, health, environmental and quality systems and compliance. | CMF |

## Complaints Management

| **Service Area** | **Service Standard** | **Output** | **Mgt Fee** |
| --- | --- | --- | --- |
| **2.2.1 Management of the Customer Complaints Process** | **2.2.1.1 Meet service standards and conform to Salford City Council’s Customer Complaints Policy.** | Acknowledge and investigate customer complaints in accordance with Salford City Councils corporate complaints policy. Respond to complainants in line with set KPI’s | CMF |
| Identify complaint trends and lessons to be learnt | CMF |
| Implement actions of lessons learnt in Urban Vision’s processes and procedures | CMF |
| Report complaints to Urban Vision’s ‘Main’ Board and ‘Operations’ Board | CMF |
| Attend complaints panel hearings, chaired by Salford City Council | CMF |
| Investigate and respond to Local Government Ombudsman (LGO) complaints | CMF |
| Attend complaints meetings with Salford City Council | CMF |

## Performance

| **Service Area** | **Service Standard** | **Output** | **Mgt Fee** |
| --- | --- | --- | --- |
| **2.3.1 Monitor Key Performance Indicator (KPI) performance** | **2.3.1.1 Meet service standards and conform to Salford City Councils KPI Policy.** | Provide monthly management of key performance | CMF |
| Identify Key Performance Indicator (KPI) improvements | CMF |
| Report findings to Urban Vision’s ‘Main’ Board and ‘Operations’ Board | CMF |
| Produce report for Salford City Council | CMF |
| **2.3.2 Management of European Projects** | **2.3.2.1 Ensure the Net-Topic project is managed accordingly** | Attend workshops with nominated European cities | CMF |
| Devise action plan for Salford City Council | CMF |

* 1. **Freedom of Information (FOI) Requests**

| **Service Area** | **Service Standard** | **Output** | **Mgt Fee** |
| --- | --- | --- | --- |
| **2.4.1 Freedom of Information** | **2.4.1.1 Meet service standards and conform to Salford City Council’s Freedom of Information Policy.** | Investigate freedom of information (FOI) requests and respond accordingly | CMF |
| Attend freedom of information (FOI) meetings held by Salford City Council | CMF |

Urban Vision

Service Area