

Delivering training on new contracts

Coaching staff on processes and procedures

Our commission

As well as working with clients to procure and mobilise new services, echelon offers bespoke training and development programmes to bring employees up to speed on new processes and procedures, here we outline a couple of recent examples.



CROYDON COUNCIL

Client: Croydon Council

The outer London borough of Croydon borders Surrey, Lambeth, Lewisham and Southwark and covers an area of 87 sq km. With a population of 382,000, set to grow to 477,000 by 2041, it is the second most populous of the capital's boroughs.

Croydon Council's housing stock stands at 14,362 and the council plans to deliver 20,200 new homes between 2011 and 2031.

Project overview

echelon worked with Croydon Council to reprocure the majority of its asset management-based contracts from responsive repairs, voids and domestic gas maintenance to lift maintenance and refurbishment.

The council previously had 60 contracts in place but this has been reduced to around six innovative new contracts which required significant changes to existing working practices. There was a change of focus for staff from technical delivery to management of the contracts.

As a result, the council restructured its Homes and School Improvement Services (HSIS) team, now called Capital Delivery for Homes and Schools, and tailored processes and procedures to reflect the new ways of working.

echelon facilitated a training and development programme, to provide instruction on the new contract requirements to all employees, who would be involved in delivering them.

This included process mapping workshops to improve and embed processes and a series of presentations and interactive workshops. These covered areas such as the contract principles and the roles and responsibilities of individuals, as well as addressing the key issues relative to the different workstreams.

Workshops were held to introduce teams to the new commercial model and to train them on the Price Per Property and Price Per Void models that had been introduced.

echelon also supported the council with the implementation of its new IT system, as all of the new contracts are IT driven.

Following the training sessions, echelon produced a contract manual and guide, incorporating the information covered in the workshops, providing employees with a reference document outlining the main areas of the contract.

Since the implementation of the contracts echelon's Commercial Manager has spent several days a week based at Croydon Council, supporting council staff to embed the changes.

The programme is being delivered on time and within budget.



Client: Charnwood Borough Council

Charnwood in Leicestershire sits centrally between the three cities of Nottingham, Leicester and Derby.

It has the highest population of any district in the county outside the City of Leicester and has experienced a population growth of over 40% in the last 30 years.

Charnwood Borough Council owns and manages around 5,700 rented properties and over 300 leasehold dwellings in the town of Loughborough and surrounding towns and rural villages.



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Project overview

Charnwood Borough Council awarded Fortem a five-year contract to deliver improvements to homes across the borough following a rigorous tender process.

The contract, which is worth around £18 million, covers the installation of new kitchens, bathrooms, heating systems and doors.

echelon delivered joint training to council and contractor employees who would be delivering the contract on the ground.

It also ran workshops to help them to understand how the contract would work in practical terms and looking at what was going to be done differently.

It covered areas including governance arrangements, levels of authority and dealing with disputes.

Following the training sessions, echelon produced a handbook, providing employees with a reference document outlining the main areas of the contract.

echelon Consultancy Limited
echelon House
219a Hatfield Road
St Albans
Herts
AL1 4TB
T: 01707 339800
E: info@echelonconsultancy.co.uk
www.echelonconsultancy.co.uk

Follow us:



@echelonltd