Appendix A

Recovery Plan Structure and integration

CBC

Council | Economy | Customer | Community

CBH

Our Organisation

Owner – Gareth Mitchell
Project Manager –
Angelique Ryan / Cong Gu
Team – David Barthram, HR Team

- Staff Health and well being
- Training (Mandatory, compliance, catch up / cancelled courses)
- Annual Leave
- Resource for recovery plan
- Management Agreement
- Organisational transformation
- Budget profiling
- Accommodation

Business

Owner – Matt Armstrong Project Manager – Mark Wicks
Team – Kirk Braker, Gerardine Murphy, Lee Spalding

- HRA projects
- New Council Projects (economy stimulus, carbon reduction project)
- BMP Programme
- Capital programme (Catch up 2020/21, Procurement, Compliance)
- Revenue programme (Backlog Repairs, New Repairs, Compliance)
- Contractor relationships, support, robustness
- IT Solution (in-house, new ways of working, channel shift – superfast BB?)

Customer & Community

Owner – Karen Loweman Project Manager – Karen Williams
Team – Tracey Brushett, Yvonne Day

- Rent Arrears collection (financial support)
- Voids and Lettings
- Leasehold Services
- Homelessness and Temp accom
- Service expectation – priority, phased
- Tenants behaviour – apprehension, support
- Service provision (eg. BB as part of tenancy, tech in Sheltered)
- Support / rebuild
- Community projects
- Partner work, charities
- Residents Voice
- Repairs (scheduling and comms)
- Safety compliance

Programme Sponsor – Gareth Mitchell Programme Owner – Matt Armstrong Programme co-ordinator – Nikki Williams Comms and Engagement– Jo Paget