

**MOUCHEL PARKMAN WITH WILTSHIRE COUNTY COUNCIL
SHORT TERM IMPROVEMENT PLAN
NOVEMBER 2003 - MARCH 2004**

Service Improvement Area	MP Performance Champion	WCC Performance Champion	PROGRESS TO BE MONITORED BY STEERING GROUP
<i>Resources</i>	Tim Steene	John Shorto	
Insufficient resources			
Middle Managers			
Introduction of Establishment Surveyors			
Help desk arrangements			
Clearly defined structure			
<i>Communication</i>	Jonathan Angel	Arthur Williams	
Engagement with Client Departments			
Access to Tim Steene			
Communication with Schools			
Contact sheet and FAQ's			
Communicating good news			
<i>Quality</i>	Tim Steene	Phil Durston	PROGRESS TO BE MONITORED BY STEERING GROUP
Schools perception of performance on Summer programme			
QA accreditation			
Control of project delivery			
Feedback from clients			
Review of roof specifications and contract selection			
Gateway process			
<i>KPI's</i>	Collin Worboys	John Shorto	
Need to review current indicators, target levels and client satisfaction			
<i>Information</i>	Tim Steene	John Shorto	
Review current levels of management information and contract documentation			
Knowledge of live issues			
<i>Partnership Working</i>	James Measures	David Smith	PROGRESS TO BE MONITORED BY STEERING GROUP
Escalation procedures			
Identification of "sensitive" issues			
Steering Group engagement			
Contractor procurement			

