

**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
<b><i>Resources</i></b>	Tim Steene	John Shorto	
Insufficient resources			
Middle Managers			
Introduction of Establishment Surveyors			
Help desk arrangements			
Clearly defined structure			
<b><i>Communication</i></b>	Jonathan Angel	Arthur Williams	
Engagement with Client Departments			
Access to Tim Steene			
Communication with Schools			
Contact sheet and FAQ's			
Communicating good news			
<b><i>Quality</i></b>	Tim Steene	Phil Durston	
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			
<b><i>KPI's</i></b>	Collin Worboys	John Shorto	
Need to review current indicators, target levels and client satisfaction			
<b><i>Information</i></b>	Tim Steene	John Shorto	
Review current levels of management information and contract documentation			
Knowledge of live issues			
<b><i>Partnership Working</i></b>	James Measures	David Smith	
Escalation procedures			
Identification of "sensitive" issues			
Steering Group engagement			
Contractor procurement			

