

## APPENDIX 1

### DRAPER HOUSE INDEPENDENT INVESTIGATION – SUMMARY ACTION PLAN

No.	Recommendation Summary	Owner	Target date	Comment	RAG
20.1.a) - a	A senior officer is responsible for communications with residents.	David Markham	Complete		Green
20.1.a) –b	Communications with residents and Satisfaction surveys	David Markham	Complete		Green
20.1.a) –c	Joint communications with TRAs	David Markham	Complete		Green
20.1.a)–d	Joined up approach in communications	David Markham	Complete		Green
20.1.a) - e	Ward councillors briefed.	David Markham	Complete		Green
20.1.a) -f	Report distributed to Draper residents	David Markham	Complete		Green
20.1.b)-a	General communications issues.	David Markham	Complete		Green
20.1.b)-b	Apologies for delays as soon as possible.	David Markham	Complete		Green
20.1.c) -a	Senior Council presence on site	David Markham	Complete		Green
20.1.c) -b	Transition arrangements upon completion	David Markham	Complete		Green
20.1.c) -c	Single point of contact	David Markham	Complete		Green
20.2.a) -a	Recommendations of OSC implemented	David Markham	Complete		Green
20.2.a) -b	Risk assessments for significant major works projects	David Markham	Complete		Green
20.2.a) -c	'Putting Residents First' Review	Stephen Douglass	February 2015	Review ongoing – on track to report at end of January 2015	Amber
20.2.a) -d	Resident liaison	David Markham	Complete		Green

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	include as selection criteria for contracts.				
20.2.b) - a	Programmes of work produced	David Markham	Complete		
20.2.c)-a	Lessons learned	Stephen Douglass	February 2015	Being covered under 20.2.a)- c	Amber
20.3.a) - a	Ensuring experience in project teams	David Markham	Complete		Green
20.3.b)-a	Explanation of roles and responsibilities of project teams.	David Markham	Complete		Green
20.3.b)- b	Project manager decision making	David Markham	Complete		Green
20.3.b )-c	Accountability within future projects	David Markham	Complete		Green
20.3.c)-a	Transition arrangements	David Markham	Complete		Green
20.3.c)-b	Resident sign off	David Markham	Complete		Green
21.	Action Plan	David Markham	Complete		Green
22.	Monitoring Group	Stephen Douglass	February 2015		Amber
23.	Review of consultation and TRAs	Stephen Douglass	Complete	Included in PRF review	Green
24.	Information to ward councillors	Kim Hooper	December 2014		Red
25.	Legal advice	Doreen Forrester-Brown	Complete		Green
26.	All issues covered	David Markham	Complete		Green
27.	Tenants Council endorsement	David Markham	Complete		Green
28.	PRF be revisited	Stephen Douglass	Complete	Covered in 20.2.a)- c above	Green
29.	PRF review group	Stephen Douglass	Complete		Green
30.	PRF applied equally	Stephen Douglass	Complete	Covered in 28 above.	Green
31.	Contracts to contain termination at will clauses.	David Markham	Complete		Green
32.	Default notices	David Markham	Complete		Green
33.	Payment of sub-contractors	David Markham	Complete		Green

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34.	Future bids	David Markham	Complete		Green
35.	Complaints Logs	David Markham	Complete		Green
36.	Leaseholder charges.	David Markham/Martin Green	Complete		Green
37.	Councils sharing formation	David Markham	Complete		Green
38..	Project management teams	David Markham	Complete		Green
39.	Communication with residents	David Markham	Complete		Green