

IMPROVEMENT PLAN

Appendix 2

This is a dynamic proforma that requires monitoring. The proforma should be completed before your organisation initially meets with the oSRWC. The document is not intended to be printed and requires to be signed off by SRWC.

Organisation:	Aberdeen City Council
Responsible Manager:	Doug Ritchie
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Issue	Noticing Failures	Contact Details	Late Starts	Overrunning works	Category A Inspections YTD	
Source	R2a	R24	R10	R6	Quarterly Inspections	
Expectation of Performance	<4%	0	<1%	0	100%	
Current Organisation Performance (SRWC PR 17/18)	26%	389	7%	37	77%	
Identified cause(s) of failure	Incorrect information entered onto Symology.	a message appeared when an early start request was issued - the was no issue with the information as contained within the mandatory fields and we are unsure as to why this has appeared ?	No late starts have been recorded for Q1 although a number of early starts have been required. This is due to the requirement to get the annual works programming up and running, which was delayed due to later than usual confirmation from the relevant Committee.	Greater emphasis has been placed on ensuring that better coordination is carried out at all stages of the works.	Previously, a shortage of Inspectors, along with their requirements to undertake other duties, resulted in a number of Cat A' inspections being missed.	
Proposed Action	There were two failures recorded - one for Tullos and one for ACC (for works on behalf of Tullos - Stronsay Drive). Again, staffing issues have resulted in a breakdown in communication as individuals overseeing key sections of works have been re-allocated to Tullos and have not kept on top of their existing programme of works.	The missing information has now been addressed and closer monitoring has been requested.	Better programming is showing an improvement in the number of late starts and this will continue to be monitored. Only 1 late start request made this quarter from Structures section. This was for river embankment protection works which were delayed due to tides / increased erosion levels detected.	Improved planning and communication has resulted in a reduction in the number of over-running works and this will continue to be monitored. From the two identified, one was due to lack of feedback from Tullos (we registered the works on their behalf) and the other was no feedback from the private contractor.	We have exceeded the required figure due to a much more rigid monitoring system being put in place with the existing Inspectors. The new mobile platform is continuing to improve this even further.	
Expected Delivery Date	Staff member has now been given permanent position in Tullos and their works package reallocated accordingly.	now on track	now on track	now on track	now on track	
Summary	Position at End Q3 2018/19	4%	12	8%	25	116%
	Position at End Q4 2018/19	4%	0	2%	22	229%
	Position at End Q1 2019/20	2%	1	0%	1	211%
	Position at End Q2 2019/20	1%	1	1%	2	124%
Date Achieved						
Reason for variance						