



Key:

Completed
In Progress
Not Started Yet

PHASE 1 – Chigwell / Elkins Transfer

Governance and Planning	Establish Transition Teams Produce and circulate Demobilisation / Mobilisation Plan. Add standing agenda item at weekly ops meetings to track progress Develop and Maintain live action tracker and risk register
Chigwell Demobilisation	Chigwell to confirm responsibility for all live and in progress jobs until agreed cut off Chigwell to confirm emergency cover until agreed cut off. Chigwell to provide subby details to Elkins TUPE Discussion - process confirmation Chigwell to send TUPE List - Elkins to confirm receipt TUPE staff transfer complete Begin passing over routine works that cannot be completed Ensure all booked works completed by the cut off Works not achievable by cut off to be transferred to Elkins Outstanding jobs verification Remove Chigwell system access and site permissions (for Barbican only) Weekly WIP review to ensure works are being completed in good time
Elkins Mobilisation	Confirm office space and welfare for Elkins staff Integrate Elkins into CoL governance and reporting frameworks. Elkins to assess staffing levels based on work volumes Ensure all operatives briefed on escalation, comms, and resident interface. Verify Elkins staff induction and CoL familiarisation completed. Confirm receipt and acceptance of transferred jobs Full Operational Handover
Data and Reporting	Obtain Chigwell WIP data export Confirm Elkins import functionality tested and validated. Conduct joint data verification session with both contractors. Transfer unbooked remaining / follow up jobs to Elkins Develop shared job transfer tracker (reviewed weekly)
Communication	Brief estate staff and internal teams on which contractor to contact from 16 Dec. Staff consultation period Provide call-handling teams with updated scripts (contractor split and start dates). Issue final resident update confirming Elkins as primary contractor. Draft and issue resident communication notice on contractor change. Circulate bi-weekly transition bulletins to internal stakeholders.
Commercial / Financial Closure	Review variations Confirm final valuation for all open work orders. Agree final account with Chigwell and obtain confirmation of zero outstanding liabilities. Conduct commercial review meeting Issue final payment statement



PHASE 2 - In House Mobilisation

Governance & Programme Control	Task and Finish Board Set Up: TOR, Membership etc
	Decision Gateways Outlined
	Escalation Process Outlined
	RACI Matrix Developed
	RAID Chart & Log Developed
	Process Map Developed
	Dependency Map & Log Developed
	Business Continuity Plans Developed
	Document Control
	Task and Finish Board Meetings (Report to MWPB/RepCom)
Heritage & Conservation (Barbican-specific)	
	Appoint Internal Conservational Lead(s)
	LBC Triggers List
	Create Pre-Approved Materials List (with Suppliers)
	Create Heritage Method Statement Library
Legal, H&S, Compliance	Heritage Defects Method Statement
	Incident Reporting Process
	SHEQ Management System in Place
	PPE Matrix, HAVS control, PAT & PUWER, and ladders register
	Create RAMS Library
	Safeguarding Policy Review / Creation
	Equality Act / Service Accessibility Review
	Vulnerable Resident Protocol
Service Design	Asbestos register review & ensure operative access
	Service Definition
	Priority and SLAs
	Pre and Post Inspection Policy
	Out of Hours Model
	Interface with External Suppliers / Specialist Contractors
	Access and Key Permission Protocol
	Make Safe and Return Protocol
	Multiple Visit / Recall Protocol
	Rechargeable Repairs Policy
	Booking and Triage Scripts
Workforce	
	Team Structure Confirmation
	TUPE Process Confirmation
	JDs / Person Spec
	Pay / Grading Confirmation
	Full Site Induction plan
	Order PPE
ICT	ELI Monitoring and Consultation
	CIVICA to Provide Implementation Timeline of System / App
	ICT System Config
	Ensure Access for Office Based Staff
	User Testing
	Order Operative Phones
Site Facilities	ICT Ready for Go-Live
	Confirm Welfare Space & Ensure Suitable
	Signage and Induction inc Visitor/Contractor Rules
	Tool / Material Storage with Controlled Access
	Hazardous / COSHH Storage



Site Facilities	Delivery and Waste Arrangements Housekeeping standards and process
Materials & Supply Chain	Procurement / Materials Strategy with Approved Suppliers Urgent Materials Strategy Vendor Onboarding Min / Max stock Levels and Order Thresholds Operative Personal Stock Issued (inc PPE)
Finance & Commercial	Confirm Cost Centres and Subjective Agree Budget 26/27 Confirm WO Coding and Job Type Structure Confirm Financial Authorisation Limits Develop Monthly Spend and Performance Reporting Methodology Confirm Reporting Schedule with Finance Conduct Financial Readiness Check Produce First Operational Finance / Performance Report
Policies, SOPs & Templates	Develop Full Suite of SOPs Operational Manual for Staff inc Code of Conduct SHEQ Policy Develop Suite of Templates
Training & Competency	Develop Ongoing Training Plan Develop Training Matrix Develop Planned Tool Box Talks Curriculum Supervisor Training Induction Plan Mandatory Courses Completed
Communications & Engagement	Internal Stakeholder Consultation Resident Consultation Annual Repairs Survey Develop Feedback Loop for Staff and Residents
Testing, Pilots, & Readiness	Desktop Simulation (System Readiness) Technical Rehearsals (Full End to End Readiness- Call to Completion) Field Pilot (Garchey Team / PSOs) Lessons Learned on Pilot Final Readiness Check Director Sign Off
Interfaces with Specialist Contractors	Joint Work Protocol Developed Handover Processes from DIHT to Specialist
Estate-Specific Operations	Core Working Hours / Noisy Works Process High-Risk / DNVA Addresses List Added Isolation Points Quick Access on PDAs Security Access - Key Fobs (for Office and Welfare)
HR/People	Workforce Planning Operational Manual for Staff
Go Live Stabilisation and Continuous Improvement	Daily Go-Live Review Weekly Stabilisation review Service Improvement Log Internal Audit with lessons learned External Audit