



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
Communication	Develop shared job transfer tracker (reviewed weekly)
	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.
Commercial / Financial Closure	Draft and issue resident communication notice on contractor change.
	Circulate bi-weekly transition bulletins to internal stakeholders.
	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
	Heritage Defects Method Statement
Legal, H&S, Compliance	
	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
Workforce	Booking and Triage Scripts
	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
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