

APPENDIX 1

Responsive Maintenance Partnering Contract

PROGRESS TO DATE SINCE INTRODUCTION OF NEW CONTRACT IN SEPTEMBER 2006

Introduction

Following a year-long robust tendering exercise a new partnering contract between Derby Homes and Derby City Council's Environmental Services Dept was introduced from mid September 2006.

The contract is Trowers & Hamlin's IPC 2005, of 5 years duration with an option for a further 2 years if mutually agreed and it includes a number of initiatives that are to be introduced during the life of the contract. These initiatives are contained in an action plan – see Appendix A attached.

The administration and management of the proposed initiatives together with responsibility for the contract as a whole is vested in a variety of groups and sub-groups. A regime of meetings has been created and the following have been established, have adopted terms of reference and have held inaugural and, in most cases, subsequent meetings:

Management Groups:

Core Group

This is the strategy team comprised of officers from Derby Homes, Derby City Council and Environmental Services together with Tenant & Leaseholder involvement for the contract and has overall responsibility for the success of the contract. Currently the Core Group meet bi-monthly and, in addition to their bi-monthly meeting, in January they attended a 'back to the floor' exercise designed to improve the members' understanding of how Derby Homes and Environmental Services Dept.'s personnel currently work together to provide a quality service to the customers. Chair of the Core Group is Dennis Rees (Tenant and Chair of Derby Homes).

Working Group

This is a larger group, again drawn from all stakeholders in the partnership, and deals with the operational level of the service's management. They meet monthly. For the first six meetings Steve Humenko (DH) is the Chairman and for the second period of six months the Chair will move to Shaun Osborn (ESD). Decisions of the Working Group are ratified by the Core Group. The

Working Group are also responsible for monitoring progress against a number of performance indicators.

Sub Groups:

There are a number of sub-groups, all of whom answer directly to the Working Group and are initially concentrating on the action plan for the introduction of initiatives and innovations. These are:

Commercial & Contractual

Chaired by Reg Berry (ESD) or Matt Hands in Reg's absence, this sub group met for the first time in January and now meet monthly throughout the early phase of the new contract. They are tasked with the following:

- Preparing for, overseeing and monitoring the introduction and subsequent successful running of open book accounting arrangements
- Managing the supply chain network
- Investigating opportunities for additional business for the partnership.

I.T.

Chaired by Mark Fairweather (DH), this sub group have met regularly since January and are responsible for all matters relating to information technology including compatibility issues and the introduction of hand-held technology for ESD's operatives.

Performance & Customer Care

This group also met for the first time in January and have met monthly. It is Chaired by a Tenant, John Newbould. Thus far they have concentrated on performance indicators, complaints procedures and customer satisfaction.

Supervisors & Surveyors Joint Meetings

The introduction of these monthly meetings was an initiative from the Supervisors and Surveyors themselves. The first meeting provided an opportunity to exchange ideas, break down barriers and seek solutions to problems in the way that the service is currently delivered. Chairmanship of their monthly meetings moves back and forth between the two groups, as does the venue.

Partnership Purchasing Group

This group is tasked with putting in place a supply chain to service the contract. They have already established a 'supplies tender timetable' and have held a pre-enquiry meeting with a small number of builders' merchants to ascertain what is available and identify the level of interest in the market place. They have developed the documentation for the formal tendering process and will imminently advertise the tender in the European Journal. Their target is to commence the new supplies contract from 1 October 2007.

Other Actions:

Away – Days

An Away-Day was held principally for those actively engaged on the Core and Working Groups plus a small number of invitees and subsequently a similar event was held for front-line staff and operatives with further input from tenants. Both occasions were very successful and have met their objectives of improving understanding of the partnering processes, encouraging integrated working and breaking down barriers between the various stakeholders.

Resulting from an action plan developed at the Operative's Away-Day it is proposed to initiate the following:

- To introduce a dedicated Responsive Maintenance News-Letter for Derby Homes and ESD staff providing information about the contract, progress, plans and proposals
- To set up an IT User Group designed to help and support ESD staff with the introduction of new technology.
- To arrange further similar events during the oncoming year.

A Process Mapping day is also planned for later on.

Johnmoore/26.4.07