

**CITY BOARD
30 AUGUST 2012**

ITEM B6

REPAIRS TEAM UPDATE

Report of the Director of Investment & Regeneration

1. SUMMARY

- 1.1 This report updates the City Board on the progress and developments the Repairs Team have made.

2. RECOMMENDATION

- 2.1 To note and comment on the content of the report.

3. MATTER FOR CONSIDERATION

- 3.1 The report details the operational improvements and transformational changes the Repairs Team continues to make.
- 3.2 Included in this report, are section updates, procurement plans, IT developments, general transformational changes and information on repairs that need to be revisited, as requested at the last meeting.

Day to Day Repairs

- 3.3 The performance of the team up until the end of July is:
- 99.79% of Appointments made were kept
 - 99.74% of Emergencies (2 hour) were completed on time
 - 99.23% of Very Urgent jobs (24 hour) were completed on time
 - 99.90% of Urgent jobs (5 days) were completed on time
 - 99.95% of Routine jobs (25 days) were completed on time
 - 100% of Planned Repairs (60 days) were completed on time
 - Customer satisfaction for July was 97.10%
- 3.4 With regard to the number of revisits or call backs, this is not measured or recorded via our IT system owing to changes in handhelds and the introduction of Open Contractor. However it is an area we are very keen to develop. In terms of information available that will provide a flavour of this, out of the 1448 customer satisfaction texts messages sent out in June, 23 responded by saying either further work was still required, the repairs were not fully complete or the quality could have been better. All these comments and issues are investigated and any trends or repeat issues are shared with the team, so 'lessons can be learnt'.

Gas Servicing

- 3.5 As mentioned in the previous Repairs Team update in June, the first few months would be extremely challenging, owing to the number of properties that required servicing in the first 3 months and changes in legislation.
- 3.6 However 7375 properties have been serviced and safety checked from April through to 31 July 2012. At the end of July we were 99.8% fully compliant and only 27 properties had an invalid gas safety certificate. Of these we have sufficient evidence to show we took all reasonable steps to attempt gaining access and sufficiently followed our no access and legal procedures.

Void Repairs

- 3.7 From April until the end of July we have completed 413 void properties with an average cost below £2000 and taking on average 16 days to inspect and complete the works.
- 3.8 The team have recently negotiated new rates with regard to cleaning, gas works and garden work, which should realise savings of £23K, £7.5K and £35K respectively.
- 3.9 Further work has been completed with Buildbase (materials supplier), and site deliveries for materials will commence in August. This will help reduce wasted travel time, cost and improve on-site productive time.

Kitchens & Bathrooms

- 3.10 The team have completed 109 kitchens and 150 bathrooms in the first 4 months of the year. Customer satisfaction in this area remains high at 97%.
- 3.11 In terms of improvements, the teams have been re-configured and will now undertake the flooring element in kitchens and the majority of extra plastering which is currently contracted out.

IT Developments

- 3.12 The Open Contractor team has produced a detailed action plan for the next 12 months to ensure all key issues are addressed.
- 3.13 The project to utilise Keystone, Opti-time and Total Mobile to manage gas servicing appointments is continuing to progress.

Procurement & Supply Chain Arrangements

- 3.14 We have now received a report from Cirrus Purchasing recommending a long term solution from the procurement and supply of materials. These recommendations will be implemented over the next 9 months.
- 3.15 Work is continually ongoing regarding securing better arrangements for external contractors and material suppliers, in order to contribute to the £1M efficiency savings target.

- 3.16 Owing to all the efficiencies we have and continue to achieve regarding materials, improved productivity, new contracting arrangements, etc we are confident that the £1M will be achieved by 2014/15.
- 3.17 The 30 new vehicles are due to be delivered in September and all limited to 56 mph.
- 3.18 All operatives are now on Imprest Van Stock, although this will be greatly improved when new vehicles arrive.

General Updates

- 3.19 We have recently given four staff one year contracts following on from them successfully completing their trade apprenticeships.

The areas listed below have no implications directly arising from this report:

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact the author.

Author: Mick Archer / Head of Repairs / 01332 888774 / Email Michael.archer@derbyhomes.org
Background Information: None
Supporting Information: None