

**CITY BOARD
13 DECEMBER 2012**

ITEM B3

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 are continuing to make.

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 continue to make.
- 3.2 Included in this report, are section updates, procurement plans, IT developments, and general transformational changes.

Day to Day Repairs

- 3.3 The performance of the team up until the end of October was:

- 99.60% of Appointments made were kept
- 99.84% of Emergencies (2 hour) were completed on time
- 99.38% of Very Urgent jobs (24 hour) were completed on time
- 99.84% of Urgent jobs (5 days) were completed on time
- 99.96% of Routine jobs (25 days) were completed on time
- 100% of Planned Repairs (60 days) were completed on time
- Customer satisfaction – 98.93%

Repairs Charter

- 3.4 We have held a meeting with members of the DACP where it was agreed that the Day to Day Repairs Team will review how it believes it meets up to the different areas of the charter. We will then meet with the DACP to discuss how they think the team is doing. Following this we will then, jointly work to improve where possible and maintain good performance in line with the Repairs Charter.

Gas Servicing

3.5 Gas IT Project

The recent progress on this project had been very successful up to 6 November. Resources are now fully committed on Council House recant work. Work on the Gas IT Project will recommence when this has been completed.

3.6 Gas Legislative Works

The Gas Team are undertaking a number of pieces of work which are the subject of recent Gas Regulation changes. These include the installation of inspection hatches in the boxing around boiler flues. The hatches will enable Gas Service Engineers to check the integrity of the joints between the flue sections. This work has a deadline of 31 December 2012 which we will only partly satisfy. Gas Safe has been consulted and accepted that we are significantly working through this programme of work which is due to be completed by 31 March 2013.

3.7 In addition further flue works are required regarding the method and frequency of support clips. This work is also underway and on programme.

3.8 Robinson Willey Firecharm Gas Fires are also the subject of changed Gas Regulations. All deflector plates on these fires are being removed in line with manufacturer's instructions where specific fixings exist. This work is being successfully picked up either at the same time as the Gas Service and Safety Check or at the time of a breakdown repair.

Void Repairs

3.9 From April until the end of October we have completed work on 744 void properties with an average cost, including management charges, of just under £1880 and taking on average 11.5 days to inspect and complete the works.

3.10 This is a significant improvement on an average repair cost of c. £2200 and 14 days to complete the work last year, and is due to new processes, improved sub-contractor rates, better supply chain arrangements, and re-organising the teams.

3.11 The team have now commenced pre-termination inspections, to help improve the overall void process. The team are undertaking a full inspection and identifying what work could be carried out prior to the end of the existing tenancy or more accurately planning work for the day it becomes void.

Kitchens & Bathrooms

3.12 The team are on target to achieve the required numbers and have completed 218 kitchens and 278 bathrooms up to and including October. Customer satisfaction in this area remains high at 98% and 96% respectively.

IT Developments (Open Contractor)

- 3.13 The Open Contractor Team are continuing to improve the functionality and operational benefits.
- 3.14 The team are now recording actual productive time and non-productive activity in OC using the re-designed timesheets for Day to Day and Voids.
- 3.15 Members of the team recently visited Property Services at the Council, to look at their new Asset Management System and establish if an interface could be developed between their system and OC to automate the raising of jobs for Public Buildings. At the moment jobs are manually input into the Property Services system, the details are then emailed to Derby Homes and manually inputted. Initial impressions are favourable in terms of automating this and over the next few weeks we will be working with Property Services to develop this further.
- 3.16 We have also been working with Buildbase to develop a way of automating the validation of job numbers by Buildbase. Currently the OC team spends a significant amount of time validating and amending job numbers.

Procurement & Supply Chain Arrangements

- 3.17 The major procurement exercise regarding building materials is continuing to progress.
- 3.18 At the recent Resources, Remuneration and Regeneration Committee meeting, approval was given for Derby Homes to undertake its own procurement exercise rather than utilise a 3rd party framework consortia. By undertaking our own procurement we are confident of procuring a modern and best value solution for materials for the next 9 years.
- 3.19 Recently the team have also:
- Secured additional site deliveries via our Buildbase Contract at no additional cost.
 - Negotiated lower rates with our Void Clearance Contractor.
 - Re-tendered our Voids Cleaning Contractor.
 - Engaged with T&S Heating to undertake 'Out of Hours' repairs after 9.00pm. Apart from achieving better rates than offered by 'Woodland's, we also believe they will provide a better and more flexible service.

Fleet

- 3.20 We have recently ordered 35 new vans that will be fully racked out and tailored to meet the needs of van stock requirements.
- 3.21 By the end of March 2013 we are hoping to have taken delivery of these – thus making a total of 75 new and fit for purpose vehicles.

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.

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Background Information: None
Supporting Information: None