

# **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 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 monthly and, in addition to their 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. Like the Core Group they also 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.

## **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.. These are:

### **Commercial & Contractual**

Chaired by Reg Berry (ESD) this sub group met for the first time in January and intends to meet monthly throughout the infancy of the new contract.

### **I.T.**

Chaired by Mark Fairweather (DH) this sub group met in January and will continue the theme of monthly meetings.

### **Performance & Customer Care**

This group also met for the first time in January and will be meeting monthly. It is Chaired by a Tenant, John Newbold.

### **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 the subsequent monthly meetings is to move back and forth between the two groups, as is the venue.

### **Partnership Purchasing Group**

This group is tasked with putting in place a supply chain to service the contract. They have already met on two occasions, have established a 'supplies tender timetable' and have arranged 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. This arrangement will be succeeded by a formal process commencing with the placing of an advertisement in the Official Journal of the European Union.

## **Other Actions:**

### **Away – Day**

An Away-Day was held principally for those actively engaged on the Core and Working Groups plus a small number of invitees and it is intended to hold a similar event in late February / early March for ESD's Operatives and members of DH's front line staff. A Process Mapping day is planned following the Away-Day.