

Derby Homes & Derby City Council's Environmental Services Dept.

DRAFT

Responsive Maintenance Partnering Contract

CORE GROUP MEETING

on

Thursday, 16 March 2007

at

ESD Training Room, London Road

1. Present:

Dennis Rees (Chair)	Shaun Bennett
Jim Burns	Win Buchan
Derek Jinks	Richard Noble
Steve Humenko	Dave Pickering (part meeting)

In attendance: John Moore

2. Apologies: Matthew Hands

Also absent: Shaun Osborn and Reg Berry

3. Minutes:

The minutes of the meeting dated 15 February 2007 as already circulated were adopted.

4. Matters arising:

There were no matters arising from the previous meeting's minutes.

5. Minutes of Working Group

The minutes of the Working Group meeting were circulated and the following matters arose from the minutes:

It was agreed that the key individuals that would take responsibility for the introduction of Open Book Accounting would be Richard Noble, Steve Humenko, Matt Hands, Derek Jinks and one other from ESD. These individuals will form a Sub Group who will have responsibility for introducing Open Book initially to run in parallel with the present arrangements with a view to moving permanently to Open Book arrangements within one year. Shaun and Jim are also to attend the Sub Group's inaugural meeting. It was further agreed to invite Richard Boneham from Internal Audit to attend the first meeting and such subsequent meetings as the Sub Group felt were appropriate.

Shaun suggested that the Asset Management Strategy to the Housing Revenue Account meeting should aim to reduce responsive repairs and move the emphasis to more planned and/or cyclical maintenance. Denis said that the aim should not be to cut the budgets but, instead, to seek a better deal from the new contract and Jim added that everyone should be aware of the need for continuous improvement.

At this point Dave Pickering joined the meeting.

Jim said that he had been impressed with some of the ideas discussed at the recent meeting with Deloitte. He was particularly keen to see Midland ALMO's setting standards and striving for uniformity.

Dave enquired whether consideration had been given to the development of a unit price for the repair of each property. He was aware that others are working to a similar arrangement wherein the contractor received a fixed sum per property, per annum for general repairs and received extra when components had to be replaced. He went on to say that the partnership should avoid backward steps and should be prepared to share the risks and share in the gains.

Dennis added that, where possible, a balanced flow of work should be available and undertaken throughout the year rather than having peaks and troughs.

Everyone agreed that there is a need for long-term planning.

6. Recommendations from Working Group

There were two recommendations brought forward from the Working Group:

1. That ESD's Work Schedulers should be relocated with only one being located at Cardinal Square and two at London Road. The three Schedulers to develop a roster so that each would spend one week at Cardinal Square followed by two weeks at London Road. It is considered that this measure will improve performance and maintain better contact with the work-force. It is to be implemented as soon as possible and to be monitored to gauge the effectiveness. The proposal had stemmed from the Schedulers and a briefing note had been prepared by Emma Coxon and Pete Harrison. Mary Holmes (Derby Homes' Enquiry Centre) has been consulted.

It was agreed to ratify the proposal and John was asked to Pass on the Core Group's thanks to Emma and Pete.

2. That the Working Group should, at each of their meetings, monitor the following performance indicators and measure them against the agreed targets:
 - i. **Abandoned Orders** – target 10% reduction over the year
Shaun suggested that the indicator should, in brackets, show the percentage of total orders raised. However, Jim suggested that the ratio per 1000 orders or 5000 orders would be more meaningful.
 - ii. **Appointments Made** – target 80% of appoint-able orders
Steve pointed out that this indicator had already undergone considerable improvement over the previous year and as at February was showing 76%. Richard acknowledged that the improvement was attributable to better use of 'Optitime'. Dennis enquired about introducing a more flexibility approach to appointments with more evening and Saturday slots available. The Audit Commission's recommendation was for repairs service providers to develop services that had a greater degree of affinity with tenants' expectations, making appointments for times that best suit the customer. He suggested that, if he could identify a housing authority that already had a good record in this regard, they be invited to make a presentation to a later meeting.
 - iii. **Work Completed In One Visit** – target 85%
Steve pointed out that this is currently measured by ESD Operatives adding a nil-value SOR to successfully completed orders. He acknowledged that this may not be the most reliable means of measuring. He has, therefore, suggested that the results from Customer Satisfaction Surveys should be taken into account.

iv. Unable to Gain Access

Dennis stated that he had received complaints from customers that , when calling cards had been left by ESD who had been unable to gain access, they had been unable to get any response from the telephone number given on the card. Steve said that this situation had improved now that the Schedulers have taken ownership

v. Redefinitions

It was agreed that, although there are concerns that the level of redefinition be kept within acceptable limits, any measures adopted to control them will inevitably be short-term because once Open Book is introduced they will not be required.

vi. Percentage of Jobs Pre-Inspected

Steve commented that this indicator should show a steady decline as ESD are taking responsibility for some of the roles traditionally carried out by Derby Homes. Jim pointed out that this links to the Jobs Completed in One Visit and acknowledged that there will always be a necessity for some pre-inspection particularly relating to complicated / complex orders.

Dave questioned what use the information about performance was being put to and what benefit tenants would see from this monitoring. He advocated that a move to an average cost per order arrangement would benefit the customers, adding that the data currently collected is useful background information but doesn't, in its self, add value. Derek agreed and asked why such detailed data was considered necessary. Steve stated that some of data was needed to satisfy the demands of legislation and audit requirements also that there is merit in identifying trends. He accepted that there will be a move away from many of the present performance indicators but that many of them will be replaced by new areas of monitoring and measurement. Jim suggested that the data collected might prove useful at ESD's monthly management meetings.

7. Progress of Sub Groups

The details provided were noted.

8. Operatives Away-Day and Process Mapping Day

It was agreed that John should invite Canute Simpson from Constructing Excellence to facilitate the event and that invitations should be extended to three SME (Small / Medium Enterprises) sub contractors.

9. Supply chain – progress

A brief verbal report was provided by Richard and its content noted. A revised programme for implementation was being worked on and will be distributed in due course.

10. Budgets.

The Core Group supported Jim's contention that ESD should provide placements for three apprentices in the forthcoming year. Jim spoke about the need for a demographic profile of ESD's workforce and acknowledged that ESD were unlikely to be able to offer automatic placements for 'Derwentbuild' personnel but that they would continue to support them. There are costs associated with the employment of apprentices but Jim felt that these costs were acceptable and that ESD should continue to provide opportunities for young people to become involved in the industry. Jim suggested that age level was no longer a barrier to apprenticeship and that ESD were prepared to take on trainee tradesmen at various levels of competence from starters, through NVQ1 to NVQ2 and beyond.

Steve said that he had checked the level of spending on the budget as at the end of January it was on course for a £400K under-spend. He acknowledged that harsh decisions had been made but these had been necessary to reduce spending to meet the demands imposed by the City Council.

11. Other business.

Steve pointed out that performance had apparently dropped over the period around the Christmas holiday. This was attributable, amongst other things, to an unusually high number of operatives being on leave at ESD's year end.

13. Date, time and venue for next meeting:

It was agreed that the Core Group's next meeting be held on 22 May 2007 at 10 am at a venue to be advised.