

## DERBY HOMES SERVICE REVIEW 2002

### IMPROVING AND MAINTAINING COUNCIL HOUSING

#### Stage 1 – Scope and Resources

##### Proposed Objective

To review the way in which improvements, planned, programmed and cyclical maintenance will be carried out by Derby Homes.

##### Proposed Core Review Team

John Bloxsom	-	Review Team Leader
Martin Guest	-	Review Adviser
Shaun Bennett	-	Maintenance Manager
Nigel Case	-	Commercial Services
Derek Jinks	-	Commercial Services
Alex Dixon	-	Project Leader
Dennis Rees	-	Derby Association of Community Partners
Lynn Gadsby	-	Derby Leaseholders Association

##### Persons to be invited to join the Review Team

Shaun Osbourne	-	Commercial Services Department
Bramalls/Lovells/Bramalls	-	Partnering Contractors
Symphony/Armitage/		
Worcester Bosch/Marley	-	Key Suppliers
PDB/Vinshires/Tomlinsons/Barran		External Contractors
McCann		
Derby Homes Technical Officers		
Derby Homes Contract Liaison Officers		
Derby Homes Technical Managers		
City Councillors		
DACP Representatives		
Leaseholder Representatives		
Ian Yeomans	-	Commercial Services
John Swain	-	TGWU (Corporate CJC Representative)
T.B.C	-	Derby Homes JCC Representative
Adrian Webb	-	King Sturge
Helen Nicholson	-	HACAS Asset Management
Angela Garrard	-	William Sutton Trust
Gordon Alexander	-	Trent and Dove Housing
Martin Musgrave		Erewash Housing

## **Proposed Timetable**

### **Stage 1 - Scope and resources – May/June 2002**

- Scoping session with full review team – 20 May
- Terms of reference drafted by Core Review Team
- Terms of reference approved by
  - Chief Officers Group – 29 May
  - Derby Homes Board – 30 May
  - Executive – 11 June
  - Overview and Scrutiny – 17 June
  - Executive – 25 June
  - Derby Homes Board – 27 June

### **Stage 2 - Baseline Assessment – June 2002**

### **Stage 3 - 4c's – 27 June 2002**

- Challenge event
- Consultation
- Comparison
- Competitiveness

### **Stage 4 - Options Appraisal, Final Report and Improvement Plan, drafting – July 2002**

### **Stage 5 – Options Appraisal, Improvement Action and Implementation, Reporting and approval – September 2002**

Chief Officers Group  
Derby Homes Board  
Executive  
Overview and Scrutiny  
Executive  
Derby Homes Board  
Council

## **Content and scope**

### **Tenants choice**

- How do we identify what tenants want?
- How do we decide what goes in specifications?
- What choices do we offer groups of tenants for their locality?
- What choices do we offer individual tenants?
- Should we offer the freedom not to have your home improved?
- How do we sequence work?
- Should we decant tenants whilst work is done?
- How do we tailor investment strategy to local conditions and views?

### **Procurement methods**

- How do we buy construction work?
- How do we decide whom we buy it from?

- What involvement do tenants and leaseholders have?
- How do we control contracts effectively whilst minimising client costs?
- What do we do if it goes wrong?
- How do we ensure best value for construction work?
- How do we develop and manage are based partnering arrangements?
- What mix of contractors and expertise do we need to deliver the programme?

#### Dealing with contractors

- How do we develop and maintain contractor capacity?
- How do we develop and manage the whole supply chain?
- How do we manage risk?
- How do we provide incentives to improve efficiency?
- How should risks and rewards be shared?
- How do we ensure there are benefits from early contractor/supplier involvement?
- How do we ensure joint purchasing arrangements occurs between partners?
- How do we develop links to employment and training objectives, generating local employment opportunities and addressing black and ethnic minority communities?
- How do we ensure that there is partnering through the supply chain?
- What performance indicators should be used?
- What should our post contract evaluation methods be?