

REPAIRS UPDATE

Report of the Director of Investment & Regeneration

1. SUMMARY

- 1.1 This report updates the City Board on recent progress and developments within the Repairs Team.

2. RECOMMENDATION

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

3. MATTER FOR CONSIDERATION

- 3.1 The report details operational improvements the Repairs Team are making to improve service provision and achieve the required £1M efficiency savings over four years.

IT Developments

- 3.2 Open Contractor (phase 1) implementation remains on target, despite some problems with testing the 'end to end' process. The next few weeks will be a very very demanding and challenging time for the Repairs, Finance and IT teams.
- 3.3 The National Housing Federation – Schedule of Rates implementation was successful and thanks should be given to the hard work undertaken by the Repairs; IT and Enquiry Centre Teams. Over the next few weeks the teams will continue to improve the various parameters to ensure it fully meets the needs of Derby Homes.
- 3.4 With regard to implementing new IT for Gas Servicing:
- The systems are designed
 - Suppliers are finalising interfaces now
 - IT testing is due to start at the end of January 2012
 - User testing is due to start at the beginning of February 2012
 - Expected go-live 2 April 2012

Supply Chain Arrangements

- 3.5 We are continuing to work with our major suppliers and have recently agreed a protocol for on-site material deliveries for Voids.
- 3.6 The team are continuing to review all supply chain arrangements and have recently engaged with an alternative 'Glass' supplier which will realise further savings and achieve improved service delivery.

- 3.7 The process for Imprest Van Stock continues to improve and arrangements are in place for suppliers to replace stock on a weekly basis. Individual productivity is improving since the implementation of Imprest Van Stock. Electricians productivity has improved by 34%, and we have recently released 2 Agency Joiners owing to improved productivity.

Gas Update

- 3.8 Performance at the end of Quarter 3 was 99.92%. This equated to 11 properties without a current valid certificate of which five properties were void; four were going through a legal process to gain access and two where special access was being arranged to suit tenant requirements.
- 3.9 The next few months will be quite challenging to maintain current performance owing to the numbers due for completion in February. This time last year we had several contractors undertaking the work following the demise of Connaught and lack of certification produced.

Kitchen and Bathroom Update

- 3.10 The Asset Management team have recently finalised the requirements for the next five years to ensure compliance with the Decent Homes Standard. Operationally the teams are being restructured to install 460 Kitchens and 460 Bathrooms in 2012/13.

Apprentices

- 3.11 I am pleased to report four of the Repairs Team Apprentices have submitted portfolio's for the prestigious Direct Works Forum 'Apprentice of the Year'.

Performance

- 3.12 The performance information below is for the first nine months (Quarter 3 outturn):
- Tenant satisfaction with repairs was 93% against a target of 90%. This is up by over 10% at the same time last year.
 - Appointments kept was 99.47% against a target of 98%.
 - The percentage of emergency repairs completed on time has improved every quarter and is now up to 98.2%, against a target of 98.5%.
 - The percentage of 24 hour repairs has also improved every quarter and is up to 96.5% against a target of 98%. This is up over 11% at the same time last year.
 - Performance on urgent and routine repairs remains consistent and above target, whilst 90 day jobs are at 99.2% in time.

Out of Hours Service Provision

- 3.13 From 2 April we are engaging with a new Contractor to deliver an Out of Hours Service to ensure we fully comply with the European Working Time Directive.
- 3.14 Throughout February and March the DACP will be invited to meet with the new Contractor and agree service targets.

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, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information: None

Supporting Information: None