

**CITY BOARD
21 JUNE 2012**

ITEM B3

REPAIRS TEAM UPDATE

Report of the Director of Investment & Regeneration

1. SUMMARY

This report updates the City Board on the progress and developments the Repairs Team have made.

2. RECOMMENDATION

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 in the team has continued to improve. In April:

- 99.89% of Appointments made where kept
- 100% of Emergencies (2 hour) were completed on time
- 100% of Very Urgent jobs (24 hour) were completed on time
- 100% of Urgent jobs (5 days) were completed on time
- 100% of Routine repairs (25 days) were completed on time
- 100% of Planned repairs (60 days) were completed on time

3.4 Individual productivity continues to improve by the implementation of 'Imprest Van Stock' and improved performance management. Over the last 2 months the number of agency staff employed has diminished, and the reliance on external sub-contractor usage has continued to reduce.

Gas Servicing

3.5 The first quarter of 2012/13 has been extremely challenging for the Gas Team owing to the number of properties that require servicing. This is largely attributed to the amount undertaken 12 months ago, where certification was not forthcoming from Lovells and the amount overdue from the previous year.

- 3.6 The problem has been compounded by changes in Legislation. We must ensure that any boxed in flues have adequate inspection facilities by 31 December 2012.
- 3.7 However of the 29 properties where certification expired in April, we have evidence to show we took reasonable steps to attempt gaining access and sufficiently followed our no access and legal procedures.

Void Repairs

- 3.8 Throughout April the team completed work on 105 properties that became void, taking on average 14.6 days to complete the survey and works.
- 3.9 In May, the current Lettable Standard will be discussed with the DACP and members will be invited to undertake joint pre-inspections to establish a suitable and fully costed standard.

Kitchen and Bathroom

- 3.10 The team has completed 46 kitchens and 73 bathrooms during April.
- 3.11 The team is still investigating ways of stream-lining and improving service delivery by looking at on-site deliveries and reviewing current specifications with the DACP.

IT Developments

- 3.12 As reported in April, Open Contractor successfully went live on the 19 March 2012. During the the next 6 months we will be improving the various parameters and establishing a suite of performance and financial indicators.
- 3.13 With regard to the Gas IT project, which will enable operatives to work fully mobile and back-office staff use dynamic scheduling based on geographical area and certification expiry dates; is still encountering technical difficulties. We are now planning to meet with the IT suppliers to establish a way forward and agree timescales.

Procurement & Supply Chain Arrangements

- 3.14 The largest piece of work throughout the next few months will be to undertake a full options appraisal of how we currently procure materials and establish a long-term solution that best fits Derby Homes.
- 3.15 Regarding other arrangements we are continuing to review existing sub-contractor arrangements and material specifications.
- 3.16 With regard to specifics, please let Mick Archer know if you would like further information detailed in future reports.
- 3.17 By the end of June, 80 operatives will have Imprest Van Stock, which will help:

- Improve 'Right First Time'
- Reduce wasted travel and fuel consumption
- Improve productivity

3.18 We have recently ordered 30 new vehicles, primarily for day to day repairs and gas servicing.

4. CONSULTATION

4.1 Work is ongoing with the DACP to review:

- The Voids Lettable Standard
- Kitchen & Bathroom specifications
- A Derby definition for 'Right First Time'

The areas listed below have no implications directly arising from this report:

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