

Housing and Homes Overview & Scrutiny Committee

Housing Repairs, Maintenance & Investment Contractors

John Jamieson, Head of Asset Management
Place Directorate
23 January 2018

Contracts Overview

- New contracts commenced 1st April 2016
- 4 Contract Areas reflecting the City's Quadrant boundaries
- Comprehensive maintenance and investment content covering:-
 - Responsive repairs
 - Gas Safety & Maintenance
 - Capital Improvement Programmes
 - Major Aids & Adaptations
- Contractors and today's representatives:-
 - **North:** Keepmoat ~ Paul Bingham, Project Director
 - **Central West:** Wates Living Space ~ Stewart Reid, Regional Director
 - **East:** Wates Living Space ~ Stewart Reid, Regional Director
 - **South:** Fortem ~ Chris Caffrey, Operations Director

Service Delivery Headlines ~ 2017/18

- 155,843 RESPONSIVE REPAIRS COMPLETED
- 47,318 GAS SERVICES & SAFETY CHECKS UNDERTAKEN
- 3,419 VOID DWELLINGS REPAIRED
- £27,647,000 CAPITAL IMPROVEMENT WORKS*
- 293 MAJOR ADAPTATIONS FOR VULNERABLE TENANTS

* Separate detailed report to be presented at March 2018 meeting

Performance Review

Key Performance Measure	Target	Standard	2016/17 (outturn)	2017/18 (YTD*)
Birmingham Promise ~ We will respond to emergency repairs in 2 hours	98.1%	94.9%	78.5%	99.8%
Birmingham Promise ~ We will resolve routine repairs within 30 days	92.6%	-	94.6%	95.1%
Percentage of Gas Servicing completed against period profile	98.0%	-	100%	99.5%
Right to Repair jobs completed on time for council tenants	92.6%	87.9%	87.6%	95.1%
Work Orders completed within timescale (all categories)	92.6%	87.9%	88.6%	91.3%

* As at November 2018

Performance Review

Key Performance Measure	Target	Standard	2016/17 (outturn)	2017/18 (YTD*)
Appointments Made (within 10 minutes w.e.f. October 2017)	98.1%	94.9%	96.1%	97.1%
Appointments Kept (within appointed timeslot)	98.1%	94.9%	79.8%	94.5%
Customer Satisfaction (Repairs, Gas Servicing, Capital works)	95.1%	92.9%	99.8%	99.8%
Works Orders not resulting in Customer Complaints	95.1%	92.9%	n/a	99.5%

* As at November 2018

Social and Added Value

- 70 Apprentices / Trainees Employed
- 96 New Jobs created since start of contracts
- Significant levels of additional Training, Work Experience etc
- 55 Community Schemes / Projects in 2017/18
- Over £53,000 Voluntary Funding raised in 2017/18
- Expenditure with Local Social Enterprises 2017/18 = £1.2 million
- Expenditure with Local Enterprises 2017/18 = £44 million

Nest Steps

- Further work with contractors to deliver added value elements
- Full year review of Business Charter Action Plans for Year 2
- Focus on improving performance on areas not currently achieving target
- Development of Invest to save proposals to reduce responsive repairs
- Support to corporate priorities e.g. Care Leavers
- Contract review and extensions

Severe Weather Event ~ December 2017

- Provided a true test of contractors' commitment and resilience
- First major weather event impacting delivery since 2011 and 2013
- Major disruption commenced on Sunday 10th December (further disruption throughout week)
- Escalation Process followed and implemented – but only to Amber level
- Emergency cases continued to experience a responsive service
- Contractors contacted customers directly to rearrange non-urgent repairs where necessary
- Amber Status rescinded with effect from Wednesday 13th December
- Business As Usual re-established by week commencing 18th December

Our Contractors' View



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