

Housing Scrutiny Standing Panel, 7 Aug 2012



Introductions

- Paul Pledger - Assistant Director of Housing (Property),
Epping Forest District Council

- Mike Gammack – Housing Repairs Manager
 - Tel 01992 564065
 - Mob 07739 306634

Understanding performance

- Productivity of operatives
- Assessing process waste
- Reducing the paper mountain
- Reduction in avoidable contact
- Real time information
- Reduction in administration
- Reduction in aborted jobs (no access)
- Reduction in fuel consumption

Key deliverables

- Implementation of efficient IT System
- Appointment based service
- Mobile handheld technology
- Review pricing model
- Supply chain review

IT, appointments and mobile working

- Mears Contract Monitoring software
- Mobile working, real time information
- Drive to appointments for everything
- 164% increase in appointments made
- Appointment slots
 - AM
 - School run
 - PM

| | | *Alan Dean | *Andy Flesher | *Chris Armes | *Dan Winpress | *Derek King | *Graham Marshall | *Jim McLintock | *John Hamilton | *John Widlake | *Mark Farthing | *Steve Doe | *Steve Kempson | *Terry Brewer | *Terry Payne | *Tony McCullagh |
|-------|--|------------|--|---|---------------|--|------------------|---|----------------|---|------------------------------|---|--|---------------|----------------------------|---|
| 06:00 | | | | | | | | | | | | | | | | |
| 07:00 | | | | | | | | | | | | | | | | |
| 08:00 | | | 08:52-17:52 ALDERSGROVE 4 ALDERSGROVE WALTHAM ABBEY ESSEX EN9 1TJ Job Description: (P.App) Attention JH. Remove plastic cladding to rear of house. Inspect for water ingress. Repair as necessary, replace cladding. JH/LM/AF to liaise with each other Notes: | Planned Appointment Notes: ASSISTANT STOREMAN | | 08:57-10:45 BLOCK 2 - 40 JESSOPF COURT SHERNBROKE ROAD WALTHAM ABBEY ESSEX EN9 3JF Job Description: Plastic fitting to light in communal kitchen in the day centre coming off. | | No n Pr od uc tiv e Ap po int m en t tes : Gr | | 08:57-08:58 LAWTON ROAD 2 LAWTON ROAD LOUGHTON ESSEX IG10 2AE | Sick Appointment Notes: SICK | | Sick Appointment Notes: SICK | | Holiday Appointment Notes: | |
| 09:00 | | | | | | 09:58-10:03 LIMES AVENUE 506 LIMES AVENUE CHIGWELL ESSEX IG17 5NF Job Description: Four lights not working on ground floor. 21/05 New Diffuser Req'd to be ordered. Will re-assign when received | | | | 09:33-09:39 LIMES AVENUE 356 LIMES AVENUE CHIGWELL ESSEX IG7 5NB | | 09:17-09:21 PALEY GARDENS 37 PALEY GARDENS LOUGHTON ESSEX IG10 2AN | 09:25-09:30 G4 PELY COURT EPPING ESSEX CM16 4NA | | | 09:06-10:39 BLOCK 2 - 40 JESSOPF COURT SHERNBROKE ROAD WALTHAM ABBEY ESSEX EN9 3JF Job Description: Plastic fitting to light in communal kitchen in the day centre coming off. Fo |
| 10:00 | | | | | | | | | | | | | | | | |
| 11:00 | | | | | | | | | | | | | | | | |
| 12:00 | | | | | | | | | | | | | | | | |
| 13:00 | | | | | | | | | | | | | | | | |
| 14:00 | | | | | | | | | | | | | | | | |
| 15:00 | | | | | | | | | | | | | | | | |
| 16:00 | | | | | | | | | | | | | | | | |



SMS Text messaging

- Appointment reminder
 - Estimated time of arrival
 - No access, please call to re-arrange
 - Your work has been completed
-
- I THANK MARK FARTHING FOR HIS REPAIR WORK
VERY PLEASED WITH THE TOILET FLUSH NOW
FROM MR P ANTHONY, 12th January 2012



Photographic evidence



Performance Q1 2012 (April – June)

| Quarter 1 | | 2011/12 outturn |
|------------------------------------|---|------------------------|
| ■ Emergency 100% | - | (99%) |
| ■ Urgent 99% | - | (90%) |
| ■ Routine 99% | - | (94%) |
| ■ Voids 21.05 days | - | (29.43) |
| ■ Urgent average days to complete | | 1.65 days |
| ■ Routine average days to complete | | 5.27days |

Added performance benefit

- Reduced no access by 70%
- Increase in average jobs completed by operative (1.9 to 4 per day)
- Customer satisfaction 99.88%
- Reduction in avoidable contact
- Operative performance reporting
- PDA tenant satisfaction data

Going forward

- Ability to add key deliverables
- Pricing matrix in place
- New technology options
- Electrical testing certificates
- Out of hours reporting
- Training options
- **Repairs Advisory Group**

Back to the future



SKILLED WORKMEN, WITH MODERN VEHICLES are employed by the Council to deal with the repair and maintenance of Council houses - but please call upon their services only when really necessary.