

## Qualis Management Achievements to Date

### Introduction

- 1.1 Qualis Management started trading in September 2020, initially delivering a repairs and voids service to EFDC tenants as part of the 6 year business plan. This paper outlines the achievements to date since the creation of Qualis Management.

### Service Transfers

- 2.1 A significant focus has been placed on moving agreed services into QM from external contractors. Progress to date can be summarised as follows:
- 2.2 The gas servicing and breakdown (domestic & commercial) successfully transferred to Qualis Management on 1<sup>st</sup> April 2022. The service is bedding in well which has seen minimal disruption to tenants following a TUPE of staff from an external contractor.
- 2.3 The planned maintenance service (kitchens, bathrooms and electrical rewires) will go live in June 2022. This will be supported by a newly procured sub-contractor Laker BMS.
- 2.3 Electrical Testing and remedial programme will go live in June 2022.

### Efficiency Savings

- 3.1 The table below summarises the identified estimated annualised savings. This is predicted to generate a saving to EFDC of **£670k** per annum. This excludes future work streams which will improve this position.

Work Stream / Item	EFDC Historic Cost	QM Cost	Estimated Annual Saving
Gas Servicing & Breakdown	£1,340,815	£1,243,020	£97,795
Electrical Testing / Remedials	£691,000	£550,582	£140,418
Planned Maintenance	£2,134,470	£1,988,029	£146,441
Amendments to SLA Discount	N/A	N/A	£147,000
Repairs & Voids Discount	N/A	N/A	£35,000
Grounds Maintenance	£1,489,174	£1,351,232	£137,942
	<b>£5,655,459</b>	<b>£5,132,862</b>	<b><u>£704,597</u></b>

### Performance

- 4.1.1 QM has developed through the use of technology, management information which can drill down to trade teams and to an individual operative level. Alongside this we have put in place a performance framework for all staff. This focuses the company on achieving set performance targets and demonstration of the company values through quarterly reviews.
- 4.1.2 A new senior leadership team are now in place which have been critical to developing the performance framework and tackling historic staff challenges.
- 4.1.3 Performance has significantly improved over 18 months in the backdrop of material supply and recruitment challenges, which we continue to work on. Summary progress is outlined below:

RESPONSIVE REPAIRS	Year End 20/21	P (Q1)	P (Q2)	Year To Date	Target	Trend
Responsive Repairs (all priorities) Completed at Customer Convenience within Target.	76%	80%	84%	82%	90%	▲
Customer Satisfaction Survey	96%	92%	92%	92%	90%	▶
Productivity- Average Jobs per Operative (per day)	3.4	3.2	3.5	3.3	4.0	▲
Repairs Completed on First Visit % (FTF)	80%	87%	88%	87%	80%	▲
<b>VOIDS</b>						
Percentage of Void Priorities Completed within Target Time	56%	93%	100%	93%	90%	▲
Average Void Turnaround Time (days)	22 Days	19 Days	20 Days	19 Days	25 Days	▼

4.1.4 An annual performance benchmarking exercise will be undertaken at the end of September 2022. This will provide an external barometer and will help to set future performance and budget discussions.

### Technology

5.1 Qualis Management has invested in a new web-based telephony solution which went live on 26<sup>th</sup> January 2022. The launch has been very successful, with customers particularly enjoying the call back feature. This holds their place in the queue and automatically calls them back when a call agent becomes available. The next phase is to roll out web-chat functionality to customers in Q3 2022.

5.1.1 The development of Total Mobile- Service Connect which is our main operational management solution, has been instrumental in advancing our performance. The ICT solution has performed well and has proved adaptable for managing new work streams.

### Future Steps

6.1.1 Good progress is being made against the 6-year plan. The future focus is to achieve the following which is summarised below:

- Mobilisation of cyclical decorations, boiler installation and aids and adaptations.
- Agree and develop business cases for additional service transfers (outside of the 6 year plan).
- New business strategy (private works)

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