


# City and County of Swansea Corporate Building Services

## Case Study of Housing Appointments

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Group Leader Housing

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# Overview of Corporate Building Services

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graph TD
    HOS[Head of Service] --- Housing
    HOS --- PublicBuilding[Public Building]
    HOS --- BusinessSupport[Business Support]
    HOS --- CorporateOperations[Corporate Operations]
  
```

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# Housing Structure

## Group Leader

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graph TD
    GL[Group Leader] --- R[Response Maintenance Section]
    GL --- PM[Planned Maintenance Section]
    GL --- Proc[Procurement]
    GL --- CS[Customer Service]
    GL --- HM[Housing Maintenance]
    
    R --- R1[Housing Day to Day Repairs]
    R --- R2[Out of Hours]
    R --- R3[Voids]
    R --- R4[Fire Damage]
    R --- R5[Internal Scaffold Service]
    
    PM --- PM1[Enveloping Capital]
    PM --- PM2[RPP & Painting]
    PM --- PM3[Window renewal]
    PM --- PM4[Major voids]
    
    Proc --- Proc1[Quotations]
    Proc --- Proc2[Procurement]
    Proc --- Proc3[Best value]
    Proc --- Proc4[Estimations]
    
    CS --- CS1[DHO liaison]
    CS --- CS2[Tenant liaison]
    CS --- CS3[Past Inspection]
    CS --- CS4[Quality Inspection]
    CS --- CS5[Day to Day]
    CS --- CS6[Budget]
    CS --- CS7[Monitoring]
    
    HM --- HM1[Scheme Design]
    HM --- HM2[Project Planning]
    HM --- HM3[Budget Setting]
    HM --- HM4[Programming]
    HM --- HM5[Technical Advice]
    HM --- HM6[Clerk of works]
  
```


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# Best Value Service Review

- Review carried out by the Audit Commission Inspectors
- Action Plan compiled to programme a range of proposed Improvements


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# Introduction of Appointment System

Feedback from tenants concluded that they would like an input as to when repair works are undertaken and when surveys and inspections were carried out.

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# Benefits of an Appointment System

- Tenants know when to expect a visit from Inspectors, Surveyors and Operatives
- Abortive visits / No access would reduce in number
- Tenants satisfaction would increase
- Improved workload planning when compiled with improved repair diagnosis

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## Gas Servicing Appointments

- An appointment system was in place prior to the Best Value Service Review
- System has been operational for a number of years
- Appointment cards are sent out 3 weeks prior to the service date
- Cards only state the date of the service
- Should tenants contact us requesting a time we do offer AM/PM slots
- Last financial year we gained access through appointment to approximately 93% of properties needing a gas service

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## Introduction of Housing Inspection Appointments

- "Orchard" Appointment System went live in October 2004
- All requests for inspections are received through the housing repair contact centre
- Call agents offer appointments on an AM/PM basis
- Target is set for all inspections to be attended within 15 working days of the request being received
- Inspections are planned for geographical areas on certain days of the week
- If there is no access when attending the appointment then the request is cancelled and the tenant will have to submit a new inspection request.

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## No Access Figures

- Prior to the introduction of appointments  
16.5%
- Since the introduction of appointments  
8.2%

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## Introduction of Day to Day Repairs Appointments

- As with the Inspection Appointments the "Orchard" Appointment system was used
- All repair requests are received through the Housing Repair Contact Centre
- Call Agents enter the relevant Schedule of Rates code/s which will generate the estimated time allocation for the appointment
- Each slot is 30 minutes:  
6 time slots AM  
4 time slots PM

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## Introduction of Day to Day Repairs Appointments

- Appointments for Day to Day Repairs commence in November 2005
- First trade introduced was Electricians and once the system was trialled Plumbing repairs were added in July 2006
- The Response Service operates in 6 geographical areas with dedicated operatives in each area
- Tenants are offered AM/PM appointments
- Appointments are made for a minimum of 48 hours in advance


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## Introduction of Day to Day Repairs Appointments

- Following the entry of the Repair onto Orchard by the call agent Area Supervisors run daily reports which gives details of the appointments made
- Operatives are issued with their appointments each morning
- All operatives have mobile telephones
- If there is no answer when attending the appointment a card is left giving the operatives mobile number. If the operative is still in the area when the tenant phones and the operative has an available timeslot they will call back to carry out the repair
- If there is no response from the tenant then the job is cancelled and the tenant will have to re-report the request

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## No Access Figures

- Prior to the introduction of appointments for Electricians and Plumbers, operatives would be expected to call to the premises on 3 occasions before the job was cancelled.
- 2005/6
  - Plumbing and Electrical Jobs:
 

• No access on first visit	26%
• No access on second visit	10%
• No access on third visit	6%
- 2006/7 (April to December)
  - Plumbing and Electrical Jobs:
 

Where appointment was not requested	
• No access on first visit	28%
• No access on second visit	12%
• No access on third visit	9%
Where appointment was made	
• No access	8%


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## Introduction of Day to Day Repairs Appointments

- The previous figure confirm that appointments have significantly reduced the incidents of no access for plumbing and electrical response jobs
- Plans are in place to introduce appointment for glazing repairs from April 2007


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## Extension of Appointments to other trades

The appointment system works well with the existing plumbing and electrical trades but should we extend the system to other trades?

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## Extension of Appointments to other Trades

- With the plumbing and electrical repairs the operatives carry most of the materials to enable the repair to be completed in one visit. With other trades it is likely that they will need to obtain the necessary materials and make a second visit to complete the works.
- A large number of external repairs such as roofing, drainage , fencing, etc. can be completed without gaining access to the property therefore an appointment is not a requirement


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## Extension of Appointments to other Trades

- Corporate Building Services are currently looking into the practicalities of extending the appointment system to other trades and if it is to be extended, reviewing the timetable for implementation.
- The views of those organisations who have experience in this field would be much appreciated.

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## Thank You

Any Questions?

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