

Allan Whyte

Head of Service

Aberdeen City Council



Best Value : Housing

- Modernisation and Improvement
- Making a Difference
- Performance Agenda



Modernisation and Improvement

Drivers for Change

- Local Government 2003 Act
- Scottish Housing Quality Standard - 2015
- Asset Management
- New Build
- Homelessness - 2012 Target
- Single Outcome Agreement

Focus on the customer

- “They [The public] will expect greater personalisation, faster and more accurate service fulfilment and more proactive communication, without paying more or sacrificing quality enhancements.”

Survey by the Economist, 2005

National Outcome 15

Our Public Services are high quality, continually improving, efficient and responsive to Local People's needs

Modernisation and Improvement

“When I report a repair, arrange an appointment as soon as possible that is convenient to me; keep me informed as to when someone is coming, have a suitably skilled operative turn up when promised, and complete the repair on that visit, however long that takes.

If this isn't possible, keep me informed and arrange to come back as soon as possible to complete the work”.

Simple ... what the customer wants

Modernisation and Improvement

- Housing Repairs is arguably the most customer 'facing' of Housing services
- Features highly in customer satisfaction surveys, It doesn't create an asset but only maintains an existing asset
- Key expenditure area - approx 33%
- Image and reputation of the landlord may well be informed by the repairs service
- A hard service to deliver consistently well due to so many 'variables'

Modernisation and Improvement

- **Craft Agreement**
- Flexible use of resources
- Appointments to suit tenants
- Pick your own working hours
- 24/7 cover
- Fixed Costs
- Apprentices
- Move away from traditional SMV based bonus/Introduce shadow bonus system as a productivity measure

Modernisation and Improvement

What we improved in Housing Repairs

- **IT System**
- Diagnostic Tool, emphasis moved from pre to post inspections
- Dynamic Scheduling
- Appointment Systems
- Cost Control
- Material Supply and Control
- Mobile Working

Modernisation and Improvement

- **Procurement**
- Prime Cost - Maintenance Agreements
- Framework Agreements - Capital Works
- New Build
- Asset Management Planning
- Associated Contracts – Grounds, Security, Cleaning



Modernisation and Improvement

ABERDEEN
CITY COUNCIL

- APSE Construction Team of the Year
- Cost certainty/ increased surplus
- Flexible workforce/ training
- Customer care/satisfaction
- Supply chain management
- Improved industrial relations
- Strong leadership

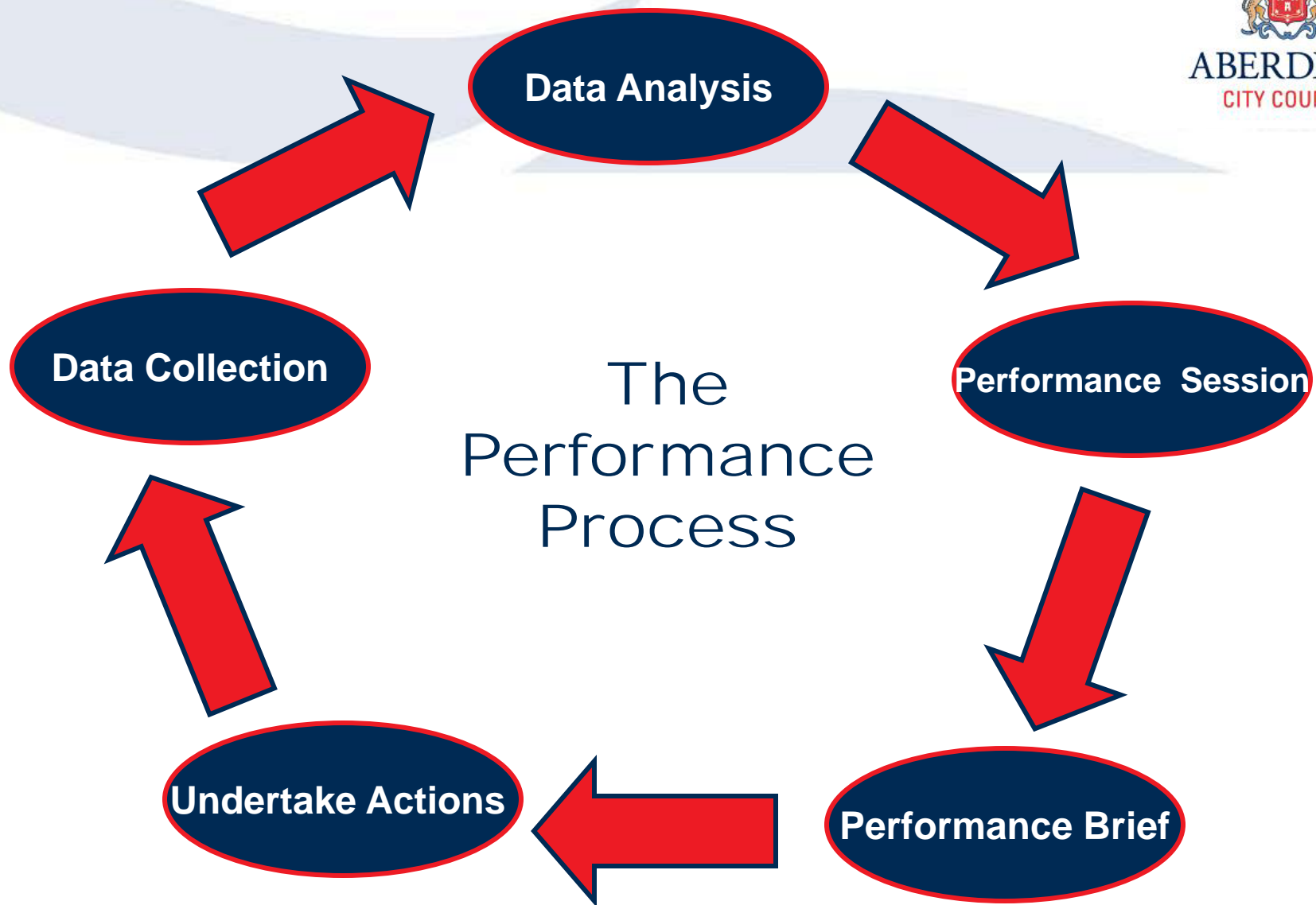
Making a Difference

- Housing Void Performance - over £2M annually; 1597 to 150 properties
- Housing Repairs performance improvements – 12% across priority areas
- Budget Expenditure Overtime - 75% reduction
- Housing Capital spend - window , door replacements
- Homelessness – turn around times, resettlement

Performance Agenda

- Citistat :Performance Management System.
- Originated in Baltimore, USA
- Use of performance data to drive performance
- Focus and use of the performance information supplied
- High level involvement





Performance Agenda

Everyone Focused on Performance

- Easily understood targets for EVERYONE.
- Cascade through to frontline how EVERYONE is doing.
- Regular meetings to discuss problems and how to overcome them.
- Involve staff in decision making.
- Let others know if a change works.



Performance Agenda

- Use of performance data to drive improvement
- Now part of committee/ team process
- Collate, analysis and action
- Set challenging targets
- Benchmark and Learn from others.

Performance Agenda Scheduling

Duncan Roger William, McKenzie Robert, Gray James, Morrice Keith, Martin Dean

Schedule 12 February 2009

thursday 12

	Duncan Roger William	McKenzie Robert	Gray James	Morrice Keith	Martin Dean
08⁰⁰	Jobbing - Emergency - 1061000 1061001600 Completed	Jobbing - Emergency - 3621000 362100080A Completed	Jobbing - Emergency - P1083 P10839 Completed	Jobbing - Emergency - 1323066 132306670D Completed	
09⁰⁰	Jobbing - Emergency - 3506002 3506002800 Completed	Jobbing - Emergency - 3330203 3330203800 Completed	Jobbing - Emergency - 3514014 3514014400 Completed	Jobbing - Emergency - 3225001 3225001300 Completed	
10⁰⁰	Jobbing - Emergency - 3157005 3157005400 Completed	Jobbing - Emergency - 1605001 160500120C Completed	Jobbing - Emergency - P1373 P13731 Completed	Jobbing - Emergency - P1499 P14998 Completed	
11⁰⁰	Jobbing - Emergency - 1446502 144650220E Completed	Jobbing - Emergency - 3588015 3588015000 Completed	Jobbing - Emergency - P1480 P14803 Completed	Jobbing - Emergency - 13-23BEAT 13-23BEATTIEAVE Completed	
12⁰⁰					
13⁰⁰	Jobbing - Emergency - 3369004 3369004600 In Progress	Jobbing - Emergency - 3688008 368800880E In Progress		Emergency - 3 3584004400 Completed	Emergency - 3 3584004400 In Progress
14⁰⁰					
15⁰⁰					
16⁰⁰	16:00		16:00	16:00	16:00
17⁰⁰					

1214726 - 149291

Planning Data

Priority : Priority 1
 Target Date : 12/02/09
 Actual Start : 12/02/2009 13:34
 Actual End : 12/02/2009 14:34
 Planning Window Start : 12/02/2009 12:32
 Planning Window End : 12/02/2009 16:32
 Planned Duration : 01:00
 Original Duration :
 Planned Travel time : 00:00

Resource

Morrice Keith Hard Locked

Status

LifeCycle Status : Started
 Completion Status :

Customer

MS M BARNETT
 44
 44 ST NINIAN COURT
 SEATON
 ABERDEEN

Post Code : AB24 1XG
 Area Code : BC AB24 1

Description

TOILET NOT FLUSHING
 RS-v4.0.0 (RM-v4.1.4)

Conclusion

- Focus on the outcomes for your customer
- Empower your team/Collaborate with partners
- Focus on modernised systems
- Focus on performance in a shared environment for continuous improvement
- Review the delivery model
- Fundamentally, design the service around the customer:

Conclusion

*“The customer is the ultimate judge of value”
Sir John Egan*