



Doncaster
Metropolitan Borough Council

Performance Management

Public Buildings Maintenance

Introductions

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Where we were

- Operating Home Start
- High sickness levels
- Poor coordination of jobs.
- Late invoicing due to a number of factors.
 - Including not completing orders – work done but paperwork not returned.
 - Invoices not received from suppliers etc.
- Structure did not support workload in 2007.



Where we are now

- **Vehicle Tracking**

Highlighted a number of inefficiencies & Benefits

- **Home start has been stopped**

Saving £50,400 in fuel home to work per annum.

Health & Safety of Operatives improved

Reduced number of vehicles needed

- **Dedicated work scheduler**

Increase productivity – better visibility of where operatives are working at any time.

Where we are now cont.

- **Improved Managing Attendance.**

- Proactive management of absences
- Keep in contact with staff while they are off
- Invite them in for a sickness review
- Look at ways to get staff back to work quicker
- Assist employees to access physio or counselling when required

- **Work closely with Operational Support**

- Supply weekly reports to ensure completions are done and improve performance statistics.
- Improved invoicing – now using electronic invoicing.

- **Focus groups established**

- Aim to improve customer satisfaction
- Representatives from schools, Public Buildings , DLO (Management, Supervision & Operatives) & Support Services.

Where we are now cont.

- **Restructured**

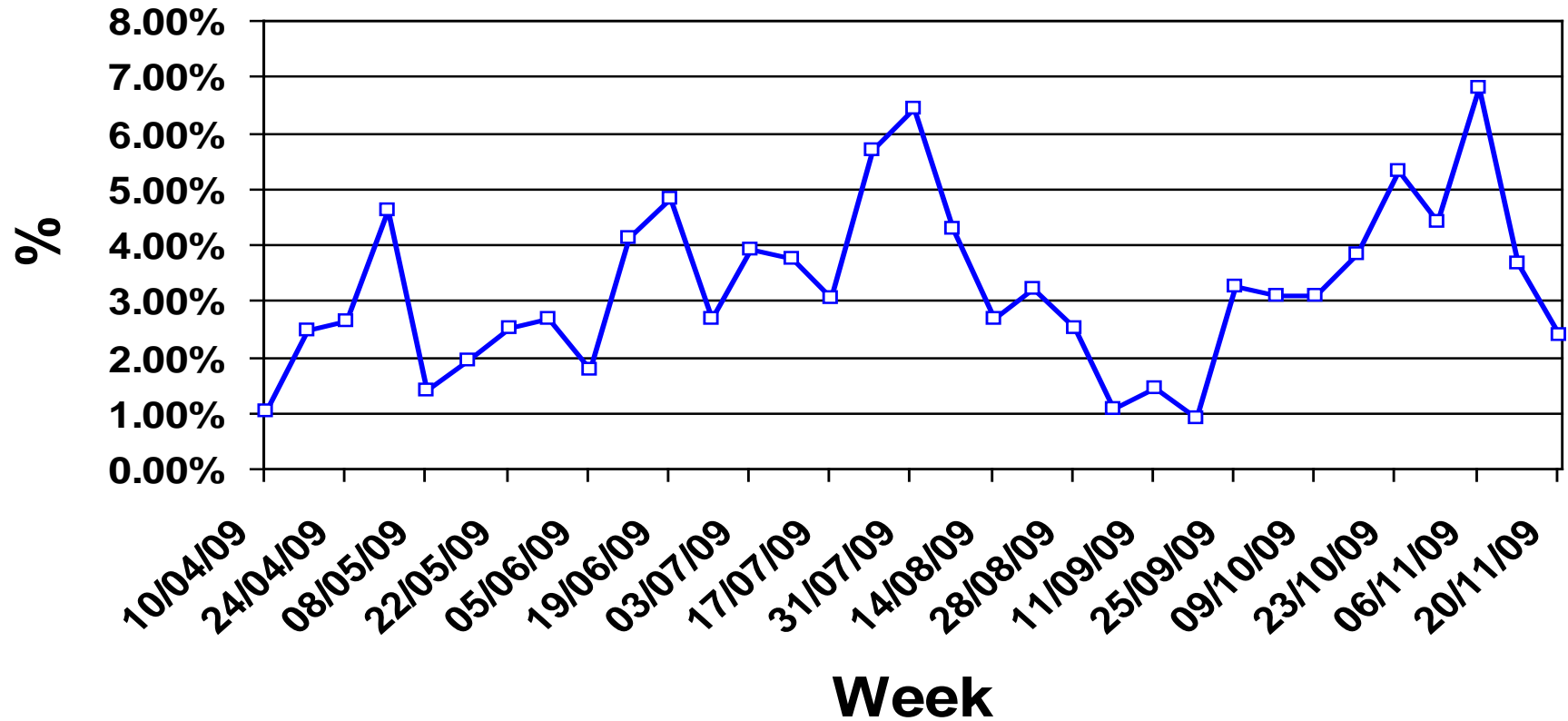
November 2009 to work closer with Technical Services with the aim of providing 1 point of contact for customers.

- Common admin areas have merged.
- Looking at implementing Mobile working.
- BPR process carried out on creditor invoice payments to improve turnaround time for invoices (EDM).
- Apprentices – Foreign exchanges, Female.

We keep the private sector honest!

Where we are now

Sickness



Continual Monitoring

- Staff know that attendance is being closely managed, reduction in non genuine absence.
- Changes to working practices
- Feedback to staff

Questions

