

# **A1 Housing Bassetlaw Ltd**

**Phil Fores Service Manager Technical**

**APSE Performance Networks**

**Improving Performance & Productivity**

**December 2009**



The pressure to improve the quality of responsive repairs is not new. However, there is now a greater emphasis on delivering an improved service at a reduced cost without a decline in quality.

There is a drive to deliver greater efficiencies, effectiveness and economies.

Performance and productivity cannot be delivered in isolation it needs the input of all relevant stakeholders, including customers

# Consultation with our customers enabled key drivers for improvements to be identified

- ✓ Being given an appointment date quickly
- ✓ Keeping appointments & informing customers if they have to be changed
  - ✓ More flexible appointment times
- ✓ Repairs being completed within timescales
  - ✓ Repairs being completed at first visit
    - ✓ Staff who are pleasant and polite
- ✓ Coordination of repairs and planned maintenance

# Internal service review identified further key drivers for improvements to be identified

- ✓ Challenge the existing methods, processes
  - ✓ Compare with peer groups
  - ✓ Effective appointment systems
    - ✓ Extended working hours
  - ✓ “Right first time” and “zero defects”
    - ✓ Multi skilled workforce
      - ✓ Stocked vans
- ✓ Training at all levels across all processes
  - ✓ Praise when and where necessary

# New Initiatives

**‘Multi Skilled’** operatives across all trades

**‘Home Start’** imprest vehicle stock

**‘Materials’** delivered to site & restock of vans

**‘Effective Appointments System’** for all works

**‘Call in Advance’** reminder to tenants

**‘Empower’** operatives £150.00 value



# New Initiatives

More **'preventative'** works on voids

Switching from **'responsive to planned'**

Having a clearly defined **'five-year planned programme'** reviewed annually

Improved **'data collection'** systems

**'Analyse'** data to predict and solve problems rather than just report performance



# New Initiative

‘**KEYFAX**’ repairs diagnostic tool linked to repairs handbook

Ethos to diagnose works ‘**Right First Time**’

‘**Technical Assistance**’ alongside call centre ensuring ‘**Faults**’ do not have to be reported more than once

Ongoing ‘**Training & Support**’ for call centre agents



# New Initiative

Partner '**Diagnostic Health Solutions**'

Field all absence via '**Nurse Practitioner**'

Web based application '**Real Time Information**

Automatic prompts to alert of '**Trigger Points**'

**'Return to Work, Stage Interviews** held on server for instant access (no paper trawl)

**'Incentive'** ½ day leave no absence 6-months

# Performance **Then 2006** & **Now 2009**

Right First Time **75%** - **99%**

Emergencies **93%** - **100%**

Urgent **95%** - **99%**

Non Urgent **87%** - **98%**

Appointments Kept **92%** - **99%**

Variations **12%** - **3%**

No Access **8%** - **2%**



# Efficiency Savings

Absence reduced from 21 days per FTE 2006 to 8 days per FTE 2009 **£100,000**

1 hour per day extra productivity by 24 home start operatives **£150,000**

Reduction in operatives from 43 to 37\*  
(\*inclusive of 2 apprentices) **£270,000**

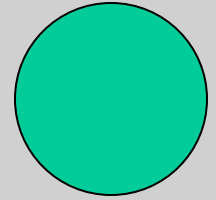
Disband inspection team **£180,000**

Reduced no access **£33,600**

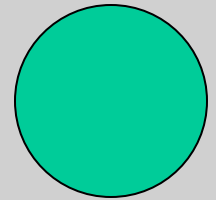


# Benchmark 2008-09

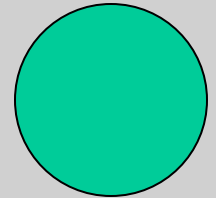
Repairs & Maintenance, Direct cost per property of Responsive & Voids



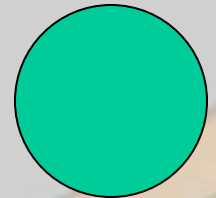
Percentage of tenants satisfied with the R&M service




Repairs completed 'RFT'



Ave time in days to re-let Properties



Key – Top Quartile 

# QUESTIONS

