

Apse Housing & Building Services Seminar – Developing a tenant focused repairs service



**Presentation by
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APSE Scottish Housing & Building Services Best Team Accolade Award 2010



Agenda

- **Engaging with Customers**
 - Annual conference
 - Focus Groups
 - Tenant's Panel
- **Introducing new approaches**
 - New Repairs Appointment system
 - Mobile Working
- **Better Performance**
 - Impact & Benefits

The Customer is King/Queen

“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

Introducing New Approaches

- New Repairs Appointment system
- Mobile Working
- One IT back end operating system
- Challenging Corporate Policies

Housing & Building Services

Opti-Time & Mobile Working

within the Repairs Service

Non Housing Works

Estates Management

Gas Servicing

Gas Repairs

Local Repair Teams

Out of Hours Working

Manual System



Housing Repairs – Main Challenges

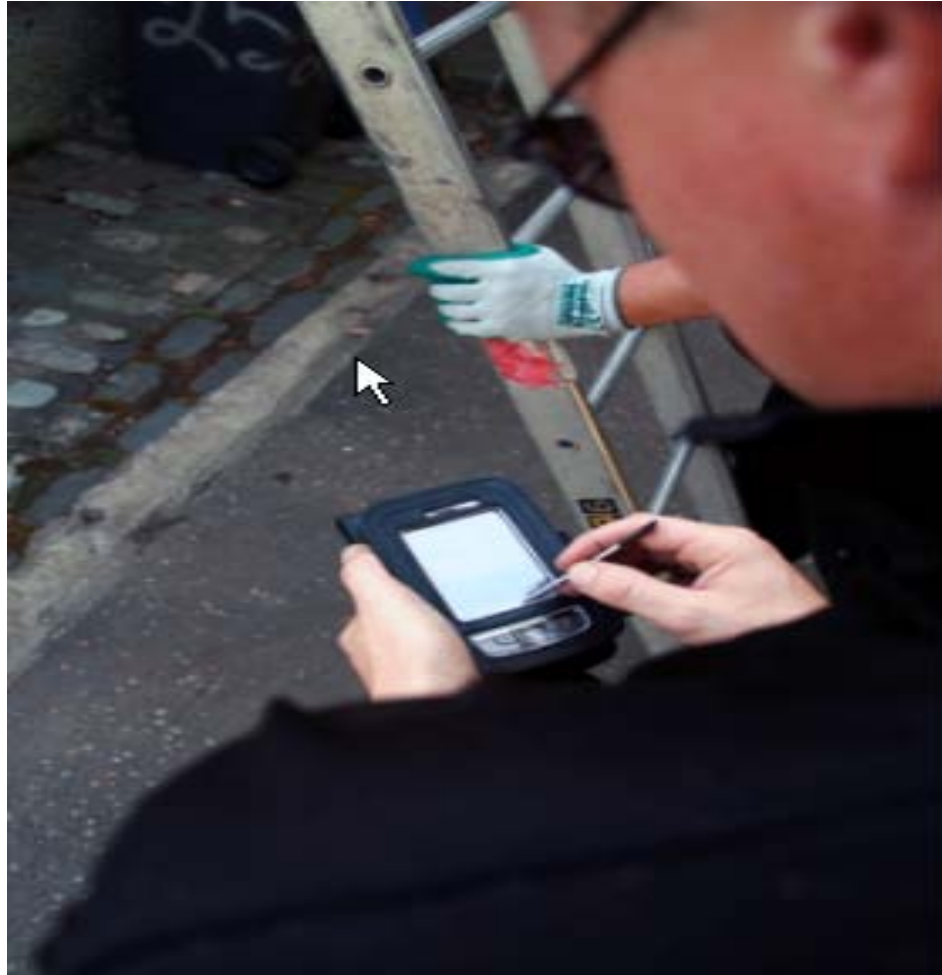
- Efficiency savings in line with the Modernising Government Agenda
- Increase appointments available
- Stay & deliver a 1st time fix, even if job takes longer than expected
- Still keep the next appointment
- Demonstrate high levels of productivity
- Design business processes around the customer

So what is Opti-time?



- Automated scheduled appointment system
- Integrates with our Academy system and Mobile data system
- Multi functional use within Public Services

Mobile Solution



Planners view of Opti-time screen

Opti-Time - [Ablett G 42338,Cook P 42350,Gold C,Spremlull L,Bonsor B,Brear T,McKevitt R,Coussell R]

File View Planning Tasks Properties Resources Tools Windows Help

Priority Activity Status Visibility Follow On

Planning thu 10 may 2007 - thu 10 may 2007

	Ablett G 42338	Cook P 42350	Gold C	Spremlull L	Bonsor B	Brear T	McKevitt R	Coussell R
07:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
08:00	from 8:06 task: Plumbing - Gener to 9:00	from 8:03 task: Plumbing - Gener to 9:05	08:00	from 8:07 task: Plumbing - Gener to 8:55	from 8:00 task: Plumbing - Gener to 9:15	from 8:13 task: Plumbing - Gener to 9:28	from 8:29 task: Plumbing - Gener to 9:14	from 8:27 task: Plumbing - Gener to 9:42
09:00	from 9:30 task: Plumbing - Gener to 11:00	from 9:08 task: Plumbing - Gener to 10:23		from 9:53 task: Plumbing - Gener to 10:38	from 9:42 task: Plumbing - Gener to 10:57	from 9:28 task: Plumbing - Gener to 10:13	from 9:15 task: Plumbing - Gener to 10:30	from 9:49 task: Plumbing - Gener to 10:19
10:00	from 11:11 task: Plumbing - Gener to 12:26	from 12:00 task: Plumbing - Gener to 12:45		from 10:41 task: Plumbing - Gener to 11:26	from 10:57 task: Plumbing - Gener to 11:42	from 11:18 task: Plumbing - Gener to 12:03	from 10:41 task: Plumbing - Gener to 11:26	from 11:39 task: Plumbing - Gener to 13:09
11:00	from 12:36 task: Plumbing - Gener to 13:51	from 12:50 task: Plumbing - Gener to 14:20		from 13:11 task: Plumbing - Gener to 14:26	from 13:37 task: Plumbing - Gener to 14:57	from 13:35 task: Plumbing - Gener to 14:20	from 14:05 task: Plumbing - Gener to 15:35	from 13:14 task: Plumbing - Gener to 13:59
12:00	from 13:54 task: Plumbing - Gener to 15:21	from 14:26 task: Plumbing - Gener to 15:13		from 14:26 task: Plumbing - Gener to 15:56	from 15:06 task: Plumbing - Gener to 15:51	from 14:27 task: Plumbing - Gener to 15:12	from 14:44 task: Plumbing - Gener to 15:59	
13:00								
14:00								
15:00								
16:00	16:30	16:30	16:30	16:30	16:30	16:30	16:30	16:30

Calendar: May 2007

Detail:

Works Order : CRBM:148655
 Task id : 715685
 Template : Plumbing - General
 Last modified by : admin

Resource : Cook P 42350
 Time Soft Locked: No
 Travel time : 00:03
 Duration : 01:02
 Orig Duration : 01:15

Target Date : 15/06/2007
 Planned Time : from 08:03 to 09:05
 Orig Planning Window: From 05/07 08:00 to 10/05/07 16:00
 TaskLifeCycleStatus : Completed
 TaskCompletionStatus : Completed

Priority : APPOINTMENT
 AppointmentSequence : First
 AppointmentReason : FIRST
 Visibility : Appointment - within targ

Phone : 01733 564878

13:47:53 login = admin host = localhost / 3000 base = xmbrace / 134 version = Peterborough / 1

Data confirmed received on handheld 09:05

Planners in action



Implementation Plan

- 15months to implement from start to finish
- Phase 1 –Plumbers using system – May 2009
- Phase 2 – Electricians – June 2009
- Phase 3 – Joiners/Glaziers – Aug 2009
- Phase 4 – Builders – before Xmas

Better Performance

- Increased appointments being offered
- Number of jobs being completed has increased
- Customer Satisfaction and feedback has greatly increased
- Reduced number of jobs sent to Standby
- Reduced no of external contractors and moved operatives from repairs to planned maintenance

Impact (cont.d)

- Reduced sickness absence
- Reduced Admin time on costing
- Reduced progress chasing
- Staff feel more valued
- Fully documented processes and procedures

Lessons Learned

- Installed a dedicated Repairs Hub
- Share the knowledge
- Training-increase/Call Centre & Information Service area programmes/visits
- Foremen-roles/accountability/empowerment



Benefits

- Improved work assignment, increased jobs completed
- Wastes less time between jobs
- Real time responses of job information
- Better utilisation of resources
- Instant decisions based upon factual events



Benefits (contd)

- Faster and improved service to customers
- CSC and CIS staff can make intelligent, appropriate appointments
- Comprehensive customer messaging service
- Ability to produce KPI reports based on real time information
- Enables the delivery of local services for local requirements

Future Stage Plans - 2010

- Gas Servicing/Maintenance
- Stock Material Replenishment
- Planned Maintenance
- Pre & Post Inspections
- Estates Management Service
- Hand Arm Vibration Syndrome
- Timesheet Reporting
- Project Planner - Voids

McKevitt

- “Steering not rowing” strategic Leadership for service delivery
- What is the challenge for today’s senior managers?
- we have a window of opportunity to learn, dictate and steer our own future in developing local solutions for local needs

Optitime (Slumdog) millionaire



Q. What makes a good mobile Project?

A a Corporate management/strategy

B a good supplier partnership

C a willingness to adopt cultural changes

D all of the above

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£1,000,000

Any Questions?