

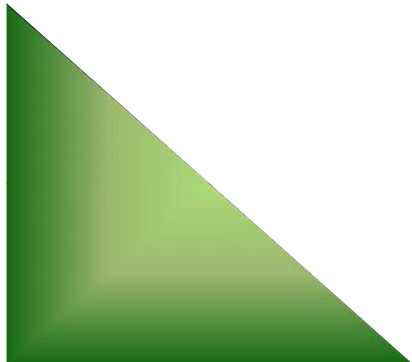
Midlothian Council Property Maintenance

APSE

Building Maintenance and
Housing Advisory Group

Tuesday 16 March 2010

Manchester



Where is Midlothian

Midlothian Information



- Second smallest mainland authority
- 80,000 residents
- 36,000 houses
- 6,100 Council houses
- Average house price approx £200,000

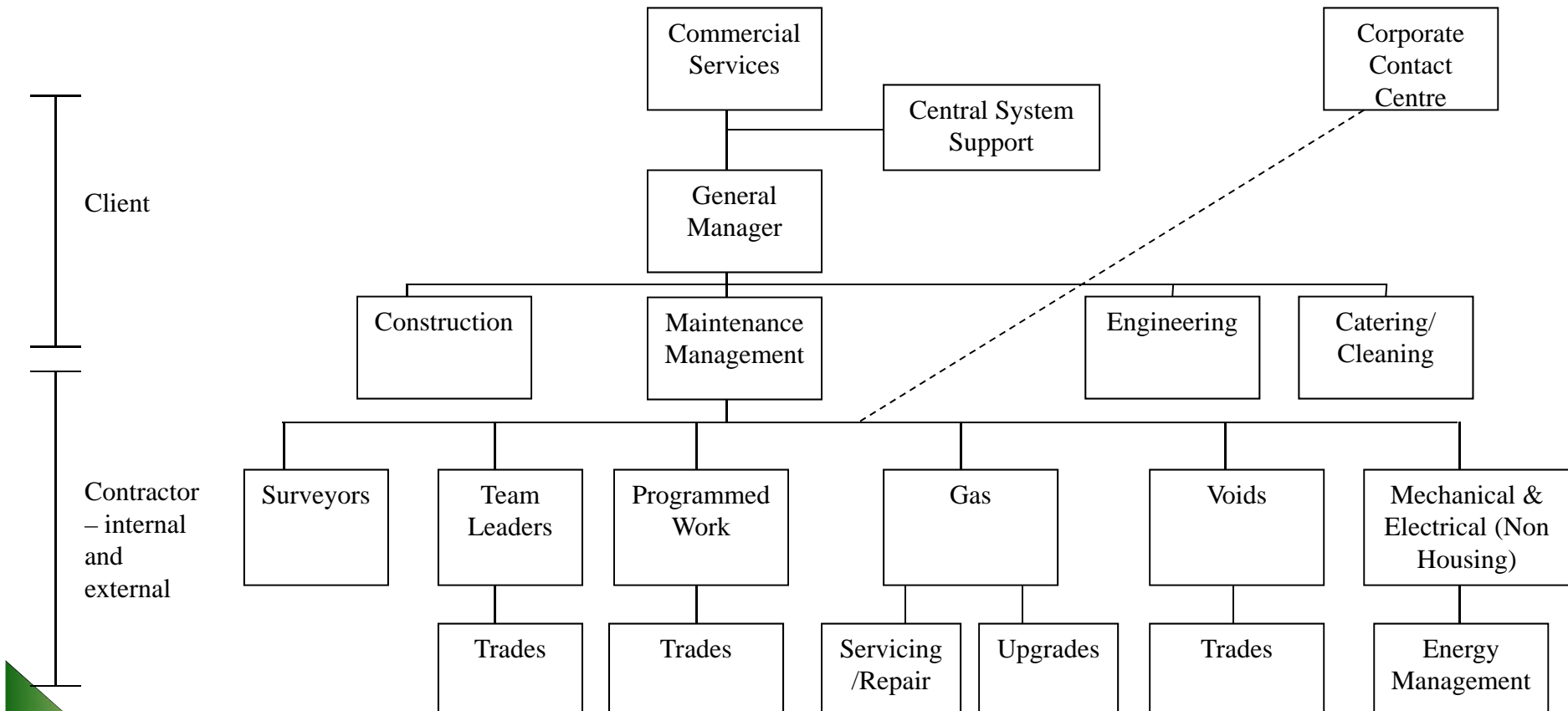


Agenda

- Context
- Organisation – merged client/contractor
- Mixed economy
- Performance Statistics – above average
- Performance Statistics – below average
- Principles
- Management Systems
- Challenges
- Questions



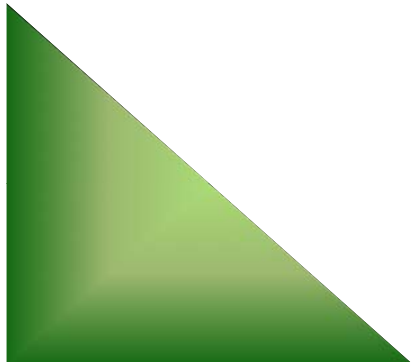
Organisation



Mixed Economy

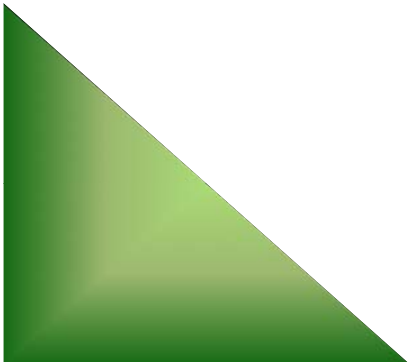
In-House*	External
<ul style="list-style-type: none">• Response Repairs• Planning Kitchen Upgrades• Roughcasting 100 Trades staff	<ul style="list-style-type: none">• Mechanical and Electrical (non housing)• Gas – servicing, repair and installation• Larger 'projects'
2008/09 £7M Per annum*	2008/09 £4M

* Little sub contracting



Where we are Above Average

- Customer satisfaction - 95.64% (1 of 2).
- Gas servicing - 99.9% (3 of 9)
- Productive labour costs - 82% (1 of 7)
- Value of work per employee - £78,713 (2 of 7)



Where we are Below Average

- No formal appointments system
- Absence – 7.68% [only 2.82% excluding long term]
 - Process heavy
- Voids
 - Opportunity taken to upgrade (policy)
 - 47 days now down to 25 days average
- Housing repairs completed on time – 89%
- Day to day housing jobs per employee – 287 [merge with emergency work]
- RIDDOR accidents – 8% chance of RIDDOR accident per employee

Principles

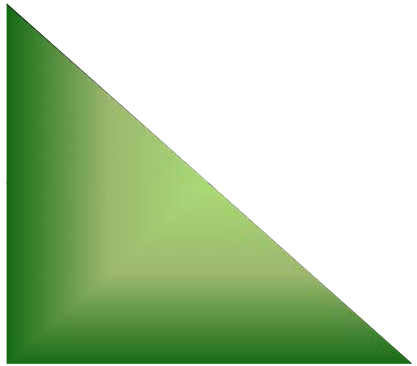
- Single IT system
- Orders direct to supervisor from Contact Centre
- Incentive earning scheme
- Post inspection regime
- Simplify processes
- Good management data – financial and operational

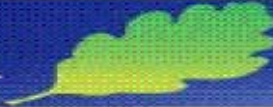


DOCUMENTS	NO	OS INTERNAL JOBS	NO JOBS	OS EXTERNAL JOBS	NO JOBS	UNALLOCATED JOBS INT	NO JOBS
REPORTS	NO	JOB STATUS	NO JOBS	JOB STATUS	NO JOBS	JOB STATUS	NO JOBS
WEEKLY REPORTS	10	JOB TICKET PRINTED	138	JOB SCHEDULED	60	ENTERED	51
PERIOD REPORTS	8	ENTERED	51	JOB TICKET PRINTED	20		
STORES REPORTS	3	COMPLETED	40	PART-INVOICED	1		
		AMENDED	20	JOB TICKET REPRINTED	1		
		JOB TICKET REPRINTED	12				
		PART-INVOICED	9				
		ALL		ALL		ALL	

UNALLOCATED JOBS EXT	NO JOBS	OS INSPECTIONS	NO JOBS	JOB STATUS	NO JOBS	OVERDUE REPAIRS BY PRIORITY	NO JOBS	
JOB STATUS	NO JOBS	JOB STATUS	NO JOBS	JOB STATUS	NO JOBS	CODE	DESCRIPTION	NO JOBS
		WORK DONE	1	JOB TICKET PRINTED	3	1	EMERGENCY 24 HRS	141
				JOB TICKET REPRINTED	1	2	7 DAYS	243
				AMENDED	1	3	21 DAYS	301
						3	3 MONTH	2
						4	35 DAYS	201
						5	IN FILL WORK	358
		ALL		ALL				ALL

OVERDUE JOBS	NO
	923
	110
	130





- MYAPPLICATIONS | MYCOMMUNICATION | MYCORPORATE | MYTIME | MYWEBSITES | MYSUPPORT | MYADMINISTRATION | MYMOBILE |
- DOCUMENT CENTRE | CONSILIUM HELPDESK |

DOCUMENT CENTRE

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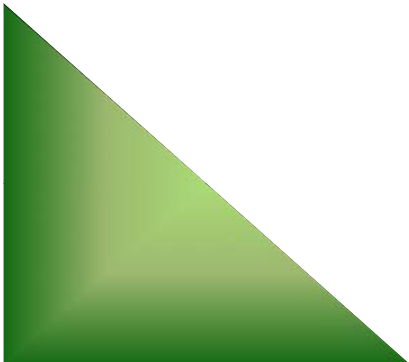
WEEKLY REPORTS

TITLE	CREATED BY	CREATED	RATING	UPDATE	DELETE	RESET PASSWORD
ABSENCE - CURRENT WK	SITEVIEW ADMINISTRATOR	21/12/2009	1ST			
ABSENCE - YTD	SITEVIEW ADMINISTRATOR	22/12/2009	2ND			
AGENCY - CURRENT WK	SITEVIEW ADMINISTRATOR	22/12/2009	3RD			
AGENCY - YTD	SITEVIEW ADMINISTRATOR	22/12/2009	4TH			
OVERTIME	SITEVIEW ADMINISTRATOR	22/12/2009	5TH			
BMS STAFF - TRADES YTD	SITEVIEW ADMINISTRATOR	22/12/2009	6TH			
BMS STAFF - BONUS/RECH	SITEVIEW ADMINISTRATOR	22/12/2009	7TH			
BMS STAFF - INCOME YTD	SITEVIEW ADMINISTRATOR	22/12/2009	8TH			
INT INCOME - CURRENT WK	SITEVIEW ADMINISTRATOR	22/12/2009	9TH			
INT INCOME - YTD	SITEVIEW ADMINISTRATOR	22/12/2009	10TH			



Areas for Improvement

- Appointment system
- Increase vans/employee – investigate leasing scheme
- Salaries – challenge of productivity
- Health and Safety



Questions

