



SERVICE AWARDS 2012

Internal Service Team of the Year

Construction and Building Service

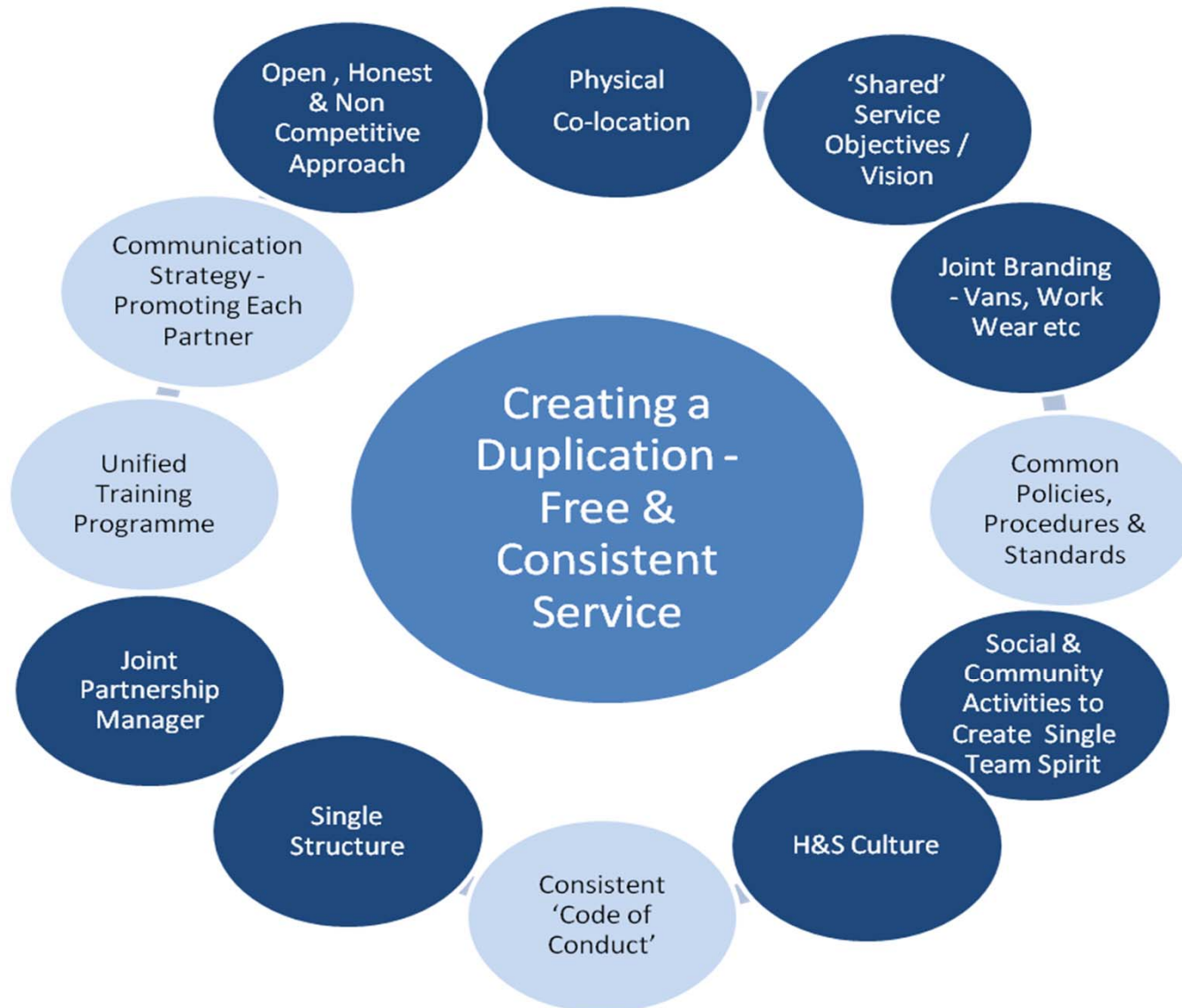
The APSE event was attended by over 300 councils from the UK.

Stockport Homes were shortlisted with 6 other councils /public sector organisations for the Construction & Building Service category.



Looking for the right approach

Repair 1st was set up with Stockport Homes and Jackson Lloyd in partnership



Benefits of partnership working

- The vision for Repair 1st was aspirational and anything that does not achieve the very best possible outcome is only temporarily agreed as a 'workaround'. The specific aims are:
- Single team approach
- Up to date, common and interfaced systems
- Collaborative partnership approach to new repairs and voids contract
- Elimination of duplication and anything that doesn't add value
- New working culture with 'one job at a time'
- Reduction in costs
- Increase in productivity
- Real time performance visibility, control and flexibility

Looking for the right outcomes for customers

Showing continuous and sustainable improvements in performance

Description	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Percentage of appointments made and kept	72.5%	85.4%	91.0%	93.9%	94.8%	96.6%	97.1%
% Customer Satisfaction with the repairs service			95.0%	95.6%	96.0%	96.3%	96.6%
Turnaround time on all repairs (calendar days)						7.4	5.6
Right First Time							98.2%
Void Turnaround (calendar days)	40	35	27	24	21	13	11

Looking for the right activities

Some specifics

Cost

- Reduction in rates of -3.75% in November 2009
- Further reduction of -3.75% in April 2010
- No price increases since then
- No price increases forecast for next two years
- Batching works and doing for 80% of cost
 - £613k released to preventive works in 11/12
 - Reducing the repairs budget by 22% for 12/13
 - £400k released to preventive works in 12/13 (half year)

Service

- Insourced the Contact Centre
- Doing a job now (4 hours) or at a time to suit the customer
- Removed the premium costs for emergencies
- Increased void standard
- Insourced CCTV/door entry (too expensive to outsource)
- TUPE transfer of managing agent (post Decent Homes)

Looking for the right activities

Some extra stuff

Environmental

- 1,931 photovoltaic installations
- A 1MW biomass boiler installation (with four more on the way)
- £10m overcladding scheme

Partnership services

- NHS PCT safety gate and fireguard installations
- Stay Put scheme
- Social Lettings
- Schools
- 3rd party works
- Priority and Prolific Offenders employment
- Major adaptations

Sole supplier

- Kitchens & Bathrooms
- Canopies
- Roofing

Looking for the right activities

Bits that customers appreciate

Following customer feedback during a sheltered scheme meeting, Repair 1st erected a greenhouse for the residents. This has allowed them to grow their own vegetables all-year round and at the same time be eco-friendly and reduce the amount of pollution caused by the transport of mass produced vegetables



Looking for the right activities

Bits that customers appreciate

Repair 1st has developed an area at Brereton Court Sheltered scheme to provide a communal recycling area for customers.



Looking for the right activities

Bits that customers appreciate

York Street Community Fun Day - York Street Community Centre held several events which helped raise funds to support its street party.



Looking for the right activities

Bits that customers appreciate

Sheltered Scheme Xmas lunch –
The customers vote which scheme
and the repairs team does the rest.



**Repair 1st Annual
Christmas Lunch**
Friday 14th December 2012
Wimbourne Close 13.00

MENU

Devlin's
Winter Vegetable Soup
Accompanied with
Hoods Freshly Baked Bread

Halstead's Traditional
Roast Turkey & Gravy,
Devils On Horseback
Cranberry & Walnut Stuffing

Maloney's Bashed Neaps & Sprouts
Hannon's Roast & Mash Potato

Werneth's
Christmas Pudding
& Brandy Sauce

With special thanks to
Wemeth High School
Chris Bamett, Margaret Roberts
and the School Choir.



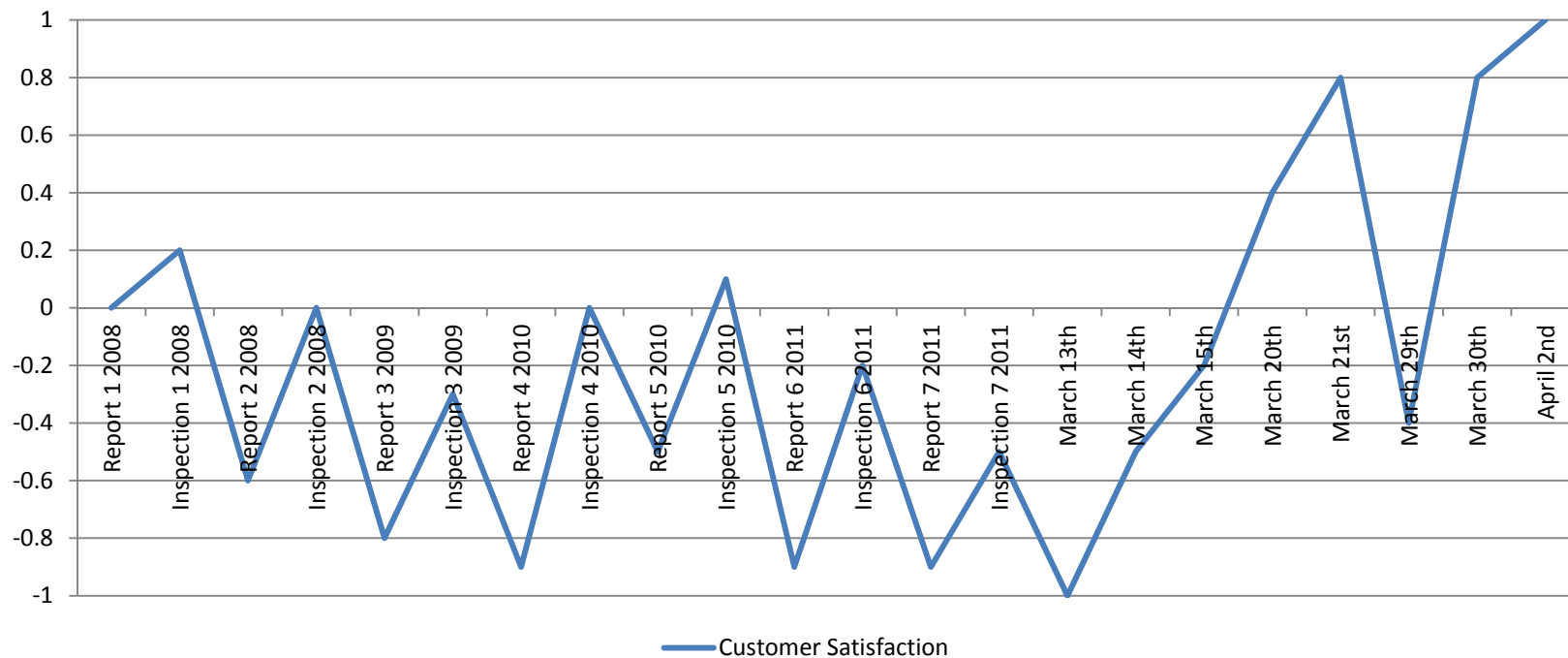
With Many thanks to all the staff who help make this event possible
and for the continued support of our Contractors .



Customer Involvement

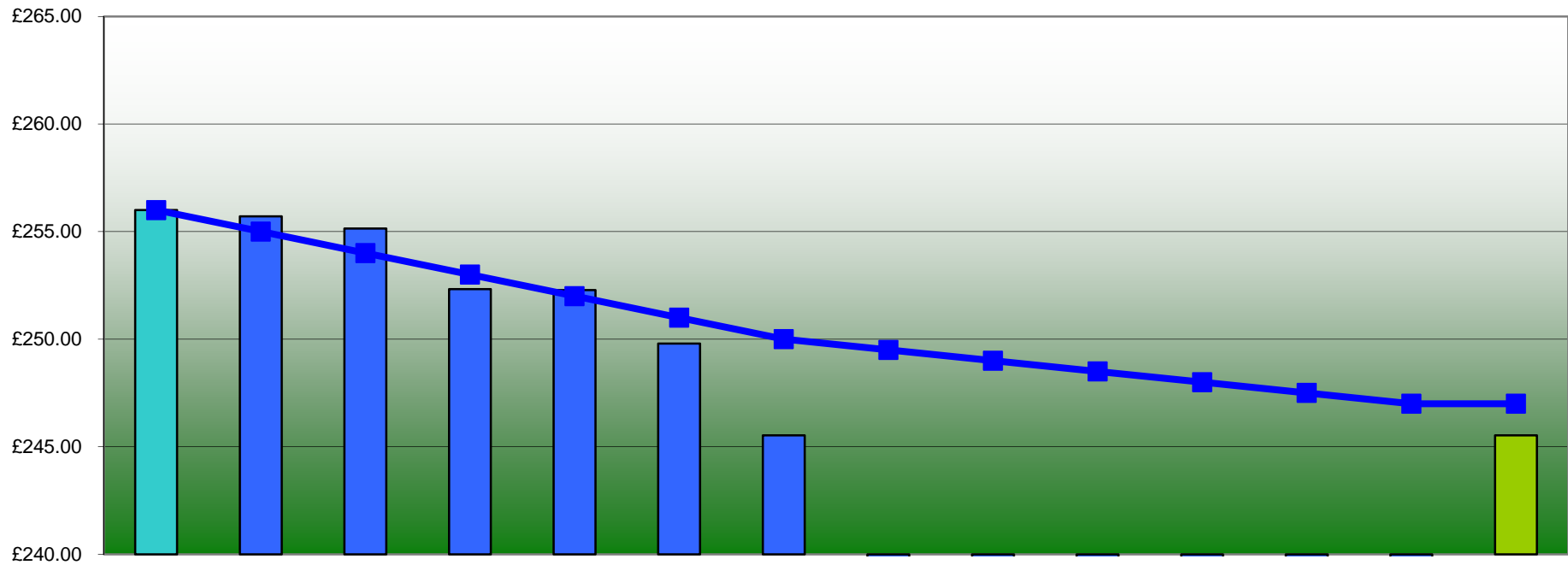
- Customer Action Groups
- Customer Focus Groups
- Customer 'virtual' appeals panel
- Customer Scrutiny Panel
- Customer Quality Panel
- Customer journey mapping

Customer Satisfaction



Business Transformations

Moving from 'surplus' to minimum responsive spend per property per year



Looking forwards

Further growth

- Insourcing of more works
- Expansion of scope
- Taking over contracts from others
- Council portal for 'difficult' projects
- Training Academy
- More planned works
- Legionella, asbestos responsibilities etc
- Not-for-profit repairs

And so on.....

And the outlook for partnership working?

Actually, it's quite mixed

- What's in and outside the partnership
- Who takes the risk?
- How does the initiative fit with the partner organisation?
- Teckal rules
- Appetite for growth?
- Change in strategy
 - Minimising repairs and void spend
 - Pre-emptive (discounted) works
 - Doing works not-for-profit
 - Long term planning and decision making

SHL is insourcing teams and works at this moment.



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