

Minutes

Repairs & Maintenance Forum
6.30pm Tuesday 29th September 2009
Board Room, Hounds Gate

PRESENT: *Nottingham City Homes Representation*
Chris Raynor, Gary Whitaker, Trevor Burdon, Kate Watret,
Sally Heywood, Andrew Filer, Sharon Walters (mins)

Tenant & Leaseholder Representation
Maria Hemphill (Chair), Jacinth Hall (Vice Chair), Lilian Bird,
Elisabeth Tiso, John Riley, Sue Stevenson, Ruth Haywood,
Linford Stevens, Jean England, Ann Gardner, Marina Lafond,
Mark Watson, Clive Thorpe

APOLOGIES: Mark Johnson, Ennis Peck, Kate Bowley, Alison Thorpe,
Phil England, Sheila Thwaites, Robert Morrell

1.0	Attendance & Apologies
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Apologies were noted.

2.0	Minutes of last meeting and Matters Arising
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2.1 The minutes were agreed as being a true and accurate record.

2.2 **Item 2.2 – Apprentices**
CR provided an update on the progress of the apprentice interviews. Property Services have recruited 14 trade apprentices from within the city including 2 female apprentices and 2 from BME groups. GW added that the format for the apprentice interviews was different this year and involved tenants from BME groups and former apprentices who sat on the interview panels. Due to the success of this NCH will continue with this format.

2.3 **Item 2.3 – Customer Comments Boxes**
AF reported that the Marketing Team are arranging for new boxes for customer feedback for each housing office however there is limited space at the Mary Potter Centre and Clifton Cornerhouse which Marketing are looking into. AF will provide further updates when more information is available.

Action

2.4 Item 2.4 – Scaffolding (Customer Card)

It had previously been requested that a card be left with customers, when scaffolding needs to be erected, so that they can inform NCH if they will be away on holiday. **CR to provide an update on the progress on the card.**

2.5 Item 5.0 – Method Statements

CR asked the group to inform Sharon if anyone is interested in joining the Method Statement Working Group. The Procurement Group have also expressed an interest in being involved.

3.0 Forward Plan Item – Repairs Contact Centre

3.1 Kate Watret, Service Manager, and Sally Heywood, Senior Team Leader, gave an overview of the Repairs Contact Centre providing information particularly on performance, quality, customer satisfaction and the continual development of the service. As regards performance, challenging targets have been set which are benchmarked with top performing authorities and NCH compares as an excellent service.

3.2 The Contact Centre receives 20-25 thousand calls per month. A Call Standard has been created with customers and agreed by staff. Call quality reviews are made where they listen to recorded and live calls to determine if staff need development and further training. Self assessments are also carried out where staff listen to their own calls to see where they can improve. A key focus area for the Contact Centre is customer satisfaction and so feedback from customers on the service they receive is appreciated by staff.

3.3 Another key area is value for money. The company is currently carrying out a Better Practice Review which includes major investments in the Repairs Service and Contact Centre. An initial investment will provide savings later, for example an improved Repairs Diagnostic System will save on time to raise orders and cut down on training as repairs are scripted with the software and so less technical knowledge is required by the operator. The new system will diagnose exactly what repair is required as it prompts the operator to ask the right questions. This will then provide the craft operative with the correct information to get the repair right the first time. TB added that there is a possibility that in the future tenants will be able to log online and report the repair themselves through the diagnosis process.

3.4 As the Repairs Contact Centre is continually striving to improve the service KW and her team are seeking wider customer input. This includes face to face customer contact through Repairs Surgeries which were piloted last year and proved to be very popular. KW and SH are also presenting at the next Disability Forum to assist with moulding the service to suit their needs.

4.0 Forward Plan Item – Quality of Repairs

- 4.1 GW introduced to the group the new Head of Service of Repairs and Maintenance Trevor Burdon.
- 4.2 TB gave an overview of what quality management measures are in place for the repairs service. First of all the quality of the workforce is a key area as by using in-house workmen NCH can ensure all tradesmen are fully craft trained. Currently there are 60 apprentices with the company and one of NCH's apprentices won Apprentice of the Year last year. The skills and performance of the workforce are reviewed annually and additional training is provided where identified. Quality issues are also raised at bi-monthly Toolbox talks.
- 4.3 The quality of materials and equipment is also a key area with well maintained vehicles and tools provided for all trades. TB added that this is also easier to manager when in-house in comparison to contracting out. Materials are all sourced from good major manufacturers which are subject to pre-set quality criteria and scrutiny, for example kitchen units, boilers, secure external doors and windows. A Stores Working Group made up of members of the Procurement Team and tradesmen to identify any materials deficiencies or problems ensuring early corrective action be taken. CR added that the materials procured for Decent Homes refurbishments are now used in day to day repairs so quality materials at value for money are being used.
- 4.4 Work is managed by a team of 25 Maintenance Managers supported by 5 Project Managers. All are experienced staff with a range of specialist knowledge in all work areas. Spot checks on work are carried out regularly and any competency issues addressed through appraisals and training and the disciplinary route if necessary. Trevor Burdon may be contacted on 07983121455.

5.0 Any Other Business

5.1 Equality Impact Assessment

An Equality Impact Assessment is to be carried out to ensure the best service is being provided. The event is currently being organised and will include 6 assessments to cover Decent Homes and the Repairs Service. Tenants and Leaseholders will shortly receive invitations to the event.

5.2 Energy Saving Government Initiative

The Government has invited NCH to be one of the first to take part in a scheme to insulate properties within the city. The Government is looking for "Early Adopters" of the scheme and NCH is one of them. Insulation schemes are being investigated and will include a contribution from customers with an aim to saving money on energy bills. NCH would measure the energy used by a property, insulate the property and then measure the energy usage again after insulation. The savings made would then be split 50/50.

5.2.1 Questions were raised as to how those in receipt of benefits and leaseholders could be included. GW said that there is still a great deal of work to be done with surveys, meter reading and discussions with energy providers so all this will be taken into consideration.

5.2.2 The types of energy saving products which can be used are cladding and solar panels. Properties will probably be surveyed and needs identified at that stage. The group motioned that they would be interested in further information on this item.

5.3 Meeting closed at 8.20pm.

6.0 Date of next meeting

6.1 6.30pm Tuesday 27th October 2009, Board Room, 14 Hounds Gate

Forum Chair..... Date:

NCH Officer Date