

Minutes



Repairs & Maintenance Forum
6.30pm Tuesday 27th October 2009
Board Room, Hounds Gate

PRESENT: *Nottingham City Homes Representation*
Gary Whitaker, Trevor Burdon, Kate Watret, Steve Williams,
Sharon Walters (mins)

Tenant & Leaseholder Representation
Maria Hemphill (Chair), Jacinth Hall (Vice Chair), Elisabeth Tiso,
John Riley, Ruth Haywood, Linford Stevens, Jean England,
Phil England, Mark Watson, Clive Thorpe, Robert Morrell

APOLOGIES: Mark Johnson, Chris Raynor, Ennis Peck, Kate Bowley,
Alison Thorpe, Sheila Thwaites, Sue Stevenson, Margaret
Pugsley, Marina La Fond

| 1.0 Attendance & Apologies | <u>Action</u> |
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| Apologies were noted. | |
| 2.0 Minutes of last meeting and Matters Arising | |
| 2.1 The minutes were agreed as being a true and accurate record. | |
| 2.2 Item 2.3 – Customer Comments Boxes (Item carried forward) Andrew Filer had previously reported that the Marketing Team are arranging for new customer feedback boxes for each housing office. <i>AF to provide further update.</i> | AF |
| 2.3 Item 2.4 – Scaffolding (Customer Card) (Item carried forward) 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. <i>CR to provide an update on the progress of the card.</i> | CR |
| 2.4 Item 5.2 – Energy Saving Government Initiative GW had previously briefed the group on a new Government initiative called Pay As You Save. NCH has been invited to be an Early Adopter of the scheme with the aim for customers to save money on energy bills. <i>GW to update the group when more specific details of the scheme are known.</i> | GW |

3.0 Forward Plan Item – Aids and Adaptations

- 3.1 Steve Williams, Project Manager for Aids and Adaptations, gave a brief review of the work of the Adaptations Team. The team consists of 20 dedicated, multi skilled craft workers who work in conjunction with NCC's Adaptations Agency in the installation of special equipment to enhance and support independent living for elderly and disabled people with mobility difficulties.
- 3.2 Type of work carried out::
- Walk in showers
 - Shower over baths
 - Ramps/Hard standings
 - Bathroom alterations
 - Kitchen alterations
 - Grab rails
 - Stair rails
 - Lever taps
- 3.3 Overall the performance of the team is above the targets set and customers have indicated that they are very satisfied with the work carried out. Both positive and negative feedback is shared with the operatives to ensure improvements can be made wherever possible.
- 3.4 Questions were asked as to the procedure of requesting adaptations such as the installation of lever taps. SW explained that an Occupational Therapist needs to carry out an assessment first. The OT can be contacted through Nottingham City Council however there is a long waiting time for appointments. The group asked if NCC's Adaptations Agency could be invited to a future meeting. **CR to add item to Forward Plan and invite the agency to attend the forum.**
- 3.5 Question was also raised as to where the special long shower curtains used by some customers could be bought as local suppliers do not stock them. **SW to check and report back with an update.**

CR

SW

4.0 Forward Plan Item – Dealing with Vulnerable Customers

- 4.1 TB and KW explained that NCH is looking at ways to better tailor the repairs service to the needs of the customer in particular those that are vulnerable. Vulnerable customers are:
- People who are unable to manage on their own, eg. Older people
 - People with learning difficulties that are unable to manage on their own
 - People whose health may be adversely affected due to the need for a repair to be carried out
 - People with disabilities who may be adversely affected due to the need for a repair to be carried out

- 4.2** In order to determine what the tenant needs NCH is reliant on what the tenant tells us. For instance, if a tenant wants us to knock loudly a note is added to the address on the system which then produces a person alert message each time the address is accessed to report a repair. A 'P' code also appears on the works order ticket which triggers the operative to get more information from the Maintenance Manager. Any information captured about the customer is treated sensitively and securely for the customer's benefit.
- 4.3** There are different ways for vulnerable customers to access the service such as by minicom, Type-Talk, Language Line, internet/email and Repair Surgeries. The Repair Surgeries are currently held in sheltered schemes and Area Panel 2 and are very popular. More surgeries are to be programmed in next year to wider groups in the community and all Area Panels.

5.0 Forward Plan Item – Better Practice Review

GW updated the group on the current situation of the Better Practice Review.

5.1 Accommodation

Property Services is currently looking for accommodation to replace the Harvey Road depot due to NCC's plans to develop the site. The new property needs to be fit for purpose not only to suit the DLO but also the Repairs Contact Centre. Various locations have been investigated with the most practical so far being a site on Dabell Avenue on the Blenheim Industrial Estate in Bulwell.

- 5.1.1** Due to the introduction of mobile technology not all fleet vehicles will need to be parked at the site. There is a difficulty with the bus routes but it may be possible to organise a bus for staff, particularly those who do shift work in the Contact Centre.
- 5.1.2** With regard to the Stores review at Harvey Road work has been done with Travis Perkins who is a supplier for the construction industry. Pete Smith has done a lot of work on this and used the results to mould the future service.

5.2 Mobile Data

NCH is currently working with suppliers to develop systems to suit NCH. First Touch provide software for the handheld devices and Opti-Time which is the appointments scheduling tool. The devices need to be fit for purpose and user friendly for operatives.

5.2.1

The new software should be able to predict what items or materials are required for a job. Operatives van stocks have been audited to ensure more first time fix appointments. The Repairs Diagnostics software is also being reviewed to ensure repairs are raised more accurately.

- 5.2.2** Detailed delivery plans are being produced to ensure service to

customers is maintained throughout the changes. Staffing structures are being reviewed for the new service delivery and intensive training is being planned for all staff involved.

5.3 Payment Scheme

The current payment scheme is being reviewed with ongoing discussions with the Unions. All options are under consideration based on similar work in other organisations. An analysis of current costs and payment levels are being carried out to guide negotiations.

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| 6.0 Any Other Business |
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6.1 None.

6.2 Meeting closed at 7.45pm.

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| 7.0 Date of next meeting |
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7.1 6.30pm Tuesday 24th November 2009, Board Room, 14 Hounds Gate

Forum Chair..... Date:

NCH Officer Date