

Reading Borough Council – building maintenance

Cost: circa £9,000 Length of review: 15.5 days Benefits: optimised working arrangements recommendations

Reading Borough Council wanted to undertake a review of its Housing Building Maintenance Service covering responsive repairs, gas servicing, void and property maintenance.

Objectives:

- Consider if the current delivery model is **'fit for purpose'**
- Evaluate its **current capacity and structure**
- Comment on if it is **demonstrating value for money**
- Make a series of **recommendations** on how the service could improve

This was done using the practice of 'checking; investigating; and validating the current delivery model to understand its effectiveness and identify improvements that would take enable the service to improve further.

The initial stage of the review was to undertake a diagnostic workshop which was attended by a cross section of employees within the service. The purpose of this workshop was to identify and refine areas in which the service could benefit from the quest for continual service improvement and the Council's search for service efficiencies and demonstrating value for money. Following on from the workshop a number of interviews took place with individuals/groups of employees engaged in the service together with a number of stakeholders. This was supported by a review of financial/performance information and key service delivery documents to help inform the review about current service delivery. A second verification workshop provided an opportunity to feedback and discuss initial findings before a final report was written.

Recommendations:

Following on from this review a report was presented to Managers analysing the current effectiveness of the business and making recommendations as to how the service could improve. This included the following areas:

- **Information Technology (IT)**
- **Leadership and support**
- **Performance management**
- **Value for money**
- **Financial management**
- **Service delivery**
- **Capacity to change**

As a result of the successful completion of the review APSE have provided the Council with an Interim Manager to assist in implementing the proposed recommendations.