

APSE Housing, Construction and Building Maintenance Network

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#TeamWigan



Property Maintenance: Who are we?

Wigan and Leigh Building Services (WLBS)

- 125 operational staff covering all trades
- 20 trade apprentices
- 1 Operations Manager
- 2 Senior Team Managers
- 5 Team Managers
- Business Support Team
- 6 Work Planning Officers



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WLBS: What do we do?

- Repair and maintain a housing stock of approx. 21,500 properties
- Refurbish around 1200 voids each year
- Completed just over 65,000 responsive repairs in 23/24
- Carried out 6,255 emergency repairs and 7,620 out of hours repairs
- Completed 748 planned works

- In-house focus on plastering, joinery, plumbing and electrical work
- Split teams to oversee – Voids/Responsive/Appointed & Emergency Works
- Contracted Works team
- Business support team & planners
- Joint working across those teams and with Housing Client function

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WLBS: Performance

- APSE – the data is a mixture of small single trade repairs from the electronic appointment system and our in-house manual appointment system which is used for multi trade repairs.
- Current I.T. Systems – NEC Repairs (Northgate), One Advance (DRS/Opti) and Service Connect – plans for digital end to end systems.
- Corporate KPI's
 - 100% urgent repairs completed within government time limits.
 - 100% of responsive repairs (non-emergency) completed where appointment is made and kept.
 - 99.62% emergency repairs completed within target.
 - 81.45% housing void jobs completed on time.
 - 3.98% of all repairs undertaken as call out.

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Progress with Unity: A new era for Wigan Borough

WLBS: Social Value and CWB

Estimated Value of Volunteering Works Completed 23/24

WLBS – £40,841

Framework Contractors- £60,930

Total Value £101,771



Progress with Unity: A new era for Wigan Borough

Challenges

Opportunities/Learning

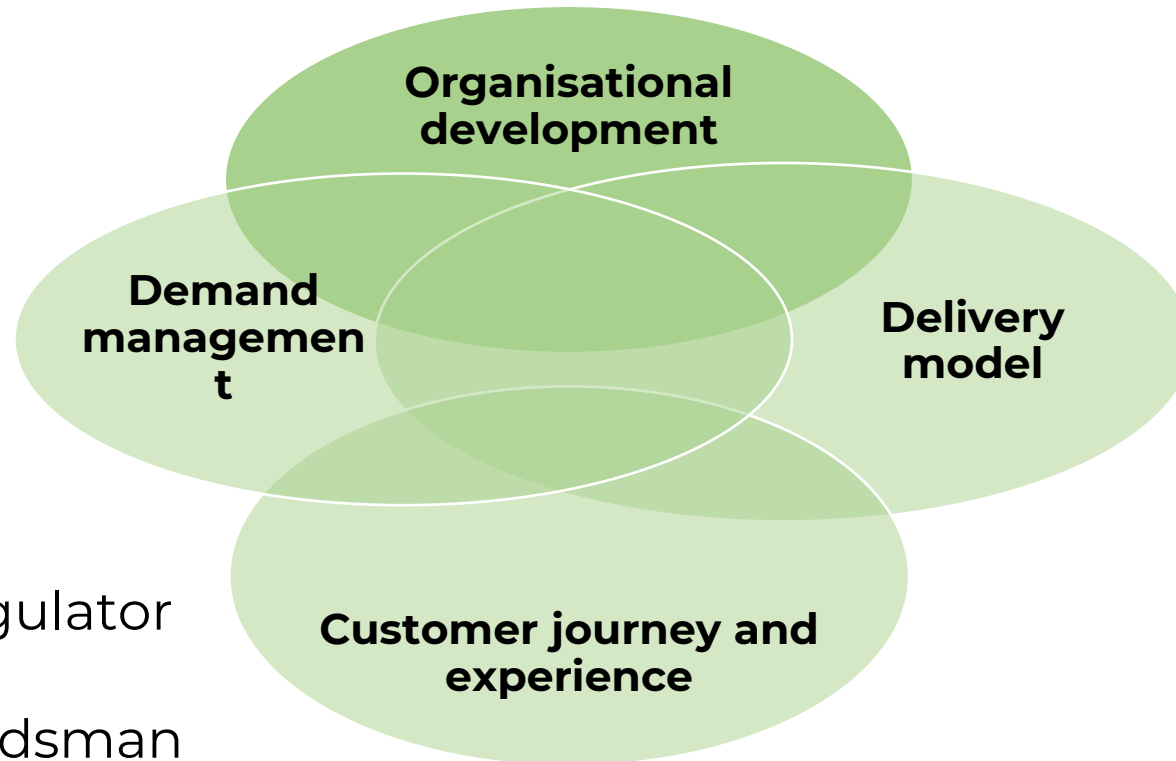
Internal Audit

Pandemic Legacy

Awaabs Law

Social Housing Regulator

Complaints/Ombudsman



Service Improvement Plan

Action Plan

Priority Projects

Complaints Analysis

Consultants Review

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Issues

No access & associated delays

Works orders – SOR's,
measurements / quantities,
descriptions / incorrect contact
details

Variation to works

Priorities / Target dates

Resources

I.T. Functionality

Impacts

876 hours lost

Delays, additional work, missed
targets

Additional work, missed targets,
pressure on budget management &
planning

Customer experience &
expectations, overdue repairs,
complaints

Overdue repairs, KPI's

Inefficient process, poor customer
access

Solutions

Draft policy & review process

Review & training

Further analysis, training on
works ordering & for contractors

Review & agree target dates

Framework review, improve
work allocation

Investment

Continuous Improvement – Right First Time – Quality Assurance

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Priorities Action Plan (Productivity and Efficiency)

- Working patterns & vehicle utilisation
 - Review of stores and material supplies
 - Digital end to end systems
 - Reviews (OPTI – No Access – Voids Pilot – Recycling)
 - Complaints analysis & customer feedback survey
 - KPI review – contractor KPI's
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- PR, Comms & Tenant Engagement
 - Joint working with Housing
 - Wider management sessions
 - Health & Safety focus

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Progress with Unity: A new era for Wigan Borough



Next Steps

- 'Progress with Unity' is our new Borough motto - a new era for public services'
- Wigan Borough Council was formed in 1974 – 50th birthday in 2024!
- Wigan Council has over 329,000 residents
- The borough is made up of the 14 towns:
Ashton, Aspull, Atherton, Golborne, Hindley, Ince, Leigh, Lowton, Orrell, Pemberton, Platt Bridge, Standish, Tyldesley, Wigan

Progress with Unity
A new era for Wigan Borough

Mission 1

Create fair opportunities for all children, families, residents & businesses.

"Together, we will break down the barriers that create financial, health, education and environmental inequalities in our borough."

Mission 2

Make all our towns and villages flourish for those who live and work in them.

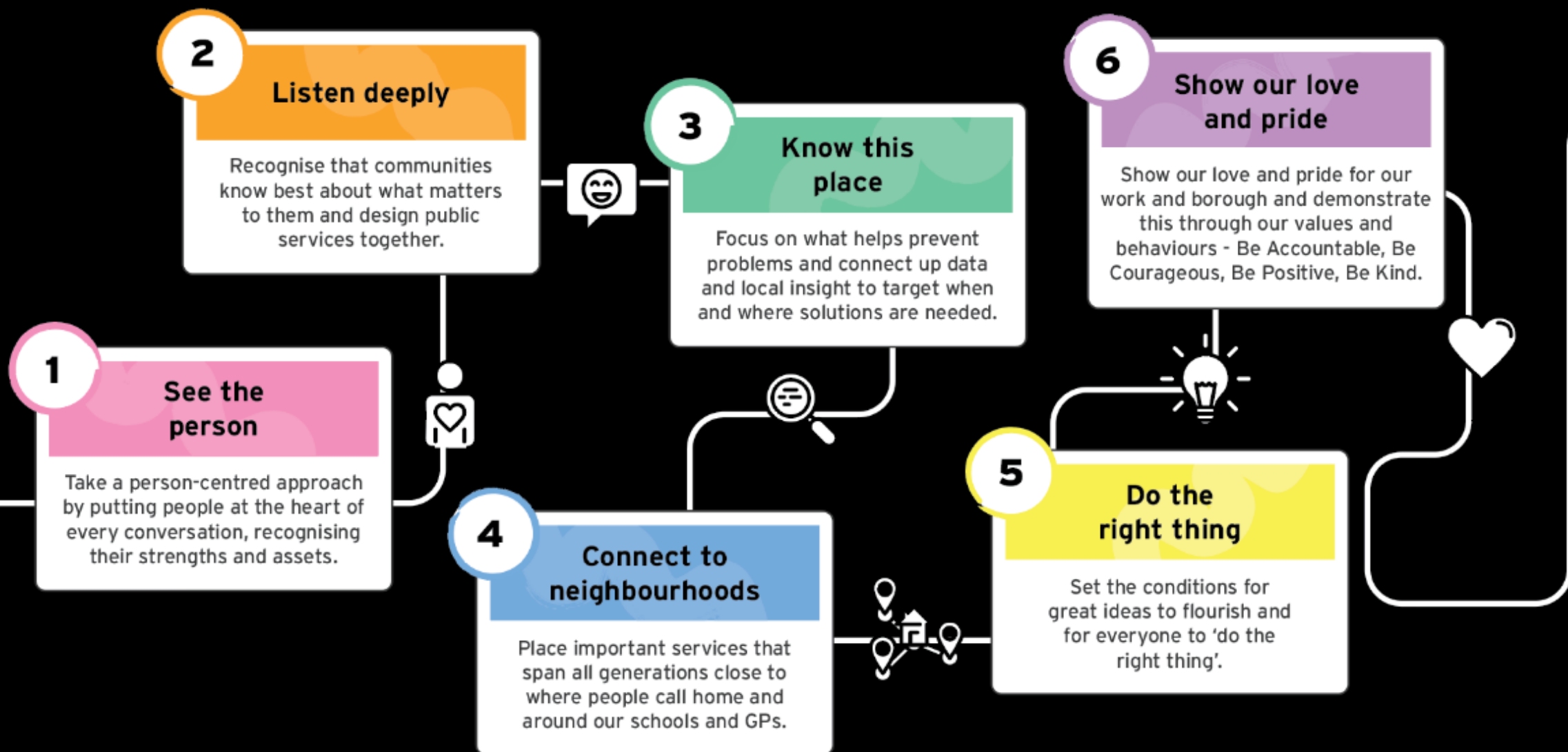
"Together, in genuine partnership with our residents and businesses, who know our communities best, we will help each town and village in the borough to celebrate and maintain their identity whilst understanding and helping to achieve what is needed to thrive."

As residents, businesses, public services and community organisations of this borough we will come together to deliver these two key missions.

Under construction (June 2024)

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We are stronger together when we:



Plans for 2025

- Need to improve ongetting it right first time, contract management, communication with residents
- Deliver on our Priorities Action Plan
- Invest in our workforce
- Deep community engagement
- Focus on inequalities – align with PWU
- Transform the way we operate through digital and AI

Thank You

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