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Speaker at



Speaker at



Member of



2 Years on,
The challenges and
The achievements.



Contents of Today's Presentation

- 1. Brief Overview of Unitas,**
- 2. Benefits of the Unitas model to Stoke on Trent City Council and the residents,**
- 3. How Unitas is adapting to dealing with the changing world, in particular Covid 19,**
- 4. The next chapter, challenges, politics, budgets, growth and efficiency,**



About Unitas

Unitas has a turnover of £55m, employs 450 staff and maintains 18,000 council homes and 600 public buildings across Stoke on Trent

Maintaining
and improving

18,000 
homes

 **600**

public buildings
across the city



£4.6 million

was returned to the council
in the **first year** of trading



WHERE WE BEGAN

- ★ Unitas is a wholly owned repairs and maintenance company and was launched in February 2018
- ★ We look after 18,000 council homes and over 600 public buildings
- ★ Previously, the services had been delivered through Kier Stoke

UNITAS
has generated
£10.1 million
return to the council
since inception

ACHIEVEMENTS

- ★ Nominated for *DLO of the Year* in 2019 and nominated again in 2020
- ★ Guest speaker at the Housemark event, National Housing Federation & Public Service Excellence (APSE) conference
- ★ Received coverage in The Guardian newspaper
- ★ Celebrated over 2 million hours of accident-free work on site
- ★ Become a member of the Parliamentary Review being nationally recognised as an innovator of industry
- ★ Secured over £200k worth of social value contribution
- ★ Successfully utilised drone technology to assess buildings and repairs
- ★ Carried out in excess of 196,500 responsive repairs
- ★ Delivered in excess of £20m on planned investment works each year



The Parliamentary Review



HEADLINES ON PERFORMANCE

A fundamental review was undertaken of the voids process, results included:

- ★ The average end to end time to re-let void properties reduced by 44% between 2018 – 2020
- ★ The average time to undertake the work has decreased by 62.5% over the same period
- ★ Circa £800,000 savings in void rent loss p/a

26%
reduction in
VOID
properties

PLANNED INVESTMENT AND REPAIRS

- ★ Each year approximately £20m is spent on planned investment works
- ★ £5m spent on fire safety related work over a two-year period
- ★ Completed 38,628 gas services, which are 100% compliant
- ★ Four-year investment plan in place
- ★ Provision of a 24 hour, 7 days a week, 365 days a year repairs service
- ★ 196,500 responsive repairs completed over 2 years



Since Inception

29%

reduction in costs of
repairs
per property

12%

reduction
in average number
of days to
undertake repairs

The average cost of repairs
per property
has dropped from
£1,171
to an impressive
£870

What is it now £600?

*** Covid has played a part**

CUSTOMER SERVICE

Improvements to

3,420

customer homes

65% to 95%

improvement in customer satisfaction
with less than 1% complaints on volume of work done

100%

of Landlord

Gas Safety Records
issued within anniversary date
between April 2019
to March 2020



209 compliments received for our
planned and responsive services

Best in Sector Repairs Offer

‘today, tomorrow, by appointment’

with an average of 4.5 days for all

repairs



INVESTING IN STAFF

- ★ Excellent terms and conditions for employees, including the local government pension scheme
- ★ Flexible working
- ★ 16 Mental Health First Aiders
- ★ 3 Domestic Abuse & 7 Health and Wellbeing Champions
- ★ Employed 16 apprentices since 2018

Sickness absence has halved from
6% to 3%

in less than a year
saving £504,000 per year
increasing productivity by 15%



Staff wellbeing survey indicated that 84%
of staff would recommend Unitas as a
good employer

78% felt they had achieved a good work-
life balance

INVESTING IN IT TO FURTHER IMPROVE OUR SERVICES

- ★ Implementation of Dynamic Resource Scheduling
- ★ New Fleet, including two electric vehicles
- ★ Use of in-house drone technology
- ★ Invested in a new assets management system
- ★ Re-developing our website

“ *Not only has the use of this new technology saved us the cost and the potential risks involved in using a Work at Heights team, it has also enabled us to identify solutions and safe methods to carry out the repairs.* ”

Drone operator



Benefit of Unitas to Stoke on Trent

“ I tendered for planned maintenance and labour work with Unitas...and now we provide top-up labour for their workforce. The relationship has been good for us...we've expanded and gained more flexibility with the other side of our business. Unitas has been very good to deal with and I appreciate how they invest in the local economy.

Mark Meir, Managing Director of EVM
Contractors, Stoke-on-Trent

”

Increased our use of
local contractors
from **28%** to
76%

DEVELOPMENT OF SUB-CONTRACTOR FRAMEWORKS

- Social value features highly in our tendering process. In our first year, we contributed £37.5m to the local economy
- The first set of published payment statistics show Unitas paying 92% of invoices within 30 days, ensuring local suppliers have positive cashflow
- 76% of sub-contractors are local compared to 28% previously

CORPORATE SOCIAL RESPONSIBILITY



- ★ In our 1st year our CSR contributions amounted to over £70,000
- ★ Our 2nd year of business saw us secure over £133,000 of social value contribution
- ★ We have raised over £2,000 for local charities
- ★ We created a Helping Hands Fund to invest and empower our residents and the local communities we work in



**OUR ENVIRONMENTAL
GROUP IMPROVES THE
AREA FOR STAFF, AND THE
LOCAL FLORA
AND FAUNA**

Adapting to COVID-19

Food Distribution

- ★ Unitas redeployed a proportion of its workforce to be part of the food parcel service
- ★ Utilised our fleet to deliver emergency food parcels across our city

We delivered in excess of 3,000 emergency food parcels to over 1,700 addresses



Accommodation for the Homeless

- ★ 25 housing pods built
- ★ Bespoke en-suite rooms designed and added to the pods
- ★ Constructed a full catering kitchen, laundry, shower block and hot water plant room



We built
13 housing pods
&
12 bespoke en-suite rooms
to house homeless people

COVID 19 OPPORTUNITIES...

- ★ Overhaul of our Planned maintenance programmes, move to external works, roofing, EWI, Environmental schemes, still expect to deliver £25m in 9 months,
- ★ Channel Shift, no telephone reporting of non emergency repairs, increasing digital shift, no backlogs,
- ★ Home working, More Efficient, Staff Survey, Reduced premises dependency,
- ★ Reduced stores visits, Covid restrictions,
- ★ Area based working DRS, £12k / month
Reduced fuel use, reduced carbon footprint,





The Next Chapter/ Challenges

- ★ Budget Challenges for the City Council,
- ★ Local Government Politics, Board members, Cabinet, Governance,
- ★ Continued Improvement?
- ★ Efficiencies, Outsourcing, Pensions?
- ★ Growth, New Build, New Markets
- ★ Premises?





FINALIST

Speaker at
HouseMark



Featured in

**The
Guardian**

Featured in

**INSIDE
HOUSING**

Speaker at



Speaker at



Member of

*The
Parliamentary Review*



- No repair backlogs,
- 100% compliance,
- 49% reduction in cost per property,
- 2 Star Excellent Independent Housing Health Check,
- Positive Industrial Relations,
- £4m returned annually to Council,
- Nominated for DLO of the year,



Thank you for allowing us to share with you, how
Unitas, an innovator in its industry,
adds value to our City of Stoke-on-Trent.

We are uniquely positioned to generate more revenue and to
support critical services within Stoke-on-Trent City Council. We
hope that our trend of outstanding work continues with so
many opportunities ahead of us.

Do you have any questions?

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We are passionate
about making a
POSITIVE
difference to our
community