



Driving Improvement in the Building Maintenance Service



Presented By

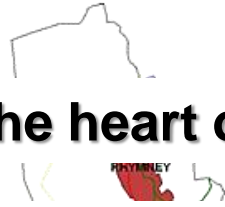
Paul Smythe

Housing Repair Operations Manager



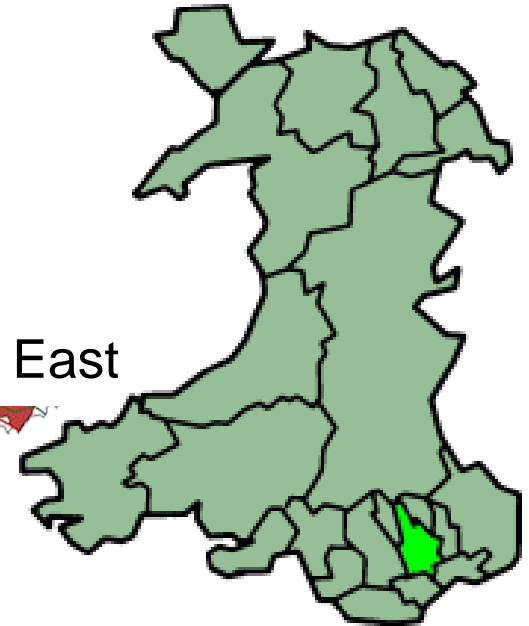
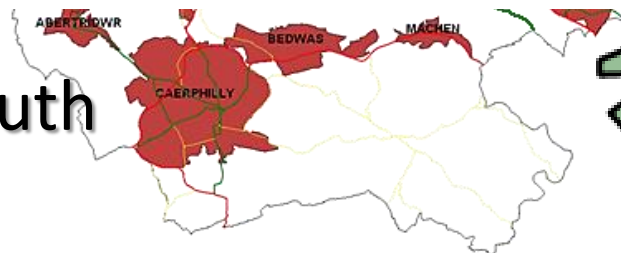
Who are we?

Caerphilly CBC is in the heart of the South Wales Valleys



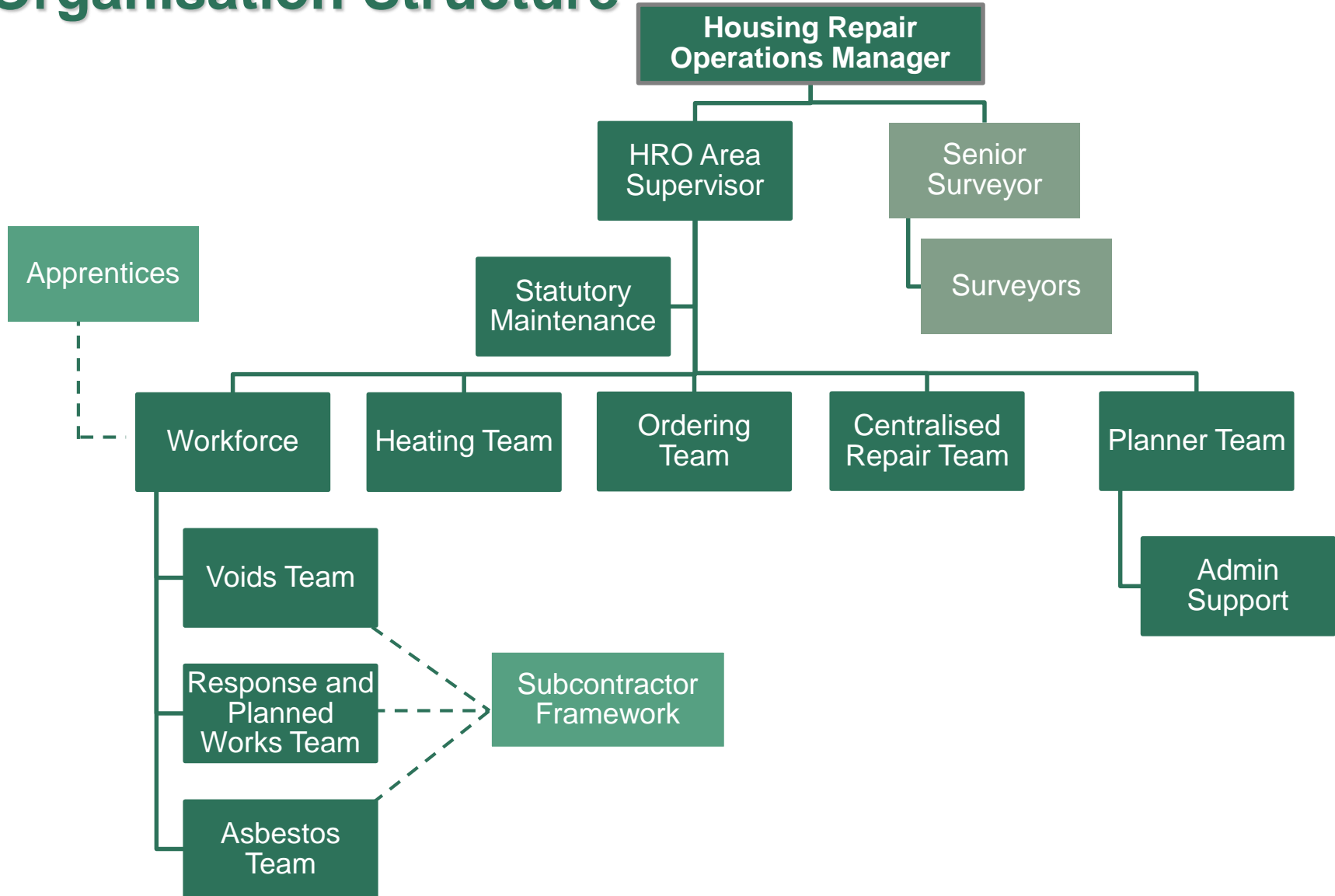
- Population 180,000
- In House workforce employing 124 operatives (salary)
- Looking after 10,805 homes
- 4 Housing Offices
- Over 33,000 repairs annually
- We are based in the village of Tir y Berth
- Borough divided into 3 areas – North, South and East

South





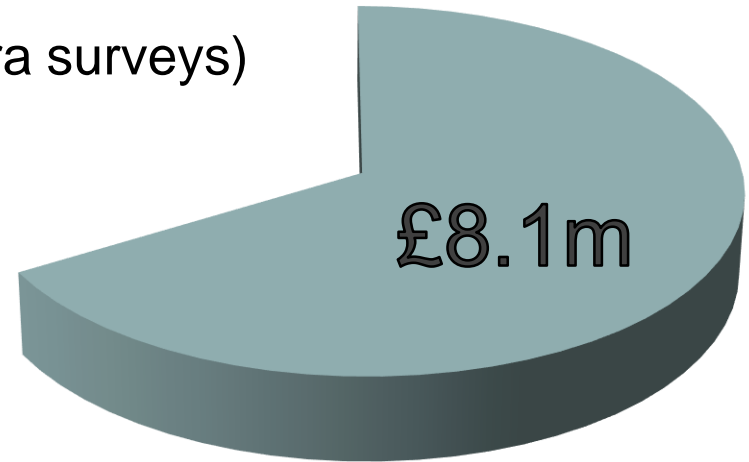
Organisation Structure





Work we Undertake

- **Out of Hours** (Standby)
- **Response Repairs** (mobile working works up to 1 day)
- **Void Works** (25% completed to WHQS)
- **Planned Works** (mobile working works over 1 day)
- **Drainage Works** (jetter and camera surveys)





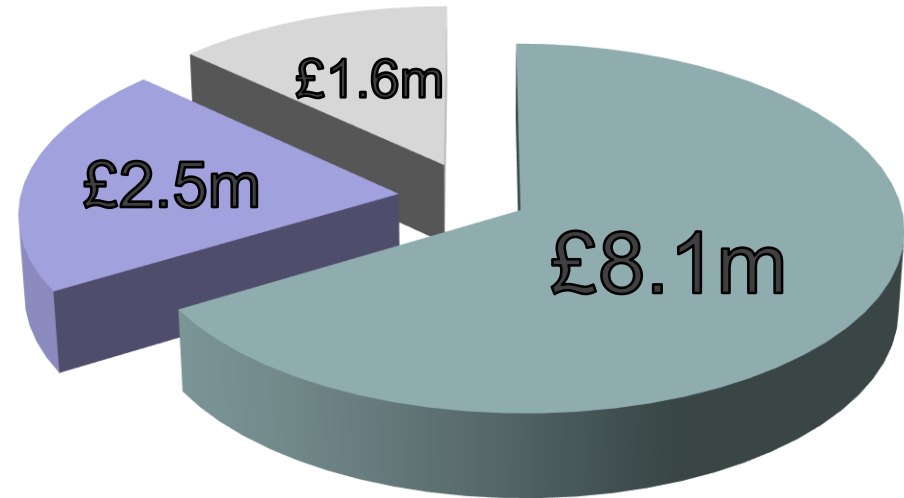
Work Priorities and Categories

Priority		Target Times	Categories
1	Standby	2 hour response	Out of hours
2	Emergency	Same day	In working hours
3	Appointment	Up to 20 days	<ul style="list-style-type: none"> • Small job – up to 1 hour • Medium job – up to 2 hours • Large job – up to 4 hours
5	Appointment	Up to 45 days	Extra large job – up to 8 hours
6	Voids	8/15/22/29/29+ day	Based on value/ claimed on SOR
8	Planned Works	Up to 60 days	Over 1 day claimed on SOR (pre and post-inspected)



Work we also Undertake

- **Capital Work** (supporting the WHQS Programme)
- **Statutory Works**
 - **Gas Servicing**
 - **Electric Periodic Testing**
 - **Stair Lifts and Hoists**
 - **Sheltered Housing**





Single source Supplier

- Robert Price (Builders' Merchants) Ltd.
- Contract awarded 2012
- Prior to this was in-house stores (WPC Arrangement)
- Deliveries to voids
- Vehicle stock replenishment
- Key components (WHQS)





Vehicles

- New fleet of 90 vehicles which includes;
 - Racking
 - Tool security & alarms/ deadlocks
 - Inverters
 - Lighting
 - Hand wash facilities
 - Trackers





Mobile Working

Total Repairs

Total Mobile



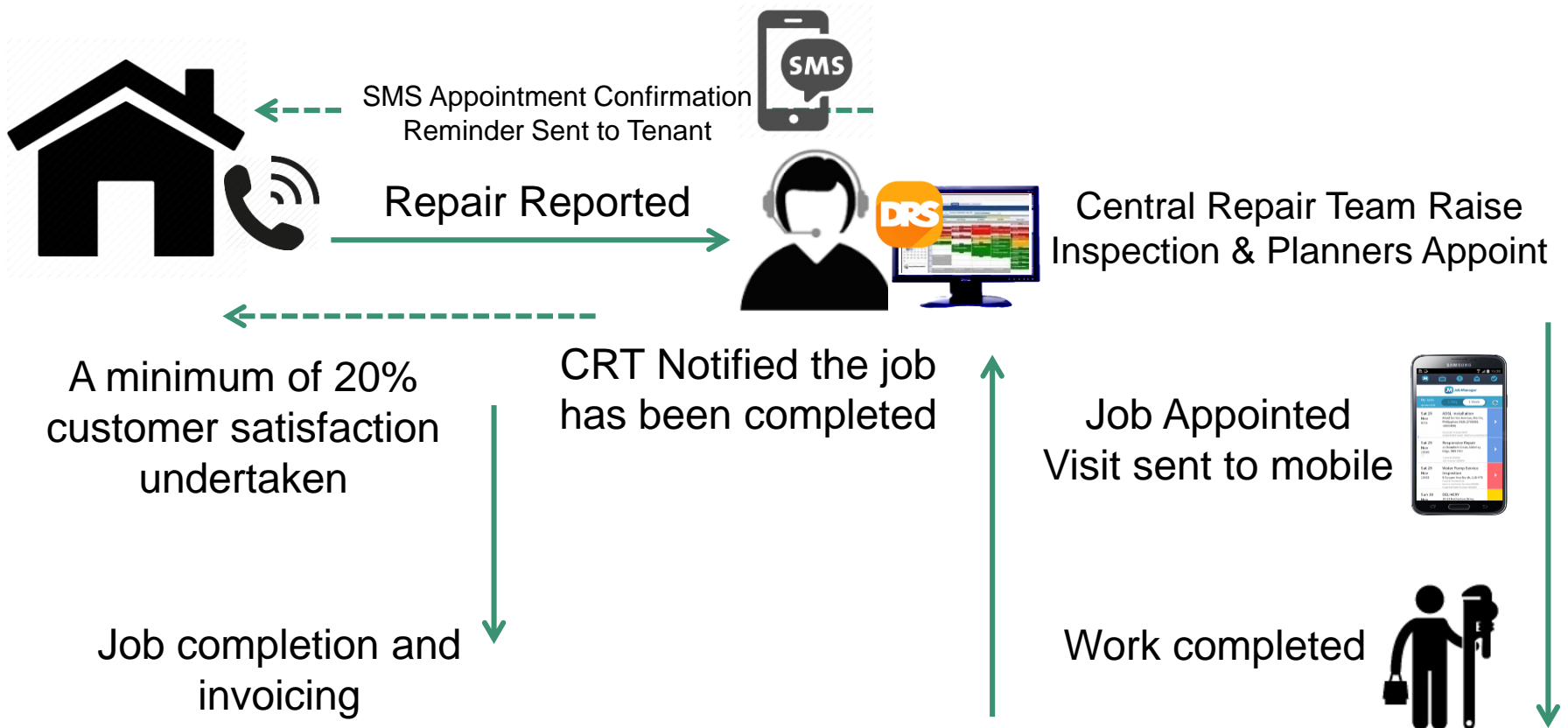
Totalmobile
Digital Workforce Management

OptiTime



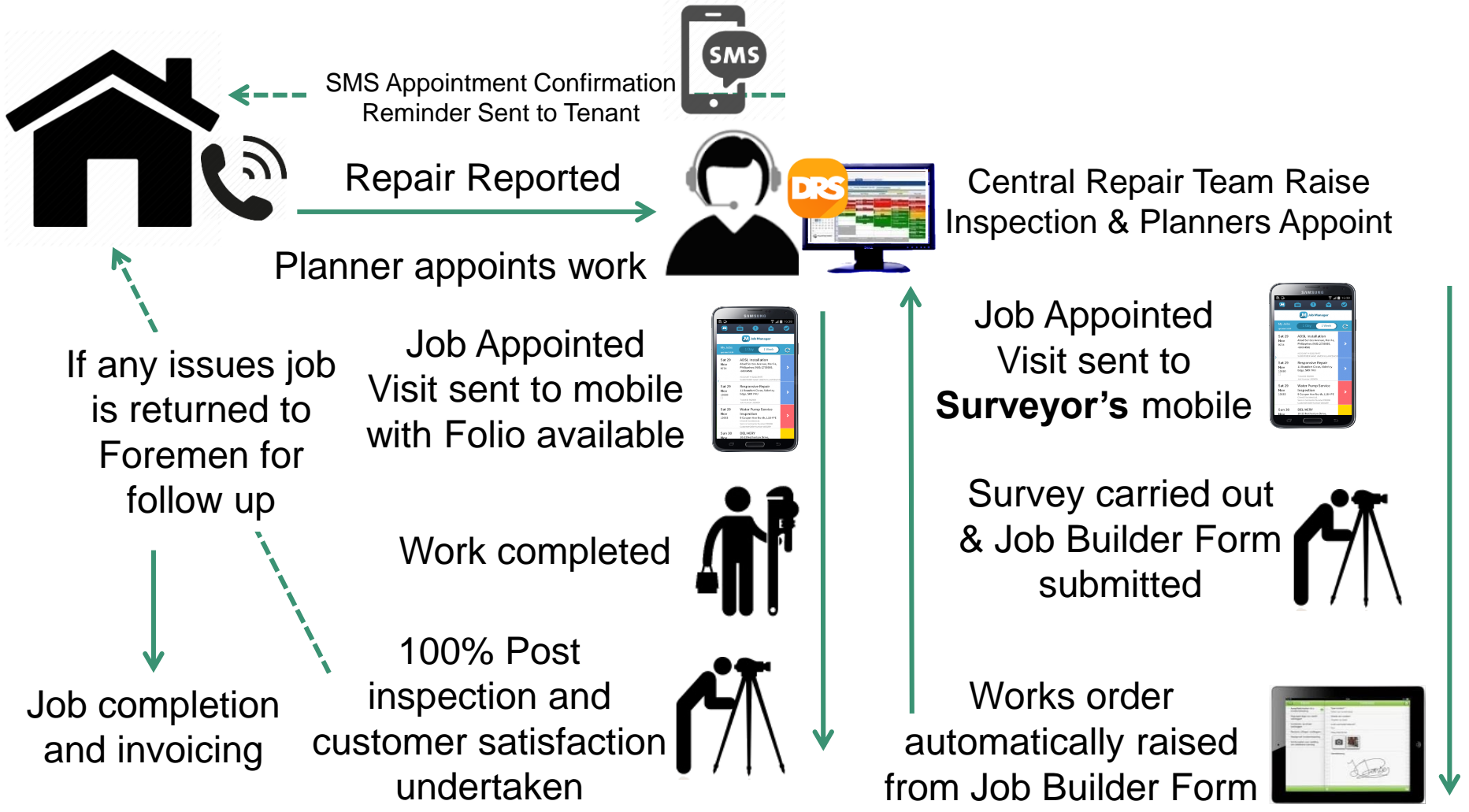


Operative Mobile Working





Surveyor Mobile Working





Pre-inspection detail

Question	Answer
Quantity	1.00
SOR Minutes	65.00
Total Minutes for Job	241.00
Scaffold Required?	Yes
Recharge?	No
Asbestos Report Requested?	No
Inspector	Bob Harry
SOR	RMM315
SOR Minutes	176.00
Quantity	4.00
SOR	RMM300
Description	Hack off and render wall as photo
Is this an emergency job?	No
Type	PL
Property Ref	A1990026
Original Job Ref	10423304[1]

Pre-inspection photo(s)



Scaffolding Order Form

Caerphilly Homes Housing Repair Operations

Document Print Date: 13/09/2017 Page No: 1 of 1

Job No: Erect Date: Foreman: Contact No:

Survey Submitted: 15/08/2017 11:17:59
 Surveyor: RP
 Address: 19 Maple Avenue
 Original Survey Number: 10495414[1]
 Work Type: Erect
 Property Type: Semi Detached
 Work Required: Re-roofing
 Additional Info: No Additional Requirements
 Adjoining Properties: Private owner to left
 Leasehold: Not Applicable
 Site Conditions: No Requirements
 Surveyors Notes: renew felt and battens at crest level mid way between stack and party wall on front of property

Photo

Scaffold Order Form

Solar Windows Limited

Caerphilly Homes Door Form

Document Print Date: 30/10/2017 Document Page Number: 1 of 1

Jacobean Front	Georgian Rear	Jacobean FD30	Reg Solid FD30	Reg Glazed FD30	Screens & Fanlights
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Door Handing (From Outside)		Overall Builders Opening Size	
Left Hand	Right Hand <input checked="" type="checkbox"/>	Frame Width (mm)	Frame Height (mm)
		890	2030
Frame Width (mm)	Frame Height (mm)	Add-on	
890	2020		
Door colour options		Ext Cill Options	
White (Both Sides)	<input checked="" type="checkbox"/>	No Cill	
Red Outside / White Inside		95x30mm	
Blue Outside / White Inside		150x30mm	<input checked="" type="checkbox"/>
Green Outside / White Inside		180x30mm	
R/wood Outside / White Inside			
Oak Outside / White Inside			
PVC Frame colour option		Note: All doors, screens and fanlights will be Cotswold pattern glass unless otherwise indicated	
White	<input checked="" type="checkbox"/>	No Cill	
Rosewood (White Internal)		95x30mm	
Oak (White Internal)		150x30mm	<input checked="" type="checkbox"/>
		180x30mm	

Screen - 1	Width Size	Height Size
N/A	N/A	N/A
Screen - 2	N/A	N/A
Fanlight	N/A	N/A
Glazing to bottom of screen		
Glass	No Cill	
Panel	95x30mm	
	150x30mm	
	180x30mm	
Screen Ext Cill Options		
	Screen Glazing	
	Clear	
	Obscure	
	Separate Screen Drawing	
	Yes	
	No	<input checked="" type="checkbox"/>

Surveyor	SGH	Date	04/10/2017	Property Address	74	Crosskeys
Order Number	Notes					
10502056[1]	leaseholder					

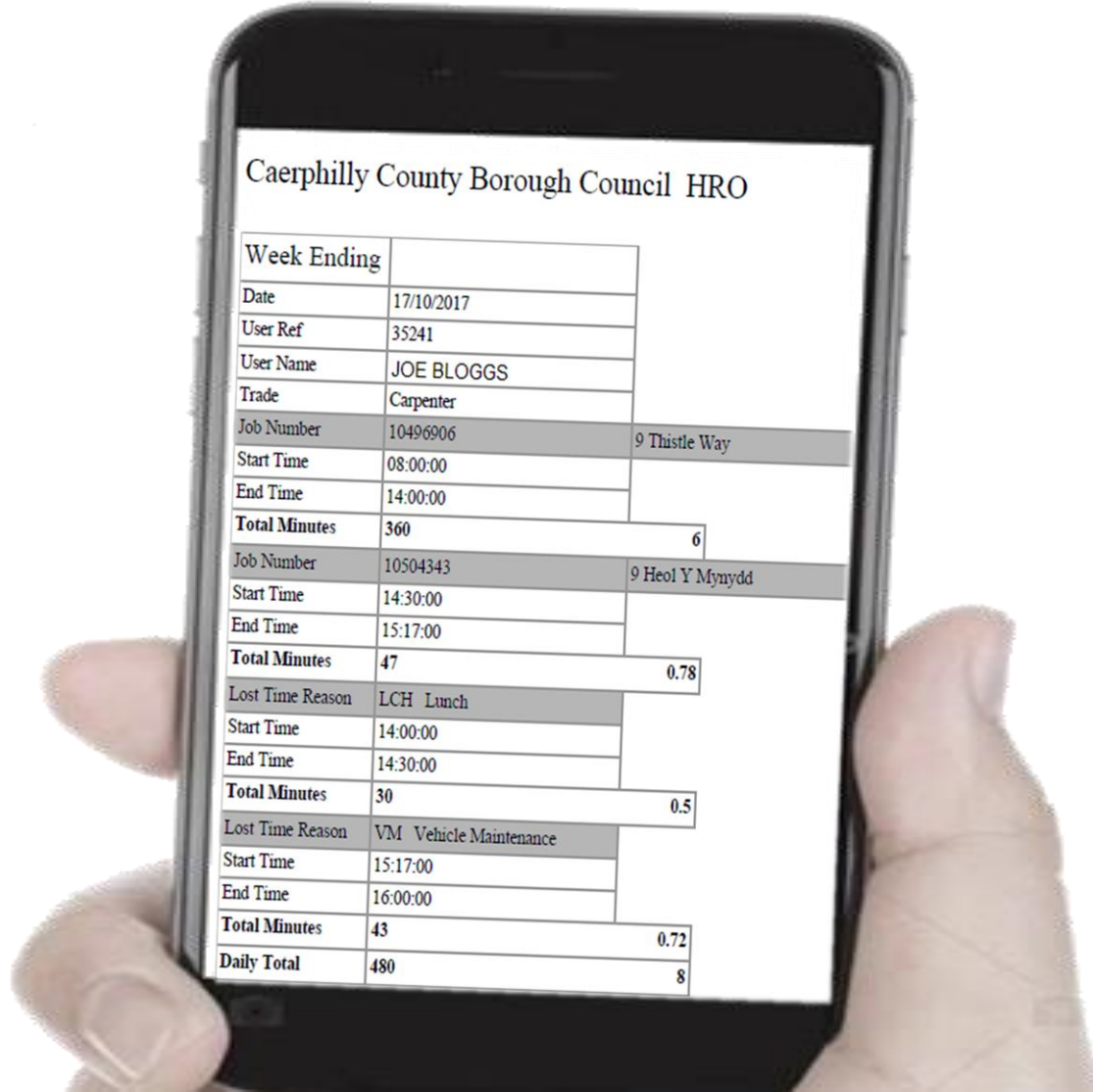
Note: All survey sheets must be complete, Solar Windows Ltd will not accept incomplete survey sheets. Surveys will only be accepted with an accompanying official order from CCBCC

Door Manufacture Form

Survey Details



Operative Daily Electronic Timesheet



Caerphilly County Borough Council HRO

Week Ending		
Date	17/10/2017	
User Ref	35241	
User Name	JOE BLOGGS	
Trade	Carpenter	
Job Number	10496906	9 Thistle Way
Start Time	08:00:00	
End Time	14:00:00	
Total Minutes	360	6
Job Number	10504343	9 Heol Y Mynydd
Start Time	14:30:00	
End Time	15:17:00	
Total Minutes	47	0.78
Lost Time Reason	LCH Lunch	
Start Time	14:00:00	
End Time	14:30:00	
Total Minutes	30	0.5
Lost Time Reason	VM Vehicle Maintenance	
Start Time	15:17:00	
End Time	16:00:00	
Total Minutes	43	0.72
Daily Total	480	8



Performance

Repairs Maintenance

- Backlog on repairs: 1,054 (previously over 7,000+)
- First time fix: 97.2 %
- Percentage of jobs appointed 99.76 (all priorities)

Priority		Target Times	Average completion time
2	Emergency	Same day	0.96 days
3	Appointment	Up to 20 days	8.4 days
5	Appointment	Up to 45 days	23.2 days
8	Planned Works	Up to 60 days	40.2 days

Statutory Maintenance Compliance

- Gas certification 99.5%
- Stair lifts and hoists certification 100%



Customer Satisfaction

- We complete customer satisfaction for:
 - 20% of Response Repairs
 - 100% of Planned repairs (post inspected)
- Customer satisfied with overall service **99.5%**
- Role of Tenant Repair and Improvement Group



Winning Awards

APSE Performance Networks Awards

- Winners 'Best Performing' authority in Building Maintenance 2016
- Finalists for 'Best Performing' authority 2017





Thank you for your attention

Any questions?

