

Update on Repairs De- mobilisation and Mobilisation

Homes Scrutiny Sub-Committee

July 2023

Overview

In March 2023, Cabinet agreed the awarding of the following contracts:

- Area 1 (70% of the housing stock) of the responsive repairs service and out-of-hours contact centre to Wates
- Area 2 (30% of the housing stock) of the responsive repairs service to Mears
- Delivery of Heating Services (all housing stock) to PH Jones

In June 2023, K&T Heating replaced PH Jones as the Heating Services contractor.

All three contracts are due to start on **1st August 2023** (replacing our current contractor, Axis).

Overview

The de-mobilisation and mobilisation of the repairs contracts is delivered across the following workstreams:

Operational Group	Purpose (these groups cover demobilisation and mobilisation)
Communications	Covering areas from communicating to residents, to ensure that the livery on vehicles and the style of our text messages to residents meets our requirements. This group is important to ensure we set the tone right at the start of the contract
Operations	This covers all aspects of the operation of the new contracts
ICT	Ensuring that data flows between contractors and the councils systems, and supporting on business processes work effectively. Whilst chaired by a subject matter expert will have service matter experts as part of the group.
Social Value	A key workstream and often overlooked in mobilisation – we want to set this up early and ensure the contract delivers the Mayor's Priorities
Contact Centre	Will cover both the in hours and out of hours provision
Commercial/KPIs	Ensures we are in a good position for demobilisation and ensures we are set up well in the new contracts
Contract Management	Ensures that we have the right contract structure, will support in establishing an interim contract management resource until permanent resources are secured.
Legal governance	Ensure contracts are signed/engrossed

Overview

Contract Management and Social Value

- The Strategic Client Team has been established including dedicated senior Social Value officer
- Contract Governance established with all 3 new partners
- Social Value baseline agreed with all 3 partners
- Establish Resident Contract management group
- New Damp & Mould, Disrepair and Communal Repairs workstreams established
- IT systems configured and talking to each other with testing ongoing in the backup system
- Open House article updated with new heating contractor, branding, etc.
- Preparing coms plan for internal stakeholders, road shows to introduce the contractor and updating the websites

Overview

Contact Centre and Operations

- Customer Service Advisors Appointed
- Training completed contractor application applications
- Outbound calls commenced to book appointments for approximately 4,000 legacy repairs for the incoming contractors
- Daily calls with Contact Centre management team to monitor legacy repairs activities
- Website has been redesigned and ready to be made live
- 8 x Customer Service Advisors transferring from Axis transferring on 1st August
- Agreement for Wates to start taking the Out of Hours calls from 5pm on 31st July