

Annual Review of Repairs & Improvement Partnership – Action Plan

Number	Action	Owner	Quarter	Update
Achieving decent homes				
1	Simplify the Brighton & Hove standard for improvement works so it is easier to understand and transparent for residents	Performance Manager, BHCC	Q4	In progress. Initial consultation with residents at September area panels
2	Investigate how the standard measures properties where residents have invested in replacing elements themselves	Performance Manager, BHCC	Q4	In progress. Initial consultation with residents at September area panels
3	Review quality assurance processes across the partnership to ensure they meet the relevant standards	Contract Compliance Manager, BHCC	Q3	
Major projects				
4	Improved communication with ward councillors throughout Major projects	Partnership & Resident Liaison Manager, BHCC	Q1	Complete. A briefing is emailed to ward councillors ahead of leaseholder consultation.
5	Liaise with residents at every stage of project planning – including in the development of the feasibility study	Senior Project Manager, BHCC	Q1	Complete. This is now in place for future major works projects. Initiated for Bristol Estate Phase 2
6	Look at further opportunities to use pilot properties for major works projects	Major Project Manager, Mears	Q3	In progress. Pilots utilised for Essex Place project
7	Survey residents at the end of projects to see how satisfied they were with works and where improvements can be made	Partnership & Resident Liaison Manager, BHCC	Q3	In progress. Will commence with current round of major projects
8	Look at a formal closedown meeting for residents at the end of works especially in sheltered schemes	Major Project Manager, Mears	Q4	
Performance and complaints				
9	Establish a “Customer Service Board” to	Customer Care	Q4	In progress.

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	ensure that the partnership delivers excellent customer service at every opportunity	Manager, Mears		Mears customer service programme has commenced
10	A quality log will be introduced to identify and track technical issues across the partnership	Partnership & Resident Liaison Manager, BHCC	Q2	Complete. Quality log is in place
11	A process review will be undertaken for responsive repairs to eliminate duplicate and lost jobs that lead to a negative customer experience	Performance Manager, Mears	Q3	In progress. Due for completion in October 2013
Repairs helpdesk				
12	Revise call monitoring at Partnership Group, including number of calls and call answer times and longest wait time per day	Performance Manager, Mears	Q3	In progress. Reports are currently being revised and will report in October
13	Agree targets for waiting times and consider inclusion of this in contract performance indicator report	Performance Manager, Mears	Q3	In progress. Targets to be agreed at October Partnership group
14	Ensure there is more consistent scripting when handling calls, ensuring that duplicate jobs are eliminated and good customer service is always being delivered	Performance Manager, Mears	Q3	In progress. New scripting will become operational in October 2013
15	Review the scripting for repairs reported to communal areas	Performance Manager, Mears	Q3	In progress. New scripting will become operational in October 2013
16	Text ahead - when routine repairs are generated the system will automatically send out a text reminder to the tenant a day before their appointment	Partnering Manager, Mears	Q1	Complete. Text ahead is now operational.
17	Amend texts sent to residents to include the local rate Repairs Desk number	Partnering Manager, Mears	Q2	Complete. This has been amended following suggestion from East Area Panel

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18	Promote Text Ahead in a future edition of Homing In	Partnership & Resident Liaison Manager, BHCC	Q3	
19	Look at accessibility of staff by telephone in other areas of the branch	Partnering Manager, Mears	Q4	
Value for money and efficiency				
20	Look at the pricing framework for the partnership and investigate opportunities to develop price per property models	Partnering Project Manager, BHCC	Q4	In progress. Data analysis of costs on per property basis being undertaken
21	Measure tenant satisfaction with empty properties after moving in	Performance Manager, BHCC	Q3	In progress. Pilot scheme completed and now looking at full roll out
22	Review use of subcontractors and whether the partnership can support greater delivery through directly employed operatives	Partnering Project Manager, BHCC	Q4	
Increasing employment and work opportunities				
23	Increase targeting of apprentices from areas of multiple deprivation to maximise opportunities for these families	Partnering Manager, Mears	Q4	In progress. Data review in progress
24	Review local labour plan for the partnership to give a greater focus on the ways the partnership can benefit the community	Partnering Project Manager, BHCC	Q4	In progress.
Resident involvement				
25	Ensure earlier involvement of residents to enable the Annual Review to be taken at earlier HMCSC and Area Panel meetings.	Contracts Officer	Q4	
26	Roll out the “Our Neighbourhood” model of collecting resident satisfaction information across the city	Partnership & Resident Liaison Manager, BHCC	Q4	In progress. Investigating building this into the resident assessors role which will be discussed with Home Group

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27	Review the resident assessor programme to ensure it is fit for purpose and benefits residents that invest time in the programme	Partnering Manager, Mears	Q3	In progress. Discuss with Home Group in November.
28	Improve the use of social media as a tool for promoting the partnership and getting feedback from residents	Partnership & Resident Liaison Manager, BHCC	Q3	In progress. Greater links established through Facebook and using Twitter to feedback compliments
29	Work with the Home Group to monitor and manage the Repairs & Improvement Partnership	Partnering Business Manager, Mears	Q3	In progress. Home Group will commence in November
Sustainability				
30	Increasing awareness of energy efficiency through behaviour change is a major factor in continuing improvements	Partnership & Resident Liaison Manager, BHCC	Q3	In progress. Collecting data on the financial benefits of insulation to residents
31	Energy efficiency needs to be part of the culture and a factor in all repair and improvement works we take forward	Asset Manager, BHCC	Q3	In progress. Good processes in place for major works, need to build on this across planned and responsive works
32	Include article in Homing In that communicates the benefit of cladding and data around potential energy savings for residents	Partnership & Resident Liaison Manager, BHCC	Q2	In progress Draft being prepared for winter Homing In