

Repairs

Service Excellence Plan

1. Performance Management and Continuous Improvement

Objective: Achieve top 24% performance compared to similar organisations.

Target	Task	Who	By when	Milestones	Impact and cost assessment
Achieve Annual BVPI Targets	Produce Quarterly Performance Indicators for AHB and Service Delivery Sub Committee.	GD	Quarterly	PI data supplied quarterly to AHB / Service delivery Sub Committee	H/M
Achieve KPI Targets in Linbrook Repairs Contract.	Review calculation method of all Repair BVPI's	GD/GP	Feb 0/8	PI data audited for compliance with BVPI definition.	H/L
	Produce monthly KPI data	GP	Jan 0/8	KPI data and bonus / penalty agreed with Linbrook Directors quarterly.	H/M
	Undertake Lean Fundamentals Review of Repair Service	GD	June 0/8	3 day initial review commenced in November 0/8. Working group established and review to commence in February 0/8.	H/M
Improve efficiency of repairs ordering process through hand held computers.	Finish testing of hand held PC's	JF	Jan 0/8	All surveyors trained in use of laptops by end of February 0/8.	H/L
100% Gas Servicing Undertaken Annually.	Produce monthly performance data on gas servicing rates	JM	Ongoing	Monthly performance published in AHB and Service Delivery Sub Committee	H/M
	Enforcement action taken against all non access cases	JM	Ongoing	NSP served monthly Weekly Saturday Servicing Injunctions issued on appropriate cases Environmental Protection Act Injunctions used on appropriate cases.	H/L H/L H/H H/H

Target	Task	Who	By when	Milestones	Impact and cost assessment
<target description>	<task one text>	<Initials>	<End date>		</C – LMH>
	<task two text>	<Initials>	<End date>		</C – LMH>

2.Access, Customer Care and user Focus

Target	Task	Who	By when	Milestones	Impact and cost assessment
95% of Repairs Finished on First Visit	Produce monthly performance data	GP	Monthly	Data Supplied to AHB , Brent Council and Service Delivery Sub Committee.	H/M
97% of appointments made and kept.	Produce Monthly performance data	GP	Monthly	Data Supplied to AHB , Brent Council and Service Delivery Sub Committee	H/L
Increase use of Repair Bus Service	Re-launch Repair Bus Service in April 08	GD	April 0/8	Agree new schedule of estate visits with TA representatives.	M/M
	Review of alternative services to be provided through Repair Bus	GD/SR	April 0/8	Consult with Residents Focus Group re possible alternative services.	M/M
Reduce Stage 1 Complaints about repairs by 25% compared to 06/07.	Identify causes of complaints and redesign systems during Lean Fundamental Review.	GD/UN	June 0/8	Analyse level of complaints per team against complaints received in 06/07 in April 0/8	H/M
Level of escalation to stage 2 less than 17%	Produce monthly PI stats on complaints	MD	Ongoing	Data supplied to AHB, Brent Council and Service Delivery Sub Committee quarterly	H/M

Target	Task	Who	By when	Milestones	Impact and cost assessment

Target	Task	Who	By when	Milestones	Impact and cost assessment
100% Correspondence Answered within timescale.	Audit monthly EDM report data to ensure correspondence answered and stored on file.	MD/UN	March 0/8	Weekly EDM reports demonstrate good performance.	H/L
95% of all telephone calls to repairs contact center answered in timescale.	Monthly reports demonstrate good contact center performance	UN	March 08	Monthly call stats published by Brent Council.	H/L
Electronic enquiries dealt with within corporate targets.	Repair email in box enquiries dealt with on a weekly basis.	UN	March 0/8	Report established by March 0/8 which confirms performance.	H/L
Tenants Repairs Guide Published.	Design and prepare draft tenants repair guide.	UN	March 0/8	Repair guide distributed to all tenants by March 0/8.	M/M

3 Diversity

Target	Task	Who	By when	Milestones	Impact and cost assessment
100% of literature and correspondence has clear guidance on availability in community languages and alternative formats.	Ensure all literature has clear guidance on availability in community languages and alternative formats.	UN?GD	May 0/8	Review of all current available repairs literature by March 0/8.	H/M
Repair Interfinder on BHP web page available in community languages.	Review wether current language options are still suitable for BHP customers	UN/GD	May 0/8	Review BHP tenant ethnicity data by March 0/8	L/L

Target	Task	Who	By when	Milestones	Impact and cost assessment

4 Value for Money

Target	Task	Who	By when	Milestones	Impact and cost assessment
Ensure repair budget balances at year end ie no over or underspend.	Monthly Budget Monitoring activity undertaken.	GD/UN/CD	Monthly	Budget reports submitted to DMT monthly Budget reports submitted to Finance Sub Committee Monthly.	H/L
Lean Fundamental Review to identify and eliminate waste in repair processes.	Lean project group to be set up in Feb 0/8	GD/UN	Feb 08	Report produced by June 0/8 with recommendations for future of repair service.	H/H
Responsive Repairs contract moved to open book accounting	Agree alternative contract terms with Linbrook	GD	April 0/8	New contract terms introduced from April 0/8.	H/H.

5. Resident Involvement

Target	Task	Who	By when	Milestones	Impact and cost assessment
Residents focus group review types of services provided by repairs.	Current repairs contract specification reviewed and agreed suggested improvements added.	GD/UN	April 0/8	Report to April AHB's containing details of agreed specific improvements.	H/M
Residents involved in borough wide repairs inspection day.	Staff and residents undertake planned inspections of completed repair works.	GD/UN	June 0/8	Report highlighting event to go to April AHB's.	H/L

Target	Task	Who	By when	Milestones	Impact and cost assessment
	Linbrook Customer Care Manager undertakes planned visits to tenant association representatives. Linbrook Customer Care Manager is first point of contact for TA repair enquiries.	UN /MW UN	Ongoing Ongoing	Quarterly report produced by Customer Care Manager.	

Key for personnel

Abbreviation (initials)	Post Holder (name or title)