

# Somerset West and Taunton

Update for Tenant Strategic Group

30<sup>th</sup> January 2023

# Repairs Service Improvement Plan

## **Day to day operations**

Review and amend repairs ways of working

## **Stock and materials**

Getting materials to the job

Imprest van stocks

## **IT systems**

Overall approach to repairs IT systems

## **Fleet management**

Fleet & Use of Electric Vehicles

## **Health and Safety**

Safety of staff, tenants and public

# Day to day operations

- Reviewed and changed call handling
  - Call abandonment rates were 28%, since October <10%
  - Investment in software to improve job identification
  - Upcoming ability to book appointment in call reporting repair
- Review and change to materials supply
- Amended Performance Indicators to ensure more effective oversight of work by contractors (and more to come here)

# Stock and Materials

- Contract with Procurement for Housing
- Work with Travis Perkins to supply materials
- Less time travelling to suppliers
- Materials delivered direct to job where possible
- Vans stocked with a range of supplies specific to trade to reduce unwanted time away from jobs

# IT systems

- Locator Plus to correctly identify and log jobs into Open Housing
- Ability to book appointment at first port of call
- Review of scheduling solutions to ensure effective deployment of trades staff
  - Understanding solutions deployed by other housing providers
  - Make recommendations to improve current arrangements
- Contractor Portal to have better real time visibility of outside contractors, monitor appointments and work flow

# Fleet Management

- Replacement of fleet ongoing
- Move to EV where possible to do so
- Monitoring of speed and driver behaviour

# Health and Safety

- Installation and use of health and safety app 'Assure'
- Daily van checks
- Task specific risk assessments and dynamics risk assessments
- Specific training for issues such as asbestos
- Contractors have same health and safety obligations and must provide RAMS for each task

# Challenges

- Long lead in times for vehicles
- IT change freeze
- External software company's availability
- Recruitment and retention

# Questions



# Contacts

Somerset West  
and Taunton