

REPAIRS AND MAINTENANCE SERVICE REVIEW 2020

Introduction

At June's Housing Committee I informed members that we would be seeking to review the way in which the Repairs and Maintenance services were being delivered to tenants and leaseholders. This would involve exploring the range of options across a broad spectrum, and presenting a number of business cases to committee for discussion and subsequent approval of a preferred way forward.

We are reviewing the service provision at this time, and considering alternative delivery solutions due to a number of factors:

- A short term contract is in place for the South side of the district which comes to an end in March 2020, and has no option to extend
- There is a break clause in the contract which covers the North side of the district, and it is therefore prudent to align service delivery
- The Regulator of Social Housing (RSH) updated Value for Money Standard 2018, came into effect on 1 April 2018. Specific expectations are that appropriate consideration be given to "*costs and benefits of alternative commercial, organisational and delivery structures*".
- It is good practice to involve stakeholders as this helps us to better understand how best to apply social value effectively to the benefit of our communities

All of the above factors, though not exclusive considerations will ensure we have given due regard to barriers that are both cultural and legislative.

Progress

In October we awarded a contract to Impart Links Consultancy, who will initially provide support to develop the options appraisal and business. Good progress has been made and we hope to have initial scoping completed by mid December 2018.

Where are We Now and Next Steps

Set out below is a timeline of events which we are currently work towards. Stakeholders will be invited to workshops in January to help define which options are submitted to Housing Committee, for discussion and eventual approval.

Stage 1- Review of Existing Service (15th October to 15th December)

Objective: Understand and record the operational and commercial performance of the existing service as a benchmark for Benefit Analysis (BA) of future options

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Project 1: Current Service Providers.

Review of the commercial and operational performance of the existing service providers

Project 2: Contract Services

Review of current and future maintenance expenditure of Contract Services, staff involved, and the cost of the operation

Project 3: Performance Data

Profile of the service based on historic repairs data, indicating repairs and voids ratios, planned works, types of repairs, geographical spread and the demand on the service

Project 4: Governance and Policies

Review of policy that governs the service and may impact future delivery

Project 5: IT and Communications

Review of IT interfaces and suitability

Project 6: Stage 1 Report

Commentary on all findings: summarising the current cost and performance of the service as a benchmark for future options.

Stage 2 – Long-list of Options (15th December to 21st January)

Objective: Through workshops and using the stage 1 findings as a benchmark, a long list of options will be developed, reviewed and rationalised to form a shortlist

Stage 3 – Short list of Options (21st January to 31st March)

Objective: A final report and short list of options inclusive of a benefit analysis, risk appraisal, investment plan, procurement profile, mobilisation plan and recommendations will be presented to Housing Committee on 9th April 2019 for review and approval

Stage 4 – Procurement and mobilisation of the preferred option (April 2019 onwards)

Summary

The timescales for delivery of the final report are challenging, however good progress has been made to date, but there is more to be done.

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