

EM No. 10

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| To: HOUSING AND SOCIAL WORK SERVICES COMMITTEE | | Subject: MPC REVISED BUSINESS PROCESS - IMPROVEMENTS TO THE REPAIRS SERVICE | |
| From: EXECUTIVE DIRECTOR OF HOUSING AND SOCIAL WORK SERVICES | | | |
| Date: 20 AUGUST 2008 | Ref: MP/RS/MO'D | | |

1. Purpose of Report / Introduction

The purpose of this report is to update Committee on progress made in relation to the MPC new process for the repairs service.

2. Background

2.1 Committee will be aware of my report dated 7 May 2008 advising on progress to date which included the following:

- Agreement on revised rates for routine works
- Appointment of and initial work of the 6 audit officers
- The level of calls and non achievement of the anticipated standard of service
- The performance of MPC in respect of the backlog of routine and void works
- The MPC action plan

3. Proposals / Considerations

- 3.1 Agreement has now been reached on revised rates for voids and planned works which were introduced on 1 April 2008. Similar to routines, the revised rates are intended to produce a cost neutral position.
- 3.2 The audit officers, while still providing a level of technical support in the contact centre, are predominately now performing the tasks of auditing and post inspection
- 3.3 The undernoted details call volume, and it can be seen that progress has been made particularly in ensuring calls are answered within an acceptable time frame. A significant training exercise has been ongoing, and this has ensured that a much higher level of correct diagnosis of repairs has been achieved. All the actions taken have resulted in an improved position in relation to call handling since the new process began.

| Queue | Total Incoming Calls | Incoming Call Answered | Incoming Calls Abandoned | Answered vs Hang-up % | Average Queue Time |
|-------------|----------------------|------------------------|--------------------------|-----------------------|--------------------|
| December 07 | 25,295 | 18,354 | 6,941 | 72.56 | 00:01:24 |
| January 08 | 29,318 | 25,117 | 4,201 | 85.67 | 00:01:20 |
| February 08 | 25,281 | 22,448 | 2,833 | 88.79 | 00:01:12 |
| March 08 | 23,186 | 21,798 | 1,388 | 94.01 | 00:00:50 |
| April 08 | 23,454 | 21,798 | 1,505 | 92.94 | 00.00.49 |
| May 08 | 21,326 | 18,570 | 2,676 | 87.08 | 00.01.12 |
| June 08 | 19,965 | 19,150 | 759 | 95.92 | 00.00.49 |
| July 08 | 20,775 | 19,433 | 1,311 | 93.54 | 00:00:45 |

3.4 The performance of MPC has continued to be the subject of very detailed scrutiny at the highest level. The current position which will be further updated at the Committee is as follows:

Current backlog by Area Office as detailed below:

| Routine Repairs | Shotts | Bellshill | VPark | MWell | Wishaw | M/Burn | Kilsyth & C/N | Coatbridge | Airdrie | Total |
|-----------------|-----------|-----------|-----------|-----------|-----------|-----------|---------------|------------|------------|------------|
| Dec-07 | | 2 | | | 3 | | | | 1 | 6 |
| Jan-08 | | | | | 1 | | | | | 1 |
| Feb-08 | | 1 | | 1 | 2 | | | 2 | 5 | 11 |
| Mar-08 | 1 | | | | 2 | | | | | 3 |
| April-08 | 1 | 1 | | 3 | 4 | | | 4 | 3 | 16 |
| May-08 | 3 | | | 2 | 3 | 3 | 1 | 2 | 8 | 22 |
| June-08 | 8 | 11 | 3 | 15 | 14 | 1 | 9 | 22 | 38 | 121 |
| July-08 | 15 | 23 | 9 | 35 | 44 | 12 | 28 | 57 | 83 | 306 |
| Aug-08 | 1 | 10 | 4 | 8 | 15 | 3 | 5 | 14 | 15 | 75 |
| Total | 29 | 48 | 16 | 64 | 88 | 19 | 43 | 101 | 153 | 561 |

| Voids | Shotts | Bellshill | VPark | MWell | Wishaw | M/Burn | Kilsyth & C/N | Coatbridge | Airdrie | Total |
|-----------------|--------|-----------|-------|-------|--------|--------|---------------|------------|---------|-------|
| MPC Holdings | 10 | 12 | 4 | 34 | 37 | 6 | 14 | 56 | 13 | 186 |
| Out of Response | 3 | 2 | 1 | 3 | 2 | 0 | 1 | 0 | 4 | 16 |

The backlog of routine repairs has decreased from my report dated 7 May 2008 which reported 1,247 to the current figure of 561.

3.5 MPC's Action Plan has been updated and the most significant issues are as detailed below:

- Additional resources have been deployed to specifically tackle the backlog issue
- The target for reduction of the backlog was 700 by the end of July, this has been achieved
- The bonus scheme consultations have continued with the latest date for implementation being 4 August 2008

3.6 The current partnership term is for 10 years and expires on 21 January 2011. Consideration is currently being given to future options for this and the other partnerships covering repair and maintenance work.

4. Recommendations

It is recommended that Committee note the content of this report.



Mary Castles
Executive Director of Housing & Social Work Services
11 August 2008

For further information on this report please contact Robin Slater, Property Services Manager on telephone 01698 274142