

Scrutiny Homes Sub-Committee Supplementary Agenda



7. Update on the Mobilisation of the Responsive Repairs Contract (Pages 3 - 10)

The Homes Sub-Committee provided with an update on the mobilisation of the new responsive repair contracts. The Sub-Committee is recommended to:

- 1 Review the information provided and consider whether there is sufficient reassurance that the mobilisation of the new responsive repairs contracts is on-track for delivery.
- 2 Consider whether there is sufficient mitigation in place to manage the risks to delivery.
- 3 Consider whether there are any recommendations on the mobilisation of the responsive repairs contract to submit for the consideration of the Mayor.

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Agenda Item 7

LONDON BOROUGH OF CROYDON

REPORT:	Homes Sub-Committee
DATE	24 July 2023
REPORT TITLE:	Update on the Mobilisation of the Responsive Repairs Contracts
LEAD OFFICER:	Jerry Austin – Head of Repairs & Maintenance Susmita Sen – Corporate Director for Housing
PERSON LEADING AT SCRUTINY COMMITTEE MEETING:	Jerry Austin – Head of Repairs & Maintenance
LEAD MEMBER:	Councillor Lynne Hale – Deputy Mayor and Cabinet Member for Homes
ORIGIN OF ITEM:	This report has been included on the agenda for to update the Homes Sub-Committee on the progress made with mobilising the new Responsive Repairs Contracts.
PUBLIC/EXEMPT:	Public

1 UPDATE ON THE MOBILISATION OF THE RESPONSIVE REPAIRS CONTRACTS

- 1.1. Appended to this cover report is a presentation providing an update on the mobilisation of the responsive repairs contracts. This report has been included on the agenda to update the Sub-Committee on the progress made with both the mobilisation of the new contracts and the demobilisation of the service with the current provider.

2 RECOMMENDATIONS

2.1 The Homes Sub-Committee is recommended to:

- 1 Review the information provided and consider whether there is sufficient reassurance that the mobilisation of the new responsive repairs contracts is on-track for delivery.
- 2 Consider whether there is sufficient mitigation in place to manage the risks to delivery.
- 3 Consider whether there are any recommendations on the mobilisation of the responsive repairs contract to submit for the consideration of the Mayor.

3 REASONS FOR RECOMMENDATIONS

- 3.1 The successful mobilisation of the new responsive repairs contracts has previously been identified by the Homes Sub-Committee as crucial to rebuilding the trust of residents with the Council. As such scrutiny of the delivery of the contracts has been identified as a priority for the Sub-Committee.

4 APPENDICES

- 4.1. Appendix A – Presentation – Update on the Mobilisation of the Responsive Repairs Contract.

Update on Repairs De- mobilisation and Mobilisation

Homes Scrutiny Sub-Committee

Page 5

July 2023

Overview

In March 2023, Cabinet agreed the awarding of the following contracts:

- Area 1 (70% of the housing stock) of the responsive repairs service and out-of-hours contact centre to Wates
- Area 2 (30% of the housing stock) of the responsive repairs service to Mears
- Delivery of Heating Services (all housing stock) to PH Jones

Page 6

In June 2023, K&T Heating replaced PH Jones as the Heating Services contractor.

All three contracts are due to start on **1st August 2023** (replacing our current contractor, Axis).

Overview

The de-mobilisation and mobilisation of the repairs contracts is delivered across the following workstreams:

Operational Group	Purpose (these groups cover demobilisation and mobilisation)
Communications	Covering areas from communicating to residents, to ensure that the livery on vehicles and the style of our text messages to residents meets our requirements. This group is important to ensure we set the tone right at the start of the contract
Operations	This covers all aspects of the operation of the new contracts
ICT	Ensuring that data flows between contractors and the councils systems, and supporting on business processes work effectively. Whilst chaired by a subject matter expert will have service matter experts as part of the group.
Social Value	A key workstream and often overlooked in mobilisation – we want to set this up early and ensure the contract delivers the Mayor's Priorities
Contact Centre	Will cover both the in hours and out of hours provision
Commercial/KPIs	Ensures we are in a good position for demobilisation and ensures we are set up well in the new contracts
Contract Management	Ensures that we have the right contract structure, will support in establishing an interim contract management resource until permanent resources are secured.
Legal governance	Ensure contracts are signed/engrossed

Overview

Contract Management and Social Value

- The Strategic Client Team has been established including dedicated senior Social Value officer
- Contract Governance established with all 3 new partners
- Social Value baseline agreed with all 3 partners
- Establish Resident Contract management group
- New Damp & Mould, Disrepair and Communal Repairs workstreams established
- IT systems configured and talking to each other with testing ongoing in the backup system
- Open House article updated with new heating contractor, branding, etc.
- Preparing coms plan for internal stakeholders, road shows to introduce the contractor and updating the websites

Contact Centre and Operations

- Customer Service Advisors Appointed
- Training completed contractor application applications
- Outbound calls commenced to book appointments for approximately 4,000 legacy repairs for the incoming contractors
- Daily calls with Contact Centre management team to monitor legacy repairs activities
- Website has been redesigned and ready to be made live
- 8 x Customer Service Advisors transferring from Axis transferring on 1st August
- Agreement for Wates to start taking the Out of Hours calls from 5pm on 31st July

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