

A fresh approach to people, homes and communities



# DELIVERING A MODERN CONSTRUCTION SERVICE

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## DELIVERING A MODERN CONSTRUCTION SERVICE

- ALMO Formed 2002.
- 21,000 Houses across the Borough
- HSMP Arrangement 2/3<sup>rd</sup> - 1/3<sup>rd</sup>. Split.
- Barnsley BMBC Building Works/Inspace

## DELIVERING A MODERN CONSTRUCTION SERVICE

- BMBC Staff TUPE to Inspace.
- HSMP- Repairs & Maintenance.
- Decent Homes Contracts - 4 Partners

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## BERNESLAI HOMES CONSTRUCTION SERVICES

- New Manager Appointed Feb 2005.
- TUPE Barnsley MBC Staff to ALMO.
- Modernise
- Restructure

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## BERNESLAI HOMES CONSTRUCTION SERVICES

- MODERNISE:
  - Depots
  - New Local Agreement
  - Hand Held Technology

## BERNESLAI HOMES CONSTRUCTION SERVICES

- MODERNISE:

Vehicle Tracking

Review of Support Services

Fuel Cards

## BERNESLAI HOMES CONSTRUCTION SERVICES

- DEPOTS

13 Ex Coal Board/Council Sites

UPVC Window Factory

Poor Welfare Conditions

## BERNESLAI HOMES CONSTRUCTION SERVICES

- DEPOTS

Phased Reduction

November 2007-One Depot

Recycling

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## **BERNESLAI HOMES CONSTRUCTION SERVICES**

- **NEW LOCAL AGREEMENT**
  - Consolidated Basic Pay
  - Incentive Scheme
  - Flexible Working Patterns

## BERNESLAI HOMES CONSTRUCTION SERVICES

- HAND HELD TECHNOLOGY
  - PDA'S Frontline Staff
  - Improved Performance
  - Savings-Fuel Costs, paper

## BERNESLAI HOMES CONSTRUCTION SERVICES

- HAND HELD TECHNOLOGY
  - Instant Alerts-Customer Care
  - Real Time Job Status
  - Improved Asset Information

## BERNESLAI HOMES CONSTRUCTION SERVICES

- VEHICLE TRACKING
  - Less Travel Time.
  - Reduced Fleet Size.
  - Improved response time.
  - Achieved Eco Stars.

## BERNESLAI HOMES CONSTRUCTION SERVICES

- **RESTRUCTURE- THE CHALLENGES**

The Culture

Lack of Capacity

Accountability & Responsibility

## BERNESLAI HOMES CONSTRUCTION SERVICES

- **RESTRUCTURE**

Commercial Section.

Service Control Unit.

Specific Duties & Responsibilities.

Quality Marks.

## BERNESLAI HOMES CONSTRUCTION SERVICES

- THE RESULTS

KPI	2005	2009
Average Job Cost	£98.32	£101.20
Average Void Cost	£1,918.32	£797.60
Cat 1 (24 Hrs) Jobs Completed in Timescale	84.21%	100%
Cat 2 (3 Day) Jobs Completed in Timescale	79.29%	100%

## BERNESLAI HOMES CONSTRUCTION SERVICES

- THE RESULTS

KPI	2005	2009
Cat 3 (7 Days Hrs) Jobs Completed in Timescale	90.56%	98.81%
Cat 4 (25 Day) Jobs Completed in Timescale	85.50%	99.50%
Void Turn-around Time (Average time to complete routine void)	19.09 Days	8.38 Days
Average number of days to complete non urgent responsive repair	16.83 Days	6.40 Days

## BERNESLAI HOMES CONSTRUCTION SERVICES

- THE RESULTS

KPI	2005	2009
Gas Servicing	95%	99.97%
Completion on first visit	86.01%	94.66%
Resident Satisfaction	73.30%	91.67%
Appointments offered and kept	47.15%	98.55%

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# BERNESLAI HOMES CONSTRUCTION SERVICES

THANKS FOR LISTENING  
QUESTIONS & DISCUSSION  
SESSION  
HAPPY BIRTHDAY GARY

