



OSBORNE

Asset Management – Saves cost and improves quality



Dacorum Borough Council

- In Year 1 - 12 months planned work completed in just 9 months.
- In Year 2, programme expanded by 30% within the existing budget.
- In 2018/19 - 1621 void days were saved against the performance target delivering £63,854.43 benefit.

Issue

Historically social housing programmes for responsive repairs, planned maintenance and empty home voids have fallen into separate business streams.

This may have worked well in the past by aligning the organisation structure to the available funding and to the size and complexity of the work. But today, with increasing pressures on budgets and the spotlight on the health and safety of residents there has to be a better way of working. A way of working that maximises valuable resources to improve the longevity and quality of housing stock.

Solution

For many authorities, the answer is to take a more holistic approach. One that integrates the way housing stock is repaired and improved into a whole life asset management strategy. Success is dependent upon changing mind-sets and working together differently.

At Dacorum the council are committed to improving the way they manage their housing. They want to benefit from a trusted open partnership between the council, residents and service provider.

Their starting point has been to appoint a single service provider responsible for end to end maintenance. By bringing the call centre, responsive repairs, voids and planned projects together it provides clearer visibility and accountability. Smarter performance measures are now linked to outcomes and not actions.

Together we have aligned systems to shorten lines of communication and share property data which allows:

- Improved call handling leading to better repair diagnosis, better operative scheduling and ultimately better 'first time fix' performance.
- Advance warning of a resident vacating which triggers early pre-inspection so that trades are lined up to start immediately keys are received.
- Repair knowledge to be used when developing the planned maintenance programme. In this way investment is targeted to reduce future repairs.

Moving forward the challenge is to integrate evolving digital technology. The benefits will include real time reporting on asset condition data and tracking of repairs leading to improved quality, planning and performance reporting.

Outcome

The benefits for Dacorum Borough Council can be quantified:

- In Year 1 we completed 12 months of planned work within 9 months.
- In Year 2 - work programme expanded by 30% within the existing budget.

In 2018/19

- 98.51% of repairs completed within target as a direct result of the partnerships WIP management and correct deployment of trades people.
- 99.7% of all emergency repairs were completed within 4 hours.
- 98.8% of customers were satisfied with the levels of service

A whole life approach improves the quality of the housing stock, boosts resident satisfaction and releases financial resources to be invested in new homes. These are the tangible benefits.