

WEST DUNBARTONSHIRE COUNCIL

Report by the Executive Director of Housing, Environmental and Economic Development

Housing, Environment and Economic Development Committee: 3 March 2010

Subject: External Validation of Contractor Performance in the Provision of Housing Repairs and Maintenance

1. Purpose

- 1.1** The purpose of this report is to advise the Committee of the outcome of the validation exercise relating to the performance of the in-house contractor, Housing DLO, since the start of the present contract on 18 June 2007.

2. Background

- 2.1** At a meeting of the Housing, Environment and Economic Development Committee on 4 November 2009, the Committee agreed:-

- (1) to note the good performance of the housing DLO during the period of the contract to date;
- (2) to exercise the option to extend the contract for repair and planned maintenance of West Dunbartonshire Council's housing stock for a period of 2 years from 18 June 2010; and
- (3) that authority be delegated to the Executive Director of Housing, Environmental and Economic Development to make appropriate arrangements for the formal extension of the contract with the Housing DLO subject to external validation of targets and improvement actions as detailed in the 2007 SOLACE report.

- 2.2** A project brief was prepared for the external validation exercise and this was forwarded to SOLACE Enterprises with a request for a fee proposal. The submitted fee proposal was duly accepted and the project was subsequently undertaken by SOLACE.

3. Main Issues

- 3.1** Evidence reviewed for the validation report indicates that:

- the Housing Repairs DLO is operating consistently at a higher level of performance than its peer groups;
- the underlying rates used to cost repair work are lower than average, representing good value for money and;

- tenants are mainly satisfied with the repair service, but there are some significant issues relating to quality that need to be addressed.
- 3.2** It is intended that the recommendations contained in the validation report will form part of the DLO's continuous improvement agenda for the service and be built into the next Repairs and Maintenance Operational Plan.
- 4. Personnel Issues**
- 4.1** There are no personnel issues.
- 5. Financial Implications**
- 5.1** The cost of the external validation exercise is approximately £5,000 and will be met from the Housing Revenue Account.
- 6. Risk Analysis**
- 6.1** It was not necessary to carry out a risk assessment on the measures contained within this report.
- 7. Equalities Impact**
- 7.1** No significant issues were identified in a screening for potential equality impact of the measures contained within this report.
- 8. Conclusions and Recommendations**
- 8.1** The finding of the validation exercise confirms the evidence reviewed by the contract administration team in recommending that the MTC contract should be extended for a further two years.
- 8.2** It is recommended that the Committee note the content of this report and of the appended Housing Repairs DLO External Validation Report.

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Date: 8 February 2010

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Appendix: Housing DLO Validation Report February 2010
by SOLACE Enterprises

Background Papers:

1. Report to HEED Committee on 4 November 2009
- Measured Term Contract for Repairs and Planned
Maintenance of West Dunbartonshire Council's
Housing Stock - 2007/2010
2. Minute of HEED Committee on 4 November 2009

Wards Affected: All