

CBC DEVELOPMENT STRATEGY
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Shp 090211  
Item 9  
**home**

Mr Paul Walker  
Chief Executive, Copeland Borough Council  
The Copeland Centre  
Catherine Street  
Whitehaven  
Cumbria  
CA28 7SJ

COPELAND BOROUGH COUNCIL CHIEF EXECUTIVE
19 JAN 2011
PASSED TO: <i>Paul, Jo, Julie B,</i>
ACTION/INFO: <i>Lowie, George Clements</i>

18<sup>th</sup> January 2011

Dear Mr Walker

### Repairs and Maintenance Strategic Review

We have recently carried out a review of the way we provide repairs and maintenance services to our customers and clients across the country.

This is a key area of our business, which affects our customer and client experience and an area in which we need to improve quality and efficiency.

At present, the service is provided under many different arrangements, reflecting the federated way in which Home had been managed in the past. This has resulted in a fragmented service and means that our performance is below the standard we wish to provide.

The Audit Commission recently noted in our Short Notice Inspection that:

*The variation in experience results in a range of customer satisfaction; makes reporting and comparison more difficult; and complicates any organisation change (processes, people or technology).*

As a result of the review, we now plan to manage this service using up to eight main national contractors. We are confident that these changes will improve customer satisfaction, improve safety and ensure a better customer experience. We are planning to implement this change from October 2011.

In the North East and North West, our repairs and maintenance service is currently delivered by a Direct Workforce. We briefed our colleagues today on the way this service will be delivered and how the changes will affect them. TUPE legislation, designed to protect employment when the business or part of the business changes hands, will be applied accordingly, and they may transfer over to the new contractors. Whilst these changes take place, it is business as usual and we plan to maintain our current service delivery.

We would be grateful if you would note this letter and pass it on to any relevant operational staff and local councillors who may receive enquiries from our customers in the course of their duties.

