

Now all

Questions for Rob & Nicol

1/ Is there an annual target on RFT in relation to responsible repairs and, if so, what is NWLDC's performance against that target for the past 24 months?

2/ What is the volume of responsive repairs that are not RFT?

3/ Are any of the trades least likely to deliver against RFT criteria?

4/ In the event that any trade is less likely to do so, is there any indication why? (eg, right tools, right parts and right skills available?) if yes - why.

5/ What is role of chargehand?

6/ difference chargehand/Team leader

1/ Annual target at present Target from van stock 80% (Travis Perkins) driven by seasons

2/

3/ Trades - most multi skilled
elect - very busy - rest - tackle most jobs

multi traded operatives

Painter/Plasterer level 0 - single trade

level 2 - plasterers carpenter doors

4/

5/ Team Leader Trade based responsible for full team

6/ Chargehand Trade based responsible for operatives

Plan
Repairs Nicol i.e.
Service Support
Saw
main call

CTP

Chargehand

Sam Grigg

Questions for Sam & AMSOs

- ✓ What formal training do new AMSO's get and from whom?
- 2 Is there an induction process?
- 3 Is there the opportunity for buddying?
- 4 Is training reviewed and, where necessary, revisited to ensure that each AMSO has access to further training where required.
- 5 Will full professional formal training be included as part of the introduction of the new IT system.
- 6 Do AMSO's feel confident when using Locator + to diagnose problems.

Team of 6 to train + teach.

1 all get formal training - mini guides - 50 questions coded -
sam does most of training. behavioural + different definition of urgent.

2 6 months probation -
Annual appraisal system in place
Bonuses available to operatives.
3 - *5

4 training carried out ongoing by
Sam + team leaders - constant review
Training every Thurs. a.m.

Van stock
Electrician
Plumber
Carpenter etc.

6

4 classes
Responsive
~~Responsive~~
Minor Works 8mm
Home improvement to
Empty Homes

Adam reviews + decides on action of responsive repairs.

4200+ houses responsible for
600 repairs + improvements