

16 January 2017

Weekly update on the National Housing Prime and Regional Primes

National Housing Prime

An improved performance over winter so far

We have seen a marked improvement in winter performance so far, when compared to performance figures from last year. Ian Robinson, our Performance Improvement Manager for the National Housing Prime contract, gives us an overview of what we have improved:

'There are three key ways our operational performance has improved over the Christmas and New Year period, compared to the same time last year:

1. More jobs completed on time

Despite an increased number of orders so far this winter (particularly on heating repairs, where volumes have been 20% higher than the same period in 2015), we have significantly improved the percentage of jobs completed within contract timescales.

Overall Response Performance	KPI Target	Oct	Nov	Dec
2015	95%	93.2%	91.3%	90.7%
2016		95.0%	94.7%*	95.0%*

* Performance results as reported by CarillionAmey. All performance data is provided to Defence Infrastructure Organisation for assurance purposes and remains subject to scrutiny.

We achieved our KPI target in two of the three months, and the reduced quantity of outstanding orders leaves us well placed to make further improvement as we go into 2017.

2. Lower number of outstanding heating jobs

Proactive control of our workstack has ensured that we have been increasingly agile this winter. We've begun the New Year with a lower amount of outstanding heating orders than we had at the start of October 2016, despite seeing a 20% increase in the amount of orders in October – December 2016 compared to the same period in 2015.

3. Increased number of engineers

Recognising that past challenges have been in the South East and South West regions, this winter we have deployed 13 more heating response engineers into those areas - 26% more than last year. This has supported us to meet our targets.

In addition, we have also increased the number of boiler installers by 50%, to ensure that any boiler which is condemned due to age/cost effectiveness of repair, is, in most cases, replaced within one week.'

Better helpdesk performance

And it's not only our operational performance that has improved. Will McMaster, Head of our Helpdesk, has seen a big improvement in our helpdesk performance figures: 'The helpdesk is in a better place than it was this time last year. The department now has a much more stable team. The growing knowledge and experience of our team has led to a one-minute decrease in our call handling time, which means we can answer more calls, more quickly. For the period 13 December 2016 - 12 January 2017, we've answered an average of 94.4% of calls within 140 seconds - an increased performance of 37.5% on last year. Complaint calls are lower too - around 40% less than the same time last year.'

Regional Primes

Regional Primes Operations Director, Jerry Moloney, gives us a New Year update on what's new with our Regional Primes contract:

Weathering the storm

Two storms hit the UK over the Christmas period – first Storm Barbara on Christmas Eve, followed sharply by Storm Conor on Christmas day, through to Boxing Day. Parts of the UK were battered with wind - Scotland in particular, which saw winds of up to 120 miles per hour in the Highlands. Luckily, we saw no significant issues and were able to respond well to all calls received over the Christmas and New Year period.

2017 safe site start-up

The first week back after Christmas and New Year usually heralds a rise in the number of accidents happening on site. This is most often caused by deteriorating weather (ice, snow, heavy rain, etc), unidentified/unreported health and safety issues on site, for example, lights out, and unplanned changes to the working environment. Many people are still in holiday mode when they return to work, and can sometimes forget to implement some of the basic safety functions on site. That's why we completed our 2017 safe site start-up, which reminds and encourages site teams to complete safety checks around site and be extra vigilant when carrying out their work. Please help us to protect the workforce on site - make sure to report any repairs, maintenance or health and safety issues to our Customer Service Centre as soon as possible, by calling 0800 707 6000.

Project reviews underway

On 6 January, we sat down with colleagues at DIO for a review of all projects >£100,000 that are due for in-year delivery. We have worked together to better understand any delivery problems that may come up within the financial year, and we'll update top line budget holders on our progress within the next fortnight.

District heating system issues

We're seeing a number of failures on aging district heating mains, used to supply heating to large sites or buildings, which is leaving some sites without heating and hot water. The failures are mostly due to the age of the systems and, as we're finding when we try to carry out repairs, many of the parts needed to get them working properly again are now obsolete. We've put temporary fixes in place to restore hot water and heating while we find a solution.

To provide feedback on this edition of Tempo, please contact:

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For more information on our improvement plan please visit:

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