



**Repairs Meeting**  
**Held on Tuesday 22<sup>nd</sup> September 2015**  
**Allan Waters House**  
**10.30am**

**1. Present:** Alex Lamb, Moira Robertson, Dolly Gemmell, Philomena McClung, Brian Telfer, Emma Meldrum [STP] Alexa Scrivener [SC] John MacMillan [SC]

**Apologies:** Anna Johnston, Michael Griffiths

**2. John Macmillan on Staff Briefing Sessions on PBB**

John gave us the presentation that staff is receiving on PBB.

To make the savings identified in PBB, SC is proposing Transformational Changes. The Housing Department is now joined with Environment under the directorship of Robert Steenson and employs 1000 employees.

This huge department [which includes Education] spends approx. £210m a year which comes from a block grant from the Scottish Government of about £130m, council tax and commercial services. The SG grant will reduce by £5m for the next 5 years, and council tax is frozen; so effectively the income for the department will be £150m instead of £210m by 2020.

In the first year of PBB SC reduced expenditure by £10m by efficiencies, but last year the reduction was minimal as all the 'slimming down' had been done. This is why Transformational Change has been brought in for 2016/17 to 2020/21.

There will be new delivery methods for Waste, Roads and Land – originally they considered an arms-length company but rejected this. It has now been decided on alternative methods of delivery internally. So resources will be shared between departments e.g. all regulatory services will move to Allan Water House area, essentially putting all essential services together. This will reduce outgoings. There will also be changes to management structure.

So far a baseline has been set for all services to see if there are any overlaps. No proposals have been made yet.

All areas [no exceptions] will be looked at; different approaches made be required in different areas. A community consultation is underway, asking what services do you need and which ones are aspirational.

The underlying principle is that SC will consider all options except out-sourcing.

There is likely to be a reduction in the number of jobs but the key objective is to protect as many jobs as possible and protect services as far as practicable.

A key objective is to save on depots, buildings, plant and equipment.

There will be changes to work practices, conditions and work patterns.

The reduction required is a 6<sup>th</sup>, so it is likely the reduction in jobs will be a 6<sup>th</sup>.

The purpose of the briefing was to get staff engaged.

HRA is only for tenants, so cannot be spent on the General Fund [GF], so if John reduced his workforce it would not affect the PBB reductions. John is proposing that the Housing craft workforce carry out more external work for SC to benefit the GF. They have already worked on Endrick House costing SC £150m instead of the £200m quoted by external contractors. These transactions have a separate account not HRA. Any monies not spent at the end of the year will go back to GF where it came from. If Housing took over the repairs and management of public buildings [at present done by out-sourcing] then this could provide a considerable saving for the GF. The craft workforce could increase by up to 30 people over 5 years. The estimated savings to the GF could exceed £100,000 for 2016/17. John has spoken to Forth Housing and SC could build houses for them. Apprenticeships would continue to be funded. John spoke to SG about them forming a National House Builder for social housing, saving about a 1/3<sup>rd</sup> of the costs; [private builders profit margin is 1 house in 3 build for nothing].

## **2 Statistics for Repairs- Alexa**

SC started using Xbrace for statistical information in January 2015. Some of the information is extracted from data that does a dis-service to SC, so the system has been changed to collect different data.

It was suggested that Estate Wardens are invited to a Repairs meeting as there is shared responsibility and ways could be found to work together. **Agreed**

Right-first time data should not include emergencies as although SC do try to fix first time, this is not always possible; sometimes SC has to just make safe while parts are ordered.

For 6 weeks the department had an 'employability worker' who made satisfaction calls to tenants that had a repair carried out. He always asked if there was anything else and would make an appointment if necessary. He gathered some very valuable information to improve the service.

Alexa says she always phone people, whether satisfied or dissatisfied and will explain such things as her inability to change policy.

Emma offered assistance with customer surveys.

Kitchen replacement has moved over to the Ipad system.

Voids are also now on Ipad.

Moira and Emma are compiling the information received in the Survey on Heating Systems in Rural Areas and passed on some of the more general comments/complaints to Alexa who will contact the tenants.

## **The next meeting is Tuesday.**

Tuesday January 2016 in Allan Waters House at 10.30am