

EAST AYRSHIRE COUNCIL

EMERGENCY POWERS COMMITTEE – 21 DECEMBER 2006

NEIGHBOURHOOD SERVICES – REPAIRS REVIEW

Report by Executive Director of Neighbourhood Services

1. PURPOSE OF REPORT

To seek approval from the Emergency Powers Committee in terms of Paragraph 9(3) of the Standing Orders Relating to Contracts to extend an existing contract both in respect of the extension and of the terms agreed with the existing contractor.

2. BACKGROUND

At its meeting on 17th May 2006 the Housing Committee agreed to the proposal that the Servitor system should be considered as the software vehicle for job ordering and the introduction of a comprehensive and integrated appointments system for the repairs service.

3. I. T. REQUIREMENTS

3.1 A Project Initiation Document has now been drawn up with VT Software Solutions (previously Servitor) detailing the agreement between East Ayrshire Council and VTSS. The purpose of the agreement is to develop and enhance the software to allow the improvements in the Repairs Service to take place.

Key Areas for Improvement were noted in the report on 17th May 2006 as:

- Repair Categories - new categories to be set up
- Repair Timescales – new timescales to be set up
- Appointments System – to be introduced
- Job Ordering - centralised customer contact facility to be set up
- Schedule of Rates / Recharge – review narrative ordering and introduce SORs dedicated to Housing and composite SORs.
- Quality Control / Customer Satisfaction - random selection of jobs checked by phone on ongoing basis and periodic detailed surveys by Customer Liaison Team

3.2 The initial cost of developing and enhancing the software is £132,720 with annual support costs of £17,132 thereafter. Other costs will be charged on a daily rate basis.

4. FINANCIAL IMPLICATIONS

As noted in the report to the Housing Committee on 17th May 2006 the costs of the computer software development and enhancement will be met from agreed HRA budgets.

5. LEGAL AUTHORITY / IMPLICATIONS

None

6. POLICY IMPLICATIONS

The proposals are consistent with the aims of the Improving Opportunities and Eliminating Poverty sections of the Community Plan.

7. CONCLUSIONS

- 7.1 The purchase of the computer software development and enhancement is consistent with the Councils policy of improving the repairs service.

8. RECOMMENDATIONS

- 8.1 It is recommended that the committee:-

- (i) In terms of paragraph 9(3) of the Council's Standing Orders Relating to Contracts approve the extension of the existing contract both in respect of the extension and of the terms agreed with the existing contractor.
- (ii) otherwise note the contents of the report.

William Stafford
Executive Director of Neighbourhood Services

JW/PS
14th December 2006

LIST OF BACKGROUND PAPERS

Minutes of the Housing Committee of 17th May 2006.

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