

PROPERTY IMPROVEMENTS



GROUNDS MAINTENANCE & ARB



WINDOWS AND DOORS



Eastern Procurement
Framework Contractors

ROOFING & RE-ROOFING



HEATING SERVICING / REPLACEMENT



Dodd Group



CARBON REDUCTION



RESPONSIVE REPAIRS

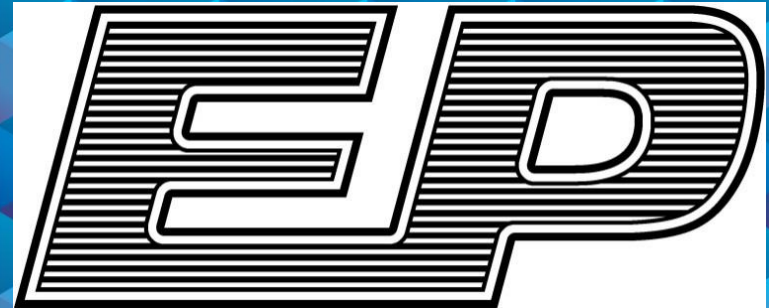


DECORATING



**Delivering rural
repair services
in collaboration
with DLO's**

17th May 2016



Foster



Part of the
Lakehouse Group

Introductions:

- Steve Tyree – Managing Director
Eastern Procurement Ltd.
Tel: 01508 488244
- James Ellis – Operations Manager
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- Carmen St John – Repairs and Maintenance Manager
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About Foster

- Established in 2003 – originally founded by John Foster in 1976
- Foster joined Lakehouse in October 2013
- Specialists in Social Housing Maintenance, Improvement and Construction services
- Turnover was £55m for 2014/15, and forecast to increase in 2015/16
- Foster are a growing company – 300 employees.
- We have more than 250-vehicles in our transport fleet
- We have a great reputation!
- Resident engagement is key to every stage
- Locally based with a local and directly employed work force
- Operating across East Anglia and Midlands regions



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Some of the Foster Highlights

- Head Office In Wisbech, Cambridgeshire
- Operational depots in Norwich, Grantham, Nottingham, Needham Market and Colchester
- Foster has been on EP frameworks since 2010, both Responsive Repairs and Planned Improvements.
- Our business delivers:
 - Planned improvement works (typically Decent Home internal and external upgrades, including M&E), with an emerging large scale refurbishments, new build and construction project offering to both public, Education and commercial/ Private landlords
 - 24/7 Responsive Maintenance and Voids
 - 24/7 Customer Response Centre (CRC)

Major Contracts with:

- Norwich City Council
- Members of Eastern Procurement Ltd.
- Metropolitan Housing Trust
- Accent Nene Group
- Boston Mayflower HA
- Muir Group
- South Kesteven District Council to name but a few...



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About our Customer Response Centre

- Centrally based function administered from Wisbech.
- Deliver over 25,000 repairs annually
- Contracts with major clients across East Anglia for:
 - Accent Nene
 - Muir Group
 - Colne Housing
 - Suffolk Housing
 - Cambridge Housing Society
 - Hastoe Housing Association
 - West Suffolk
 - Lincolnshire, Norfolk & Suffolk Police
- Our vans are never more than 60-mins. away from any property in East Anglia.
- Deliver a 24/7 Service
- Works from all Foster Depots



Why rural East Anglia is a challenge to DLO and contractors

- Distances between locations
- Isolated properties – previous development plans and *Right To Buy* can leave properties miles from anywhere
- Access to merchants and suppliers if upon investigation/ pre-survey the materials are non-standard
- Limited amount of space to carry everything required on vehicles and restrictions on weight etc.
- Multi trade works - more than one trade required
- Individual property/ resident risks – lone working, vulnerable residents – special arrangements required
- Fuel and vehicle costs
- Non-productivity – travel time
- Different construction methods, wide range of materials/equipment



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How can it work?

- Not in isolation – areas where the contractor does not have coverage from an existing response contract
- Within the geographical spread they are already covering – preferably a reasonable size contract with a sizeable resource base – If the need becomes larger in a specific area targeted employment of operatives can be carried out for that area
- If the contractor has depots across the geographical area it is useful to facilitate delivery of materials relating to the area of operations
- Productivity is achieved by booking in works around the orders for the larger contract
- Appointments within a timeframe rather than a specific time – distance etc. can be a contributing factor to delay
- Working with the existing DLO – Bridging gaps
- Trades – DLO has limited resource in a particular trade. For example – roofing
- Geographical area – DLO/organisation has areas outside of their efficient area of operations



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What is required to make it effective?

- Framework agreements – contractual arrangements in place
- Rapid mobilisation from an existing resource base
- Clear and defined parameters of work and/or geographical operations
- An existing client has defined geographical areas outside their normal area of operations (outlying areas) and allocated all works associated with those properties to the contractor. This model fits well and works successfully.
- Honesty – From all parties
 - Reason for doing it
 - Anticipated volumes – sufficient volumes
 - Not just leaving the 'too hard to do jobs' to the top up contractor Reason for doing it
- Acceptance that there may be a small premium in delivering works
- Integrated systems wherever possible
- Effective management software
- Up front information – accurate and correct i.e.. alternative contact numbers, access requirements, property types, asbestos information, at risk properties etc.
- Detailed interrogation of the resident to fully understand the extent and nature of the works
- First time fix as much as possible - avoiding the items noted under challenges
- Existing geographical coverage



What are the benefits?

- Local depots & Administration hubs
- Established contract administration processes
- Additional volume to allow increased resource base
- Control of the DLO resource base
- Avoiding transient labour requirements – Agencies and the associated costs
- Service to the customer response times etc.
- Collaborative working – sharing knowledge
- Increased turnover and hopefully profitability
- Limiting management resources
- Seasonal peaks/demand – Storm damage, floods, fire, major incident support, holidays
- Local resource – all operatives are 'mobile working' with PDA's and access to supply chains



Continuous improvement

- Joint call centres and allocation system?
 - Supply chain agreements both supplier and specialist contractors
 - Innovation – just because we have always done it this way doesn't mean it is right
 - Continuity of employment
 - Out of hours support – backup to the existing service or outsourcing
 - Business & Operational Continuity
 - Reporting – KPI's being realistic and setting goals
 - Recognising achievements – risk/reward
 - Benchmarking against similar organisations
 - Training and development
-
- Eastern Procurement Ltd. are exploring the benefits of creating a platform to enable trading between multiple Contractors & DLO's e.g. NHFv6.1 Framework



THANK YOU

Any questions?

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