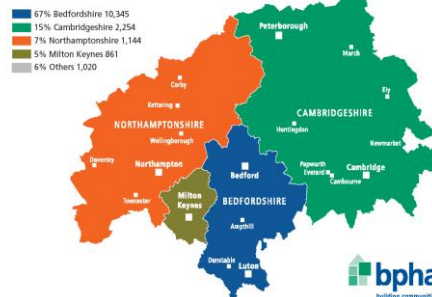


## bpha

- LSVT – 1990
- 16,000 homes
- Mixture of tenure
- LA DLO
- Ambitious development program

Where are bpha's Homes?



## Asset Management Services

- Responsive, planned & cyclical maintenance
- OJEU - 10 year contracts in place (value £200m)
- Service designed by Customers & monitored by Customers
- Performance Standards designed by Customers
- Shared Procurement – discounts for Customers
- Focus on Quality
- Services across all tenures
- Partnership – shared profit



## Mathew Baxter echelon Consultancy



## When do we start preparing?

- Detailed timetable during scoping
- Contract start date – flexibility?
- Early allocation of resources
- Assess SP capability at PQQ
- Detailed mobilisation plan at ITT
- Ensure all internal stakeholders understand new models prior to appointment



## Success – factors to consider

- Draw on Service Provider experience
- What is internal resource?
- Dedicated Project Management – int/ext
- Joined up approach
- Focused start-up workshop – set the rules
- Single mobilisation plan – task and complete
- Structure – core group/sub-groups
- Risk Register
- Detailed Process Maps – develop jointly (ownership)
- Manage by exception



**Zane Poyner**  
**Ian Williams**



## Mobilisation Process – Change Management?

- Understanding
- Change
- Joint Planning
- Client 'Buy In'
- Collaboration

*Change management is a structured approach to shifting/transitioning individuals, teams, and organisations from a current state to a desired future state - Wikipedia*



## Mobilisation Process – bpha Successes

- Independent Mobilisation Manager
- Dedicated Points of Contact
- Groups – Core and commercial/finance, operations, IT and communication sub
- Process mapping
- Camaraderie – shared goal



# Performance

KPI	November
(R1) Customer Satisfaction	99.44%
(R2) Recalls	3.23%
(R3) First Time Fix	100%
(R6) Emergency Jobs completed on time	100%
(R6) Urgent Jobs completed on time	96%
(R6) Routine Jobs completed on time	99.21%
(R7) Appointments kept	96.04%
Void repair times (7 day priority)	4 days
Void repair times (14 day priority)	13 days
Voids completed on time	86.36%



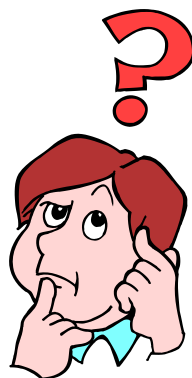
# Lessons Learned



Early Customer/Board engagement	TUPE – get as much data as possible
Continuity in Client/Contractor teams from end to end	Reliance on third parties (IT)
Clear Resource Schedule (especially Finance!)	Process should be driven by Ops Team
Be flexible – compromise	On multiple lots ensure all facets of asset management built-in
Dedicated empowered Project Manager (all sides)	Mobilisation doesn't finish on the 'go live' date



## Question and Answer Session



## Contacts

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