



ISLINGTON

# Estate Maintenance Team

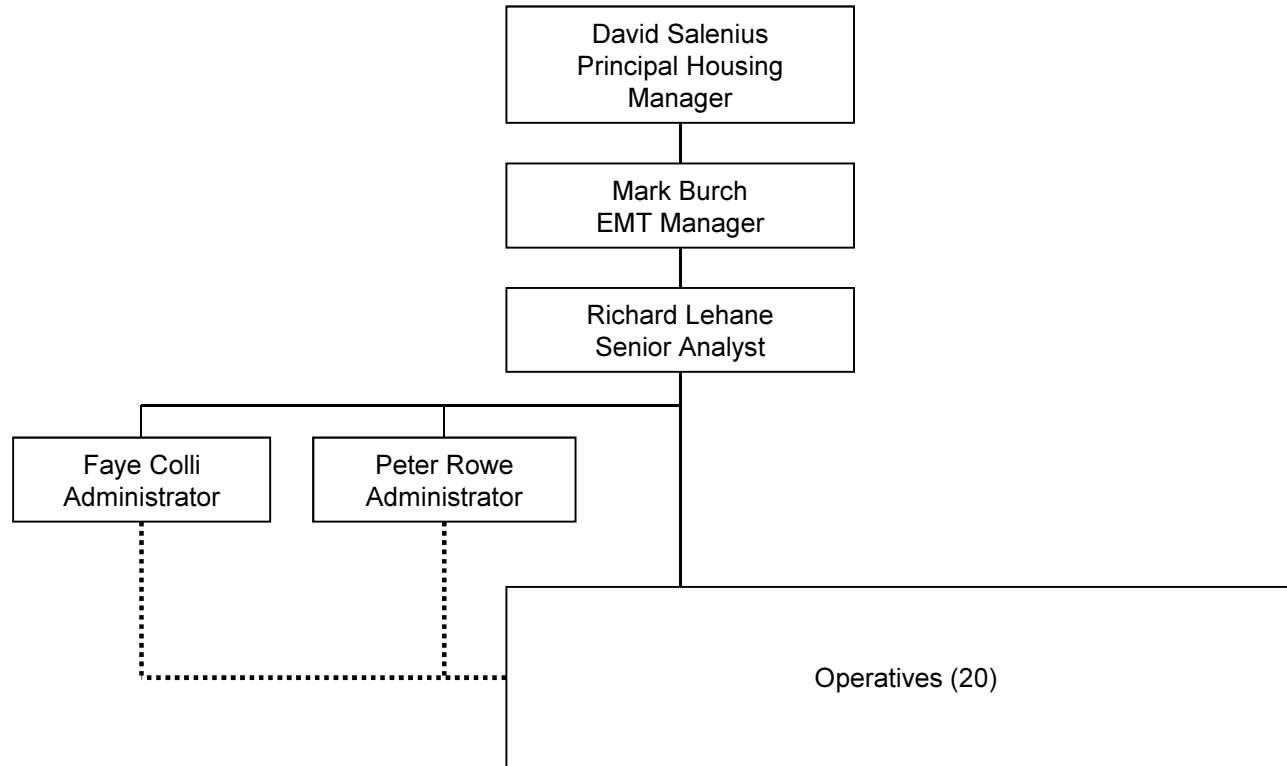


## The EMT

- Launched in 2010
- Directly employed operatives
- Work expanded in September 2012 to cover metal work and additional groundwork teams
- Over 90% of the reported works are carried out and completed by the EMT rather than contractors
- On time completion averages 90%



# EMT Structure



## Administration Team

- The two administrative staff cover the following areas
  - Raise works orders received by the ES staff in various formats such as blue ice, email and telephone
  - Respond to chase ups as reported by the above methods
  - Manage work load through Callsys which requires works orders to be allocated, approved and re-assigned
  - Manage post inspections
  - Manage variations requests
  - Manage assisted decoration programme
  - Manage stock control and ordering



## Operatives

- Carry out repairs as directed by the administration team
- Fully report the progress of those repairs via Callsys on smartphones
- Engage with the Estate Services teams in the AHOs to resolve on-going issues efficiently and effectively



## Smart Mobile Working

To make the service more effective we introduced new smart phone for each of the operatives, this has enabled quicker identification and completion of works on our estates.



## Health and Safety for Operatives

- Regular monthly meetings to deal with any issues
- Video toolbox talks held on specific issues
- New fleet introduced designed for safety
- Selection of equipment checked



## Apprentices

To help the Council's objective of improving work opportunities for local residents the team has appointed apprentice operatives, some of whom have become permanent employees





## Performance

- We monitor performance of the team on a monthly basis and this includes
  - Percentage 20 day orders completed on time
  - Percentage emergency orders completed on time
  - Productivity – individual operatives productivity is monitored each month in addition to the productivity of the whole team in terms of number of jobs completed and value of jobs, 6,385 completed 14/15 at a value of £808,472
  - Quality – the quality assurance officers inspect the completed repairs for quality, approx. 66% last financial year and passed 95%
  - Resident inspections – the resident engagement team in Housing Needs and Strategy has been commissioned to arrange resident checks of the completed repairs this year to provide an additional evaluation of the teams service



## Assisted Decorations

- The team also completes a valued service for residents in decorating elderly persons homes
- Residents apply to their local Area Housing Office where the applications are checked, they qualify (over 70's or in receipt of - Disability Living Allowance, Personal Independence Payment, Attendance Allowance, War Disablement Pension or Local Authority care package)
- We complete around 120 each year.
- We receive very high satisfaction ratings for this service.
- We are however reviewing the service to see if we can widen the parameters for qualification for the service.



## Before



## After



## Before



## After



If you have any questions about the service please contact me, David Salenius on telephone 0207 527 5356 or at [david.salenius@islington.gov.uk](mailto:david.salenius@islington.gov.uk)

