



ISLINGTON

Housing Scrutiny

Gas Management Presentation

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Content

- Define what will be covered today
- How many repairs are done
- Gas repairs & servicing process
- How gas repairs are measured
- Current challenges
- Developments in progress
- Future –options for the service



Brief Overview – Covered Today



- § 20k Individual heating systems only – (NOT Communal systems which are managed by another department)
- § Islington geographically split for the domestic gas
- § In-House: Gas North 10k Properties
- § Mitie: Gas South 9.4k Properties



Geographical split

		North	South
		Backup contractor	
	In house -	GEM	MITIE
landlord gas safety checks	yes	yes	yes
gas responsive repairs	yes	yes	yes
planned/reactive replacement boiler /systems		yes	yes

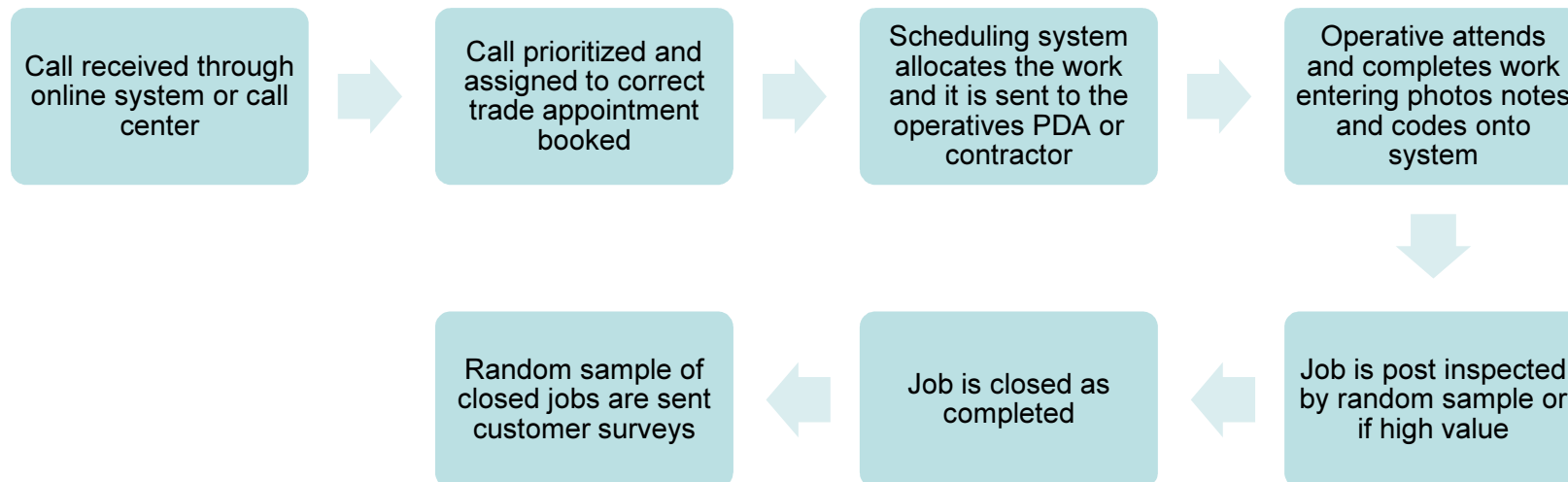


Numbers of gas repairs & servicing per year

- Across the borough we undertake approx. 55,000 repairs ,servicing and installations per annum
- More than half of our gas repairs are classed as urgent and must be done within 24hours.
- We meet this very challenging timescale in over 80% of cases.
- In the North -We have an inhouse gas team of 17 operatives ,3 lead engineers & 3 apprentices
- We have an out of hours and backup contractor- GEM.
- In the South – Mitie provide the service
- The total gas budget is £3.8m



The Repairs Process



Domestic Gas – Service Programme



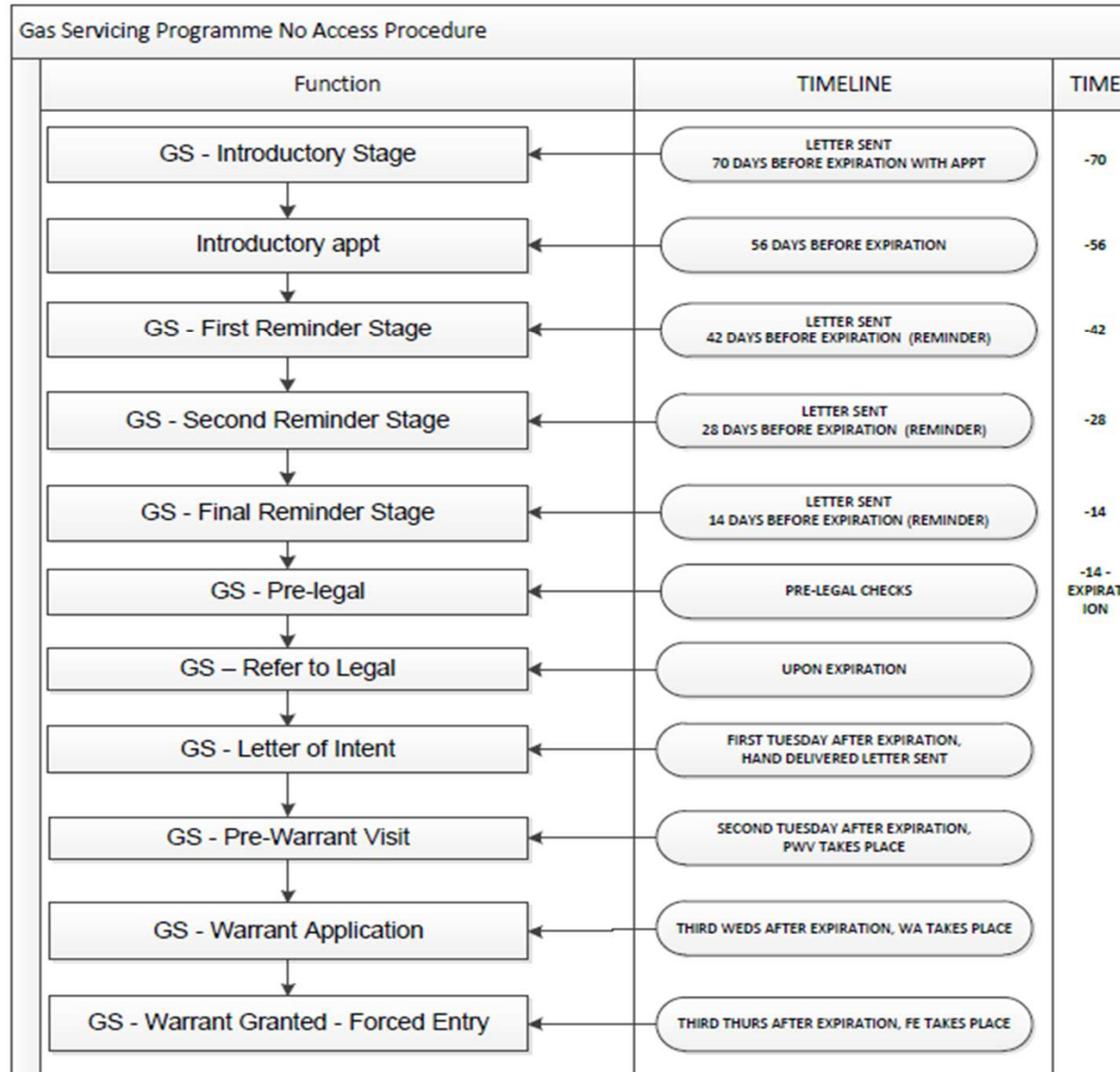
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Landlords Gas Safety Record - LGSR: Servicing programme dictated by the issuance of the annual LGSR. Initial letter 8 weeks in advance of last service date and followed as below.

- § Introductory letter - 8 weeks prior to the expiry of current LGSR
- § Escalated for pre-legal checks for vulnerabilities flags or social care needs
- § Commencement of Legal Action
- § Letter of Intent
 - § Assisted Visit
 - § Warrant Application
 - § Forced Entry



Servicing process



How we measure performance

- Report monthly on compliancy in respect of the annual gas safety checks to highest levels in the council
- Pleased to report we are almost at 100% compliancy
- Huge efforts are made to gain access to properties prior to last resort legal action
- Now at excellent level of compliancy
- Customer satisfaction – independently assessed – 95%
- Complaints analysis & lessons learnt
- Need to focus on improving the installation process.



Compliance – Insourcing to Date



GAS SAFETY COMPLIANCY

REPORT GENERATED

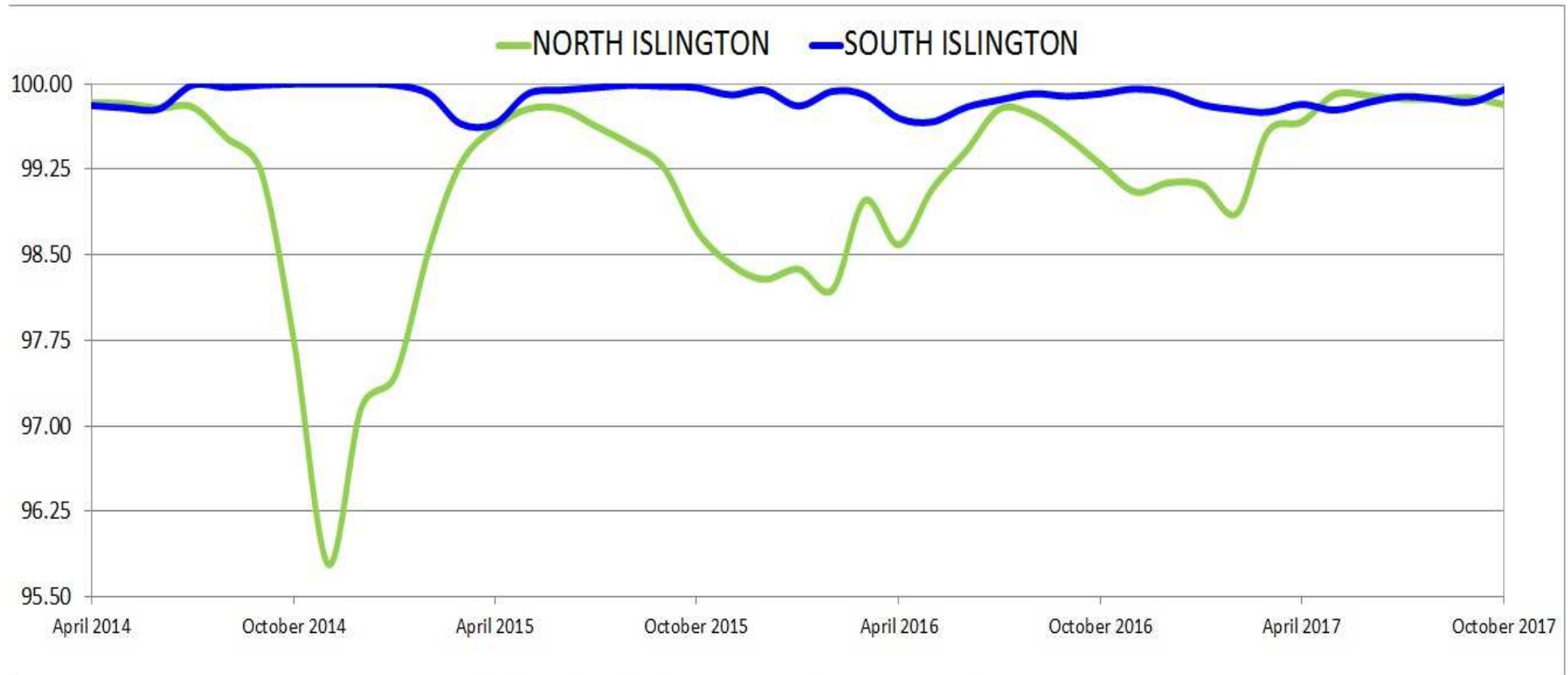
06 November 2017

GAS COMPLIANCY POST TRANSFORMATION

PERIOD

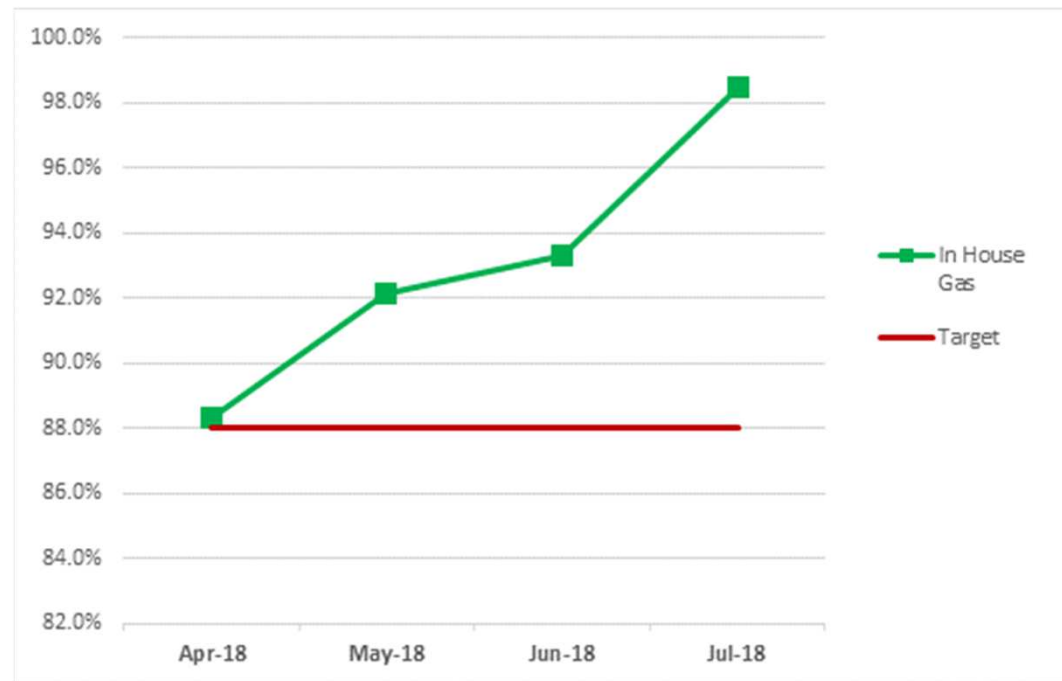
APRIL 2014 - OCTOBER 2017

- ▲ compliancy up
- no change
- ▼ compliancy down



Dashboard Updated on 06 November, 2017 by Robert Stewart

Customer Satisfaction




Gas North – Challenges

- § Operative turnover – Only 3 of the original 17 operatives tupe transferred in June 2014 are still in post
- § Major recruitment drive – now have 12 operatives in post
- § Competitive market for temporary/agency staff
- § Lack of quality, skilled/experienced engineers generally
- § When interviewing /shortlisting we have found a large number of candidates are recently qualified with little if any post qualification experience
- § We have recruited 3 lead engineers to help support existing operatives
- § We have a full complement of very experienced gas inspectors who provide assurance around risk and safety
- § We have 3 apprentices – “grow our own”
- § Want to make materials management more effective – Van stock



Plan for Improvement

- § Effectively managing sickness absence
 - § Tackling competency issues - capability/disciplinary processes
 - § Additional training where required
 - § Tackling repeat offenders in terms of no access
 - § Service Interval Timers
 - § CO detection/warning devices
 - § Improvement in warrant application process/quantity
 - § OneServe- Online servicing appointments
 - § Have moved to MOT style servicing – majority will now be carried out over the summer months – positive impact for residents and management of work flow.
 - § Recruitment – ongoing
- 

Gas – Installations/Upgrades

- § In addition to reactive appliance replacements
- § £1.5m per year capital investment across Islington
- § Targeted replacement of open-flue appliances and inefficient F&G Sedbuk rated boilers and appliances >15yrs old
- § Generally operating well with MITIE (South)
- § Currently undertaken by our support contractors GEM / MITIE in the North



Future options

- Investigate on line servicing
- Expand the in house team
- Recruit more lead engineers
- Prepare for the return of the PFI street properties with a planned boiler replacement programme.



Thank you for listening

Questions & Answers

