

STATES OF JERSEY



HOUSING REPAIRS AND MAINTENANCE: FOLLOW-UP (R.47/2019) – EXECUTIVE RESPONSE WITH COMMENTS OF THE PUBLIC ACCOUNTS COMMITTEE

**Presented to the States on 25th June 2019
by the Public Accounts Committee**

STATES GREFFE

FOREWORD

In accordance with paragraphs 64–66 of P.56/2018, the [Code of Practice](#) for Engagement between ‘Scrutiny Panels and the Public Accounts Committee’ and ‘the Executive’ (February 2018), the Public Accounts Committee presents the Executive Response to the Comptroller and Auditor General’s (“C&AG”) Report entitled *Housing Repairs and Maintenance: Follow-up* ([R.47/2019](#), presented to the States on 25th April 2019). The Executive Response and the following comments made by the PAC also reference the C&AG’s original Report entitled *Housing Repairs and Maintenance* ([R.9/2015](#), presented to the States on 5th February 2015).

Comments

1. The Public Accounts Committee welcomes the comprehensive response to the C&AG’s follow-up report and is pleased to see that the Executive team accepts the C&AG’s recommendations in full. The C&AG made few recommendations further to her original report of 2015, because Andium Homes had implemented most of the agreed recommendations. The Committee was pleased to see the progress made. The action plan set out by the Executive is short, but sets out what the Committee considers to be realistic timescales on implementing the further changes necessary, including the way in which the Director of Commercial Services and the Head of Estates procure and manage (small works) contractors and technical consultants.
2. The Public Accounts Committee is holding a public hearing with the Director General of Growth, Housing and Environment and the Acting Director of Estates, Jersey Property Holdings, on 15th July 2019. In the light of this Executive Response, it will be asking, amongst other things, what similar positive measures are being taken to repair and maintain the wider portfolio of States’ property assets.

Senator S.C. Ferguson
Chairman, Public Accounts Committee



**Growth, Housing and Environment response to Office of
the Comptroller and Auditor General
Housing Repairs and Maintenance: Follow-up 25th April 2019**

June 2019

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1. Introduction

This report seeks to address the concerns raised by the Comptroller and Auditor General (C&AG) in her report entitled 'Housing Repairs and Maintenance: Follow-up' ([R.47/2019](#) published on 25th April 2019 (the Report)).

The Growth, Housing and Environment (GHE) Department fully accepts the C&AG's findings and this report seeks to outline the steps being taken to address the recommendation in the Report.

2. Findings in the report

2.1 What the C&AG review set out to do

The objectives of the review are to evaluate:

- the progress Andium Homes has made in implementing agreed recommendations;
- the extent to which the recommendations as implemented have addressed the improvement areas identified in the report; and
- the adequacy of plans for the implementation of any outstanding recommendations.

2.2 What the review found

The Report was largely positive in nature and recognised the progress made by the States (Government of Jersey (GoJ)) in implementing the wider recommendation on procurement.

The Report made one recommendation for the GoJ:

R1 Develop and implement a revised commercial framework that supports improved strategic supplier relationship management.

3. Actions undertaken to address the findings

The timing of this follow-up report coincides with the development of the Property Holdings Maintenance Business Review (the Review) which examines the procurement and supplier management capabilities of the department. The Review will incorporate the findings of the Report and address the issues raised within and is due in Q3 of 2019.

Since completion of the C&AG's review, funding has been allocated for the procurement of resource to deliver the GoJ-wide framework of approved contractors and technical consultants. The procurement of the resource is currently underway.

Work is currently underway to determine scope the procurement exercise and design the approach to ensure that the frameworks address the needs of the GoJ and incorporates the findings of the Report.

The frameworks are being designed to simply and standardise procurement processes and will minimise the time taken for procurement while ensuring value for money and compliance with the relevant Financial Direction is achieved.

The existing supplier and asset management software (Concerto) will be used to record and share management information to relevant stakeholders, overseen by the Property Holdings section of GHE.

The newly established Commercial Services department will support GHE in the design and implementation of the frameworks and oversee the strategic supplier relationship management approach to ensure that it is effective and relevant to the needs of the GoJ and supply chain.

4. Conclusion

This follow-up report has given us the opportunity to provide an update on the work that has been progressing since April and demonstrates that we are responding to the recommendation made.

The approach outlined in this report will change the way the department procures and manages contractors and technical consultants in the small works and maintenance sphere within the GoJ and foster a more strategic relationship with supply chain partners in the future.

Action Plan

Recommendation	Action	Target date	Responsible Officer
<p>Recommendation for the States R1 Develop and implement a revised commercial framework that supports improved strategic supplier relationship management.</p>	<ul style="list-style-type: none"> • Since completion of the C&AG’s review, funding has been allocated for the procurement of a GoJ-wide framework of approved building maintenance contractors and technical consultants. 	In Place	Director of Commercial Services
	<ul style="list-style-type: none"> • Procurement of resource to assist with the design and delivery of the frameworks 	Underway – Due July 2019	Director of Commercial Services
	<ul style="list-style-type: none"> • The design of the procurement process and scoping of the services required is underway lead by the Commercial Services department. 	Underway – Due Sept 2019	Director of Commercial Services
	<ul style="list-style-type: none"> • The design of the supplier relationship management is underway lead by the Commercial Services department 	Underway – Due Sept 2019	Director of Commercial Services
	<ul style="list-style-type: none"> • Work underway to establish the use of existing supplier and asset management software (Concerto) to record and share management information with relevant stakeholders. 	Underway – Due September 2019	Head of Estates
	<ul style="list-style-type: none"> • Delivery of the frameworks. 	31 st December 2019	Director of Commercial Services

Recommendation	Action	Target date	Responsible Officer
<p>Recommendation for Andium Homes R2 Further develop reporting following completion of the implementation of the new management information system.</p>	<ul style="list-style-type: none"> • Since completion of the C&AG’s review, a ‘Client App’ has now been developed and introduced for both Android and Apple device users. Amongst other things, it allows clients to report repairs needed and track progress. It also allows completion notifications and satisfaction requests to be sent to clients. Service users will be able to access and update personal information as well as providing feedback on the service. • A new management information system has been developed with a client contact management system at its core. Andium Homes is continuing to develop that system to include a contractor portal, currently ‘in test’. It is anticipated that this will be fully implemented by Q4 – 2019. This Contractor portal will give contractors the means to raise repair requests into the Andium Homes business system and therefore allow Andium Homes to have complete oversight over client repair requests and all subsequent works undertaken by the contractors. • Once fully implemented Andium Homes and repairs and voids contractors will all have access to the same real time information and Key Performance Indicators (KPIs). 	<p>31st December 2019</p>	<p>Andium – Head of Operations</p>

Recommendations not accepted:
None.