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**PROJECT NAME:**

Birmingham City Council

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**CLIENT:**

Wates Living Space

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**CONTRACT LENGTH:**

2016 - 2020

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**VALUE:**

£9m / annum

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As part of an open book partnership with Wates Living Space, we provide gas servicing, repairs and maintenance, electrical testing and a Capital Improvement Works Programme to 30,000 properties across the West-Central, and East areas of Birmingham, on behalf of Birmingham City Council.

The scope of works includes:

Domestic and commercial gas installations, servicing, maintenance and day to day repairs (including 24-hour cover for emergency repairs) Repair work to void properties prior to re-letting Cyclical repairs Planned maintenance improvement programmes and disabled adaptations. Maintenance and installation of new technologies, such as, but not limited to: Biomass, Combined Heat & Power, Plant Rooms, EcoPods, Solar Thermal and Photovoltaic, Air and Ground Source Heat Pumps

Each year, we deliver:

- 33,000 gas repairs
- 28,000 gas services
- 6,000 electrical condition reports
- 8,000 communal floors to test
- 2,600 electrical remedial call outs
- 800 boiler replacements and central heating installations

#### Mobilisation

Immediately upon contract award, we set up a dedicated Transfer Coordination Team that consisted of divisional Managers responsible for their respective areas of the business, such as Health and Safety, Fleet, IT, Administration, Communications, Procurement and Operational Delivery.

We utilised existing, directly employed engineers engaged on our neighbouring contracts, across Solihull and Wolverhampton to create a shadow delivery workforce; ensuring service delivery compliance from day one of the new contract. This in turn allowed the Transfer Team to coordinate effective transferee inductions, contract specific training, fleet deployment, plant and equipment allocation.

The shadow delivery workforce remained in place for the first month of the new contract to ensure a controlled transition of the incumbent workforce via on site competency assessments and behavioural change activities, prior to stabilisation of the new delivery structure and achieving business as usual.

#### TUPE Training

After inheriting 60 engineers via TUPE, from 2 incumbent contractors, our Contract Delivery Team invested £100,000 to up-skill these engineers and provide them with additional technical training to enable multi-skilled works delivery. Training included:

Air source heat pumps, Ground source heat pumps, Solar PV, Solar thermal, Commercial Gas, Community heating systems

Each year, we deliver:

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- 6,000 electrical condition reports
- 8,000 communal floors to test

Key Information:

- Customer Satisfaction: 99.8%
- Works completed within given timescales: 90.8%
- Local labour and supply chain: 96.5%
- Assigned 2 full time dedicated Customer Liaison Officers to the contract
- Integration with Wates' Impact Response System for service delivery efficiency
- Contract Delivery Team consists of 100% directly-employed engineers
- Full co-location with both Birmingham City Council and Wates' Delivery Teams