

CASE STUDY

Delivering Leading Edge Support and Advice to Improve St Leger's Audit Commission Rating

Client: St Leger Homes of Doncaster (SLHD)
Project: Housing Sector – Diagnose and Improve
Purpose: Repairs and Maintenance Process Review to Improve Audit Commission Rating



The Challenge

St Leger Homes of Doncaster's (SLHD's) mission statement is to provide "Quality Homes in Quality Neighbourhoods" and, in support of this goal, it commissioned CWC to undertake a diagnostic review of its Responsive Repairs and Maintenance service and to validate its initial paper on options for possible market testing.

What CWC Did

We undertook the required Repairs and Maintenance function process review and process improvement but, as the responsive maintenance service doesn't operate in isolation, we also conducted a general organisation review, a trading account review, a transport review and a stores function review, diagnosing current performance and providing an options appraisal & roadmap for improvement.



The Benefits

Repairs and Maintenance became a streamlined and more efficient process, with clarification of roles and responsibilities, and knowledge transfer (specifically, how to identify and eliminate process inefficiencies & waste). Conservatively the transport function saved £110,000 per year but this is expected to exceed £200,000 per year. The £288,000 savings resulting from the stores function review led to considerable productivity benefits to the Repairs and Maintenance function. Significant savings of man-hours were achieved across all reviewed functions, being productively reinvested in the business; hence demonstrable but non-cashable savings were made.

For further information please contact:

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