

Best Managed External Contract for Maintenance – Breyer B-Line and Dartford Borough Council

Breyer B-Line has created an innovative partnership with our client Dartford Borough Council (DBC), to join forces in engaging their residents in the decision making process to actively improve our Responsive Repairs and Maintenance service to suit their specific needs.

This has been instrumental in the development of resident led core groups, who collaboratively feed into the decision process to improve our service, in terms of customer satisfaction, quality management, material selection and the creation of a Partner Board Group. We also involve residents in community initiatives including our Apprentice Training, Programme and local community events.

One shop service

We have set up a Strategic Operations Centre in Powdermill Lane in Dartford, which has been designed to deliver a One Shop Service, with a dedicated Customer Service Team, bespoke materials store, meeting rooms and a Resident Respite area.

Integrated IT

We have integrated the IT systems to allow DBC call centre to view our Operative's electronic diaries, which our linked to their PDA hand held systems. This means appointments can be make whilst on the phone to the residents.

Following a questionnaire to all residents, this was the preferred method of communication, particularly with the introduction of Text confirmation.



Buildbase Partnership

We have set up an innovative partnership with Buildbase, who have an installed a dedicated materials store within our unit. This allows our Operatives have direct access to materials, improving First Time Fix rates and resident satisfaction

We worked closely with DBC to create an agreed list of commonly used materials and components, which are bespoke to the contract whilst considering whole life costing, Carbon Footprint, ease of replacement and resident choice.

Monthly reviews allow all stakeholders to identify a Top 10 List of materials by volume and cost along with a consistent review for innovation.



Partnering Events

We have organised Meet the Contractor events for the residents of Dartford to come and meet the our B-Line Team and ask questions in an open and informal atmosphere. This is a good method of gaining one-to-one feed back and gaining familiarity with our Operatives and Management Team, to actively improve the service and enhance resident satisfaction. Keen residents have been introduced into the Partnering Board group, meeting quarterly to review objectives, budget and to progress the Partnering action plan

Fixed Price: Part of the previous action plan was to introduce a fixed price approach to Void refurbishment. The key advantages have assisted a lean approach including;
The advantages of this include:

- Cost certainty
- Reduced client administration
- Removal of duplicated tasked
- Enhanced void turnaround

Apprenticeship Programme

Our B-Line Appretnice Programme offers the residents of the local communities that we work in, the opportunity to learn construction skills, gain on-site work experience and gain qualifications to enable them to find employment.

Our Community Development Manager, Roy Ramrutton, recruited Ryan Jones, a 21 year Dartford resident into our Apprenticeship Programme, where he is currently studying for an NVQ in Electrical Installation. Ryan's studies are structured into a day release course.

This has been designed to fit in with his on-site work experience, which he is delivering with one of our Subcontractor partners for the Dartford contract. We also deliver further joint training, which is available for `back to work` trainees, who are given the opportunity to gain Operational and Management experience within Breyer Group and DBC office environments.

Image below: Dartford Borough Council and B-Line Resident Meet the Contractor Open Evening

