



Qualis
PROPERTY SOLUTIONS

Place- Scrutiny Committee July 23

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Agenda



- The story so far, future vision, benefit and transfers
- Grounds Maintenance
 - Scope
 - Performance monitoring
 - Customer Satisfaction on transfer
 - SLA
 - Focus over the next 12 months
- Questions

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About us.....

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The Story So Far.....



- Went live in 2020 with repairs, trading almost 3 years.
- Business Plan Objectives:
 - a) £9.69m turnover by 2025/26 (currently £12m)
 - b) 127 people by 2023/24 (currently 110)
 - c) transfer of 8 services / functions
 - d) seek external work opportunities in year 4.
 - e) starting point EFDC costs in 2018/19



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The Story So Far.....



<u>Original Schedule of Transfer</u>		2020/21 (7 Mths)	2021/22	2022/23	2023/24	2024/25	2025/26
Repairs	DLO/ Mears	✓					
Voids	DLO/ Mears	✓					
Gas Servicing & Repairs	Gracelands			✓			
Electrical Inspection	Gracelands / VSN			✓			
Kitchens & Bathrooms	Gracelands			✓			
Boiler Installations	Gracelands				✓		
Decorations	Gracelands				Oct-23		
Adaptations	Gracelands				Oct-23		
Grounds Maintenance	EFDC				✓		
Actual ✓							

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Grounds Maintenance TUPE



- 25 staff and 25% (6 roles) inactive or vacant. Challenging market
- Formal process- consultation with staff and one to one meetings if requested.
- Group MD met all staff
- Head of Service met all staff
- QPS MD & staff lunch
- Induction day
- Team building day
- Feedback from staff generally positive



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Benefits of Us



- Here for the long term, invest in people and technology
- Employ over 110 staff in QPS
 - 45% live in the District
 - 50% in the surrounding area
- Experience from different sectors
- Self delivery model- development of in-house skills
- Community benefit incentives

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Benefits of Us

- 5 apprenticeships
- Partnerships with NCC
- Work placements



Don't just take our word for it

Louis, 19 has just completed his multi-trade apprenticeship with Qualis and will now take on a second apprenticeship in a specialist area within the repairs team. Louis always wanted to work in construction and realised that an apprenticeship was the best way into a career.

He says, "I have really enjoyed working on the tools and learning all the different sides of construction. The company has been really supportive, and I have gained a lot of confidence working with the team."

"My one day a week at New City College fits in really well and it has helped being able to put the learning into practice. I've enjoyed earning money whilst I learn, meeting new people and learning new skills within the different trades."



Jake Evans, Operations Manager (Repairs). Jake started his career as a multi-trades apprentice for Epping Forest District Council and moved over to join Qualis when the company was established.

Jake comments, "The apprenticeship route gave me a great opportunity to learn on the job and gain experience as well as spending one day a week at college. Whilst doing the multi-trade apprenticeship I realised that I was particularly interested in the plumbing so decided to change and complete my plumbing apprenticeship."

"I have a strong work ethic and am keen to progress my career. I was appointed Supervisor in 2021 which I really enjoyed but when the role of Operations Manager



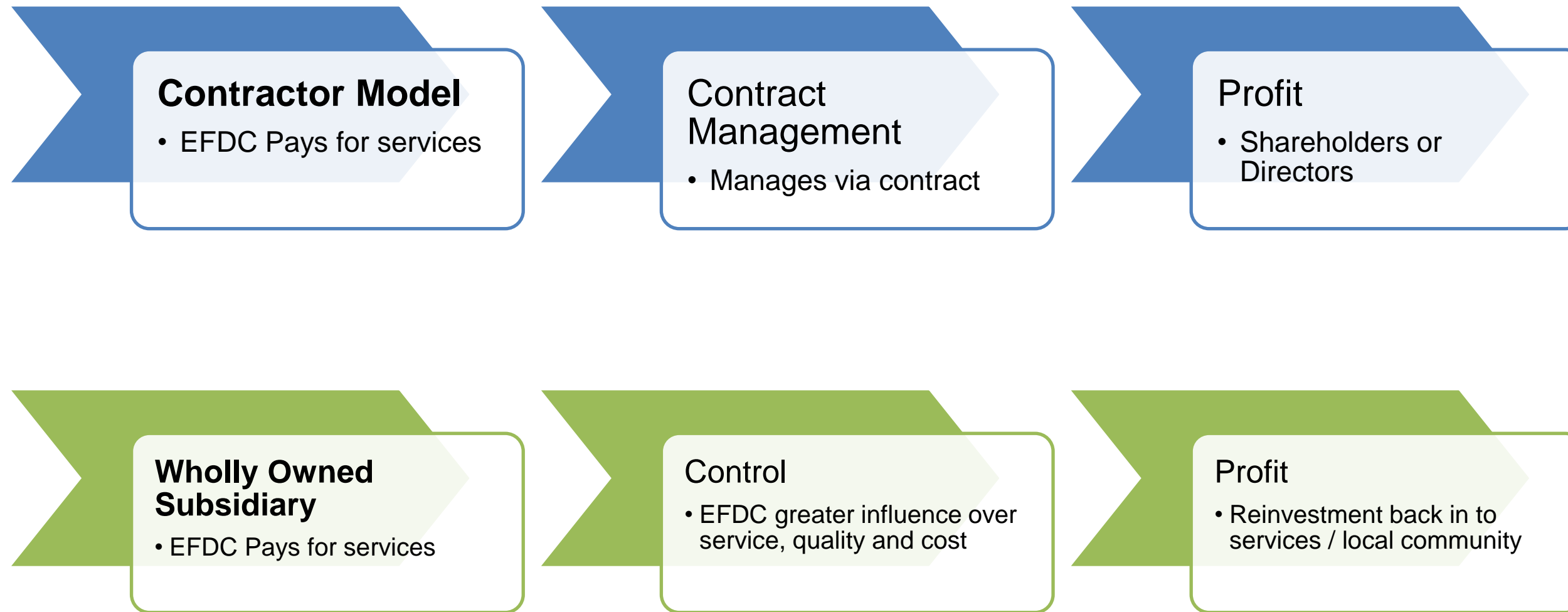
was advertised, I was keen to apply. Qualis have been really supportive and given me lots of opportunities to grow and progress, as well as putting time aside to undertake my qualification in Leadership and Management. My trade background has really helped me to progress and move into a management role and I am delighted to be promoted to my new position.

"Doing my apprenticeship has definitely been a stepping stone and enabled me to progress my career quickly and I would highly recommend this route. There are lots of opportunities to grow and progress at Qualis and I am really excited about continuing my career with the company."

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Benefits of Us

- Financial benefit





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Grounds Maintenance Transfer

Grounds Maintenance- Scope of Service



In Scope

- HRA, Highways, Pitch marking external clients such as Loughton Town Council (Roding valley) and Parishes
- Grass cutting
- Hedge, scrubs and flower beds cutting
- Play areas
- Cemeteries

Out of Scope

- Trees team
- Rangers service
- Countrycare

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Performance Monitoring



- Monitoring Officer- Phil Hawkins
- Councillors reporting mechanism for operational/ service issues-
councillorcontact@qualisgroup.com
- Core Group (monthly)
- Strategic Group (quarterly)

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Performance Monitoring

- No historic performance data or monitoring
- Worked with Council to develop performance framework
- Current no targets as require 1 year of data
- Develop over time and in partnership with EFDC

Grounds Maintenance		
KPI No.		
GM 1	EFDC and Qualis visual Joint Inspections	% of inspection completed in target
GM 2	EFDC and Qualis visual Joint Inspections	% of joint inspections graded A
GM 3	EFDC and Qualis visual Joint Inspections	% of joint inspections graded B
GM 4	EFDC and Qualis visual Joint Inspections	% of joint inspections graded C
GM 5	EFDC and Qualis visual Joint Inspections	% of joint inspections graded D
GM 7	Playground Inspections	% of playground inspections completed on time
GM 8	Complaint Responses	Number of complaints completed on time
		Number of complaints received in in the month
GM 9	Customer Satisfaction	

Visual Standard

- Visual quality standard developed
- Score B is the aspiration for the partnership
- Actual photos of our areas to be incorporated
- Joint inspections between EFDC and Qualis

Grass Cutting Example

Score	Comments
A	Very Good – Desired Standard Typically, in good condition. Equipment well maintained and fully operational, no leaves, litter graffiti or sharp objects. Play equipment looks cared for, and any seating in good condition. Litter bins empty
B	Good - Acceptable Standard Equipment functioning correctly, typically, no more litter than one would expect in a day. No evidence of graffiti or sharp/hazardous objects. Some litter in bins.
C	Unsatisfactory – Poor Standard Equipment operational but in need of some maintenance. Significant build-up of litter, old leaves, and bins in need of emptying. Play equipment may show signs of not being in good condition. Litter bins full.
D	Very poor Standard Equipment in need of immediate attention, excessive litter and/or hazardous conditions (eg broken glass, sharp objects), litter bins overflowing Any evidence of broken glass, needles or other sharp objects will be scored as an immediate '0'



Grounds Maintenance- Survey



- Management of the Grounds Maintenance service moved to Qualis Property Solutions (QPS) on 1st May 23
- Customer satisfaction (CSAT) survey created within Survey Monkey, to understand benchmark of satisfaction and quality of service on transfer.
- Survey texted to 4,090 EFDC tenants and leaseholders where we have mobile numbers for customers.
- 287 responses received
- Overall CSAT is based on the responses to the question asking; Overall how satisfied are you with the quality of the grounds maintenance in your area?

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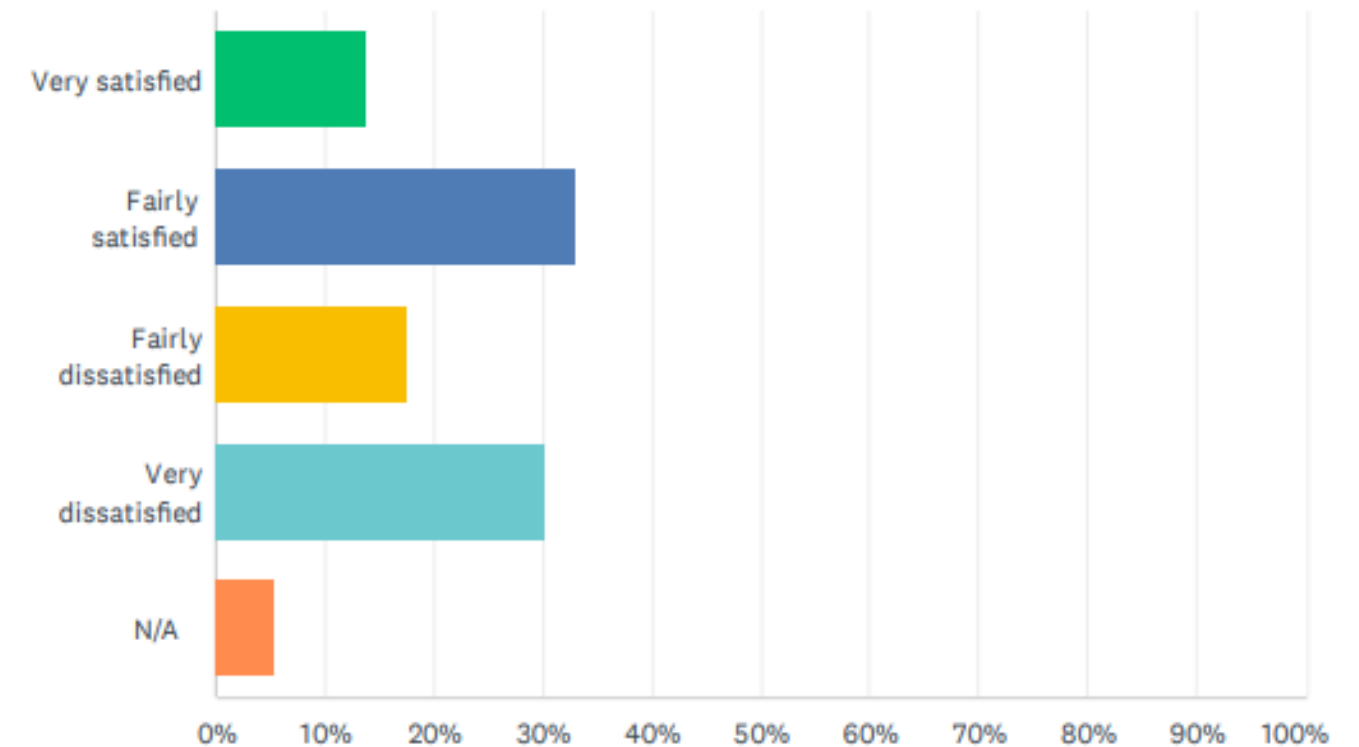
Grounds Maintenance- Survey



- 15 selected N/A, indicating no grass cutting in their area. These are removed from the total number of responses = 272
- 135 customers were either very or fairly satisfied
- 49.6% satisfaction for grass cutting
- Main concerns around grass cutting
 - Grass too long
 - Requested more cuts
 - Sections of grass left longer after cutting
 - Requested a schedule of when works would be completed
- A small number responded that the grass should be left to grow to encourage wildlife

Q1 How satisfied are you with the grass cutting in your area?

Answered: 287 Skipped: 0



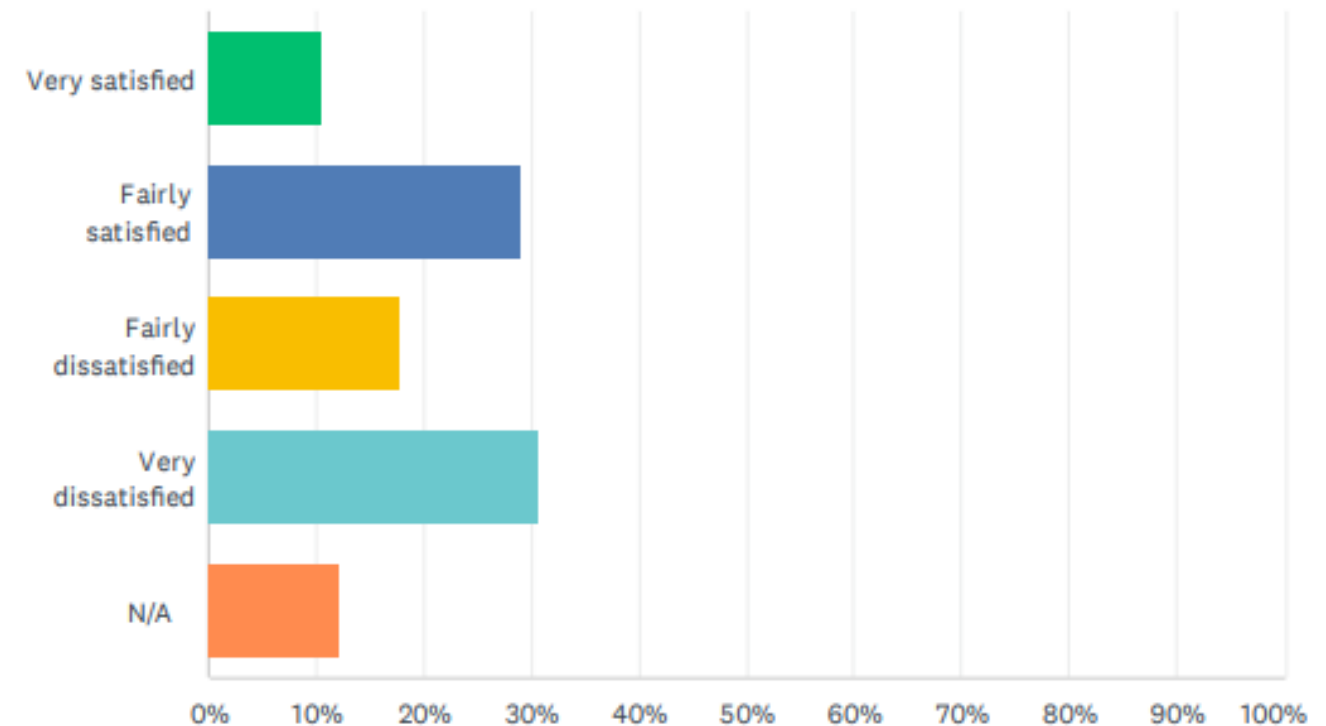
Grounds Maintenance- Survey



- 35 selected N/A, indicating no hedges, shrubs or flower beds in their area. These are removed from the total number of responses = 252
- 113 customers were either very or fairly satisfied
- 44.8% satisfaction for maintenance of hedges, shrubs and flower beds.
- Main concerns around hedge trimming etc.
 - Hedges are not trimmed regularly
 - Requested a schedule of when works would be completed

Q2 How satisfied are you with the maintenance of the hedges, shrubs, flower and rose beds near your home?

Answered: 287 Skipped: 0



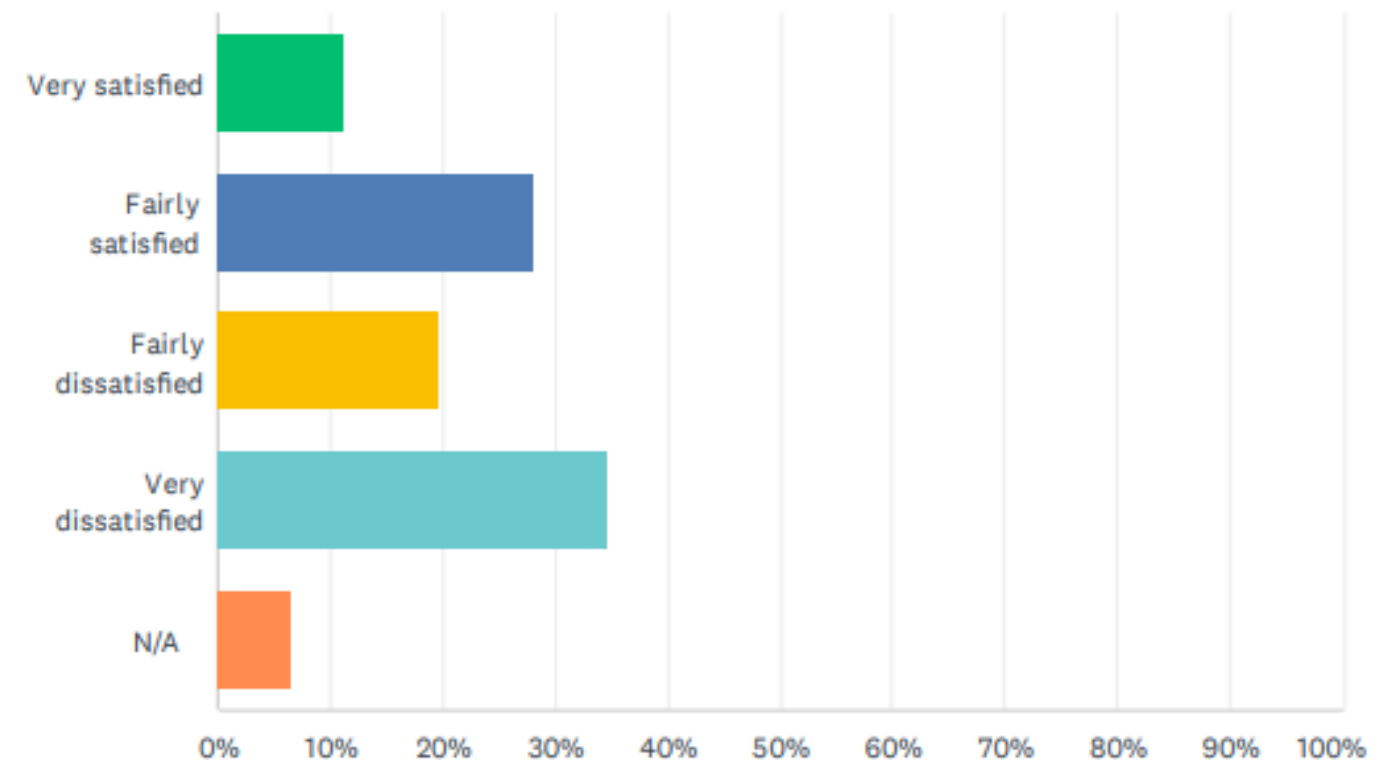
Grounds Maintenance- Survey



- 19 selected N/A, indicating no grounds maintenance in their area. These are removed from the total number of responses = 268
- 113 customers were either very or fairly satisfied
- 42.2% overall customer satisfaction with the quality of the grounds maintenance in their area.
- In addition to the comments relating to Q1 and Q2
 - Cars being able to park on grass verges
 - Insufficient weed control
 - Alleyways not cleared
 - Grass not litter picked first

Q3 Overall how satisfied are you with the quality of the grounds maintenance in your area?

Answered: 287 Skipped: 0



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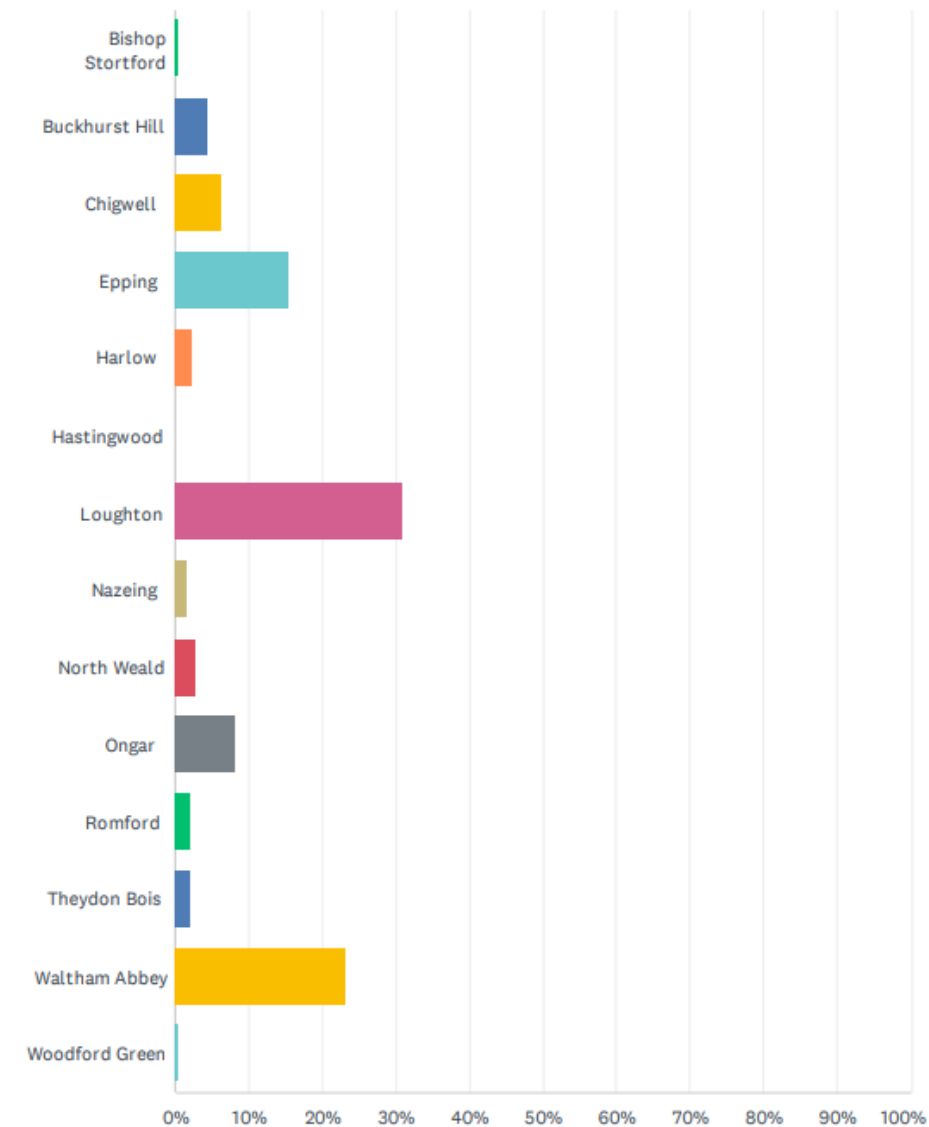
Grounds Maintenance- Survey



- We asked customers, what area they live in, to gain an idea of where the feedback relates to
- Highest number of responses came from Loughton, Waltham Abbey and Epping

Q7 It would really help us to know what area you live in to understand where the feedback relates to. Please select from the dropdown list below

Answered: 287 Skipped: 0



Grounds Maintenance- Survey



We received some positive feedback and good compliments for the service. Here are some of the comments.

- ✓ Flower beds on Epping high street are wonderful
- ✓ I only have dealing on one to one basis. I cannot fault the service or engineers Always helpful & respectful & do a good job .no issues to report
- ✓ The grass cutting in the area of Sanford avenue in Debden is lovely.
- ✓ Its great that areas are managed to bloom like the daffodils Rectory Lane Hillyfields end.
- ✓ Everything is fine and you're doing a great all round job overall. 👍

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Service Level Agreement



- 5 years plus 5 term
- Performance measures
- Partnership approach
 - Rectification notices
 - Improvement plan
 - Last resort financial
- Inflationary Increase
- Value for money review

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The Next 12 month



- Customer satisfaction & improvements from feedback
- Programme of works shared with customers
- Put in place schedule of joint quality inspections
- Establish benchmark performance
- Review technology and scheduling / customer interface
- Explore apprenticeship / back to work scheme
- Skills and training review

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Questions



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