

## Introduction

In November 2012, Mitie was awarded a ten year term partnering contract TPC2005 to deliver repairs and maintenance services for Golding Homes on over 6,500 properties across Kent. The contract required the provision of its responsive repairs, voids, cyclical decorations, planned works, gas servicing and heating installations programme.

Mitie entered into a second interlinking term partnering contract TPC2005 with its Wholly Owned Subsidiary (WOS) (Golding Maintenance Services Limited) to provide labour to Mitie for the provision of these works and services (referred to as TPC2). The labour provided under TPC2 is managed by Mitie acting as the client representative.

The use of the two inter-linking TPC2005s delivers numerous benefits to Golding Homes that were not available from its existing contracts:

- A sustainable and consistent workforce not time limited by the over-arching client/client representative relationship
- A clear set of guidelines and framework within which Golding Homes has successfully out-sourced responsibility for operational management of its subsidiary (and commercial risk) whilst remaining strategically aware and accountable
- An ability for either side to determine the TPC1 without materially affecting service delivery through the WOS and conversely Golding Homes' ability to determine the TPC2 and implement alternative measures without jeopardising TPC1
- Keeps what would otherwise become a cumbersome and very complex single contract to two clear and familiar easy to read and understandable documents; whilst maintaining robust governance structures under each contract
- The removal of pricing and detailed costs from the TPC2 contract has allowed the workforce and its management to focus purely on quality in-line with the Golding Homes' objectives
- This results in a stable and loyal workforce and motivates to achieve higher standards of quality and customer care, knowing they will be here for the long-term and delivering the vast majority of work required
- The ability to incorporate previously client based aspects of the service such as call handling, with the flexibility for all parties to agree changes should the need or opportunity to improve value for money arises
- The ability to revise and fine tune flexible working processes focused on resident convenience
- Reduced end-to-end times for responsive repairs and voids
- An unusually high retention of TUPE staff and stability of the core work force
- Access to Mitie's IT, central office functions and extensive supply chain arrangements

Through the two inter-linking TPC2005 contracts, Golding Homes have seen (within the last year) the following results across the business, an improvement on previous years outside of the contact terms:

- More local trades people creating local employment and providing the opportunity for the placement of two new trainee positions (surveyor and neighbourhood officer)
- 98.8% customer satisfaction with repairs and maintenance services
- Turn-around of void properties in 7.5 days
- Implementation of a new IT system which provides an up-to-date overview of the condition of each property, target resources and deliver improvements in the most efficient way
- Routine repairs take an average of eight days from call to completion
- 96% of appointments made and kept
- Savings in excess of £300k with the TPC2005 contract compared to similar work carried out previously
- **The evolution of an innovative social value programme through the partners working together to tackle issues within the community; and to set the standards**

The WOS model succeeds because of the cultural alignment between Mitie and Golding Homes. There is a shared commitment to work together to deliver the best possible outcomes for the stakeholders, and specifically Golding residents, and this award submission provides an innovative example of this in practice.

#### **Health MOT Roadshow – A ‘proof of concept’ project**

The type of housing and the communities in which people live has an impact on their opportunities to live a healthy and active life. The National Obesity Observatory states that yet less than 1% of those living in social housing report using the green spaces in their area, which has implications for the health and social wellbeing of residents.

Furthermore the Housing Learning and Improving Network suggests that the well-established social and age gradient of health and chronic disease should continue to make social housing providers an attractive partner in helping to meet and anticipate the health and wellbeing needs of vulnerable and high needs groups.

It is on this basis that Mitie and Golding Homes collaborated to implement a health check outreach programme in partnership with Wellbeing People, Kent County Council and Kent Community Health NHS Foundation Trust (KCHFT).

The purpose of the outreach programme is to provide a convenient, approachable and engaging method of undertaking a NHS Health Check in order to increase the detection of cardiovascular disease (CVD), especially in areas of deprivation as defined by the indices of multiple deprivations. In addition, the programme provides referral pathways to locally commissioned services in order to enhance patient and service outcomes.

The programme is branded as the Health MOT Roadshow which is serving as a 'proof of concept project' with regard to the collaboration of public, private and third sector organisations in a Tri-sector integration model that encompasses a contract in the PPC suite. Therefore in addition to working to directly improve health and wellbeing in areas of deprivation, the project is setting a template for a pattern of collaborative working that could be extended and replicated in other settings.

The Health MOT Roadshow consists of a branded mobile health check unit, 2 members of Wellbeing People staff, a Health Check Assistant provided by KCHFT and an Interactive Health Kiosk to provide a means of referring to the NHS Health Check programme and KCHFT lifestyle support services. Since November 2014 the Health MOT Roadshow has operated within Kent, primarily within the Maidstone borough, travelling to a variety of locations with a particular focus on areas of deprivation. In order to effectively engage with those living in social housing, Golding Homes community engagement team have played a key role in promoting the service and providing the opportunity to visit the areas identified as high-need.

With regard to operation of the Health MOT Roadshow, members of the public are engaged, screened for NHS Health Check eligibility and offered a NHS Health Check 'there and then'. Those ineligible or unable to participate 'there and then' are offered a Health MOT via the Interactive Health Kiosk and the opportunity to be referred to the NHS Health Check programme. It is this opportunity to undertake a NHS Health Check or Health MOT 'there and then' that is the real advantage of the Health MOT Roadshow in achieving its purpose of increasing the uptake of the NHS Health Check and increasing the detection of CVD. This function would not be possible without the collaboration of each partner organisation involved with the project.

By providing signposting and referrals to locally commissioned public health services to those requiring further support following a NHS Health Check or Health MOT, the Health MOT Roadshow is working not only to detect health problems but also to actively and directly improve health and wellbeing of the individual and the community at large.

Feedback from users of the service and key performance indicators (KPIs) are recorded. Over 191 operational days, the Health MOT Roadshow delivered 1384 NHS Health Checks, 4405 Health MOTs, 103 referrals to the NHS Health Check programme and 563 referrals to locally commissioned services. 24.3% of NHS Health Checks and 29.6% of Health MOTs were carried out for individuals from deprived areas.

Feedback from those surveyed found that 80% engaged with the project having 'just come across it' and 98% considered the staff to be friendly and helpful.

The Health MOT Roadshow has successfully demonstrated the concept of Tri-sector integration with regard to developing and operating a public health outreach project. Feedback from users and KPIs suggest that the Health MOT Roadshow is a convenient, approachable and engaging service. During the operational period of the project, the number of NHS Health Checks delivered across Kent was higher compared to previous years suggesting that the Health MOT Roadshow served its purpose to increase NHS Health Check uptake.