

# Carillion telent

## Working in Suffolk

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4,115 works per annum in Suffolk (ref 2013-4 financial year)

Ct employ one Civils supplier in Suffolk – P Caley, based in Ipswich.

Ct Scope:

- Reactive repair work
- New provision for businesses and residences
- No BDUK in Suffolk by Ct
- limited opportunity to co-ordinate works

Challenges:

- Regulatory lead times
- Relatively low-value jobs
- Balance urgency of delivery with ensuring disruption minimised and quality is delivered.

# Anglia JAG perception survey



Survey is extremely useful to Carillion telent

Can understand HA perceptions of how Openreach / Ct perform:

- Provision of forward planning information
- Communications
- Level of coring defects
- Responding to defects
- Dealing with S81's
- Dealing with outstanding debt
- Traffic management issues
- Level of FPN's
- Sample inspection results
- Works duration/ occupancy

We have seen that these perceptions correlate with the data

# Joint Improvement Project



2013 – joint Ct, BTOR, JAG UK improvement project – South East

Project Objective : to improve Ct performance on Streetworks in the South East through a review of performance in a better performing region (Anglia) and transfer good practice.

Suffolk HA (Diane Newson) supported and assisted

Joint Improvement project helped develop Ct's relationship with Suffolk HA and specifically with Diane Newson - Example: sharing best practice...

- Diane suggested Ct consider First Intervention improvement solutions as presented at an industry event.
- Ct now actively pursuing this - First Intervention to conduct trails in the North and South to drive improvements in reinstatement quality.

# Trial – response to HA defects



Ct working to improve compliance with the response to HA defects when in receipt from a HA.

Suffolk agreed to participate in a trial whereby Ct would advise the HA via EToN works comment when a defect had been sent onto the relevant supplier to action so that the HA could determine how quickly a defect was resolved.

This trial highlighted an issue with the Ct supplier in the Suffolk area when it came to responding to defects. As a result:

- the communication between Suffolk and Ct led to Ct working closely with the supplier to agree a workable process for all so that Suffolk receive communication from the Ct supplier within the required timescale as per the Inspections CoP even if this is to advise there has been a delay in the supplier attending the defective site to accept/ reject the defect.
- Strict timescales are being imposed on the supplier with the main emphasis being on communicating with the HA to either accept or dispute a defect.