

Panagraph within Housing, Construction and Maintenance

Background

The Panagraph Performance Management software was originally developed to address the need for performance management systems and processes within the Housing, Construction and Maintenance sectors.

Originally used by Sheffield City Council and Sheffield Homes to manage the performance delivered by Kier Sheffield on the £100m p.a. responsive repairs service, the benefits of Panagraph were quickly recognised. This recognition ensured that the Panagraph software was used more widely across the authority's construction and maintenance works. The software was adopted to manage performance on the maintenance works to the authorities corporate buildings including education buildings, libraries, leisure centres etc. and became the performance tool for the 5 year, £900m decent homes schemes carried out by 7 major contractors involved in upgrading the city's 40,000 plus housing stock.

The software has since been adopted by a wide range of clients including Local Authorities, Housing Associations, Benchmarking Clubs, Regional Consortia and Major Construction Contractors.

Software

The Panagraph software has received recognition both in the form of commendations from the audit commission, to awards at local and regional levels.

The software has undergone some major improvements since those early days but as a company, Panagraph always maintains its belief that all enhancements must be driven by its client's requirements. More detailed information, including screenshots etc. can be found at

http://panagraph-performance.com/panagraph_software_3.html

The very latest version of the software will be released in August of 2011.

The flexible nature of the software enables models (KPI frameworks) to be tailored to any part of the housing construction repairs and maintenance business. Such models include:

- Decent Homes Models
 - Contractor performance
 - Scheme performance
 - Contractor evaluation
- Responsive repairs
 - Contractor performance
 - Contractor evaluation

- Void repairs model
 - Contractor performance
 - Contractor evaluation
- Planned, programmed and cyclical repairs models
 - Contractor performance
 - Scheme performance
 - Contractor evaluation
- Housing Consortia benchmarking models
 - Responsive repairs
 - Void repairs
 - Planned, programmed and cyclical repairs
 - Decent Homes
 - Elemental supply costs
- Tenant Satisfaction
- Client Satisfaction
- Employee surveys
- Corporate Performance Models
- Partnering Competence
- Leisure Services Model
- Middle Manager Competence Model
- Primary School Prioritisation
- Regional Schools
- Staff Appraisal Model
- Highways Services Performance Management Model

Services

Panagraph also offers a comprehensive consultancy service which enables an organisation to take advantage of the vast experience which the Panagraph team has within the Performance Management arena. The award winning processes have been employed by many of Panagraph's existing clients allowing them to establish a successful process within an extremely short lead in period.

The Panagraph Process or Performance Cycle can be seen in more detail at:

http://panagraph-performance.com/panagraph_expertise.html

- Performance management processes employed considers
 - KPI definitions
 - Data collection
 - Data validation methods and examples
 - Target setting
 - Performance hierarchies
 - Meeting requirements
 - Feedback, reviews & documentation
 - Reporting

- Training
- Presentations, demonstrations and benchmarking.

Additional services provided by Panagraph include

- Achieving Sustainability and Environmental Requirements
- Construction Management
- Audit commission housing inspections
- Procurement and implementation
- Quality price adjustment
- Procurement and tendering requirements
- Customer satisfaction
- Tenant access and integration
- Client requirements
- Health & Safety
- Contractor obligations
- Associated services