



Leicester
City Council

MEETING OF THE HOUSING SCRUTINY COMMISSION

DATE: MONDAY, 8 OCTOBER 2018

TIME: 5:30 pm

**PLACE: Meeting Room G.01 - City Hall, 115 Charles Street,
Leicester, LE1 1FZ**

Members of the Scrutiny Commission

Councillor Westley (Chair)

Councillor Alfonso (Vice Chair)

Councillors Aqbany, Byrne, Corral, Joshi and Willmott
1 Un-allocated Non-Group Place

Members of the Scrutiny Commission are invited to attend the above meeting to consider the items of business listed overleaf.

A. Thomas

For Monitoring Officer

Officer contacts:

Ayleena Thomas (Democratic Support Officer):

Tel: 0116 454 6369, e-mail: Ayleena.Thomas@leicester.gov.uk

Jerry Connolly (Scrutiny Support Officer):

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Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ

Information for members of the public

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- ✓ where filming, to only focus on those people actively participating in the meeting;
- ✓ where filming, to (via the Chair of the meeting) ensure that those present are aware that they may be filmed and respect any requests to not be filmed.

Further information

If you have any queries about any of the above or the business to be discussed, please contact Angie Smith, **Democratic Support on (0116) 454 6369** or email Ayleena.Thomas@leicester.gov.uk or call in at City Hall, 115 Charles Street.

For Press Enquiries - please phone the **Communications Unit on 0116 454 4151**

PUBLIC SESSION

AGENDA

FIRE/EMERGENCY EVACUATION

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1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members are asked to declare any interests they may have in the business to be discussed.

3. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Housing Scrutiny Commission held on 20 August 2018 have been circulated, and Members are asked to confirm them as a correct record.

4. PETITIONS

The Monitoring Officer to report on the receipt of any petitions received in accordance with Council procedures.

5. QUESTIONS, REPRESENTATIONS OR STATEMENTS OF CASE

The Monitoring Officer to report on the receipt of any questions, representations or statements of case received in accordance with Council procedures.

6. GOSCOTE HOUSE DEMOLITION AND SPRINKLER INSTALLATION UPDATE [Appendix A](#)

The Director of Housing submits a report to update Members of the Housing Scrutiny Commission on the progress that has been made since the decision to decommission and demolish Goscote House was made on the 24th April 2018.

In addition, the report will provide an update on the current situation regarding the installation of sprinklers to the high-rise blocks of flats since the decision was made in July 2017, that the Council would install sprinklers in all 5-council owned high rise blocks.

7. HOUSING SYSTEM REPLACEMENT AND HOUSING CHANNEL SHIFT [Appendix B](#)

The Director of Housing submits a report to provide an overview and update of the Housing System Replacement Programme and Housing Channel Shift.

8. RESPONSIVE HOUSING REPAIRS PERFORMANCE REPORT [Appendix C](#)

The Director of Housing submits a report to provide an update on the Division's performance on the completion of responsive repairs to council properties. The report will also provide an update about the implementation of service changes.

9. WORK PROGRAMME [Appendix D](#)

Members of the Commission will be asked to consider the work programme and make suggestions for additional items as it considers necessary.

10. ANY OTHER URGENT BUSINESS

11. RIGHT TO BUY CONSULTATION DRAFT RESPONSE [Appendix E](#)

The Director of Housing submits a report on the council's proposed response to the government's consultation on the future of Right To Buy.

Members are asked to note the report and make any amendments.

The report is attached for Members only, as it is still in draft form.

"In accordance with Rule 1 of Part 4B of the Constitution (Access to Information – Procedure Rules) the report is not available in the public domain as it is in 'draft' form and is only circulated to Members of the Committee at this stage. Should Members wish to discuss specific circumstances, the Monitoring Officer may need to advise Members to exclude the public and press, and discuss the issues in private session."

Housing Scrutiny Commission

Goscote House demolition and sprinkler installation update

Assistant Mayor for Housing: Cllr Andy Connelly

Date: 8th. October 2018

Lead director: Chris Burgin



City Mayor

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When completing any report for consideration by an Executive Lead or for submission to Executive Briefing, please ensure that this table is completed. Delete from the final report.

IF THIS IS A KEY DECISION HAS IT APPEARED ON THE PUBLISHED FORWARD PLAN	
ANTICIPATED DATE FOR DECISION (if required)	
DATE OF RELEVANT SCRUTINY COMMISSION – please detail name of commission(s)	
DATE OF PAPERWORK ENTERING PUBLIC DOMAIN (note: if considered by scrutiny, this will be the scrutiny agenda publication date)	
MEDIA CONSIDERATIONS: Is a press release required? Will this be proactive or reactive?	
PLEASE INCLUDE DETAILS OF OTHER RELEVANT MEETINGS/BRIEFINGS AS PART OF DECISION/CONSULTATION PROCESS: This should include details of discussions with relevant stakeholders and/or ward councillors.	

Useful information

- Ward(s) affected: Wycliffe
- Report author: Simon Nicholls
- Author contact details: simon.nicholls@leicester.go.uk
- Report version number: v.1

1. Summary

This report has been prepared to update members of the Housing Scrutiny Commission on the:

- Progress that we have made since the decision to decommission and demolish Goscote House was made on the 24th. April 2018
- The current situation regarding the installation of sprinklers to the high-rise blocks of flats since the decision was made in July 2017 that we would install sprinklers in all 5-council owned high rise blocks.

3. Supporting information including options considered:

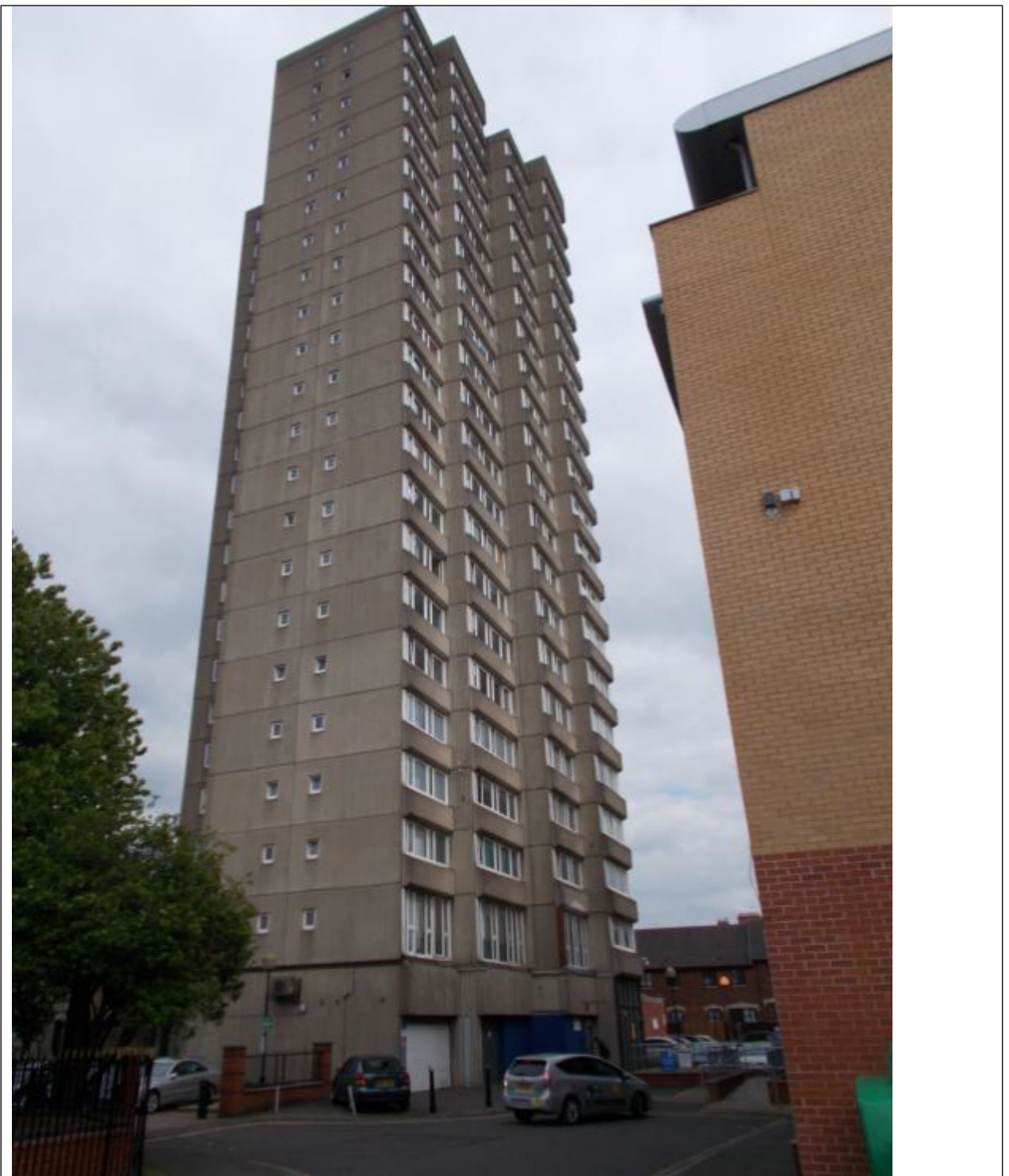
Goscote House:

Is a 23-storey block of flats built in 1972/3 by Taylor Woodrow Anglian. It has 134 flats, made up of 73 bedsits, 38 x 1 bed, 20 x 2 bed and 3 x 4 bed roomed flats. A report commissioned to comment on the condition of Goscote House could not guarantee that the block had a long-term future and that all major components were coming to the end of their economic life and that significant investment would be required if it were to remain.

The decision:

To demolish Goscote House was made on the 24th. April 2018, a press event was hosted by the City Mayor and the Director of Housing were the decision was announced. The local press covered the storey and since then we have received a steady stream of media enquiries and a request from the Fire Service to use the block as a training location for new fire fighters (when emptied)

The decision to demolish Goscote House was made at the same time as the refurbishment of Maxfield House was released, the two were linked, the demolition of Goscote House cannot happen until the refurbishment of Maxfield House is complete because Goscote House is being used to temporarily house tenants from Maxfield House whilst their homes are being refurbished. In all 29 tenants from Maxfield House are living in Goscote House.



What did we do following the decision:

As soon as the decision to demolish Goscote House was made lettings were closed and any vacant flats were closed on Northgate, there are currently 36 closed flats and 71 active tenancies. The occupancy of the block has been allowed to naturally decline. This has meant that only 42 tenants will be affected by the demolition and will need to be found new homes. The Tower Block Refurbishment Team, headed by Jay Rughani, have met with all affected tenants to establish their circumstances and preferences and Jay and his team are working towards securing suitable accommodation for them, 24 have opted to move to Maxfield House.

The refurbishment of Maxfield House is not due to complete until the end of December 2018, subject to the installation of sprinklers, so we expect Goscote House to remain occupied until Summer 2019. (it will take several weeks to physically moved everybody out) It is likely that the block will remain empty for several months until a date is agreed for its actual demolition.

The City Mayor has been contacted by Leicester Fire and Rescue Service who would like to use the block, once empty, to train fire fighters on how to deal with a fire in a high-rise block, this would be a perfect opportunity and we have agreed to be part of this. The actual dates and events have yet to be agreed, we will consult with ward councillors nearer the time.

Timeline:

April 2018

Decision taken by Assistant City Mayor – Housing that Goscote House will be decommissioned and demolished and the site be redeveloped by the council or sold.

May 2018

Internal strategy meeting held with Housing Technical Services team to outline best course of action to deliver such as project. Agreement reached that this should be undertaken in two phases.

Phase 1

- To identify a methodology strategy for the demolition and site clearance of Goscote House which will achieve the optimum balance of risk, cost certainty, control and quality for the unique requirements of this individual project.

Phase 2

- Appointment of a Project Team to plan, coordinate and oversee all elements of the demolition through to completion.
- Preparation of the detailed specifications and associated documentation.
- Procurement of a suitable specialist demolition contractor following LCC corporate procurement guidelines.

Owing to the specialist nature of the project external consultants would be appointed to deliver both phases and would be supported by internal Technical Staff from Building Works and Services and Quality Control.

May 2018

Preliminary communication with Arcadis Consultancy via LCC's corporate Construction & Professional Services Framework (PAN 1069) to ascertain their interest in undertaking such a project.

June 2018

Confirmation of interest received and informal meeting held with Arcadis to discuss clients requirements. Agreement reached in principal that Phase 1 methodology strategy for the demolition and site clearance would comprise:

- Structural assessment of the building.
- Detailed Health & Safety risk analysis of the project.

- Impact of know hazardous materials within the building including R&D Asbestos Survey.
- Risk from connected services within the building.
- Topographical survey of the site
- Production of CAD elevation and layout plans of the building incorporating main service routes.
- Review of foundation removal.
- Preliminary site layout for demolition process showing access/ egress routes.
- Review of waste strategy
- Review of legal requirements Planning, Building Control, Oversail Licences, Party Wall Agreements etc.
- Meeting with key departments comprising Housing, Building Control, Highways, Legal Services, Environment health etc.
- Consultation with the local service providers / organisations i.e. The Medical Centre, Sure Start, Afro Caribbean Centre and Housing Association who manage the residential properties in the vicinity of Goscote House.
- Pre-tender estimating and market testing.

July 2018

Business case written, approved and issued to Arcadis for completion.

August 2018

Consultants offer received, additional clarification's requested and submitted.

September 2018

Awaiting final approval by Director of Housing prior to formal acceptance of offer and commencement of phase 1.

Sprinklers:

The decision:

The decision to retro fit sprinklers was made by the City Mayor in response to tragedy at Grenfell. This would add to the existing passive fire protection measure in the block and re assure tenants that the council was doing everything they could to ensure their safety. The same decision was made by many local authorities who had similar high-rise buildings in their stock.

What have we done since:

- **July 2017** – Housing Scrutiny Commission, discussion concerning installation of Sprinklers in tower blocks including arranged question/answer visits within blocks to re-assure and advise occupiers.
- **Mid to end of 2017** – Business case written and Consultant appointed (Arcadis) to look at need/requirement of sprinkler installation within St Leonards Court and the four St Peters tower blocks.
Considered prudent to allow ongoing Grenfell investigation and issue of report/findings before embarking on design/install in order to consider any legislative changes.

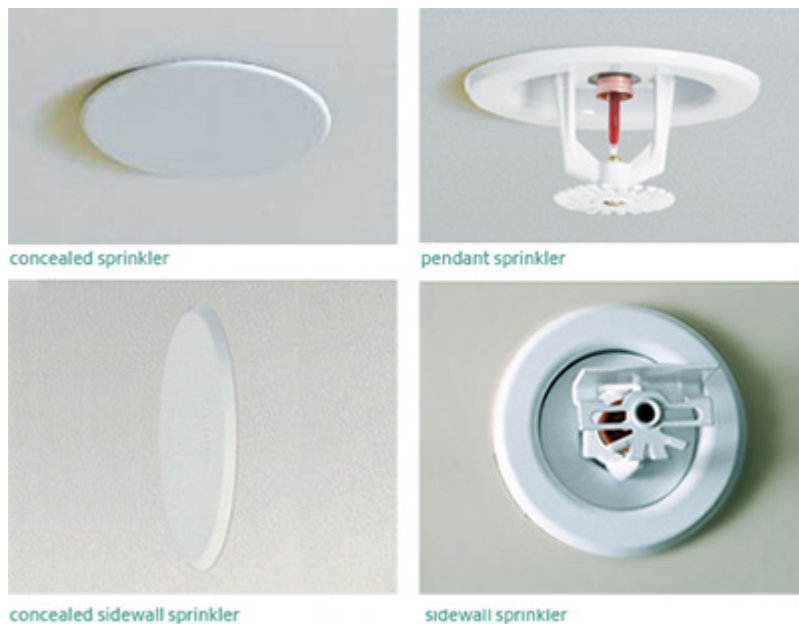
- **March 2018** - Tower block Sprinkler Appraisal report from Consultant “Arcadis” received highlighting need for system in St Leonards block and no current requirement in St Peters blocks.
Application made to extend existing Mechanical and Electrical contractors contract and budget to allow sprinklers to be installed as part of refurbishment works.
- **April 2018** – LCC conduct initial inspection of Maxfield House concerning Sprinklers to assess proposed installation against on-going replacement/new services being installed as part of refurbishment.
Mechanical/Electrical Contractor provided with collated information and advised to approach known sprinkler installation sub-contractors (Richmond Fire Ltd) with a view to obtaining preliminary design and costings.

• Identified need for LCC to obtain better understanding of Legislation and Codes of Practice regarding design, installation and ongoing maintenance of sprinkler installations to ensure compliance.
- **May 2018** – Received preliminary drawing from consultant “Arcadis” relating to proposed layout and design of installation.
LCC revisit and further survey of Maxfield House to provide detail and information for internal meeting to allow discussion concerning building configuration/layout, areas to be covered by potential sprinkler distribution, installation type (steel/plastic) and future maintenance and possible installation constraints.
Informal meeting with LCC and LFRS (Leicestershire Fire and Rescue Service) to discuss and obtain feedback concerning Arcadis Consultant’s report on sprinkler installation.
LCC internal meeting to discuss and agree key installation design details Supply and Tank, pipework Steel/Plastic (Concealed/exposed), Sprinkler head type exposed/concealed (potential boxing arrangement) also system controls and numbers.
Building Control notified of potential installation with some discussion.
Meeting with Mechanical/Electrical Contractor to discuss Sprinkler installation with a view to obtaining design/costing and other pre-existing fire detection systems currently in place.
- **June 2018** - Preliminary design and costing from Specialist Sub contractor, including added protection to communal areas above that required to flats.
LCC internal meeting to discuss design and costing.
Feedback and questions for clarification back to Specialist Sub contractor concerning increase in rating of system from Category 2 to top Category 3 to cover communal areas, including other considerations, power failure back up and new larger tank located on ground floor.
Response back from Specialist Sub contractor for future further LCC discussion.
Grenfell inquiry report issued late May.
- **July 2018** – LCC meeting to discuss Specialist Sub contractor’s response whilst considering Legislative requirements and scope of installation to include communal areas.
Following discussion requirement identified to formulate “Client Brief” concerning installation in order to satisfy legal and code of practice requirements.

- **August 2018** – Issue of client brief to Mechanical/Electrical and Specialist Sub Contractor's for re-pricing.
Revised quotation received from Mechanical/Electrical and Specialist Sub Contractor for LCC discussion.
LCC meeting to discuss above imminent.

An instruction will be issued shortly and the contractor will then retro fit the approved system at Maxfield House. A separate procurement exercise will be carried out for the retro fitting of sprinkler systems at St Leonards Court, Gordon House, Framland House and, Clipstone House, these systems will be fitted whilst the tenants are still living in their flats.

Examples of sprinkler heads:



4. Details of Scrutiny

Report prepared for the Housing Scrutiny Commission

5. Financial, legal and other implications

5.1 Financial implications

None sought, for information only

5.2 Legal implications

None sought, for information only

5.3 Climate Change and Carbon Reduction implications

None sought, for information only

5.4 Equalities Implications

None sought, for information only,

5.5 Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

6. Background information and other papers:

7. Summary of appendices:

8. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)?

Yes/No

9. Is this a “key decision”?

Yes/No

10. If a key decision please explain reason

In determining whether it is a key decision you will need consider if it is likely:

- to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates.
- to be significant in terms of its effects on communities living or working *in two or more wards in the City*.

Expenditure or savings will be regarded as significant if:

- (a) In the case of additional recurrent revenue expenditure, it is not included in the approved revenue budget, and would cost in excess of £0.5m p.a.;
- (b) In the case of reductions in recurrent revenue expenditure, the provision is not included in the approved revenue budget, and savings of over £0.5m p.a. would be achieved;
- (c) In the case of one off or capital expenditure, spending of over £1m is to be committed on a scheme that has not been specifically authorised by Council.

In deciding whether a decision is significant you need to take into account:

- Whether the decision may incur a significant social, economic or environmental risk.
- The likely extent of the impact of the decision both within and outside of the City.
- The extent to which the decision is likely to result in substantial public interest
- The existence of significant communities of interest that cannot be defined spatially.



Housing System Replacement and Housing Channel Shift

Housing Scrutiny Commission: 8th October 2018

Assistant Mayor for Housing: Cllr Andy Connelly

Lead Director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report author: Charlotte McGraw
- Author contact details: 0116 454 5167
- Report version number: 0.1

1. Purpose of report

This report provides an overview and update of the Housing System Replacement Programme and Housing Channel Shift.

2. Background

In 2016 the new Housing System Replacement provided by Northgate went live. Northgate replaced Open Housing which had become costly to support, was unreliable and would not meet the future needs of the business.

The initial phase of Northgate put in place the systems to collect rents, manage repairs and manage tenant accounts. The new system brought a variety of benefits including increased productivity and efficiencies and increased reliability and stability which has reduced downtime and lost working hours.

The current phase of the delivery of the Housing System Replacement programme is focusing on the development and delivery of channel shift for Rents and Repairs which are all high volume call areas for the Councils' Customer Service Centre and the implementation of the new mobile working solution, Total Mobile.

3.1 Channel Shift

Channel shift is the process by which the Council can encourage customers to access or interact with services via more effective methods. For most organisations, including Leicester City Council, this is to encourage customers to access services online rather than face to face or by telephone. Channel Shift is about providing more accessible services to our customers. Predominately this means our customers will be able to access more services online via the Leicester City Council website.

Channel Shift means giving better, more up to date information to customers. When we send letters out, often the details of that letter may go out of date before they have arrived (e.g. rent statements). Being able to view this information online means customers will have up to date information. It also allows us to make more information available which would otherwise be too costly to do so.

Channel Shift is not about removing our Customer Service Centre. We acknowledge that Channel Shift will not be suitable for everyone. Channel Shift will be an

additional way to interact with our services should it be suitable for the user, we will of course encourage and support people who want to use online services where we can.

The key drivers for Channel Shift are;

- to reduce costs which are being incurred through the provision of services that a customer could potentially do themselves given on-line access. This enables more appropriate use of Council resources;
- to improve customer service by enabling customers to access services online and 24 hours a day

The highest cost to the Customer Service Centre (CSC) relates to the number of Housing calls managed. On-line transactions are far cheaper than telephone or face to face transactions so to reduce costs the intention for the authority and many other organisations is to “Channel shift” (move) services on-line so a customer can carry out these functions themselves. Hence, reducing the number of Housing related calls is key to driving down the CSC total costs and therefore the charge to the Housing Revenue Account. Housing related enquiries (excluding Housing management enquiries) account for over 30% of all contact through the Customer Service Line.

Channel Shift will also allow us to communicate with customers via email more effectively as we will have up to date email addresses for customers. This will allow us to send communication via email instead of physical letters where appropriate. This will allow for quicker communications and save money from printing and postage costs.

Channel shift is achieved through the use of technology by implementing software that will enable a customer to log onto a secure web portal 24x7 providing them with the benefit of accessing services at their convenience. Once logged into their account the customer will have access to carry out tasks such as report a repair and select an appointment, view their Rent Account, make a payment, access Rent Statement history, etc. The system is secure with access provided to only those who complete the registration process. A similar example is the use of On-line banking which is now very common.

It is widely accepted that “Self-Serve” is not a “one size fits all” solution and shouldn’t be used as such. Not all customers will use a self-serve solution so the authority will still need to keep a range of service channels open for certain profiles of customer - this could include elderly and vulnerable customers.

It is worth noting that the Council have already successfully implemented a number of large scale channel shifts within Housing including Choice Based Lettings, Housing Applications, and more recently Housing Options Tier 1. These are currently provided by the Northgate Self-Serve portal.

3.2 Rents and Repairs Channel Shift

When Self-Serve is introduced, tenants will be able to login whenever they want and view their rent statement, much like online banking. They will also be able to register for Direct Debit payments if they wish.

Rents channel shift go-live was slightly delayed to enable Northgate Upgrade to Version 6.16 which enables the most up to date version of rents channel shift. This has now been installed and rents channel shift will go live by the end of this calendar year.

We will continually introduce more Self-Serve services and following on from the rents, tenants will be able to view details of repairs to their home.

By Spring 2019 tenants will then be able to log certain types of repairs and this request will go straight into our Northgate and mobile working systems. There will be a set of questions and pictures to help ensure the correct type of repair is logged. We will also provide the ability for tenants to select from a range of appointment dates and times when logging the repair. Tenants will be able to see the status of the repair, the date it was first reported and the description of the repair.

Following on from this the next step will be for tenants to be able to request a new repair (for specific types of repair only) and this will raise the repair in our system and offer a suitable range of appointment dates and slots, they will also be able to change an appointment if it is no longer convenient. Tenants will also be able to chase repairs and cancel them if they are no longer required.

Tenants will still be able to contact Customer Services and local Housing Offices if they prefer. We would like customers to use online services where possible but this may not always be appropriate due to the circumstances involved.

4.0 Mobile Working Solution

To enable a full end to end online repairs service (from reporting a repair, to booking an appointment and the repairs being completed) to be provided to our customers the Council needs to update the mobile working solution. The current system in place is GRASP which is outdated, slow and does not meet the needs of the business. Housing have purchased a new mobile working solution called Total Mobile and are about to rollout training to all staff before the new system is implemented in the autumn. The Mobile Working Solution will sit alongside the Repairs Channel Shift to include the following:

- The ability to assign a qualified operative and materials to the job automatically
- Manage the resources schedule / diaries for all operatives
- Deliver the job information to the relevant operative's tablet device
- Allow details to be sent back to Northgate Repairs by the operative
- Allow jobs to be completed or re-scheduled by the operative

In addition the system should enable;

- increased productivity as the system is more user friendly
- more control over the design to ensure we get what we need,
- improved reporting leading to more effective performance management;
- improved customer service as the operative can see historical and current jobs;
- the ability to be able to produce and view electronic gas certificates.

5. E-Communication

As part of Leicester City Council's Channel Shift Strategy, Housing are also introducing SMS (text) Messaging and Email Functionality. This will mean we can send emails and / or texts to customers automatically. For example

- Sending text reminders if a customer has missed a rent payment.
- Sending emails to housing applicants who have requested an adapted property when an adapted property becomes available.

Electronic communication allows organisations to save money on printing and postage costs while also communicating with customers quicker and more effectively.

Practically this will mean communicating with tenants in more effective ways, such as by email and text message where we have contact details. An example would be where a tenant has reported a waylight repair in a communal area. Moving forward we intend to send everyone in that block of flats an email acknowledging the repair has been logged and giving any appropriate appointment details. This enables improved communication with tenants and avoids duplication in more than one tenant reporting a communal repair.

4. Financial implications

As outlined within the report, there are financial benefits associated with channel shift and mobile working, whilst improving the customer experience. Efficiencies arise from contacts being made through less costly routes, reduced duplication of communal repair requests, a reduction in postage costs, increased productivity and improved performance management.

Stuart McAvoy – Principal Accountant (37 4004)

5. Legal implications

None

6. Equalities implications

None

Report to Housing Scrutiny Commission

Responsive Housing Repairs Performance Report

Housing Scrutiny Commission: 8 October 2018

Lead Assistant Mayor: Councillor Connelly

Lead director: Chris Burgin



City Mayor

Useful information

- Ward(s) affected: All
- Report author: Ian Craig, Head of Service
- Author contact details: Ext 37 5211
- Report version number: v 1

1. Purpose of report

- 1.1 The purpose of this report is to provide an update on the Division's performance on the completion of responsive repairs to council properties.
- 1.2 The report will also provide an update about the implementation of service changes

2. Summary

- 2.1 In 2018 1st quarter (April to June) a total of 22,192 repairs have been completed.
- 2.2 Over 86.1% of these repairs were completed within the target time and 87.4% of repairs undertaken have been completed on the first visit.
- 2.3 As at June 2018 a total of 459 jobs remaining outstanding and out of category.
- 2.4 Tenant complaints about the repairs service have continued to reduce now standing at 0.38% of all repairs completed.
- 2.5 A total of 41 Apprentices coming out of their apprenticeship in September 2018 have been given the opportunity in gaining a permanent post within Housing as craft workers, filling a number of existing vacancies held to create this opportunity.
- 2.6 The Repairs service continues to challenge its performance and operating practices and how services are provided. In 2018/19 the Mobile working system will be replaced and an improved online repairs reporting system is being developed to improve services and access for tenants.

3. Responsive Repairs Performance

- 3.1 Four key indicators evaluate the success of the repairs service. These are:

- Percentage of Day to Day repairs carried out within target time
- Number of Repairs which are outstanding and out of category
- Percentage of repairs completed on first visit
- Percentage of repairs which lead to a complaint

More detailed performance information against each is set out in 3.2 to 3.5 of this report.

3.2 Percentage of Day to Day repairs carried out within target time

Over 86.1% of repairs in 1st Qtr. 2018 have been completed within target time which continues to improve towards the target of 95%. In relation to the out of category jobs, management meet on a monthly basis to see what measures are needed to improve performance and address out of cat jobs including setting Repair Managers targets , prioritising resources to ensuring that these job are completed. Some of these jobs are not completed within category because of tenant's availability and convenience regarding arranging appointments.

3.3 Number of Repairs which are outstanding and out of category

The number of outstanding repairs out of category, at June 2018 stood at 459.

This figure continues to reduce month-on-month now that the benefits of changed working arrangements implemented in November 2016 being realised, with further improvement expected for 2018-19. A break down by area is provided in Appendix 2.

3.4 Percentage of repairs completed on first visit

Performance in relation to jobs completed at first visit during April 2018- June18 was 87.4% This just fall's short of meeting the target of 90%.

Several operational challenges were identified around reaching this target during the review period. Most of these issues have been addressed, however there are still improvements to reach in achieving this target. These include better planning of work and rigorous challenges to ensure that we maximise completion on first visits. This situation is being monitored.

3.5 Percentage of repairs which lead to a complaint

Tenant's complaints about the repairs service have matched the significant reduction in historic outstanding jobs and these have remained consistently low in 2018-19.

The latest target set for 2018-19 was to achieve below 1%; to date performance at June 2018 performance is currently 0.38% which remains below and better than target.

4. Service Changes

4.1 As reported back in February 2016, the Executive had agreed four key service changes after consideration by our tenants and the Housing Scrutiny Commission. These were:

- Improved communications with tenants
- Increase the range of small repair jobs that are the tenant's responsibility
- To provide the normal repairs service between Monday and Friday 8am - 4pm
- Reclassify repairs and their timescales

Items 2, 3 and 4 have previously been reported upon and implemented in 2016. A further update on progress in relation to communication is provided below;

4.2 Communication

Introduction of online reporting, tenants selecting appointments for jobs and satisfaction monitoring are yet to be introduced.

To achieve the introduction of online reporting it is necessary to change the existing mobile working solution. This work is currently in progress; it is a very large piece of work and will take some time to successfully implement. It is anticipated that a new mobile working solution will be implemented in late 2018, which is still the case, however it can be noted that the contract with the new provider has been signed and work has been ongoing to build and implement this new product for a number of months.

This implementation will enable much more effective online services for the repairs service, including tenants booking their own repairs alongside pictorial repairs related information to aid tenants select the correct repair details.

Electronic customer satisfaction monitoring was introduced early this year. This has enable more timely satisfaction data to be reported and acted upon. Managers and team leaders now have in-day satisfaction monitoring reports for action to be taken to resolve issues quickly.

5. Responsive and Planned Repairs Improvement Project update

- 5.1 The continued focus of this Project since last reporting to the commission in Jan 2018 has been to deliver on the commitments to tenants and the commission to meet the existing service offer and have no responsive repair jobs outside of this service offer. The service has made significant strides towards achieving this.
- 5.2 The Northgate IT system has now been running since January 2016, the next stage for day to day repairs is to introduce channel shift to provide tenants the opportunity to make their own arrangements in appointing repair work at their property. This will improve services for tenants, specifically improving communication with tenants and flexibility around appointments. Work started in January 18.
- 5.3 Challenges faced operating with the existing old Mobile working solution will be resolved with the roll out of the new IT mobile working software. Although these have not been visible to the customer, they have caused operational problems that have impacted on the overall efficiency of how the service operates.
- 5.4 Vehicle trackers have bought more effective information on good driving behaviour and efficient fuel use. This continues to assist in better use of Housing vehicles in reducing expenditure on fuel, as wells as reducing repairs and maintenance of the fleet. In addition, it has allowed better planning and use of resources. also, it has helped in raising issues for management of miss use of working time and vehicles.
- 5.5 Ongoing craft staffing training and development has been taking place to ensure that our front-line staff are as fully equipped as they can be to provide an excellent repairs service

6. Next Steps

- 6.1 Channel shift - The introduction of online booking of appointments will enable tenants to book an appointment online directly and to choose a suitable appointment slot.
- 6.2 The service is still driving forward with improvements to bring about better service performance and ownership within the workforce.
- 6.3. The service is working to roll out a new Mobile working solution. There is also an ongoing programme of hardware replacement involving the replacement of hand held PDAs/Tablets.
- 6.4 Other ongoing service and operational improvements continue. These are focused around, improving our operating processes in being Customer focused and flexible to the tenants needs.
- Enhancing communications around materials, deliveries to homes so our tenants understand what is happening all the time in the repairs process.
 - We also continue to challenge our fleet usage to make sure we are using it effectively and challenge our supply and delivery of materials to the Housing Service as part of a review under the Corporate Technical Services Review.
 - The service is running a pilot with regard to delivery of glass from our supplier to help speed up our response on glazing. An update report to Assistant City Mayor due end Sept 2018
 - Vehicles fitted with more modern internal racking to ensure that storage in vehicles is maximised and materials are available to complete as many repairs first time. Delayed due to contact issues with bidding contractors.
 - A managed stores service that provides materials for repair works is being procured during 2018-19
 - Introduction of de-scaling programme for soil and vent pipes in high rise dwelling 2019
- 6.5 To establish programme and planned work, making the service more efficient and effective allowing early notification of works being carried out to tenants and reducing ad-hoc responsive repairs. Work has started on communal housing areas.

9. Background information and other papers:

10. Summary of appendices:

- Appendix 1 – Project key Performance Indicators
- Appendix 2 - Number of Repairs which are outstanding and out of Category by Type

11. Is this a “key decision”?

No

Appendix 1 – Key Performance Indicators

Measure			18/19	YTD Jun 18
	2016/17	2017/18	Target	
Percentage of Day-to-Day Repairs Carried Out Within Target Time	84.3%	85.7%	95.0%	86.1%
Number of Outstanding Repairs That Are Out of Category	1,851 (1,418 excl gas)	813 (628 excl gas)	300	459 (296 excl gas)
Percentage of Repairs Completed on First Visit	89.7%	89.3%	92.0%	87.4%
Number of Repairs Related Complaints	416	296	NA	85
Percentage of Repairs Which Lead to a Complaint	0.32%	0.33%	<1	0.38%

Appendix 2 – Number of Repairs which are outstanding and out of Category by Type June 2018

Outstanding and Out of Category as of June 2018

Function 1	Out of Cat	Function 2	Out of Cat	Function 3	Out of Cat
Rob Pallatt		Tony Waterfield		Aidy Farmer	
Carpentry	24	Bathrooms	22	DPC / Timber Treatment	0
Manufactured Joinery	0	Kitchens	13	Damp / Condensation	0
W&D Glazing	43	Drainage	0	Communal Internal	8
W&D Repairs	155	Wet Trades	9	External Ground Work	3
Communal Elec	0	Social Services	0	External Heights	0
Internal Elec	9			G&T Sites	1
				Metalwork	4
				Painting	0
				Sign Works	5

Function 1 Total	231	Function 2 Total	44	Function 3 Total	21
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Repairs Total	296
Gas Total	163
Total	459

**HOUSING SCRUTINY COMMISSION
WORK PROGRAMME 2018/19**

MEETING DATE	MEETING ITEMS	LEAD OFFICER	ACTION AGREED
Meeting Date 25 th June 2018 Agenda Date: 6 th June 2018 Papers despatch: 14 th June 2018	Rent arrears report – Year-end report Voids & Lettings Report – Year-end report Who gets social housing Tenants’ forum notes Work programme	Charlotte McGraw Simon Nicholls Caroline Carpendale	
Meeting Date 20 th August 2018 Agenda Date: 1 st August 2018 Papers despatch: 9 th August 2018	Progress update on Housing Company Voids & Lettings Report Qtr 1 Conditions of Tenancy – consultation Rent arrears report Qtr 1 Empty Homes update report Preparing for winter	Simon Nicholls Simon Nicholls Nick Griffiths Charlotte McGraw Simon Nicholls Simon Nicholls	
Meeting Date 8 th October 2018 Agenda Date: 19 th September 2018 Papers despatch: 27 th Sept 2018	Progress report for Goscote House & Sprinklers update Channel Shift/ IT update Repairs performance and update Report Right to buy strategy – government consultation: council response	Simon Nicholls/Suki Supria Charlotte McGraw Ian Craig Chris Burgin	Consultation closes the day after the commission meeting

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<p>Meeting Date 26th November 2018</p> <p>Agenda Date: 7th November 2018</p> <p>Papers despatch: 15th Nov 2018</p>	<p>Private landlords (Register/Licencing Scheme update) Universal Credit</p> <p>Rent arrears report Qtr 2</p> <p>Universal Credit roll out update Homelessness Strategy progress report</p> <p>Sheltered Accommodation</p>	<p>John Leach</p> <p>Charlotte McGraw</p> <p>Charlotte McGraw Caroline Carpendale</p> <p>Simon Nicholls</p>	
<p>Meeting Date 17th December 2018...?</p> <p>Agenda Date: 7th November 2018</p> <p>Papers despatch: 15th Nov 2018</p>	<p>HRA Budget</p>	<p>Chris Burgin</p>	
<p>Meeting Date 5th January 2019</p> <p>Agenda Date: 12th December 2018</p> <p>Papers despatch: 21st December 2018</p>	<p>Repairs performance and update Report</p> <p>Overcrowding project update</p> <p>General Fund – Council Budget</p> <p>Voids & Lettings Report Qtr 2</p>	<p>Ian Craig</p> <p>Caroline Carpendale</p> <p>Alison Greenhill</p> <p>Simon Nicholls</p>	
<p>Meeting Date 11th March 2019</p> <p>Agenda Date: 13th February 2019</p> <p>Papers despatch: 28th February 2019</p>	<p>Rent arrears report Qtr 3</p> <p>Voids & Lettings Report Qtr 3</p> <p>District Service Priorities & performance including ASB service performance</p>	<p>Charlotte McGraw</p> <p>Simon Nicholls</p> <p>Suki Supria</p>	

To be allocated 2018/19	Service scrutiny of the Dawn Centre by the HSC	HSC	
	Housing & Planning Act – Flexible Tenancies	Suki Supria	
	Empty Homes update	Simon Nicholls	

1st August 2018

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Appendix E

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