

Report to Housing Scrutiny Commission

Responsive Housing Repairs Performance Report

Housing Scrutiny Commission: 12th March 2018

Lead Assistant Mayor: Councillor Connelly

Lead director: Chris Burgin



City Mayor

Useful information

- Ward(s) affected: All
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- 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 a final update about the implementation of service changes reported to the Housing Scrutiny commission and agreed by the Executive in February 2016.

2. Summary

- 2.1 In 2017-18 a total of 72,691 repairs have been completed .
- 2.2 Over 85.9% of these repairs were completed within the target time and 89% of repairs undertaken have been completed on the first visit.
- 2.3 As at January 2018 a total of 825 jobs remaining outstanding and out of category.
- 2.3 Tenant complaints about the repairs service have continued to reduce now standing at 0.3% .
- 2.4 A total of 25 Apprentices coming out of their apprenticeship in September 2017 have been successful in gaining a permanent post within the craft workers structure filling a number of existing vacancies held to create this opportunity.
- 2.5 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.

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 85.9% of repairs in 2017 were completed within target time which continues to improve towards the target of 95%.

3.3 Number of Repairs which are outstanding and out of category

The number of outstanding repairs out of category, at year end Jan 2018 stood at 825 .

This figure continues to reduce month-on-month now that the benefits of the review are 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 2017-18 was 89.% 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 and a report is being presented to the Assistant City Major on the progress.

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 2017-18.

The latest target set for 2018-19 was to achieve below 1%; to date performance at December 2017 performance is currently 0.3% 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

A further update on progress is provided from 4.2 to 4.5.

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 2018, which is still the case, however it can be noted that the contract with the new provider has been signed.

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 in August 2017. This has enable more timely satisfaction data to be reported and acted upon. The aim ultimately is to have in-day satisfaction monitoring reports to line managers for action to be taken to resolve issues quickly; this is due to be in place by March 2018

4.3 Tenant Responsibilities

As reported in February 2017 this change was implemented, and to date there has not been any significant reaction or complaints with the revised range of small jobs repairs that are a tenant's responsibility.

4.4 Repairs Service Hours

The service continues to operate from 8am to 4pm Monday to Thursday & 8.00am to 3.30pm Friday, with an out of hour's emergency repairs service operating at all other times.

4.5 Reclassifying Repairs and timescales

As reported in 2017 this approved change had been introduced since April 2015. It has enabled the operational service to prioritise emergency and routine repairs ahead of batched repairs. Further work in creating programmed and planned maintenance will help deliver a more strategic and efficient service. To date this has been received positively.

5. Responsive and Planned Repairs Improvement Project update

5.1 The continued focus of this Project since last reporting to the commission in Feb 2017 has been to continue in striving 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 new Northgate 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 There are still issues regarding the software for planning works which has created difficulties for the service which are being addressed and managed and have affected some job recording completions. These are in the process of being resolved with the purchase of new updated hand-held device and new Mobile software being procured (6.3).
- 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 well as reducing repairs and maintenance of the fleet. In addition, it has allowed better planning and use of resources.
- 5.5 Skills development plans have been completed, or are in progress for all housing staff following agreed development plans and training needs to help craft workers to undertaking their role more effectively and completing more jobs first visit.

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 procure 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.
 - Vehicles are being 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.
 - A managed stores service that provides materials for repair works is being procured during 2018-19
- 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 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 Area

11. Is this a “key decision”?

No

Appendix 1 – Key Performance Indicators

Measure	Previous Years		Target	YTD Jan 18
	2015/16	2016/17		
Percentage of Day-to-Day Repairs Carried Out Within Target Time	90.7%	84.3%	95.0%	85.9%
Number of Outstanding Repairs That Are Out of Category	789	1,851 (1,418 without gas)	0	825 (657 without gas)
Percentage of Repairs Completed on First Visit	78.2%	89.8%	90.0%	89.0%
Number of Repairs Related Complaints	670	416	Not Set	219
Percentage of Repairs Which Lead to a Complaint	0.65%	0.45%	1.00%	0.30%

Appendix 2 – Number of Repairs which are outstanding and out of Category by Area

	April	May	June	July	August	September	October	November	December	January	February	March
Repairs Manager 1 - Rob Pallatt												
Count	799	477	410	465	474	374	419	512	449	399		
Repairs Manager 2 - Tony Waterfield												
Count	513	382	263	221	194	158	150	133	172	232		
Repairs Manager 3 - Aidy Farmer												
Count	31	6	9	83	55	25	24	25	6	26		