

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

