



To: Executive Councillor for Housing: Councillor Kevin Price
Report by: Robert Hollingsworth Head of City Homes
Relevant scrutiny committee: Housing 30/9/2014
Scrutiny Committee
Wards affected: Abbey Arbury Castle Cherry Hinton Coleridge
East Chesterton King's Hedges Market Newnham
Petersfield Queen Edith's Romsey Trumpington
West Chesterton

REPAIRS IMPROVEMENT PLAN - PERFORMANCE UPDATE

Not a Key Decision

1. Executive summary

The decision to implement a 2 year improvement plan for the responsive repairs and voids service was approved at the meeting of Housing Management Board on 28 Sept 2010. The Executive Councillor subsequently agreed to extend the period by a further 1 year to enable further investigation into the procurement of alternative IT solutions and to implement the most appropriate option. A report detailing the success of the improvement plan was discussed at the meeting of Housing Management Board in October 2013, at which the decision was made to retain the delivery of the service by the in-house team, providing the high service standards achieved during the period of the improvement plan were maintained.

A further report was requested in October 2013 to demonstrate the impact and improvements on service delivery once mobile working has been established for a period of months. The tables included below make a comparison between service delivery before and after implementation of mobile working and the new integrated Orchard software.

2. Recommendations

The Executive Councillor is recommended:

2.1 To agree that a review report is presented to the June cycle each year which monitors annual performance and provides certainty that the decision to retain the service in house is still valid.

3. Background

3.2.1 The key performance indicators set out below monitor service delivery and identify the level of improvement achieved since the successful launch of mobile working and Direct Works software on 6th January 2014.

Responsive Repairs Service Delivery	Improved?	Apr – July 2013/2014	Apr – July 2014/15
Emergency jobs completed in target	↔	99%	99%
Urgent jobs completed in target 5	↑	97%	98%
Routine jobs completed within target	↑	98%	99%
All jobs completed within target	↑	98%	99.0%
Appointments made	↑	55%	78%
Appointments Kept		99%	Data unavailable at present
Number of late afternoon appointments made	↑	98	176
Resident satisfaction with the completed repair (score out of 10)		9.9	Data unavailable at present
Percentage of jobs where the target date is extended	↑	4.86	2.86%
Average cost of responsive repair	↑	109.72	93.47

Appointments Kept.

Currently we are unable to update this information in Direct Works. This issue should be resolved as part of the next SVS upgrade.

Resident Satisfaction

Currently this data is not downloading from the hand held devices to Orchard. This issue should be resolved as part of the next SVS upgrade. However performance data would suggest that as we are meeting our priority deadlines, customer satisfaction should be high. This is supported by the fact that the level of customer complaints has not increased

Further benefits of the implementation of SVS mobile working and the implementation of Orchard Direct Works software are the reduction of the paper job tickets by 90%, real-time status information recording progress of the work, removal of duplication of data and processes resulting in more accurate management information.

4. Implications

Financial Implications

Ongoing costs associated with mobile working and the Orchard Direct Works software are included within current budget allocations.

Staffing Implications

The introduction of mobile working and a single software package has reduced the manual tasks previously carried out and facilitated a reduction in the level of staffing within the Finance team based at Mill Road, which was identified during the support services review.

Equal Opportunities Implications

The impact assessment did not identify any major issues that cannot be resolved through training etc.

Environmental Implications

Carbon footprint has been reduced through the reduction in the use of printed paper job ticket, and fuel consumption has been reduced by better planning of appointments.

Procurement

There are no procurement issues arising from this report.

Consultation and communication

This is an update report only and therefore no additional consultation has been carried out.

Community Safety

There are no direct Community Safety issues arising from this report.

5. Background papers

Report to Housing Management Board 1 Oct 2013 – Outcome of the Repairs Improvement Plan

6. Appendices None

7. Inspection of papers

To inspect the background papers or if you have a query on the report please contact:

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