



To: Executive Councillor for Housing: Councillor Kevin Price
Report by: Trevor Burdon Head of Estates and Facilities
Relevant Housing Scrutiny 24/9/2015
scrutiny Committee
committee:
Wards ALL
affected:

REPAIRS IMPROVEMENT PLAN- PERFORMANCE UPDATE

NON KEY DECISION

1. Executive summary

The decision to implement an improvement plan for the responsive repairs and voids service was approved at the meeting of Housing Management Board on 28 Sept 2010. 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.

This report details the performance achieved over the past twelve months and provides an update to the report considered at the Housing Scrutiny Committee meeting in September 2014.

The performance of response repairs has in all cases been maintained throughout the year and has reached a level of consistency that can be continued moving forward.

Customer satisfaction continues to be high and this has been confirmed via an external validation survey.

2. Recommendations

The Executive Councillor is recommended:

- To note the successful delivery of the 2013 Repairs Improvement Plan, and the continuing and consistent improvement of the in-house Responsive Repairs and Voids team.
- To note that performance of the in-house Responsive Repairs and Voids team is continuously and transparently monitored and that any significant failings or deterioration in service will be the subject of formal exception reporting.

3. Background

3.1 On the 19th December 2014 an upgrade was made to the mobile working module. This was to deal with some ongoing issues and add some additional improvements identified. This was successfully installed. Since then, SVSMobile has been acquired by Agile 365 and is now part of that larger company. The future impact of this change in provider has yet to be established.

3.2 As part of the ongoing improvements to the efficiency of the in house workforce as of the 1st April 2015 the voids teams now operate as one void team for the whole city. This change has enabled us to reduce the cost of voids, reduce the construction turn round time and be more consistent in our delivery across the whole city. As a result of this change we have been able to reduce the level of staffing in voids by seven operatives and one supervisor. These staff are now fully committed to carrying out work that would have previously been issued to an external contractor. It is estimated they will generate a turnover of around £250,000 in the first year 2015/16. This will reduce the overall cost of service delivery to the Housing revenue account, by increasing income.

3.3 Customer satisfaction is at its highest and continues to be monitored not only by our repair survey process, but also we have commissioned an external provider (NWA Social Research) to carry out independent telephone surveys to validate our data and confirm that our reporting process is accurate. The report from this company received in July 2015 which reports on their surveys undertaken during May and June 2015 records the following performance:

| Question Asked | Percentage Satisfied or Very Satisfied |
|---|--|
| Attitude of the operatives? | 94% |
| Keeping dirt and mess to a minimum? | 92% |
| Overall quality of the work completed? | 90% |
| The length of time taken before work started? | 88% |

| | |
|--|-----|
| Resident's ability to make an appointment? | 87% |
| Was the appointment kept? | 92% |
| Generally the way in which the Council dealt with this repair? | 88% |

3.4 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 | Apr 13 – June 13 (1st Quarter only) | Apr 13 – Mar 14 2013/14 | Apr 14 – Mar 15 2014/15 |
|---|---|------------------------------------|------------------------------------|
| Emergency jobs completed in target | 99% | 99% | 99.8% |
| Urgent jobs completed in target 5 | 97% | 98% | 98.93% |
| Routine jobs completed within target | 98% | 99% | 99.54% |
| All jobs completed within target | 98% | 99.0% | 99.54% |
| Appointments made | 55% | 62% | 76.22% |
| Appointments Kept | 99% | Data not available | 91.07% |
| Resident satisfaction with the completed repair (score out of 10)* see note below | 9.9 | 99% | 98.8% |
| Percentage of jobs where the target date is extended | 4.86 | 4.56% | 1.6% |
| Average cost of responsive repair | £109.72 | £103.56 | £97.80 |

Note to table above - Resident Satisfaction

The basis upon which this information is gathered has changed. Previously residents were asked to complete a range of questions by scoring 1-10. This proved difficult to gather via the handheld equipment. Currently, residents are asked to respond to the question as to whether or not they are satisfied with the service provided with either a yes or no answer. This enables officers to calculate the percentage of residents who were satisfied with the service

4. Implications

(a) Financial Implications

Ongoing revenue costs associated with mobile working and the Orchard Direct Works software are included within current budget allocations. The level of increased income likely to be generated across future years will be reviewed at the end of 2015/16 when actual income levels arising from the change in the structure of the voids team can be identified accurately.

(b) Staffing Implications

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

Maintaining the current levels of staffing within the front line operations team will ensure that the proposed reductions in external contractor support can be delivered. This also provides the opportunity to ensure a high level of quality control is delivered.

(c) Equality and Poverty Implications

The Repairs Improvement Plan project EqIA did not identify any major issues that cannot be resolved through training etc. Some adjustments to equipment have been provided for staff requiring additional support.

In relation to the use of the handheld equipment by residents to complete the satisfaction survey, an alternative option is available where they can request a telephone call.

There are no implications in relation to Poverty arising from this report.

(d) 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 compared to the paper based system previously in place.

(e) Procurement

There are no procurement issues arising from this report.

(f) Consultation and communication

This is an update report only and therefore no additional consultation has been carried out. However the Housing Service reports performance annually to residents via Inside Housing and that article includes information based upon the repairs and maintenance key performance indicators that have been included in this report.

(g) Community Safety

All front line staff have received Safeguarding training, and carry a concerns card which can be used to capture any issues observed during the course of their visit to the property.

5. Background papers

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

Report to Housing Scrutiny Committee 30 September 2014 – Repairs Improvement Plan Performance Update.

Cambridge City Council Housing Service July 2015 – Survey Report for May/June (NWA Social Research)

6. Appendices

None

7. Inspection of papers

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

| | |
|------------------------|-------------------------------|
| Author's Name: | Lui Graziano |
| Author's Phone Number: | 01223 -458232 |
| Author's Email: | Lui.graziano@cambridge.gov.uk |