

Tuesday, 20 June 2023

Report of the Assistant Director, Assets**Housing Repairs Performance Update****Exempt Information**

Not exempt

Purpose

This report provides an update on the housing repairs performance statistics.

Recommendations

It is recommended that:

1. Committee notes the contents of this report.

Executive Summary

Engie now Equans was appointed to carry out repairs to the council housing property portfolio following an EU and PCR2015 compliant procurement exercise. The contract let is for 10 years and was priced using the National Housing Federation Schedule of Rates. At the same time the repairs contact centre was brought back inhouse and is managed through the customer services team. In addition to taking repairs related calls, making appointments, and allocating trades operatives the team also makes contact with tenants after a repair is completed to collect some qualitative data on the tenants view of the repairs service. This information, along with system generated KPIs is discussed with the contractor at regular contract performance meetings and is used to assess the current quality of the service and to identify areas of improvement.

On average the council undertakes a little under 17,000 jobs per annum, this excludes any works of a planned nature.

Included within the contract is a suite of KPIs that are system generated and reflect the sort of information that is generally collected and collated for benchmarking and for annual statistical reporting purposes.

Below is the list of KPIs set out in the contract: -

Measure	Target	Actual
KPI3a Priority emergency completed within 24 hours	100%	93.38%
KPI3b Priority urgent completed within 5 days	90%	93.49%
KPI3c Priority routine completed within 26 days	90%	92.95%
KPI5 Average time to complete voids	8.6days	65 days*

KPI7 Repairs completed on first visit	85%	83.47%
KPI8 Recalls to previous repairs	8%	5.88%

*it should be noted that void turnaround times are based on the value of the works to be completed, a number of high-cost void properties increase the average number of days on site significantly.

As can be seen from the above table the KPIs are largely on track in most areas and those falling below the required standard are close to the performance levels expected.

In addition to the system generated data the repairs contact centre also collated information on tenant satisfaction with the service in general.

Total Repairs Raised	2037	
% customers satisfied with repair service	81%	
% customers dissatisfied with repairs service	19%	
	Trend	Satisfied
Call Handling	↑	99%
Appointment Slot	↑	97%
Operative	↑	99%
First Time Fix	↓	69%
Could We Improve?	↑	31%
Recommend TBC Repairs Service	↓	80%
Expected Service Delivered	↓	84%

In addition to the satisfaction figures, narrative feedback is also collected; this feedback is given to the contractor to assist in service improvement.

Complaints & Disrepair

The housing repairs service typically sees a high number of complaints, these can include genuine complaints about a service failure, use of the complaints process to progress chase repairs that are still 'in time', making service requests and requesting services that are not currently part of the repairs service offer. All complaints are dealt with in accordance with the Council's Tell Us process.

Over recent years we have seen a significant increase in the number of disrepair claims being made against the Council. This appears to be largely as a result of increased public awareness of the disrepair process, however the total number of claims has been consistent. Following

the tragic death of Awaab Ishak which was attributed to mould in the property he was living in we have inevitably seen an increase in the number of people raising concerns over damp and mould. Measures have been put in place to allow us to better monitor and track reports of this nature; we have also reissued our self-help guide on preventative and treatment measures that can be taken by tenants, in addition we also have monitoring equipment to assist in the diagnosis of the causes of mould.

There is a separate team dealing with disrepair cases, supported by external legal services. At present we have 34 live disrepair cases.

Options Considered

This report is intended to provide an update on the current performance statistics and as such no options have been considered.

Resource Implications

Moving the contract from using the Schedule of Rates to a Price Per Property arrangement in April 2023 is intended to free up resource for both client and contractor from reviewing quantities to improving quality of work and service.

The repairs team are now working closely with senior staff at Equans to develop a service improvement plan with the aim of addressing the key areas of concern identified through the qualitative data collection exercise.

No additional resources are required as a result of this report.

Legal/Risk Implications Background

N/A – this report provides an update on performance only at this stage.

Equalities Implications

N/A – this report provides an update on performance only at this stage.

Environment and Sustainability Implications (including climate change)

N/A – this report provides an update on performance only at this stage.

Background Information

N/A – this report provides an update on performance only at this stage.

Report Author

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List of Background Papers

None

Appendices

Sample Cal Centre report (address details redacted)

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