

## Cabinet

29<sup>th</sup> June 2023

### Report of the Chair of the Corporate Scrutiny Committee

#### Matters referred to Cabinet in accordance with the Overview and Scrutiny Procedure Rules

#### Exempt Information

None.

#### Executive Summary

The following Committee has referred the following matter to Cabinet:

Scrutiny Committee	Title of Matter referred	Date of Scrutiny meeting
Corporate Scrutiny Committee	Housing Repairs Performance Update	20 <sup>th</sup> June 2023

#### Background

To update Cabinet and to make recommendations to it following consideration of the Housing Repair Performance Update by Corporate Scrutiny committee on 20<sup>th</sup> June 2023.

At its meeting on 20<sup>th</sup> June the Committee received a report to update the Committee on the housing repairs performance statistics.

It was reported to the committee that 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.

The committee sought clarifications in respect of various aspects of the report, including the way complaints data was captured and reported. The committee made the following recommendation as set out below:

RESOLVED: That the Committee

Ask Cabinet that all avenues of complaints are fed in through the Tell Us process

*(Moved by Councillor D Cook and seconded by Councillor D Maycock)*

### **Options Considered**

None

### **Report Author**

Councillor D Cook  
Chair of Corporate Scrutiny