



**Hinckley & Bosworth  
Borough Council**

**FORWARD TIMETABLE OF CONSULTATION AND DECISION MAKING**

**FINANCE AND PERFORMANCE SCRUTINY COMMITTEE**

**5 NOVEMBER 2018**

**WARDS AFFECTED: ALL WARDS**

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**HOUSING CONTRACTORS REPORT – RETURN VISITS**

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**1. PURPOSE OF REPORT**

To brief members on how the Housing Repairs service monitor return repair visits.

**2. RECOMMENDATION**

That members note the report.

**3. BACKGROUND TO THE REPORT**

3.1 The Housing Repairs and Investment Team are responsible for the repairs, maintenance and investment for the Council's 3314 housing stock. The service has five main work-streams:

- Responsive and void repairs
- Cyclic contracts
- Aids and adaptations
- Investment works
- Asset Management

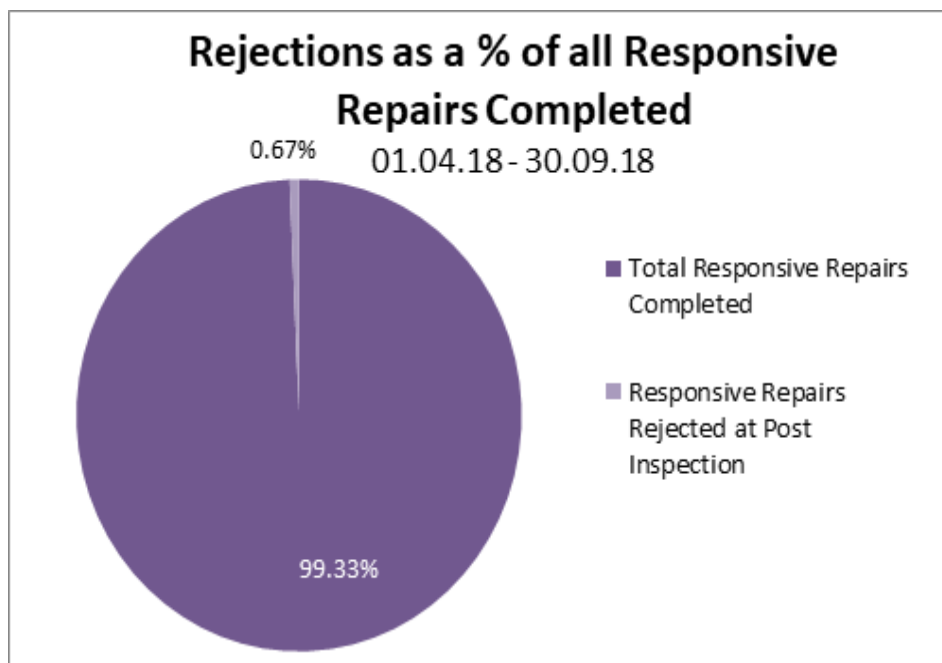
3.2 A 'Contractors report' was taken to the Finance and Performance Scrutiny meeting in May this year detailing how work is prioritised and split between the Council's In-house repairs team and the Service's Contractors. A further report was requested to detail how we monitor and manage recalls/return visits for the same job.

3.3 Housing repairs monitor return visits in two ways:

- Post Inspections
- System generated prompts

3.3.1 Post Inspections

- Post inspections are completed proactively, in order to monitor the quality of the work completed and accuracy of the invoice. Where a return visit is required to correct substandard work it is managed through the post inspection process:
  - HBBC officers inspect completed work as per the frequencies below:
    - 100% Voids, Adaptations and work under the Planned Investment Programme (PIP)
    - 100% Jobs over £4999
    - 10% of all other repairs
- Any work that requires rectification is completed on the original job order, prior to it being authorised for payment, no additional payment is made to any contractor for the rectification of substandard work.
- The post inspection process for responsive repairs, including whether the job has passed or been rejected is fully recorded in Orchard (our back office software). For work under the PIP, officers visit at the beginning, part way through and at the end of the works to identify issues, which are then corrected before the contractor invoices for the completed work.
- Officers have the facility to report on the Post inspections feature to review any patterns for rejections. Where patterns are identified, additional monitoring measures may be put in place for example, we may increase the percentage of inspections carried out to specific types of work or a particular contractor for a fixed or indefinite period.
- In cases where trends of poor workmanship have occurred, enhanced monitoring and improvement plans have been put in place to quickly improve quality. This is part of active contract management that the team implement as appropriate.
- So far this year 734 post inspections have been carried out for responsive repairs of which 43 were rejected. The below chart shows the rejections from the last financial year as a percentage of all completed jobs.



### 3.3.2 Returns following completion of a repair

- For jobs that are requested following a recent repair, an automated system function serves the purpose of prompting the officer to review why the job may be recalled, and provide a reason for doing so.

- When tenants report a repair, a system generated prompt appears to inform housing officers that the same repair has been carried out within the previous 60 days.
- The system will also show a prompt for where a material is within its' warranty period for example a boiler or shower.
- The Officer will then take the appropriate action and record the reason for 'duplicating' the job or arranging a warranty replacement of a material.

3.4 During the recent review from the Tenant Evaluation Panel, it was suggested that this feature could be utilised further by providing a more extensive list of reasons as the original reasons were vague.

3.5 This recommendation would provide more insight for reporting purposes to analyse the reason for any returned visits.

3.6 Housing Repairs have continued to explore this option in readiness for the panel's suggested review at a later date and an improved list has now been implemented which can be seen below;

- Out of defects period
- Management decision (notes would be added to the job record in the system)
- Different Location
- Different issue (Same SOR)
- Recall to recent repair 60 days

3.8 A report is being written within our software which will be included as part of our KPI monitoring for 2019/20 year.

#### 4.0 SUMMARY

4.1 The Housing Repairs Service has a robust method for post inspecting works. This also supports providing good value for money services to tenants by monitoring quality.

4.2 Housing Repairs will continue to monitor return visits internally, and engage the Repairs Working Group on a quarterly basis to present the KPI figures that will become available for the forthcoming year.

#### 5. EXEMPTIONS IN ACCORDANCE WITH THE ACCESS TO INFORMATION PROCEDURE RULES

5.1 Open session.

#### 6. FINANCIAL IMPLICATIONS (IB)

6.1 None arising directly from the report.

#### 7 LEGAL IMPLICATIONS (FA)

7.1 The Housing Repairs service monitor return repair visits which will assist defending any Disrepair claims received which are on the increase in other authorities.

8 CORPORATE PLAN IMPLICATIONS

8.1 The Housing service contributes to all three Corporate Plan priorities of People, Place and Prosperity.

9 CONSULTATION

9.1 None.

10 RISK IMPLICATIONS

10.1 None arising from the report.

11. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS

11.1 The service does a great deal of work at both operational and strategic levels, with the Evaluation Panel, Together for Tenants and the newly formed Tenants' Repairs Working Groups. We work with tenants/residents on all aspects of the service.

12. CORPORATE IMPLICATIONS

12.1 By submitting this report, the report author has taken the following into account:

- Community Safety implications
- Environmental implications
- Asset Management implications
- Procurement implications
- Human Resources implications
- Planning implications

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Background papers: None

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