



HOUSING REPAIRS SERVICE UPDATE
REPORT OF DEPUTY CHIEF EXECUTIVE (CORPORATE DIRECTION)

WARDS AFFECTED: ALL

1. PURPOSE OF REPORT

- 1.1 To inform members of current and historical repairs requests, performance and complaints.

2. RECOMMENDATION

- 2.1 That the Committee notes the number of repairs requests completed by the Service and endorse the progress made.

3. BACKGROUND TO THE REPORT

- 3.1 A number of Update Reports have been presented to members over the last couple of years in relation to the Housing Repairs Service, showing an overall positive direction of travel. During the last Finance, Audit & Performance Committee meeting, a further report was requested with specific detail requested on complaints and waiting times for repairs, and details of any backlog.

3.2 **REPAIRS REQUESTS 2013/2014**

At the end of December 2013, to help address the contractor deficit position at that time, a number of measures were agreed by SLB and the Chief Officer with responsibility for Housing Repairs. One such measure was to delay non essential works (priority 3 and 4) to the next financial year and a carry forward was also agreed to enable these to be carried out without negatively impacting on the budgets for 2014/15.

In early May 2014, the newly appointed Finance and Performance Officer was able to report on the progress of these and how they were being allocated.

The initial figures showed 1019 **non urgent** jobs carried forward and outstanding from 2013/2014. It should be noted that there is always a significant number of "work in progress" requests at any given time.

It was agreed during May that 791 jobs would be sent out to external contractors to be completed (these 791 were selected by trade). Following a procurement exercise, a contractor was selected and they received the first batch of 150 jobs in July.

228 Jobs were retained in-house.

Total Outstanding for In-house:	228
Total Outstanding for Contractor:	791
Total Outstanding 2013/2014:	1019

The backlog has been discussed and reviewed regularly at managers' meetings and additional meetings have been held separately to discuss the outstanding work and progress. During this time figures have been updated twice monthly and new data provided to the staff responsible for booking in work. Booking performance has also been scrutinised.

In a managers' meeting held in early September 2014 it was noted that the contractor had made very poor progress in completing the jobs that they had been issued. At this point they had only completed 23 jobs in total which was far lower than expected.

There had however been significant progress with the In-House work. The figures on the 4th September 2014 were:

Total Outstanding for In-house:	14
Total Outstanding for Contractor:	719
Total Outstanding 2013/2014:	733

This demonstrates that the in-house team had achieved a reduction of 214 in addition to completing current year work as well as some allocated to the contractor (49). It was agreed that the contractor would continue to be challenged on their poor performance but for the time being, they would retain the 150 jobs issued to them, and other options would need to be explored to clear the rest of the work that was intended for them (641 jobs).

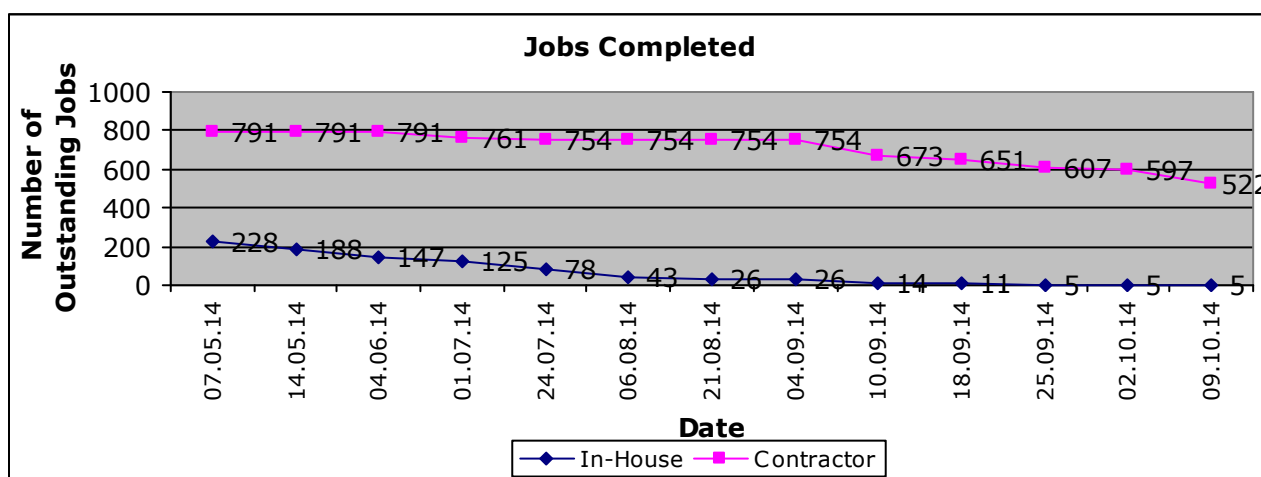
As a result, an additional contractor was sourced and issued with 30 of the remaining 641 jobs. Also, in mid September, six agency workers were brought in solely for the purpose of clearing the backlog.

The latest figures on the 16th October are:

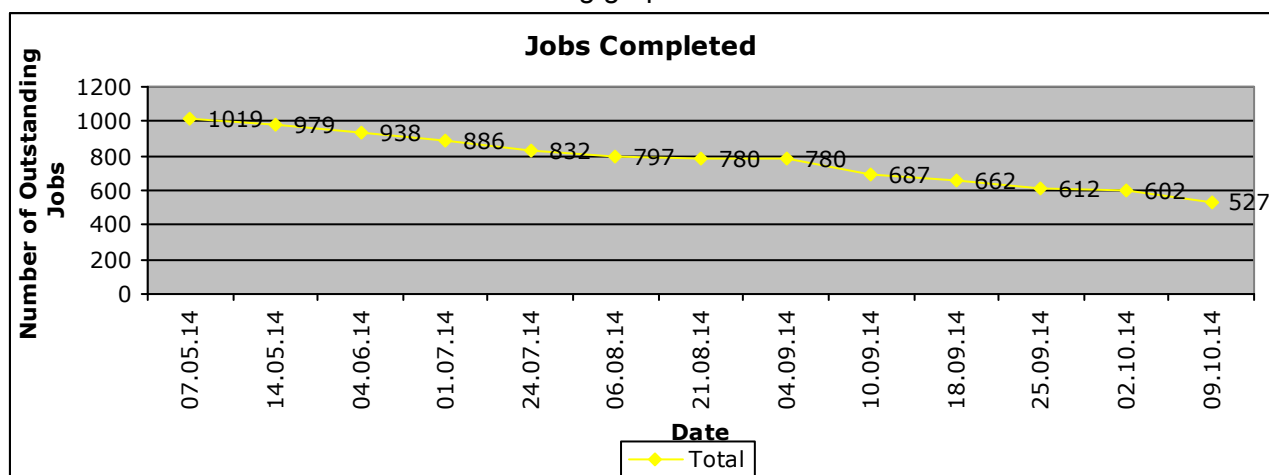
Total Outstanding for In-house:	5
Total Outstanding for Contractor/Agency:	495
Total Outstanding re. 2013/2014:	500

The agency staff have therefore reduced the numbers by a further 233.

- 3.3 The progress to date can be shown in the below graph split between the work that In-House completed and the work that was initially sent to the contractor and completed by the contractor or agency staff.



An overall total is shown in the following graph:



3.4 AVERAGE WAITING TIMES 2013/2014

Average number of calendar days taken to complete repairs: 21

Average number of calendar days taken to complete repairs (exc P4): 12

Priority	Number of Repairs Completed	Average days to complete	Target days to complete
1	1474	0.12	1
2	3239	4.62	7
3	2238	30.49	28
4	1267	73.51	90
Totals:	8218		

As can be seen from the above table all jobs, apart from Priority 3 have been completed well within the target days.

3.5 CUSTOMER COMPLAINTS / SATISFACTION

During 2013/2014, a total of 11 formal complaints were received regarding the Housing Repairs Service. These are summarised below:

Address	Summary
Rugby Road, Hinckley	Moved into damp property, now issue over gas payment.
Queensway, Barwell	Disabled resident being moved into more suitable property, awaiting wet room etc. in new property but discovered she is being charged rent on both.
Hinckley Road, Barwell	Bathroom is too small, can't use bath or toilet.
St Martins Drive, Desford	No water or heating in house.
Banky Meadows, Burbage	Roof leak caused electric problems, other damp problems pre-existing, repairs not done, compensation sought.
Cadle Street, Newbold Verdon	Fire condemned & unusable.
Forest Close, Groby	Sure Maintenance cancelled appointments, not returned calls, not turned up to appointment with no phone call.
Crabtree Road, Barwell	Officer entered house with dirty feet and swore.
Strathmore Road, Hinckley	Poor insulation/sound proofing to flat - smoke smells coming

	through & noise.
Earl Street, Earl Shilton	Heating failed, called out of hours but was told no one could come out despite explaining about son's heart conditions.
St Martins Drive, Desford	Removed gate, took away, not returned, officer rude on telephone.

Of these formal complaints, two were upheld.

Overall customer satisfaction is also measured by the completion of a scored questionnaire following completion of every job. For 2013 / 2014, customer satisfaction was at 90.59% against a target of 89%. This can be further examined by looking at satisfaction against priority of work.

Priority	Percentage
1	92.98 %
2	91.83 %
3	90.59 %
4	83.96 %

3.6 COUNCILLOR REQUESTS / COMPLAINTS

In addition to formal customer complaints, we also receive a number of enquiries from Councillors. Some of these relate to complaints but also new work requests. During the same period in 2013/2014, the Chief Officer received in the region of 65 Councillor enquiries. The areas affected are across the whole Borough however only tend to be generated from a small number of Councillors.

3.7 REPAIRS REQUESTS 2014/2015

As a result of in-house engineers working on 2013/2014 work, it was noted from the July WIP report that **non-urgent** work reported for In-House after 01.04.14 was not clearing through as timely as it should. The figures could be shown by priority as follows:

Priority 3 Jobs	441
Priority 4 Jobs	104
Total Outstanding 2014/2015:	689

282 of these jobs were out of target and 449 of the jobs had not yet been appointed.

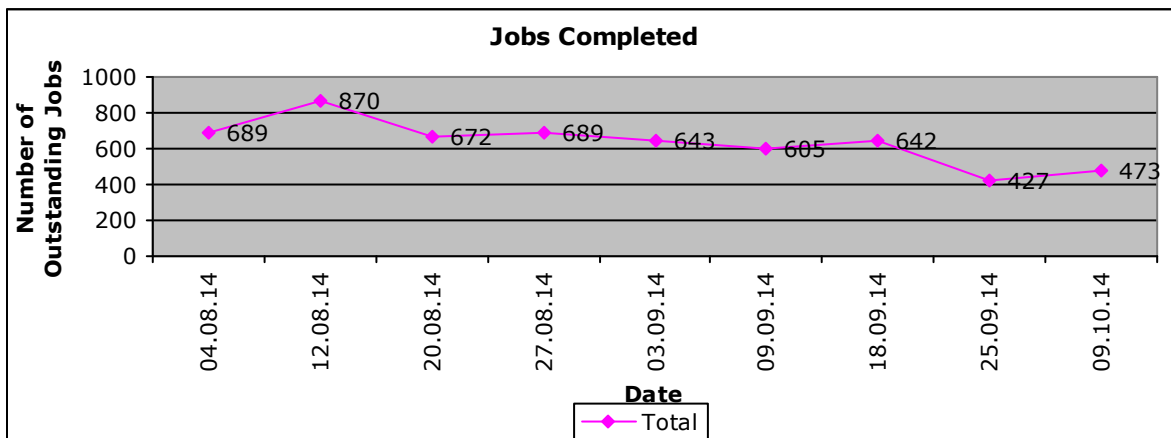
In order to work on clearing outstanding jobs as a priority it was agreed that the engineers working on the void properties would complete their current workload and join the responsive repairs team. This was staggered from 15th August – 6th October. The latest figures ran on the 9th October are:

Priority 3 Jobs	391
Priority 4 Jobs	82
Total Outstanding 2014/2015:	473

131 of these jobs were out of target and 119 of the jobs had not yet been appointed.

Priority - In House Jobs	Total Count of Jobs	Jobs out of Target	Appointments Booked	Jobs with no Appointments
1	N/A	N/A	N/A	N/A
2	N/A	N/A	N/A	N/A
3	391	121	295	96
4	82	10	59	23
Totals	473	131	354	119
			* 115 out of target jobs are appointed	
Trade - In House Jobs	Total Count of Jobs	Jobs out of Target	Appointments Booked	Jobs with no Appointments
Bricklayer	44	6	40	4
Carpenter	175	40	134	41
Electrician	23	11	15	8
Flooring	14	5	10	4
Labourer	44	11	31	13
Painter	24	7	17	7
Plasterer	64	24	49	15
Plumber	44	19	27	17
Guttering	27	5	22	5
Roofer	10	2	8	2
Specialist	4	1	1	3
Totals	473	131	354	119
			* 115 out of target jobs are appointed	

Overall progress on the work identified this financial year can be shown as follows:
 NB: This also includes new jobs as and when raised.



3.8 AVERAGE WAITING TIMES 2014/2015 to date

Average number of calendar days taken to complete repairs: 25

Average number of calendar days taken to complete repairs (exc P4): 19

Priority	Number of Repairs Completed	Average days to complete	Target days to complete
1	366	0.39	1
2	1662	4.60	7
3	1714	37.92	28
4	261	110	90
Totals:	4003		

The increase in average time taken (particularly on priority 3 and 4 works), is due to the brought forward works from 2013/2014 (as set out above) and their completion being accelerated in 2014/2015.

3.5 CUSTOMER COMPLAINTS / SATISFACTION

During 2014/2015, a total of 7 formal complaints have so far been received regarding the Housing Repairs Service. These are summarised below:

Address	Summary
William Iliffe Street, Hinckley	Unhelpful approach to dementia sufferer.
Holt Road, Burbage,	Repairs not carried out to satisfaction.
The Meadows, Burbage	Officer very rude and unhelpful. Difficult to find how to make an insurance claim.
Park road, Earl Shilton	Lack of communication.
Preston Road, Hinckley	Officers left garden in unacceptable state.
Cadle Street, Newbold Verdon	Pet injured on exposed nail on fence.
Charnwood, Ratby,	Bungalow not in good condition when moved in, cannot afford to decorate.

Of these formal complaints, one has been upheld.

As of end September 2014, customer satisfaction was reported as 92.67% against a target of 90% so even in the context of potential delays in work, satisfaction levels remain high (and have indeed increased). However, we are trying to increase the response rate of satisfaction questionnaires. For some months, the Service has been carrying out telephone surveys, which also enables us to pick up any other issues or work required from the tenant.

Satisfaction by priority is also shown below:

Priority	Percentage
1	95.91 %
2	94.65 %
3	91.26 %
4	89.80 %

3.6 COUNCILLOR REQUESTS / COMPLAINTS

As of 17th October, the Chief Officer has received in the region of 60 Councillor enquiries for 2014/2015, again from across the Borough initiated by a small number of Councillors.

4. FINANCIAL IMPLICATIONS [IB]

4.1 The table below summaries the operation costs excluding support services.

Budget 2014/15 £000's	Forecast 2014/15 £000's	Variation 2014/15 £000's	Outturn 2013/14 £000's
1,383	1,343	40	1,398

The estimated saving of £40,000 in 2014/15 is a result of more efficient use of resources.

5. LEGAL IMPLICATIONS [SJB]

5.1 None.

6. CORPORATE PLAN IMPLICATIONS

6.1 The Housing Repairs Service contributes to all of the Corporate Aims, in particular::

- Creating a Vibrant Place to Work and Live
- Empowering Communities
- Supporting Individuals

7. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS

7.1 The Repairs Service is delivered to all Housing stock and therefore impacts on all of the Borough including rural areas. It also therefore impacts on any vulnerable groups within the Borough.

10. CORPORATE IMPLICATIONS

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

- Community Safety implications
- Environmental implications
- ICT implications
- Asset Management implications

- Human Resources implications
- Planning Implications
- Voluntary Sector

Background papers: Orchard Housing System Reports

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