

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 18 June 2013

BY: Executive Director (Services for Communities)

SUBJECT: Council Housing Repairs Update

1 PURPOSE

- 1.1 To provide information in relation to the Council's Housing Repairs Service

2 RECOMMENDATIONS

- 2.1 That Community Services PPRC note the content of this Report

3 BACKGROUND

- 3.1 Further to the PPRC Meeting held on 25 September 2012 an update was requested on Council Housing Repairs and specifically "the percentage of responsive repairs to Council houses completed within target time".
- 3.2 Since the last meeting, operational processes have been examined and altered to increase the use of mobile and electronic working. Framework arrangements are being put in place to improve accessibility to external contractors when required for complex works or short term increases in demand, providing a faster and better response to tenants.
- 3.3 A diagnostic repairs tool called Locator Plus has been introduced to interface with the existing Orchard Housing Management System. The system enables Contact Centre staff to create Property Maintenance appointments directly with Tenants avoiding the requirement to transfer calls unless they are of a complex nature and require further input from back room staff. A full session of training was carried out for contact centre staff prior to a seamless transition of calls taking place on 13 March 2013.
- 3.4 Repairs Officer Inspection appointments can now also be arranged through the Contact Centre and Repairs Officers are piloting the use of hand held Tablet Devices for improved communication.

- 3.5 A new version of the Customer Relations Management system (CRM) has been introduced and is now monitored on a weekly basis to ensure that all cases are dealt with promptly and to ensure that there are no ongoing outstanding cases.
- 3.6 Based on the number 29,708 repairs carried out in the last year (2012/2013), a 4.27% increase in jobs carried out on time has been achieved and this represents over 1,200 additional jobs completed within the target time. Further month to month analysis is being carried out and despite the somewhat erratic month to month performance; overall performance is considered to be improving further with 90% of jobs carried out on time achieved in March 2013.
- 3.7 Whilst moving in the right direction, there is still room for improvement and an exercise of reviewing works classification is currently underway. This will enable the Council to identify works that are genuinely responsive repairs and those that may fall into another category potentially requiring longer than the available repair time slot.
- 3.8 A project team has been established to initiate a second phase of mobile/electronic working which is intended to see all responsive repairs migrating to a more efficient means of working. This combined with a further increase in the procurement of framework contractors should allow for ongoing improvements to the service.

4 POLICY IMPLICATIONS

- 4.1 None

5 RESOURCE IMPLICATIONS

- 5.1 Financial – There are no Financial Implications arising directly from this Report.
- 5.2 Personnel – None
- 5.3 Other – None

6 BACKGROUND PAPERS

- 6.1 None

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Our Communities

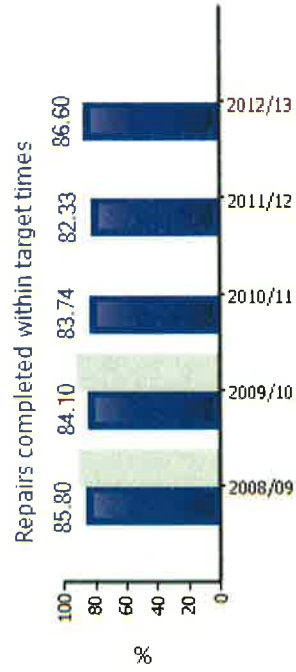
East Lothian Council

- We will improve and effectively manage the housing stock and be responsive to the needs of tenants

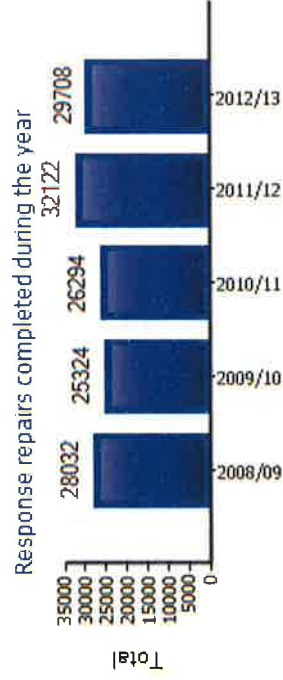


Your Council Performs

Response repairs to Council houses



Period	Actual	RAG	Comment
2012/13	86.60		
2011/12	82.33		
2010/11	83.74		



Period	Actual	RAG	Comment
2012/13	29708.00		
2011/12	32122.00		
2010/11	26294.00		

The indicator shows the number of response repairs (i.e. repairs requested by Council tenants or inspectors) undertaken by the council in the year, and the overall proportion of these undertaken within the target times established by the council for different types of repair.

Each council determines the number of categories required and the timescale for each of them will be based on an assessment of the trade-off between the preferred level of service delivery and the level of resources available. For emergency and urgent repairs, where danger would arise or damage could be caused, there is limited flexibility in target setting. For more routine work shifts in local priorities for any or all categories may result in alteration of target timescales between years. Many councils may use the same term for a repair category (eg 'urgent') but the timescale associated with it may vary between them.

Percentage of day-to-day repairs within target time

