

**REPORT TO:** Policy and Performance Review Committee

**MEETING DATE:** 29 September 2015

**BY:** Depute Chief Executive (Partnerships and Community Services)

**SUBJECT:** Council Housing Repairs Update

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## **1 PURPOSE**

- 1.1 To update the Committee on the regulatory changes to housing repairs.
- 1.2 To update the Committee on the Council's performance in relation to the delivery of Council housing repairs.

## **2 RECOMMENDATIONS**

- 2.1 That PPRC note the content of this report.

## **3 BACKGROUND**

- 3.1 Further to a report to PPRC on 18 March 2013, a further update was requested on Council housing repairs. Specifically, the times taken to complete responsive repairs.

### **Regulatory changes**

- 3.2 From the performance year ending March 2013, housing repairs performance moved away from locally agreed targets and voluntary benchmarking and was replaced by the requirements of the Scottish Social Housing Charter (SHC).
- 3.3 The SHC specifies six charter measures directly relating to housing repairs, two of which relate directly to repairs turnaround times. These measures are:
  - Average time taken to complete emergency repairs; and
  - Average time taken to complete non-emergency repairs.

## **SHC Performance 2014/2015**

- 3.4 The Council's latest SHC performance returns in relation to the measures set out at 3.3 are shown at appendices 1 and 2 respectively.
- 3.5 The average time taken to complete an emergency repair has improved by one hour (from 6.6 to 5.6) in the last year. This improvement brings ELC below the Scottish average of 5.85 hours.
- 3.6 The average time taken to complete non-emergency repairs has improved by 2.4 days (from 17.4 to 14.8) in the last year. However ELC turnaround in this area remains above that of comparable organisations.

## **Recent initiatives**

- 3.7 The successful delivery of housing repairs requires effective joint-working between both Community Housing and Property Maintenance. While cross-service work is ongoing to ensure continual progress in housing repairs, several initiatives have already brought about demonstrable improvements in this area.
- 3.8 A rationalisation of all 'schedule of rate' repairs was undertaken to reduce the number of repairs requiring pre-inspection. This has resulted in less physical visits to properties, benefiting both the services and the customer.
- 3.9 Where pre-inspections were deemed as required, an appointment system for Housing Repairs Officers has significantly reduced the time taken to complete this aspect of the repair.
- 3.10 An increase in the number of Craft operatives migrating to electronic scheduling has brought about a more flexible and agile approach to the allocation of front-line resources.

## **Ongoing initiatives**

- 3.11 To ensure continual progress, a cross-service Housing Repairs Working Group was established in late 2014. This group has developed a performance management framework for housing repairs, with its focus on the Social Housing Charter measures. Furthermore, cross-service procedures have been reviewed to improve the repair process from report through to completion.
- 3.12 A recent service review of the Property Maintenance (PM) staff establishment introduced a functional trade-based supervisory structure. This will ensure the effective day-to-day supervision of the PM Craft workforce.
- 3.13 The revised PM staff establishment will also enable the service to significantly expand and modernise mobile working across all areas of the responsive & voids repairs operation. This will continue to improve housing repair turnaround through the effective deployment of Craft resources.

#### **4 POLICY IMPLICATIONS**

- 4.1 The ongoing improvements in this area contributes to the Council achieving its overall Social Housing Charter performance outcomes..

#### **5 EQUALITIES IMPACT ASSESSMENT**

- 5.1 This report is not applicable to the well being of equalities groups and Equality Impact Assessment is not required.

#### **6 RESOURCE IMPLICATIONS**

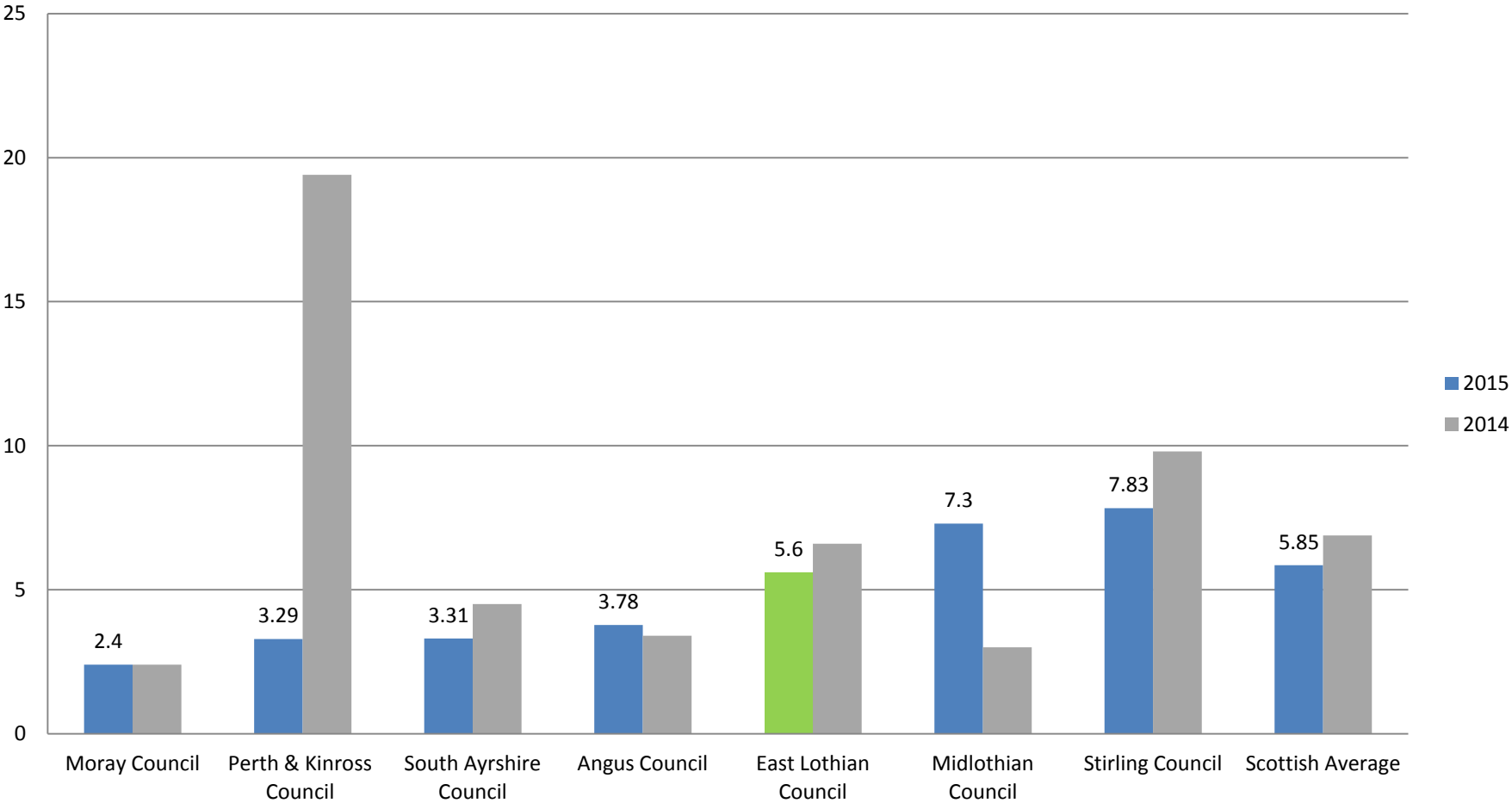
- 6.1 Financial - None  
6.2 Personnel - None  
6.3 Other - None

#### **7 BACKGROUND PAPERS**

- 7.1 Average time taken to complete emergency repairs (appendix 1)  
7.2 Average time taken to complete non-emergency repairs (appendix 2)

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# Appendix 1 - Average time to complete emergency repairs (hours) 2014 & 2015



## Appendix 2 -Average time to complete non-emergency repairs (days) 2014 & 2015

