

PERTH AND KINROSS COUNCIL**Housing and Health Committee****26 August 2015****Housing Repairs and Improvements Service and Improvement Plan****Report by Executive Director (Housing and Community Care)****PURPOSE OF REPORT**

This report provides an overview of the housing repairs team and developments and improvements underway following feedback from tenants and comparisons with other social landlords.

1. BACKGROUND

- 1.1 The importance of keeping the Council's 7,415 Council houses in a very good state of repair and well maintained is fundamental and a key priority for the Council. The housing repairs and improvement team undertakes and manages this work and aims to ensure that the Council's tenants are provided with safe, warm, modernised, secure accommodation that meets the Scottish Housing Quality Standard, and supports people to remain in their homes longer, contributing to sustainable tenancies and communities.
- 1.2 Tenants contact the Council about repairs, maintenance and improvements through the Repairs Centre which receives and processes thousands of calls each year from tenants, staff and contractors. A team of advisors, administrators and work schedulers support this process and have a range of targets and standards to meet to provide an efficient and effective response to tenants.
- 1.3 Work to repair and improve Council properties is undertaken by trades teams which include electricians, joiners, plumbers, labourers and Modern Apprentices. Around 80% of responsive, planned and empty property repairs are completed by the in-house trade teams. The teams are supported by external contractors for each of the main trades and additional external contracts for more specialised works, such as glazing or drainage.
- 1.4 More major improvement work to support the housing 5 year capital programme (budget of £44m) is undertaken by the Improvements Team which includes Project Managers, Clerks of Works and Tenant Liaison Officers. This team also includes 2 Technical Officers who oversee the Council's service and maintenance contracts.

2. CURRENT PERFORMANCE

2.1 The housing repairs and improvements teams aim to achieve a number of key outcomes:

- Tenants live in well maintained, modern, warm, secure homes that meet the Scottish Housing Quality Standard
- Tenants experience a quality repairs service that completes repairs right-first-time and meets their expectations
- Tenants have a simple process and positive experience when reporting repairs and having them dealt with
- There are high levels of reported customer satisfaction with the repair and maintenance service and a reduction in complaints
- Planned cyclical maintenance arrangements are in place for our housing stock, garage sites and lock-ups to manage this programme
- Targets are met across the service and performance compares favourably with other social landlords monitored through the Scottish Social Housing Charter performance targets

2.2 Repairs

2.2.1 A total 7,616 appointments were scheduled for our tenants during 2014/15, with 90.3% of appointments being met. Scheduled repairs are those categorised as routine or urgent and offered by appointment. Other repairs include emergency repairs, and other work which doesn't require access, e.g. external work, or are longer term non-urgent work or planned work, such as adaptations and ramps.

2.2.2 87.2% (13,396 of 15,358) of repairs were completed right-first-time, against a peer group average of 83%. This includes all reactive repairs and excludes emergencies, complex or planned work. During 2014/15 the team took an average of 3.29 hours to complete emergency repairs, compared to a national average of 6 hours.

2.2.3 The Tenant Satisfaction Survey (2014) found that 90.4% of tenants were satisfied with repairs completed to their homes during 2014/15, compared to 87.4% in 2013/14.

2.2.4 During 2014 / 15 the service significantly improved its performance of preparing properties for re-let, taking an average of 21 days to re-let empty properties, compared to 29 days in 2013/14 and a Scottish national average of 40 days in 2014/15. 84% of tenants said they were satisfied with the quality of their home when moving in, compared to 83.7% in 2013/14.

2.2.5 85% of tenants reported that they were satisfied with the quality of their home which was similar to the previous year (85%) and compares well with an estimated Scottish national average of 79.9%

2.3 Scottish Housing Quality Standard (SHQS)

92.3% of the Council's housing stock met the Scottish Housing Quality Standard at the end of March 2015, which compared favourably to the Scottish national average of 90.5%. In terms of energy efficiency 97.4% of the housing stock met the appropriate NHER or Standard Assessment Procedure (SAP) rating, compared to an estimated national average of 95.8% in 2014/15.

2.4 Benchmarking

2.4.1 The repairs team benchmarks its performance annually via the Scottish Housing Best Value Network (SHBVN) which compares the performance of 26 Scottish Local Authorities and 85 Registered Social Landlords (RSLs). The SHBVN provide an annual report which highlights areas of strength and areas for improvement and this analysis helps inform the service's priorities.

2.4.2 Table 1 below shows that the repair team's performance in 2014/15 compared well against the benchmarking peer group and is above the SHBVN annual average, which includes RSLs, for all of the key indicator below.

Table 1

Indicator	PKC%	Comparator Authorities %*	SHBVN Ave%
Tenants satisfied with their home when moving in	84	79	83
Tenants satisfied with the quality of their home	85	81	84
Tenants satisfied with the repairs service	88	87	87
Number of repairs per property	4	4	3.5
Emergency repairs as a % of all repairs	22	34	24
Emergencies completed within target	97	93	95
Routine repairs completed within target	93	84	92
All repairs completed within target	94	87	93

[Scottish Housing Best Value Network, Performance Analysis December 2014]

- Dundee City Council, Angus City Council, East Lothian Council , Mid Lothian Council, South Ayrshire

3. FEEDBACK FROM TENANTS AND CONTINUOUS IMPROVEMENT

- 3.1 The team is committed to continuously improving the services it provides, listening to feedback from tenants and comparing performance with other local authorities and registered social landlords.

This feedback and analysis of performance have led to a number of areas for development and improvement being progressed by the team, and these are summarised below.

3.2 Providing an efficient and effective way for tenants to report repairs

- 3.2.1 A key development has been the integration of the Repairs Centre and the Customer Service Centre (CSC) in order to provide a speedier and more efficient system for recording and dealing with requests from tenants for repairs to Council houses. The result is that the Repairs Centre team is now situated alongside the existing CSC team in Pullar House and the Repairs Centre team have been trained in the Customer Relationship Management (CRM) system and contact centre telephony. In addition, CSC staff have been trained in repairs call handling and can now take Repairs Centre overflow calls during times of extreme call volumes. Online repairs reporting will be developed and longer term the CSC and the Repairs Centre will be merged to provide a single customer service centre.

3.3 Managing and storing materials for repairs

- 3.3.1 The relocation of the Building Services team and store from Inveralmond to Ruthvenfield Depot beside Tayside Contracts has enabled the service to significantly reduce the size of the housing stores' facility, achieving greater efficiency as set out below.
- 3.3.2 In addition, the introduction of mobile working for around 60% of the trade teams has resulted in trade-specific stock being held in repairs' vans which means that most common repairs can be completed from van stock at first visit. Year-end stock for 2013/14 highlighted that 62% of stock purchased was held within our fleet vans. This, and a review of the supplies stored has resulted in a reduction of stores facility by approximately 70%. The further use of mobile technology is currently being explored and a review is underway to look at alternative software for mobile working and scheduling repair work.
- 3.3.3 Further work to improve the efficiency of the team is underway and includes a review and analysis of fleet hire, trade teams and external contractor productivity and charging methodology. The results of this will be available later in the year and will inform future service developments, ensuring value for money and building on best practice and innovative working.

3.4 Moving staff to localities

- 3.4.1 One of the objectives of the recent review of housing services was to establish local, integrated teams to support tenants within their local area and

this work is underway to relocate key staff into local housing teams, including repairs trades teams to work with housing officers and local staff to provide a local, responsive service to tenants.

3.5 Tenant involvement in developing and improving the repairs service

3.6.1 The Service User Review and Evaluation Team (SURE) is currently scrutinising how well the service communicates with tenants about repairs. This team, which includes tenants of Perth and Kinross Council, will prepare a report with recommendations for improvements for the housing management team who in return will prepare an improvement and action plan.

4.0 CONCLUSION AND RECOMMENDATION

4.1 This report summarises the priorities and performance of the Council's housing repairs team and provides a summary of some key areas for development and improvement, based on feedback from tenants and benchmarking with other social landlords.

4.2 Housing and Health Committee is asked to:

- (i) Note the content of the report and endorse the key areas for development and improvement.
- (iii) Instruct the Executive Director to submit a progress report in 12 months time.

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Approved

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John Walker	Executive Director Housing and Community Care	13 th August 2015

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1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	None
Workforce	None
Asset Management (land, property, IST)	None
Assessments	
Equality Impact Assessment	None
Strategic Environmental Assessment	None
Sustainability (community, economic, environmental)	None
Legal and Governance	None
Risk	None
Consultation	
Internal	Yes
External	None
Communication	
Communications Plan	None

1. Strategic Implications

Community Plan / Single Outcome Agreement

1.1 This report supports the delivery of the outcomes of the Community Plan and the Single Outcome Agreement:

- Promoting a prosperous, inclusive and sustainable economy
- Creating a safe and sustainable place for future generations

Corporate Plan

1.2 This report supports the delivery of the outcomes of the Corporate Plan.

2. Resource Implications

Financial

2.1 There are no financial implication arising from this report.

Workforce

2.2 There are no workforce implications arising from this report.

3. Assessments

Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

This section should reflect that the proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

- (i) Assessed as **not relevant** for the purposes of EqIA

Strategic Environmental Assessment

- 3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

No further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

4. Consultation

4.1 Internal

The Heads of Finance and Legal Services have been consulted on this report.

4.2 External

The Tenant Committee Report Panel were consulted on this report. They 'noted the content of this report and observed that, although benchmarking against 'like' services has its place, we should continue to concentrate on maintaining and improving our services for the benefit of our tenants and keeping our housing stock in good condition. We also commend the establishment of local integrated teams.'

5. Communication

- 5.1 None

6. BACKGROUND PAPERS

None

7. APPENDICES

None

