

Taunton Deane Borough Council

Tenant Services Management Board – 18th March 2013

Repairs Review 2012-13

Report of Health & Housing Business Support Lead – Shari Hallett

(This matter is the responsibility of Executive Councillor Adkins)

1. Executive Summary

In response to repairs response rates being off target within the Health and Housing scorecard, the Health and Housing Manager requested a review of repairs. The attached is a summary of the actions taken to date.

2. Background




Repairs Review started in response to the repairs response rates being off target within the quarter 2 Health and Housing Scorecard.

3. Actions Taken to Date

- Flow chart produced to understand the repairs process.
- ALHCO separately have updated the Tenant Services Management Board on two occasions.
- Two meetings held with DLO to jointly discuss how to improve performance.
- There has been an 8% increase in DLO job tickets issued to beginning of Feb 2013 and 6% increase in overall contractor tickets which has increased pressure.
- Other actions:
 - All DLO tradesmen now telephone each job before attending (even appointments), tenant's telephone number is flagged on the tickets.
 - Outstanding job report produced for all contractors and results sent to the Property Manager (Maintenance).
 - DLO produce weekly open ticket report to analyse outstanding jobs.
 - The completed job report is created to allow monthly monitoring of the statistics.
 - IBTSU (I have been to see you) process used when a tenant is out has changed, jobs are now closed on second aborted visit where there has been no one home and answering the telephone on two occasions.
 - Discussions with DLO glazing contractor have begun and hope to be able to email tickets to them.
 - The DLO are investigating capacity issues.
 - Tickets which were complete and had remained unclosed have now been closed.

- The method of reporting statistics has been jointly reviewed and the data report was flawed. Firstly the report included all DLO services, for example ground maintenance which is not appropriate (particularly where they use the job tickets on an annual basis, exceeding completion times, as the current job ticket system is not set up for annual tickets). This has the effect of keeping tickets open and making statistics appear worse. Other refinements need to be made e.g. due to constraints between computer systems the emergency or out of hour job tickets will show as not being completed on time. To rectify the effect of this in the performance figures to date we would have to manually review all of these job tickets which is not practical. This problem will resolve itself when the “Cosy” computer software is replaced but in the meantime we will need to change the way we enter retrospective tickets to give a more accurate reflection of performance.
- A new report has been created to produce the completed jobs figures and we have reviewed all open tickets and closed those that were mistakenly left open.

The improvement in statistics is shown below: (figures are for Quarters 1 to 3 2012/13)

<p>10. Repairs & Maintenance Completion of repairs within priority target times: Emergency (within 24 hours) Target =98%</p>		<p>Was 92.01% Now 92.07% We are ranked 253 out of 272 for all providers and 36 out of 41 for all councils who own stock.</p>
<p>11. Repairs & Maintenance Completion of repairs within priority target times: Urgent (within 3 working days) Target =94%</p>		<p>Was 65.52% Now 83.92% and we are ranked 245 out of 260 for all providers and 36 out of 41 for all councils who own stock.</p>
<p>12. Repairs & Maintenance Completion of repairs within priority target times: Non Urgent (up to 28 days) Target =85%</p>		<p>Was 80.62% Now 90.02% and we are ranked 231 out of 264 for all providers and 31 out of 40 for all councils who own stock. (Changed from Red to Green)</p>

NB: The effect of not being able to demonstrate completion of retrospective tickets on time is still a factor within these figures.

4. Summary

There is still further work to do to understand and improve our repairs performance figures but work has begun and will continue.

5. Recommendations

The Tenant Services Management Board are asked to note the report and comment on its content.

Contact:

Officer Name Shari Hallett – Health and Housing Business Support Lead
Direct Dial No 01823 356440
[e-mail](mailto:s.hallett@tauntondeane.gov.uk) address s.hallett@tauntondeane.gov.uk