

SUBJECT:	SCHEDULED REPAIRS UPDATE QUARTER 3
DIRECTORATE:	HOUSING AND INVESTMENT
REPORT AUTHOR:	MATT HILLMAN, ASSISTANT DIRECTOR, HOUSING AND INVESTMENT

1. Purpose of Report

1.1 To provide an update on Scheduled Repairs, Quarter 3.

2. Executive Summary

N/A

3. Background

3.1 Prior to August 2020 Housing Repairs Service operated a Responsive Repairs service whereby all non-urgent repairs were completed within 20 days and emergency repairs within 24 hours. Operatives were assigned to attend repairs anywhere within the city boundary. Repairs were not organised by location and following the completion of a repair operatives were deployed to undertake the next repair job without reference to their geographical proximity of the next repair.

4. Update

4.1 Quarter 3 Performance

- 4,139 Scheduled Repairs (SR) raised in Q3.
- SR repairs completed within target time – 99.24%
- SR First Time Fix – 96.11%
- SR Appts Made and Kept – 98.43%

Customer Services are now offering appointments at first contact, this should reduce the additional workload on the Resource Planning team.

The Service Area is seeking to increase the efficiency of SR by reducing timescales from a 12-week cycle to a 9-week cycle. This should improve customer satisfaction by reducing the amount of time residents wait for the completion of non-urgent repairs.

A Process Manual for SR Team Leaders is currently being written in order to provide consistency across the service.

4.2 Considerations

The below considerations all have a significant impact upon Service Area Performance.

4.2.1 Damp and Mould

This issue continues to significantly impact upon performance and workload. 895 repair requests relating to damp and mould have been reported since April 2022. Of these, 400 jobs have been completed and 495 are still open. Of the 895 repair requests reported 612 have been made since 1st Nov 2022.

4.2.2 Resource

Red Book.

There presently 9 red book vacancies but it is likely that we will only be recruiting for 6 posts.

Green Book.

The Business Services Team Leader post is vacant, an appointment is expected during April 2023.

4.2.3 Role Changes within Housing Repair Service (HRS)

A review of the Green Book role structure within HRS is currently underway. The restructure seeks to address skills gaps.

4.2.4 Fleet

The implementation of the new fleet is still underway

- 16 vehicles have been delivered to date.
- 67 vehicles are still to be delivered.
- 11 additional vehicles are expected to be delivered over the next 4 weeks.
- 14 vehicles from the 'old' fleet have been returned to date with 2 collections imminent.

4.2.5 I.T.

HRS are still delivering repairs via a paper-based system which impacts hugely upon productivity. A full update on HITREP implementation is being delivered on Wednesday 25th January 2023.

4.2.6 Managed Stores

Our Managed Stores Service Provider JPS, will shortly be providing an implementation plan for their Avail App. The use of Avail will enhance productivity by enabling operatives to order van stock electronically prior to full ICON integration with Civica CX.

4.2.7 Reporting of Repairs Online

Tenant descriptions of repairs are not always accurate, and this leads to difficulty in terms of allocating resource, time and materials. This adversely affects productivity and the first-time fix rate.

5. **Strategic Priorities**

5.1 **Let's reduce all kinds of inequality**

Scheduled Repairs are aligned with The Councils strategic priorities

- Let's improve the health and quality of life of people living in Lincoln

Scheduled Repairs provides an increased repairs capacity to deal with repairs that, if delayed could impact upon health and wellbeing. In addition, the delivery mechanism reduces tenant inconvenience.

5.2 **Let's deliver quality housing**

Scheduled Repairs are aligned with The Councils strategic priorities

- Let's improve housing standards for all

Scheduled Repairs mean better maintained housing stock as repairs are being completed in a more efficient way for The Council, which increases HRS repair capacity and enables a tenant centric service.

5.3 **Let's enhance our remarkable place**

Scheduled Repairs are aligned with The Councils strategic priorities

- Let's preserve the unique character of our city

5.4 **Let's address the challenge of climate change**

Scheduled Repairs are aligned with The Councils strategic priorities

- Let's ensure our development approach reduces our carbon footprint

Scheduled repairs will decrease fuel consumption and carbon emissions as they mean that fewer journeys need to be made by operatives and that the length of journeys that do need to be made are reduced.

6. **Organisational Impacts**

6.1 **Finance (including whole life costs where applicable)**

N/A

6.2 Legal Implications including Procurement Rules

N/A

6.3 Equality, Diversity and Human Rights

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

6.4 Human Resources

6.5 Land, Property and Accommodation

N/A

6.6 Significant Community Impact &/or Environmental Impact

N/A

6.7 Corporate Health and Safety implications

N/A

7. Risk Implications

7.1 (i) Options Explored

N/A

7.2 (ii) Key Risks Associated with the Preferred Approach

N/A

8. Recommendation

8.1 To note the content of the report.

Is this a key decision? Yes

Do the exempt information categories apply? No

Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply? No

How many appendices does the report contain? None

List of Background Papers: None

Lead Officer:

Matt Hillman , Assistant Director
Telephone (01522) 873639
Email address: matthew.hillman@lincoln.gov.uk