

**REPORT TO:** SHAREHOLDER SUB COMMITTEE

**DATE:** 11 DECEMBER 2018

**TITLE:** RESPONSIVE REPAIRS CUSTOMER ACCESS REVIEW

**LEAD OFFICER:** ANDREW MURRAY, HEAD OF HOUSING  
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**CONTRIBUTING OFFICER:** JAMES FULCHER, HOUSING ASSET AND  
BUSINESS SYSTEMS MANAGER (01279) 446316

**RECOMMENDED that:**

**A** The Sub Committee notes the report.

**BACKGROUND**

1. At the Shareholder Sub Committee meeting in February 2018, the Committee requested that a report should be presented on providing for a facility for residents so that they could report repairs on line.
2. The Council is committed to ongoing enhancements for improving access, and ICT, making it 'fit for purpose'. This report sets out progress and next steps for enhancing customer access to the responsive repairs service.
3. The Orchard Housing Responsive Repairs system was implemented to be used as the 'core' system for the recording, diagnosis and ordering of repairs to Council properties, integrating this information into the wider Housing Management System in use at the Council.
4. The repairs system was intended to interface with Contractor systems to ensure that processes and information are shared efficiently and effectively between Council, and Contractor, and Council systems, giving greater access to repairs information.

**ISSUES/PROPOSALS**

5. Following the successful transition to HTS (Property & Environment) Ltd, the Council has established a Repairs Steering Group with senior officers of both organisations to discuss the next steps in enhancing the repairs service offered by the Council to its tenants. The group aims to build on the work completed since 2015:

- a) Ensuring the availability of differing levels of data to officers and stakeholders, using the Council's Orchard Housing Management System as the core repository of repairs information.
  - b) Interfacing between systems and the flow of information between organisations.
  - c) Improving systems and business processes where necessary throughout the journey of a repair.
6. One of the principles of the work undertaken by the Repairs Steering Group is to improve the way in which customers can access the service, aligning with the principles set out in the Council's Customer Services and Access Strategy. The Repairs Steering Group will oversee three separate project groups with specific areas of work which include business process and reporting, as well as customer service and access enhancements. All of these project groups will run simultaneously and will be made up of key officers and stakeholders from both organisations.
7. This group will review the service offered to customers as a whole and seek to make improvements in a number of key areas to ensure the service is accessible, meets the current requirements of customers and makes efficiencies where possible.
8. Customer enhanced areas being reviewed include:
  - a) Changes to appointments, times, and communication to tenants.
  - b) Online repairs ordering
  - c) Replace the current planned (52 week) and introduce a more targeted timescales for completion of works.
  - d) Enhanced diagnostics and additional reporting channels.
  - e) Enhanced benchmarking and performance reporting
9. Work to enhance benchmarking and performance reporting, as well as changes to the way in which repairs are diagnosed, is already underway with the project expected to be completed by April 2019, specifically replace the current Planned (52 week) and introduce a more targeted timescales for completion of works by June 2019 and online reporting by September 2019/20.
10. Consultation will be undertaken through the Property Standards Panel with a report being presented to Joint Performance Review Meeting (JPRM) in April 2019/20.

## **IMPLICATIONS**

### **Place (Includes Sustainability)**

None specific.

**Author: Jane Greer, Head of Community Wellbeing on behalf of Graeme Bloomer, Head of Place**

### **Finance (Includes ICT)**

None specific.

**Author: Simon Freeman, Head of Finance**

### **Housing**

As outlined in the body of the report.

**Author: Andrew Murray, Head of Housing**

### **Community Wellbeing (Includes Equalities and Social Inclusion)**

None specific.

**Author: Jane Greer, Head of Community Wellbeing**

### **Governance (Includes HR)**

None specific.

**Author: Colleen O'Boyle, Interim Head of Governance**

## **Appendices**

None.

## **Background Papers**

None.

## **Glossary of terms/abbreviations used**

JPRM – Joint Performance Review Meeting