

ITEM A4

OPERATIONAL BOARD
27 JUNE 2019

RIGHT FIRST TIME (RFT) PERFORMANCE MEASURE

Report of the Head of Repairs

1. SUMMARY

- 1.1 Until recently it has not been possible to measure and report on our 'Right First Time' performance. This was due to our existing housing management system now having the level of functionality required. We have now implemented a software product called InfoSuite in our repairs scheduling system which has enabled us to now move forward
- 1.2 This report considers two different ways this target can be measured.

2. RECOMMENDATION

- 2.1 To approve the preferred option of the Operational Board on how the Repairs Team will report the Right First Time measure.
- 2.2 To set the target for this measure for the 2019/20 year.

3. MATTER FOR CONSIDERATION

- 3.1 Despite our best efforts we have for a number of years been unable to measure Right First Time. We believe this is good customer service and would be a very useful measure in being able to see how often we are able to complete repairs jobs on the first visit. This is particularly important on all jobs that are not emergencies, as emergency jobs are actually to make safe. Being able to measure this, and if necessary make improvements, fits in with our objective of putting our customers first.
- 3.2 Using a reporting tool called InfoSuite we are now able to report on this measure.

However there are two ways on how we can report on this measure and we are seeking guidance from the Operational Board on which one they would prefer us to report on.
- 3.3 The first option is to measure all jobs excluding emergencies. This includes 24 hour, 5 working days, 25 working days and 60 working days. Working out this figure for the 2018/19 year we achieved 77%.
- 3.4 The second option is to measure all jobs excluding emergencies and **60 working days**. Working out this figure for the same 2018/19 year we achieved 80%.

- 3.5 The reason for the difference is that if we include 60 working day repairs we are penalised for carrying out an initial visit to measure up for the work to be done which is a relatively fundamental part of this particular priority. This is because the job is one order – a visit to measure and then a further appointed visit to carry out the work. None of these jobs would satisfy the definition of ‘right first time’ – although a customer would be likely to be happy that the job is measured and then when completed done so in one visit.

However as we carry out a relatively large number of 60 day repairs, 8,202 in the 2018/19 year, it may still be preferable to include this priority and take into consideration the reduced level of performance when setting the target.

- 3.6 Taking into consideration the performance figures for the 2018/19 year we would ask the Operational Board on guidance on what level we set the target in the current 2019/20 financial year.

4. OTHER OPTIONS CONSIDERED

- 4.1 Not applicable

The areas listed below have no implications directly arising from this report:

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None

Supporting Information: None

This report has been approved by

Managing Director Director of Investment & Maintenance	Maria Murphy Shaun Bennett	
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