

ITEM B2

CITY BOARD
18 APRIL 2013

REPAIRS TEAM UPDATE

Report of the Director of Investment & Regeneration

1. SUMMARY

- 1.1 This report updates the City Board on the progress and developments the Repairs Team is continuing to make.

2. RECOMMENDATION

- 2.1 To note and comment on the content of the report.

3. MATTER FOR CONSIDERATION

- 3.1 Throughout 2012/13 a considerable amount of developments have been made to improve service provision and performance.
- 3.2 The report details the current levels of performance, comparison to last year in key areas and some of the continued operational improvements the Repairs Team continues to make.
- 3.3 Included in this report are section updates, performance information, procurement activity, IT developments, and general operational information.

Day to Day Repairs

- 3.4 The performance of the team remains extremely good. Detailed below is the performance up until the end of February 2013 cumulatively:
- 99.58% of Appointments made were kept
 - 99.84% of Emergencies (2 hour) were completed on time
 - 99.54% of Very Urgent jobs (24 hour) were completed on time
 - 99.89% of Urgent jobs (5 days) were completed on time
 - 99.96% of Routine jobs (25 days) were completed on time
 - 99.97% of Planned Repairs (60 days) were completed on time
 - Customer satisfaction – 98.20%
- 3.5 The table below shows 2012/13 out turn to date and how performance has improved over the last 4 years:
- 3.6 The table shows improvement has been achieved across all performance indicators. In particular we have improved on customer satisfaction by over 4%.

DESCRIPTION	2009/10 Out turn	2010/11 Out turn	2011/12 Out turn	2012/13 Out turn (February 2013)
% of Appointments Kept	89.84%	96.47%	99.56%	99.58%
% of Emergencies in time (2hr)	Not measured in 2009/10 in the same way	96.5%	98%	99.84%
% of Very Urgent in time (24hr)		85.2%	96.6%	99.54%
% of Urgent in time (5 day)	92%	92%	97.8%	99.89%
% of Routine in time (30 day)	94.8% (4 week repair)	94.5%	98.6% (25 days from January)	99.96% (25 days)
% of Specialist in time (90 day)	73% (6 week repair)	90.6%	99.6% (60 days from January)	99.97% (60 days)
Customer Satisfaction	86%	87.33%	94%	98.20%

- 3.7 In February customer satisfaction was 98.20%. This is based on 1780 text messages sent to tenants who received a repair. In terms of tenants dissatisfied, 32 originally responded of which 13 failed to provide further details. The 19 responses are included in appendix 1.
- 3.8 The Head of Repairs continues to work with the Derby Association of Community Partners (DACP) regarding evaluating the CIH Repairs Charter for responsive repairs. At the March DACP meeting, an assessment of each core commitment was produced and tenant feedback requested.

Gas Servicing and Electrical Testing

- 3.9 At the end of December 2012 (quarter 3), it was reported the gas team achieved 100% compliance. I am delighted to report at year end we have again achieved 100% compliance.

- 3.10 In February 2013, the gas team were audited by an External Quality Control Assessor. I am pleased to report that the assessment went extremely well and commended the efforts of Managers and Supervisors ensuring high quality workmanship and safe gas installations.
- 3.11 From April 2013 the gas team will be undertaking the safety checking and replacement of smoke alarms at the same time as the annual gas safety check. This has both financial and customer benefits.
- 3.12 Work is continuing on programme to address the backlog of properties requiring an 'Electrical Installation Condition Report' (EICR), owing to changes in regulation. From April 2013 the team will be working alongside the Gas Servicing Department to achieve combined appointments. This will help reduce the high levels of no access historically encountered with this type of work and also minimise the disruption to tenants in terms of a combined appointment for gas safety, smoke alarm testing and electrical safety testing.
- 3.13 In March the electrical team were successful in gaining re-accreditation from the National Inspection Council for Electrical Installation Contracting (NICEIC) and Microgeneration Certification Scheme (MCS).

Void Repairs

- 3.14 From April until the end of February the team has completed work on 1048 void properties with an average cost of £1850 and taking on average 10.4 days to inspect and complete the works.
- 3.15 Although the numbers of voids have reduced from the previous year, the above shows significant improvement compared with an average cost of £2250 and an average turnaround time of 14 days in 2011/12.
- 3.16 The improvements are largely due to improved processes and procedures;
- reduction in sub-contractor support
 - better supply chain arrangements
 - pre-termination inspections
 - robust performance management.

Kitchens & Bathrooms

- 3.17 The team remains on target to achieve the required numbers and has completed 363 kitchens and 360 bathrooms up to and including February. Customer satisfaction in this area remains high at 98% for both.

IT Developments

- 3.18 The Open Contractor Team are continuing to improve the functionality and operational benefits.
- 3.19 During the coming months we will be upgrading Open Contractor and Opti-time and introducing a new performance management tool. It is anticipated the upgrade to Opti-time version 5 will allow tenants to book responsive repair appointments on-line using diagnostic software.

Procurement & Supply Chain Arrangements

- 3.20 The major procurement exercise regarding building materials is continuing to progress. Throughout April the team will be finalising the specification in readiness for advertising the contract in May.
- 3.21 We have started taking delivery of the latest tranche of new vehicles. All new vehicles have bespoke racking systems, so that operatives can carry a vast array of imprest van stock in order to complete works first time.

Apprenticeships

- 3.22 We are currently working with Derby College to recruit 14 trade apprentices.

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 the author.

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Background Information: None
Supporting Information: None

Appendix 1

The information below shows the 19 dissatisfied text messages relating to the last repair completed.

CSM	REASON
79314	Reglazing of window
79316	Work not completed as tenant wanted cupboard repairing and not renewed
79317	Joiner refused to do work
79318	Repairs to sink
79350	Waited all day then wrong sized glass took
79353	Window locks repaired not replaced
79354	Electrician said it was cheap bulbs and tumble dryer causing electric to trip
79406	Bath needs replacing not repairing
79411	Outstanding work and time taken for others
79434	Issues with damp
79435	Damp issues
79450	Plastering not completed
79451	Electrician said extractor fan needs replacing not repairing
79464	Joiners attitude
79467	On-going damp in bathroom
79471	Electrician couldn't locate fault with shower
79490	Leaks to boiler
79493	Bath panel needs replacing not repairing
79498	Workman turned up and didn't know why he was there

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