

**PERFORMANCE MANAGEMENT COMMITTEE
19 MAY 2009**

ITEM A5

REVIEW OF REPAIR PRIORITIES

Report of the Director of Investment and Regeneration

1. SUMMARY OF REPORT

- 1.1 This report has been prepared at the request of the Performance Management Committee who met on 18 March 2009 to discuss performance targets for 2009/10. Committee members expressed some concern that the current repair priorities were out-dated and should be reviewed with the aim of achieving more consistent performance from the contractor.
- 1.2 This report has been circulated electronically to all Committee members and comments incorporated to enable further discussion at this meeting.

2. RECOMMENDATION

That the Committee agrees to the changes in the priorities outlined in this report following further consultation.

3. MATTER FOR CONSIDERATION

- 3.1 Our current repair priorities have been in place for over ten years. There is a need to review these priorities in consultation with tenants to determine whether they fulfil a number of needs.

The following areas need to be considered:

- are the priorities clear and easy to understand
 - do they meet the current expectations of tenants
 - do they provide a sensible balance for us to deliver a value for money service.
- 3.2 Our current priorities have over time become quite complex. There are eleven priorities at the moment. These include the usual time bands but are complicated by Government defined right to repair priorities and external work priorities. It would be sensible to consolidate these into a clearer set of priorities that everyone will understand.
 - 3.3 We have over the past two years been delivering the Repairs Service in partnership with the Environmental Services Department (ESD). The numerous priorities make it difficult to achieve a consistent level of performance across all priorities. There is also scope to improve the service by providing more time for non-urgent repairs whilst achieving an agreed good level of service across all repair priorities. We have also discovered that the time frame for some repairs

that require made to measure parts is shorter than the time to manufacture materials. There will be no impact as a result of the proposals with regard to the current payment mechanism.

3.4 At present, Derby Homes use the following priorities:

R1 – 1 day (Right to Repair)
 R3 – 3 days (Right to Repair)
 R7 - 7 days (Right to Repair)
 E – Emergency Repairs
 1W – 1 week (internal)
 1X – 1 week (external)
 4W – 4 week (internal)
 4X – 4 week (external)
 6W – 6 week (internal)
 6X – 6 week (external)
 1M – 1 week measured work.

3.5 I think you will agree that there are too many priorities and this can lead to confusion.

3.6 There is scope to simplify the number of priorities to provide greater clarity for tenants and to assist in providing a better, more consistent, value for money service. We have also carried out a comparison of other ALMOs' repair priorities. The results in the table below are represented in days.

3.7 Repair Priorities:

Ashfield	E	3	7	30	90
Bernslei	E	3	7	25	
Kirklees	E	3	5	25	
Sandwell	E	3		25	30-60
Cheltenham	E	3	5	15	
Gloucester	E		5	20	
Wakefield	E		5	20	
Solihull	E	5	20		
Bolton	E	7	21		
Nottingham	E	3	15		
A1	E	3	10	25	65

3.8 It is clear that many operate quite different systems. Some have very few priorities and commitments to deliver; in particular, non-urgent work within a four week timescale comes at a cost in either monetary or performance. Others have devised a broader range of priorities providing them with greater flexibility on, in particular, non-urgent jobs that require materials that have a lead in time.

3.9 We did consult tenants at last year's Investment Conference regarding our repair priorities and it was clear that a change was needed. We had support for allowing a longer period of time for non-urgent work in return for excellent performance across all priorities. Providing more time for what is considered non-urgent work gives the Contractor a much greater chance of being able to cope with demand and complete all work within the newly agreed timescales. If

agreed, the new priorities will require specific targets.

Priority 1 – Emergency (attended in 2 hours and complete within 24 hours)

Priority 2 – Very Urgent Repairs (complete within 3 days)

Priority 3 – Urgent Repairs (complete within 7 working days)

Priority 4 – Non Urgent Repairs (complete within 30 working days)

Priority 5 – Specialist Non Urgent Repairs (complete within 90 working days).

3.10 Appendix 1 of this report shows which type of repairs is included within each of the above priorities. We will consult further with tenants with regard to which repairs ought to fall within each category.

3.11 These new priorities enable us to offer the following benefits:

- greater clarity of service with fewer easy to understand priorities
- the opportunity to be clear in which priority certain repairs ought to fall within
- a greater certainty that the Contractor will be able to deliver the service within these agreed priorities
- better value for money for work that we are better able to group together
- overall a better repairs service.

4. CONSULTATION IMPLICATIONS

4.1 Further consultation on the proposals contained in this report will need to be carried out with the following groups:

Responsive Maintenance Partnering Contract Core Group
Housing Focus Groups (HFGs)
Repairs Process Improvement Teams (PIT) Group
Derby Tenants Resources Centre (DTRC).

4.2 We would like to introduce these new priorities in conjunction with the mobile working solution. This is expected to be during Summer/Autumn 2009. We would need to agree how our performance targets are monitored for any part year.

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

- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 711010

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Background Information: None.

Supporting Information: None.