

RIGHT FIRST TIME - PERFORMANCE

Report of the Head of Repairs

1. SUMMARY

- 1.1 This report provides information on how we are seeking to achieve further improvements in our repairs and maintenance service.

2. RECOMMENDATION

- 2.1 To note the report which details the purpose of collecting data on repairs completed right first time.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To enable us to comply with the Home Standard (Regulatory Framework for Social Housing). This standard makes specific reference to delivering repairs right first time.

4. MATTERS FOR CONSIDERATION

- 4.1 The Chartered Institute of Housing (CIH) repairs charter, developed in collaboration with the National Housing Federation, HouseMark and Direct Works Forum contains a simple definition of right first time.

'Right first time: We ensure that the repair is done in one visit where feasible, to the right quality and to the overall satisfaction of the tenant'.

- 4.2 The right first time approach to repairs offers considerable benefits to landlords in terms of delivering value for money and improving customer satisfaction. It is based on three key elements:

- Completing the repair to a consistent standard and quality (materials and standard of work)
- Completing the repair at the first visit without the need for multiple visits and inspections
- Completing the repair to the satisfaction of the tenant.

- 4.3 Obviously there are some repairs where it is not possible to complete the work in one visit, for example where we need to attend and measure for manufactured items. We have agreed that the definition for qualifying repairs is to measure all jobs excluding emergencies. This includes 24 hour, 5 working days, 25 working days and 60 working days.

- 4.4 At the moment our current performance for repairs completed first time is 77%. This is what we achieved in the 2018/19 year.
- 4.5 By measuring the number of jobs which are completed first time we will be able to gain information and data on those jobs where we fail. We will use this information alongside complaints to analyse the reasons which may relate to poor performance in relation to parts, materials and standards of work. Failure may also be down to poor diagnosis of the repair at the time it is reported; equally it can be due to the tradesperson not being empowered to do whatever work is needed to rectify the fault.
- It is possible that we may need to make adjustments to van stocks if particular trends show we are not carrying the required components.
- We will also be able to identify and act on trends where a specific repair type, trade or individual tradesperson tends to generate higher than average numbers of call backs or complaints.
- 4.6 Our aim is to continually improve our services, be this through improving/maintaining satisfaction and at the same time being assured that the service delivers the best value for money.

5. IMPLICATIONS

5.0 CONSULTATION

- 5.1 We will report performance on right first time through our performance reports which are presented to the Operational Board. Any emerging trends will be highlighted for discussion.

6 FINANCE & BUSINESS PLAN

- 6.1 Consistency in the quality of repairs materials and standard of work is essential in achieving value for money. The more jobs we can complete right first time will reduce the costs from repeat calls. There will also be a reduction re-calls to the customer service team and a reduction in the numbers of complaints.

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

Council
Equalities
Legal
Risk

Environmental
Policy Review
Personnel
Health & Safety

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