

TENANT REVIEW PANEL RESPONSES

Report of the Director of Investment and Regeneration

1. SUMMARY

- 1 This report gives responses to the issues and recommendations raised from the first inspection of Derby Homes services by the Tenant Review Panel.

2. RECOMMENDATION

- 2 To note and comment on the content of this report.

3. MATTER FOR CONSIDERATION

- 3.1 At the last meeting the City Board agreed to receive a report responding to the Review Panel's recommendations on the Derby Homes Local Offer "We will complete non urgent repairs within 30 working days".
- 3.2 **Continue to make improvements to your tracking system (Optitime) to ensure 30 day jobs are completed within timescale.**
- 3.3 The new system should incorporate staff availability, stock availability and tenant availability to be able to commit to setting and keeping an appointment. At the moment, this information is not co-ordinated.
- 3.4 Recommendation agreed.

We are confident that Optitime which is an appointment scheduling system does give us the capability to commit to setting and keeping appointments made from both staff and customer availability. However Optitime has no capability of managing stock. However in recent months we have completely rewritten our processes on ordering and managing materials and we believe we have a far more robust system in place which works well with our Optitime system. Our current performance on 30 day repairs at the end of October stands at 97.4% against a target of 95% which we consider to be a good level of performance.
- 3.5 **When the new stock control and reporting system is implemented repair job numbers should match up between your systems.**
- 3.6 Currently it is difficult for both staff and customers to trace the progress of a job. In the new system the job numbers should be the same making it easier to track the job.
- 3.7 Recommendation agreed.

It is true that the repair number from Consol and Academy are different. However the Enquiry Centre has only ever given the 8 digit Academy repair number to our customers. Once our new repairs IT package Open Contractor is introduced early next year it is envisaged that there then will be only one repair number.

3.8 There needs to be an awareness raising programme of what constitutes a 30 day repair.

3.9 It is unclear as to what constitutes a 30 day repair in current documents. Enquiry Centre staff have a scripting system which guides them but more information on what falls into each priority would help for customers and other staff.

3.10 Recommendation agreed.

On the Derby Homes website, in the maintenance section of the information centre there is a section on repair priorities. However we would agree that this section could be expanded upon and so we will be speaking to our Marketing Team to see how improvements can be made.

3.11 Ensure that Operatives get the right information to complete a job about any specific tenant needs.

3.12 We would suggest that there needs to be a culture change to encourage staff to use their observations when visiting customers and to feed this back to the Enquiry Centre who can update the system and pass this onto the operatives. Customers need to be encouraged to provide this information too; we know there has been a lot of work done on this in the last year.

3.13 Recommendation agreed.

There have been a number of initiatives to encourage staff to collate and feedback information on our customers which includes changes in circumstances, disabilities and even to feed back information on tenants and their households that might be in a vulnerable situation. The Enquiry Centre staff are also encouraged to check current details such as up to date contact information. However the observation that our profiling questionnaire could be altered or delivered in a different way to encourage more people to tell us about their needs has been passed to relevant staff to investigate how this might be done. We also need to improve the way this information is provided to repairs staff so they are aware of essential information on individual customers they are visiting.

3.14 Reconsider implementing the charging of tenants for missed appointments from December 2011

3.15 There is a huge amount of change in working practices, computers systems and new training programmes taking place in the Repairs Team. We feel that it is too early to implement a charging scheme whilst this is happening. In 12 months time when all systems are operating satisfactorily, the current changes fully implemented and new working practices established, this could be revisited.

3.16 Recommendation not agreed.

It is true that there are a lot of changes and many that have yet to take place in the Repairs Team. However none of these changes have adversely effected how we attend appointments with our tenants. Derby Homes has an excellent record of attending appointments. However despite this and the sending of text reminders and immediate contact from the Enquiry Centre there are a considerable amount of tenants that are not in for pre arranged appointments which not only affects our performance but also costs us a considerable amount of money. Therefore we believe that the charging of tenants for missed appointments should be implemented. There are administrative, finance systems to be set up and publicity to issue, so we aim to start this from 30 January 2012.

3.17 Manage tenant expectations by giving them a real insight into how their repair is managed, from their phone call to the workman carrying it out

3.18 Customers need to understand how their request is dealt with. Consider how you can keep them more informed which should reduce the follow up calls.

3.19 Recommendation agreed.

We appreciate the time taken by the Tenant Review Panel to try and gain an insight into how the Repairs Service is run and how this increased knowledge could be beneficial to all our tenants. We have spoken to our Marketing Team to see how we could best pass this information on possibly through the website and an article in Derby Homes News. We have attended various events such as the recent Derby Homes AGM the DACP Open Meeting, the Leaseholder Meeting and the Big Chat. to give an insight and update into how the day to day Repairs service is progressing and these will continue

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, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information: None
Supporting Information: None