

Report of the Deputy Chief Executive

HOUSING REPAIRS SERVICE REVIEW

1. Purpose of report

To update the Committee on progress of implementing the above.

2. Detail

The Housing Committee of 29 January 2020 approved the recommendations of a Housing Repairs Service Review, which were summarised as:

- Achieve top quartile performance in customer satisfaction and value for money;
- Ensure the service is efficient, effective and can expand its scope; and
- Ensure effective technology underpins the Housing Repairs Service.

Seven strategic aims were identified and these were further expanded into a 90-point action plan, the bulk of which were to be implemented by April 2021.

Despite the Coronavirus global pandemic, significant progress in addressing the action plan has been made, with some 35% of the actions closed-out and a further 35% part-way through implementation. However, the latest STAR survey of tenant satisfaction has shown a significant fall in satisfaction over the last two years – as enumerated in appendix 1. This is not uncommon across the sector and has been heavily influenced by a perfect storm of expectations from people spending more time at home during lockdowns and reduced service capacity due to furlough, materials supply, etc. This suggests that the effluxion of time and COVID-19 have rendered nugatory several of the original objectives whilst fresh priorities have become apparent.

A number of key personnel have left the Council and it has not yet been possible to backfill these roles without increasing reliance on interims and contractors. It is therefore proposed that an updated action plan be adopted that will capture the few remaining relevant actions outstanding from the original review and add the newly-identified priorities, all with reference to the three key original principles above. Details are set out in appendix 2, which is in the confidential part of this agenda.

The January 2020 Committee also resolved to retain the current in-house repairs service. This has proved challenging due to a number of economic and cultural factors. Proposals for improving recruitment and retention are identified as a high priority on the updated action plan.

Recommendation

The Committee is asked to NOTE the contents of this report.

Background papers: Nil

APPENDIX 1

STAR (Satisfaction of Tenants And Residents) survey.		
	2019	2021
Overall satisfaction of the repairs service	77.3%	74.12%
Worst satisfaction scores 2021	Being kept informed about the process	60.91%
	Being able to make an appointment	68.69%
	Time taken before work started	69.11%
Best satisfaction scores 2021	Keeping dirt & mess to a minimum	80.05%
	The overall quality of work	83.66%
	The attitude of workers	83.74%

Observations:

1. The highest level of satisfaction was with the way work was undertaken.
2. The lowest level of satisfaction was in relation to communications and process.

HouseMark – Overall sector trend			
	2019/20	2020/21	2021/22
Overall satisfaction of dealing with repairs	89.56%	80.98%	88.73%

Observations:

1. This shows a small overall reduction in satisfaction across the sector
2. There was a significant dip in 2020/21 – likely due in no small part to the world pandemic – but a near recovery for 2021/22
3. NB: 2021/22 figures based on first two quarters only

HouseMark – Breakdown comparison, Q1 & Q2 2021/22			
	Median	Top Quartile	Broxtowe
Current gas safety certificates	99.97%	100%	100%
Current electrical safety certificates	96.43%	99.37%	70%
Repairs completed right first time	88.6%	94%	83.33%
Satisfaction with repairs	89.3%	93.4%	75%

Comments:

1. There are some 1,250 properties that do not have an electrical test certificate issued in the last five years. However, current regulations require only testing every ten years for residential properties. 72 fall outside of the ten-year limit. Five years is considered to reflect best practice, so this will continue to be our objective and additional external resource is being engaged to deal with the backlog as a matter of urgency.