

Report of the Overview and Scrutiny Committee

SPOTLIGHT REVIEW OF HOUSING REPAIRS
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1. Purpose of Report

Members are asked to conduct a scrutiny review of Housing Repairs.

2. Recommendation

The Committee is asked to CONSIDER the topic of Housing Repairs and RESOLVE accordingly.

3. Further Information

At its previous meeting it was resolved to conduct a spotlight review into Housing Repairs and members delegated the responsibility for the scoping of the topic to the Chair and Vice Chairs of the Committee. The results of the scoping meeting were distributed to members and the form is also included in the appendix.

To assist the Committee to review the item, the Deputy Chief Executive, the Interim Head of Asset Management and Development and the Interim Housing Repairs Consultant will provide a presentation and information to members. The Committee will be able to ask questions in order to scrutinise the topic.

Once having received all of the information, members will be asked to conclude their thoughts and agree recommendations that will be collated into report which will be returned to this Committee for final agreement. Subsequently, the report will be presented to Cabinet for consideration.

4. Background Papers

Nil.

Scoping Report

Title of review	Housing Repairs		
Expected outcomes	Reduced backlog of repairs Less complaints Faster service to repairs		
Terms of reference/Key lines of enquiry	Issues raised from tenants Ask questions to recent tenants who have had repairs. How many repairs are related to tenants causing own damage in property? Is staffing adequate? How are the staff managed? Are Managers aware of how long jobs take.? How are jobs planned daily with locations? Are the repairs team multi skilled adequately equipped to carry out the tasks and are revisits required? Are appointments communicated to the tenants and are they kept informed if delay with parts or external supplier required to deal with repairs? Audit check on housing properties. How many repairs are coming through for repairs breakdown of repairs required?		
Possible sources of information	Look at key Performance Indicators. Question how this data is put together and relevance. Questionnaire to tenants Resident groups 'How did we do' replies from tenants after the repair has been carried out. Repairs team issues Repairs team office issues		
How review could be publicised	Through Comms Email me Social media		
Specify site visits	Tenants homes Repairs team both back office and frontline.		
Possible witnesses	Nick Hawkes Complainants/Tenants Housing Repairs team office and frontline team Complaints Officer		
Resource requirements	Officers' time. Data for questionnaire and collation of information received.		
Projected start date	Spotlight Review	Draft report deadline	Following meeting