

Appendix 2

Recommendation from Overview Scrutiny Committee	Progress / action taken
<p>Continue to identify areas of repairs and maintenance work that can be carried out in house and increase staffing levels where appropriate to deliver this objective</p>	<p>Following the salary review, which the Committee were informed of at the 12 month update, we knew that it would be cheaper for the Council to recruit more in-house staff to undertake more work in-house and reduce the term contracts reliance.</p> <p>Using the detailed information on Oneserve and historical information held on other systems to forecast which areas of the business and skill sets were needed in order to achieve this, a proposal was put to Cabinet to increase the workforce which would include various trades such as Carpenters and Electricians. Cabinet agreed the proposals and towards the end of 2018 an increase to the establishment of both the responsive repair and voids team commenced. Depending on the trade, it cost the Council anywhere between 19% and 36% less than what our current contractors would charge the council for providing the same resource.</p> <p>In addition to the increase of the establishment for the response and void works, the capital kitchen and bathroom programme that had been historically managed and completed by a contractor was also considered, and it was agreed that additional in-house staff should be recruited to undertake this work too. It is estimated that by completing the kitchen and bathroom programme work in-house that it will save in the region of £760,000 per year, £23m over the 30 year HRA business plan.</p> <p>There are a number of skills in house that we currently do not have or utilise such as flooring and fencing and will give a job in its entirety to a contractor if it contains an element of this trade to make it easier for the tenant. As part of the recruitment process we have recruited people who have these skills as well as organising training for the current workforce.</p> <p>The Responsive Repair service has undergone significant change within the past 24 months which resulted in a saving of just over £1m in 2017/18. Whilst savings are being made, performance and service has not declined as a result with some statistics below to demonstrate this.</p> <p>The target to complete Emergency Repairs on time is 98%. We have consistently achieve 100% this financial year.</p> <p>Our 'fixed first time rate' has increased from 67% to a monthly average of 87%</p> <p>Our target to complete a minor void property is 14 days and for major voids, 28 days. Our average outturn for minor is 7.5 days and for major is 22 days</p> <p>Customer Service, which we have been measuring since July 2018 is at an average of 97%.</p>
<p>Ensure regular liaison between the internal Repairs team and the Housing team to ensure that a good client/</p>	<p>The regular Housing Liaison Meeting is still on-going and proves to be a good forum to discuss any internal issues.</p> <p>Further group meetings have been set up to cover developing a new</p>

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<p>contractor relationship is maintained and that information is shared and acted upon.</p>	<p>customer ethos not just for the repairs service but for housing in entirety, improved damp & mould processes and compliancy.</p> <p>The shadowing programme between teams has also continued.</p> <p>Each month we also share information with Housing on which voids we have completed that month, how long it has taken and the approximate cost of getting the property to a lettable standard</p> <p>There are also regular strategic meetings which include the Directors and Assistant Directors from the two different directorates.</p>
<p>Provide further training to Housing Officers to enable them to provide more comprehensive advice to tenant's responsibilities and the council's responsibilities in terms of repairs and maintenance issues.</p>	<p>A Customer Service training programme is currently being developed and will be delivered to all staff across DSO Building Management and Housing. The training will focus on ensuring we are putting the customer at the heart of what we do and that our approach is consistent across both teams.</p> <p>Housing Management, Sheltered Housing and the Estates Manager have received training on the Oneserve repair system. This has greatly benefited them in terms of up to date information and being able to help tenants at first point of contact.</p>
<p>Review 'repeat offenders' who have the same or similar repair jobs carried out a number of times and work with housing management to address this issue and to recover repair costs from the tenant where appropriate.</p>	<p>The implementation of the updated Rechargeable Repairs Policy has been successful and has now expanded to other areas of DSO Building Management such as Planned Work and Servicing. We also withhold non-essential repair work until any money owing is cleared or they have made regular payments. This has proved successful in clearing historical debt.</p> <p>Reviewing repeat offenders has also highlighted some of our tenants that were not getting support from external agencies and has meant that Housing have been able to intervene and get the support that is required and in some cases has meant they have moved to more suitable accommodation.</p>