



PERFORMANCE COMMITTEE

BUILDING SERVICES – HOUSING REPAIRS

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The report provides Performance Committee with an overview of Housing Repairs along with details of service performance.

B. RECOMMENDATION

It is recommended that Performance Committee:

1. Notes the contents of this report and Appendix;
2. Provides feedback on the Housing Repairs performance; and
3. Identifies any recommendations for performance improvement

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Reporting to the Performance Committee is consistent with the Corporate Plan "undertaking to continue to develop a performance management system that helps us improve
III Implications for Scheme of Delegations to Officers	None.
IV Impact on performance and performance Indicators	Appendix 1 details a selection of performance indicators and results currently reported for the Housing Repairs service.
V Relevance to Single Outcome Agreement	The key performance indicator that is relevant to the SOA is HQSPROP033
VI Resources - (Financial, Staffing and Property)	

VII Consideration at PDSP

Performance is reported quarterly to Services for the Community PDSP

VIII Other consultations

None.

D. TERMS OF REPORT

D1 Service Overview

Building Services is the council's in-house building contractor, carrying out responsive repairs, maintenance and refurbishment of council properties. There are two teams; the Contracts Team who undertake project works associated with the Housing and General Services capital programmes, and the Repairs Team who carry out responsive repairs and maintenance to both housing and non-housing properties. Operatives cover all trades including:

- Plumber
- Joiner
- Builder
- Electrician
- Gas Engineer
- Blacksmith
- Glazier

The service has a total complement of staff of 468 FTE including 53 apprentices and an annual expenditure in the region of £26,000,000.

The service actively engages with a number of partners, key amongst who are:

- Local sub-contractors and trade suppliers
- Health and Safety Executive
- All relevant trade accreditation bodies
- Finance and Estates
- Gas Safe Register
- National Inspection Council For Electrical Inspecting Contractors

D2 Service Activities

The main activities for Building Services in 2018/19 are:

- Responsive repairs and maintenance to housing and non-housing properties, including an emergency standby service
- Gas servicing and repairs
- Enhanced estates management to housing communal areas
- Project works associated with both Housing and General Services Capital Programmes

The main activities of the service in the current financial year will be broadly similar to

those in 2017/18.

D3 Housing Repairs

Building Services Repairs Team carried out a total of 47,154 housing responsive repairs with 45,221 (95.9%) completed within the target timescale for the period of 2017/18 to council housing stock.

The repairs strategy sets out the framework for repairs within council housing stock including

- Service Standards for Repairs
- Tenants/Council Repair Responsibilities
- Right to Repair Scheme
- Rechargeable Repairs

The service and tenants panel members have developed a tenant's handbook to provide guidance to tenants on all aspects of housing repairs. Link to the tenant's handbook <https://www.westlothian.gov.uk/tenantshandbook> .

D4 Repair Journey

Request a Repair

Tenants can request repairs via a number of different routes, Customer Service Centre, Customer Information Service or Elected Members.

The majority of our tenants contact our Customer Service Centre to request a repair. Advisers follow a scripted process to identify the repair with the information provided by the tenant and appointments are offered based on the service standards for repairs. Tenants will receive a confirmation text of the appointment details. Repairs are logged onto our housing system and the appointments booked into our electronic scheduler.

Planning the Repair Request

The role of the work planners are to monitor an electronic work scheduler and allocate works to the repairs teams, ensuring all appointments and service timescales are met. The planner role is the key contact with our tenants to provide updates at every stage of the repair process. This includes agreeing appointments for follow on works, additional works or resources to meet the service timescales.

Carrying out the Repair Request

Repair operatives are located in geographical areas throughout West Lothian based on demand for repairs. Operatives receive all their jobs on a mobile system and can access the information on their personal digital assistants. The mobile system has the functionality to allow the operatives to complete a health & safety check list, take photographs at any stage of the repair, complete any gas or electrical certificates, record the works completed and actual time spent on the repair.

Following the completion of the repair the operative requests the tenant to complete a customer survey on the mobile system or provides the tenant with a paper survey to complete and return.

Post Inspections

The supervisory teams carry out a number of post inspections on completed works. These checks are on a risk based approach and include checks on finished quality of workmanship.

These post inspections are reviewed and actioned as appropriate by the managers.

D5 Repairs Journey Enhancements

Tenants Portal

The service is currently developing a tenant's portal that will allow tenants to book certain repairs and choose a suitable appointment date without the need to speak to anyone from the council. The functionality will also allow tenants to monitor progress of repairs through the different stages as well as upload pictures to assist in identifying the correct trade to attend and repair category. The tenant's portal for the repairs project is due to go live in August 2019.

Mobile Working – Vehicle Stock

A key area for completing the repair at first visit is the availability of material. The mobile working solution has the functionality to manage vehicle stock. The functionality will be available in late 2019.

Job Completion Skills Matrix

The service has development proposals to introduce Completion Skills Matrix, the additional Key skills required to be undertaken by individual trade groups to achieve full "job completion" wherever possible and will be over and above the recognised "Core skills" associated with individual trade groups. Discussion will be held with the Trade Unions

E. Performance Measurement

Building Services performance is regularly measured through a suite of performance indicators in line with the council's performance management framework, using the Pentana system.

Building Services Performance Indicators are representative of a range of activities delivered by the service and include statutory, public performance reporting and management indicators, including measures of customer satisfaction.

Performance is regularly reviewed within the service at management team, performance reviews with managers and the Head of Service, individual team meetings and monitored via 1-2-1 and frontline operative meetings where appropriate.

All employees within the service are encouraged to actively engage in reviewing relevance of performance indicators and their targets.

F. External Performance Frameworks

The service also submits performance to the Scottish Housing Regulator on an annual basis and completes benchmarking activity with Scottish Housing Network and Association for Public Service Excellence. Some of benchmarking activity is included in the Performance Report submitted to the Panel.

Conclusion

The report and attached summarise the work and the performance of Building Services Housing Repairs.

The Performance Committee is asked to consider the report, consider any performance measures they would like to explore further and provide any recommendations on performance improvement.

Background References

None

Appendix 1: Building Services Performance Report

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