

HOUSING MT UPDATE REPORT
Maintaining and Improving Homes

Core Group – Lynne Maciver (Chair), Bill Takhar, Lucyna Rutkowska

DATE OF HMT: 15 August 2019

SUMMARY OF LAST QUARTER'S ACTIVITY:

1. Continue to monitor and report performance to HMT quarterly with particular reference to analysing performance stats – ongoing.

The MIH HIT meetings have been held regularly since beginning of the year following the hiatus last year so the performance stats are being monitored and reported regularly.

-Investigate on performance and managing timescales for Aids and Adaptations-

This has improved over the last few months. Majors down from 177 days to 79, moderates from 53 days to 12 and minors from 19 days to 11. A major change to this process is that, due to Angus Care and Repair disbanding, we now have to deal with their clients' needs under our minors. We are currently undergoing a complete review of the whole Aids & Adaptations process. This is in order to streamline the process.

-Investigate on performance of timescales to complete emergency repairs.

Average time taken for emergency repairs: 4.5 hours (April 2019 5.43 hours, May 2019 5.93 hours, June 2.38 hours) – This is a considerable improvement.

Work order errors

It was identified that emergency work order should be only recorded as EWO and any other additional works should be raised as new work order. Following this happening, there was improved performance reporting. We still put this down to staff issuing incorrect works orders. Staff receive the monthly report flagging zero times and over 24 hours to resolve.

Current performance (Jun2019) is showing a good improvement.

2. Identify/review policies, procedures, service standards and tenant information required:

-Identify any improvement measures with regard to flagging up vulnerable tenants

The service redesign currently in progress should allow the local housing officers to get to know their tenants better and be more aware of any issues or challenges. Also, new contract protocols being put in place for our Capital Bulk Programmes allow for various interventions and for picking up any vulnerable tenants through CHT, Contractor Liaison Officers and other members of staff.

- Change of Tenancy Inspection Sheet- All CHT's are now following the same COT sheet procedure and it appears to be working well.

3.Unplanned repairs

We are currently preparing a Business Case for CLT to proceed with a new Asset Management System using Keystone Civica. There is potential there for much resource saving in many areas such as Unplanned, Planned, Asbestos, Aids & Adaptations, EPC's and Gas & Electric heating.

We will also be taking forward a new contract using a Fixed Price per Property for the Unplanned Contract following approval from Committee. This will greatly improve the procedure and save resources.

4. Identify any improvement measures following Tenant Repairs Satisfaction Survey

This is still ongoing following surveys and contact with tenants to follow up.

5. Transfer the Gas Maintenance and Gas repairs Service to Northgate. Transfer Capital Plan details to Northgate.

Staff are working with the Business Support at testing stage to resolve any issues. Testing ongoing and once completed will be ready to build live.

6. Procure Asset Management software-

We have had a webinar supplied by CIVICA. There is currently a Business Case being made for the potential resource saving that can be retained. The Business Case is planned to be taken to CLT at the end of August 2019.

7. Establish Capital and Planned Maintenance Works Protocol –

Bulk Bathroom and Kitchen contract procedures are now completed and signed off. We are presently outting these into practise and tweaking where necessary. We are also working on a similar protocol for the ESSH contract and the generic contract protocol.

8. Continue to monitor updates from subgroups-ongoing

The subgroups progress can be viewed in :- [HIT MIH ACTION PLAN August 2019](#)

PRIORITIES FOR THE NEXT QUARTER

1. Continue to monitor and report performance to HMT quarterly with particular reference to analysing performance stats:

-Investigate on repairs right first time.

2. Identify/review policies, procedures, service standards and tenant information required:

-Develop/review new procedures for new Fixed Price per Property in Unplanned Repairs.

3. Identify any improvement measures following Tenant Repairs Satisfaction Survey.

4. Continue to monitor updates from subgroups.

Summary of Key Performance Data and Analysis April-June 2019 (noting any significant changes in performance)

Repairs completed within target time: 98.52% (Arbroath: 98.29%; Montrose: 98.94%; Forfar: 98.44%). Steady performance over last few months.

Repairs Right First Time – 86.55%

Right First Time is currently at 86.53%, compared to 87.28% last month showing a decrease in performance and still below target.

Average Time taken for Emergency Repairs- 4.5 hours

Current performance is 2.38 hours (June 2019) compared with 5.93 hours of previous month, this is showing a good improvement in performance.

The **Repair appointments** –99.74 %. Steady performance.

COT budget- Angus 40.01% (Arbroath: 40.42%; Montrose: 43%; Forfar: 37.66%)

Slight overspend. The current performance is higher than average for the time of year. At present, CHTs are approaching usage of nearly half of their budget at end of first quarter of the financial year.

Progress against Charter Outcomes (April 2019 – June 2019):

Outcome 4 - Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

The Actual Charter Return 2018-19 was 93.87% meeting SHQS, as at end July 2019 this figure is at 93.85%. There are 7,184 properties up to standard and 471 abeyances. (Figure not available for end of Q1 due to issues with energy efficiency elements on Northgate)

Outcome 5 - Social landlords manage their businesses so that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

Q1 (Apr – June)

Appointments kept = 99.74%

Repairs carried out right first time = 86.55%

Aids and Adaptations (Major) = 79 days

Aids and Adaptations (Minor) = 11 days

Aids and Adaptations (Complex) = N/A – no complex jobs

Aids and Adaptations (Moderate) = 12 days

DISCUSSION POINTS

*Repairs Right First Time.

*CHT Budget Spends

HIT CHAIR: Lynne Maciver

HOUSING MT UPDATE REPORT
Maintaining and Improving Homes

Core Group – Lynne Maciver (Chair), Bill Takhar, Lucyna Rutkowska

DATE OF HMT: 23 January 2020

SUMMARY OF LAST QUARTER'S ACTIVITY:

1. Continue to monitor and report performance to HMT quarterly with particular reference to:

- Repairs Right First Time;

Still struggling with this particular performance. This should however be addressed under the new Unplanned Fixed Price Model as it will be in the interest of the Contractor to get it right first time to avoid multiple callouts.

2. Identify/review policies, procedures, service standards and tenant information required:

- Identify any improvement measures with regards to flagging up vulnerable tenants;

The service redesign currently in progress should allow the local housing officers to get to know their tenants better and be more aware of any issues or challenges. Also, new contract protocols being put in place for our Capital Bulk Programmes allow for various interventions and for picking up any vulnerable tenants through CHT, Contractor Liaison Officers and other members of staff.

With regards to the issue with gas capping and vulnerable tenants, we are in the process of formalising a process where local housing offices are automatically notified of properties that have had their gas supplies capped. In order to kick the development of this process off, our gas Section has sent a list of all properties in the CHT areas that currently have their gas supplies capped. There is a summary sheet included to provide totals and some basic information. This will enable CHT's to check on the current situation in these properties and reason why the tenant has left gas supply capped. It is the intention to only notify of new capping since this last bulk update from now on for CHT's to monitor tenant concerns/vulnerability.

It is suggested that Gas Section should advise CHT's of any property that has been capped for more than 7 days. As a starting point this may be OK but we may need to develop these time scales and a more accurate way of identifying vulnerabilities. We are open to suggestions as to how and when

you would like to be advised of capping issues. In the meantime, Malcolm has started to document this process with a view to adding to our procedure and review process.

- Develop/review new procedures for fixed price per property for Unplanned Repairs;

Tenders are back in and we are going with two contractors with two lots each. However, due to financial increase of second contract we have to get committee approval to use them. Information not in public domain yet but once approved all those who applied will be notified. Significant amount of work to be done still on several areas of the contract particularly Northgate, call handling, tenant journey, training and finance. Meeting on 31/01/20 to discuss allocation of work.

3. Identify any improvement measures following Tenant Repairs Satisfaction Survey:

This is still ongoing following surveys and contact with tenants to follow up and will be developed further in next quarter.

4. Procure Asset Management software:

This is progressing and, at present, we are looking at the Digital Implementation and preparing the Data Impact Assessment to go to the Digital Board. The specification needed for our purposes has been issued to Lucyna to carry out a market testing to see if there are any other Companies out there who can supply a match for this spec. If not, we may be in a position to do an exemption request for Keystone Civica.

5. Continue to monitor updates from subgroups-ongoing:

The subgroups progress can be viewed in :- [e drive](#)

PRIORITIES FOR THE NEXT QUARTER

1. Continue to monitor and report performance to HMT quarterly with particular reference to analysing performance stats:

- Scrutinise tenant repair satisfaction surveys;
- Benchmark with other Authorities to compare performance and actions.

2. Identify/review policies, procedures, service standards and tenant information required:

- review various websites on internet such as Water Hygiene & Fire Safety;
- Further scrutiny of procedure for capped gas and vulnerable tenants.

3. Identify any improvement measures following Tenant Repairs Satisfaction Survey.

4. Continue to monitor updates from subgroups.

Summary of Key Performance Data and Analysis October - December 2019 (noting any significant

Appointments kept = 99.87% (increase from last quarter)

Repairs carried out right first time = 83.50% (Derek McNulty only had 63.22% right first time, bringing average figure down. Other contractors had right first time ranging from 83% - 95%)

Average time taken for emergency repairs: 3.92 hours (Overall decrease from last quarter. Last month was down to 2.2 hours so showing good improvement in performance thus far)

COT budget: Angus 95.12% (Arbroath: 103.80%; Montrose: 98.18%; Forfar: 83.73%) (Arbroath overspent with 3 months left & Montrose higher than average for year)

Quarterly figure (October – December 19) for the Repairs completed within target time: 98.35% (Arbroath: 98.15%; Montrose: 99.27%; Forfar: 97.81%)

Outcome 4 - Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair

The Actual Charter Return 2018-19 was 93.87% meeting SHQS, as at end December 2019 this figure is at 93.97%. There are 7,088 properties up to standard and 455 abeyances.

Outcome 5 - Social landlords manage their businesses so that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

Aids and Adaptations (Major) = 89 days (up from 79 days last quarter.)

Aids and Adaptations (Minor) = 10 days (down from 11 days last quarter)

Aids and Adaptations (Complex) = N/A – no complex jobs

Aids and Adaptations (Moderate) = 33 days (up from 12 days last quarter)

DISCUSSION POINTS

* Improvement measures with regards to flagging up vulnerable tenants. Timescales allowing 7 days then Gas Section flags up to CHT? This is to allow time for uncapping but is it too long?

HIT CHAIR: Lynne Maciver