

PERTH AND KINROSS COUNCIL

Housing and Communities Committee

21 August 2019

Responsive Repairs Policy – Review and Update





Report by Executive Director (Housing and Environment) (Report No. 19/226)

The purpose of this report is to seek committee approval for the revised Responsive Repairs Policy.

1. BACKGROUND / MAIN ISSUES

- 1.1 Keeping the Council's 7,635 houses well maintained and in a good state of repair is a key priority for the Housing Service. The housing repairs and improvement teams undertake and manage this work, ensuring that tenants are provided with safe, warm, modernised, secure housing that meets the Scottish Housing Quality Standard. This supports our tenants and residents to remain in their homes for longer, contributing to sustainable tenancies and communities.
- 1.2 Outcomes 4 and 5 of the Scottish Social Housing Charter detail the service and results our tenants should expect to receive in relation to repairs, maintenance and improvements:
 - *Outcome 4: Quality of housing:*
“Social landlords manage their businesses so that: tenants’ homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020”.
 - *Outcome 5: Repairs, maintenance and improvements:*
“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”.
- 1.3 A range of legislative and regulatory responsibilities affect and influence delivery of the repairs service. These include:-
 - a range of health and safety duties to ensure our tenants, staff and contractors are living or working in a safe environment
 - various landlord responsibilities set out in the Housing (Scotland) Act 2001 and 2010
 - contractual arrangements for repairs through procurement or service level agreements with partner organisations

- measurement of performance by the Scottish Housing Regulator through the standards set out in the Social Housing Charter
 - gas safety standards and regulations
- 1.4 The repairs service is a high profile activity that affects all of our tenants. The volume of repairs undertaken by the team each year is high, so maintaining good performance and delivering a high quality service, whilst delivering efficiency savings through our transformation project is challenging. Despite these challenges, performance, standards of service delivery and tenant satisfaction remains high.
- 1.5 The Responsive Repairs Policy aims to ensure we meet our legislative obligations, while reflecting current good practice guidance and outcomes set by the Scottish Housing Regulator.
- 1.6 The policy was revised and approved at committee on 27 January 2016 (Report No. 16/30 refers). It is easily accessible to all our tenants and available on the Council's website.
- 1.7 During the summer of 2018, a Working Group made up of staff and tenant representatives reviewed the Responsive Repairs Policy to ensure that the Policy remained customer focused and continued to meet our business needs. Key points for discussion included:-
- repair categories and targets
 - a right to council repairs service
 - responsibilities as a tenant
 - communal repairs
 - extra help for tenants
 - customer satisfaction and complaints
 - our commitment to you
 - common faults and useful numbers
- 1.8 Minimal changes were requested by the Working Group, these have been updated in the new version and are detailed in Appendix 1.
- 1.9 The responsive repairs policy supports service delivery and has contributed, along with our repairs transformation activity, to improved performance since its introduction in 2016. This is evidenced in our performance reported through the Annual Return of the Charter for the Housing Regulator. During 2018/19 we completed all categories of repairs within target, responding to 28,164 service requests and completing 92% of non- specialist work in-house. A summary of performance is detailed in the table below:

Key Performance Indicators	2016/2017	2017/2018	2018/2019	*
Average no. of hours to complete emergencies	3.74	3.57	3.54	
Average no. of days to complete non-emergencies	13.26	8.59	9.17	
% of Repairs Appointments Kept <i>Appointment are scheduled with tenant. When no access is provided by the tenant at the agreed appointment this is recorded in the indicator as appointment not kept.</i>	97.76	97.94	96.51	
% of Jobs Completed Right First Time	82.76	91.11	88	

* Relates to performance improvement since 2016/17

- 1.10 Our performance has also been recognised by the Service User Review and Evaluation (SURE) Team who awarded a 'Dark Green' for the performance indicators reported for 2017/2018. A 'Dark Green' award means that a very good service level standard has been achieved.
- 1.11 Overall levels of tenant satisfaction with the quality of their home was 95.83% in our main tenant satisfaction survey, completed in 2018. On an ongoing basis, tenant satisfaction with our repairs service remains at over 90% with very recent results sitting at over 95 %. The table below details more specific feedback in relation to the repairs service:

Question	Satisfied / Very Satisfied
Ease of reporting repairs	98.8 %
Being told when workers would call	96.4%
Time taken before work started	94.6%
Speed of completion of work	95.7%
Attitude of workers	98.6%
Overall quality of work	97.0%
Keeping dirt and mess to a minimum	98.6%
Tradesperson doing the job you expected	97.5%

2. PROPOSALS

- 2.1 The report seeks approval from Committee for the amendments to the Responsive Repairs Policy as detailed in Appendix 1.

3. CONCLUSION AND RECOMMENDATIONS

- 3.1 The repairs service has continued to provide an efficient customer focussed service, meeting target timescales agreed with our tenants and maintaining high levels of tenant satisfaction with repairs service delivery. This report presents a revised responsive repairs policy aimed at making sure the Council's houses continue to be well maintained and kept in a good state of repair, supporting tenants to live in safe and secure homes.
- 3.2 It is recommended that **Housing and Communities Committee**
- i) notes the contents of this report.
 - ii) approves the amendments to the responsive repairs policy.

Author

Name	Designation	Contact Details
June McColl	Service Manager	HECommitteeReports@ pkc.gov.uk 01798 475000

Approved

Name	Designation	Date
Barbara Renton	Executive Director (Housing & Environment)	15 July 2019

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1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	None
Workforce	None
Asset Management (land, property, IST)	None
Assessments	
Equality Impact Assessment	Yes
Strategic Environmental Assessment	None
Sustainability (community, economic, environmental)	Yes
Legal and Governance	Yes
Risk	None
Consultation	
Internal	Yes
External	Yes
Communication	
Communications Plan	None

1. Strategic Implications

Community Plan/Single Outcome Agreement

- 1.1 The Perth and Kinross Community Plan/Single Outcome Agreement 2013-2023 and Perth and Kinross Council Corporate plan have five concurrent outcomes which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. The following are relevant to this report:

- Promoting a prosperous, inclusive and sustainable economy.
- Supporting people to lead independent, healthy and active lives.
- Creating a safe and sustainable place for future generations.

Corporate Plan

- 1.2 Proposals contained in this report address the following Corporate Plan Priorities:

- Promoting a prosperous, inclusive and sustainable economy
- Supporting people to lead independent, healthy and active lives;and
- Creating a safe and sustainable place for future generations.

2. Resource Implications

Financial

- 2.1 There are no direct financial implications regarding this report.

Workforce

- 2.2 There are no direct workforce implications regarding this report.

Asset Management (land, property, IT)

- 2.3 There are no asset management implications regarding this report.

3. Assessments

Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.
- 3.2 The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:
- (i) Assessed as **relevant** and actions taken to reduce or remove the following negative impacts:
- Policy to be made available in other languages and available on website or physical copy made available if requested
 - Repairs Centre will continue to take phone calls from those who do not have access to the internet due to either geographical or financial reasons

Strategic Environmental Assessment

- 3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. However, no action is required as the Act does not apply to the matter presented in this report. The matters presented in this report were considered under the Environmental Assessment (Scotland) Act 2005 and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

Sustainability

3.4 These proposals meet the following sustainability criteria;

- Where possible, using materials from sustainable sources.
- Energy conservation through improved insulation measures.
- More efficient heating systems.
- More efficient lighting systems.

Legal and Governance

3.5 The Head of Legal and Governance has been consulted and there are no direct legal implications of this report.

Risk

3.6 The Housing and Environment Senior Management Team regularly review performance frameworks that highlight overall performance and improvement actions and risks.

4. Consultation

Internal

4.1 Head of Legal and Governance have been consulted on this report.

4.2 The Equalities Strategic Forum have been consulted on this report.

External

4.3 Through the Short Life Working Group customers have been consulted on the Policy.

4.4 The Tenant Committee Report Panel were consulted on this Policy. They advised that the report is very well presented with short sections, bullet points and visuals that make it easier to understand. The report is more about the updating of contact information as a result of changes in the repairs reporting system.

5. Communication

5.1 There are no direct communication issues with regard to this report.

2. BACKGROUND PAPERS

2.1 No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.

3. APPENDICES

3.1 Appendix 1 to this report is the table of amendments.

3.2 Appendix 2 to this report is the Responsive Repairs Policy (2018).