

EAST LEEDS REPAIRS RECOMMENDATIONS FROM TENANT SCRUTINY BOARD WITH FEEDBACK

Desired Outcome – To reassure tenants that Housing Leeds aim is to get it right first time

Recommendation 1 – That Housing Leeds provide dedicated repairs training for new staff as part of their induction and regularly review training needs of existing staff. In addition, that Housing Leeds supports the Contact Centre's training programme.

Comments - Recommendation Accepted

We will review training needs to ensure that all staff involved in the repairs process are appropriately trained. This will include standard training for new staff as part of the induction process.

Specific damp related training is being delivered to staff in-order to ensure that reports of dampness are dealt with as effectively as possible. This will include a programme of collocating technical staff within the Contact Centre in-order to train out a consistent approach to diagnosing damp related repairs.

Desired Outcome – Increased service improvements, efficiencies and opportunities for savings

Recommendation 2 – Implement and roll out the Total Works system.

Comments - Recommendation Accepted

Desired Outcome – Optimum use of operative time and ability to create additional appointment slots and reduce waiting time for repair appointments

Recommendation 3 – Implement new working practices through Total Works, in relation to creating additional appointments, by reducing waiting times and increased tenant satisfaction. We also request that this Board be provided with an update on progress.

Comments – Recommendation Accepted

New working procedures are being designed alongside the roll out of Total Mobile which will remove the inefficient and ineffective parts of existing processes. This will improve the customer experience and address key issues such as waiting times and communication when follow on visits are required.

A progress update will be presented to the Board as the Total Mobile roll out programme progresses.

Desired Outcome – Improve customer satisfaction

Recommendation 4 – Improve customer satisfaction by using and act on learning from complaints. Improve the process and communication where follow on work is required including follow up work after accessing out of hours service. Take ownership of complaints and enquires and see through to conclusion.

Comments – Recommendation Accepted

Key procedural improvements will be addressed through Recommendation 3.

Improvements to the complaint / members enquiry process will be made to ensure a more joined up approach across Housing Leeds teams. Procedures will be reviewed and revised

to ensure clarity of responsibility for teams and individuals and include a robust approach to capturing learning outcomes and developing them into service improvements.

Desired Outcome – Improve ease of finding information and getting it right first time

Recommendation 5 – That Leeds Building Services, work with the Contact Centre, HUBs and local housing offices to ensure staff know how to identify key properties types such as heating type, to enable more accurate repair reporting. Ensure staff are adequately trained and information is readily available on systems to enable accurate reporting in relation to dual communal heating systems, for example; gas boiler but with electrical components in individual flats, to ensure the correct trade is allocated. Provide portable heating for tenants when repair is not possible.

Comments – Recommendation Accepted

Access to information on property types and components will be included as part of the repairs training for staff. In addition, local training will be developed to better inform area based teams about local issues such as district heating schemes and common problems affecting non-traditional housing stock.

The replacement housing management system, Civica, will provide better links between the repair ordering system and asset management data which will mean better, more accessible property information is available for frontline staff.

Desired Outcome – Administration of repairs ordered is carried out effectively

Recommendation 6 – Administration on repairs performance is improved – so that orders are closed down in a timely manner on systems, including sub-contractor orders. This will ensure that performance reporting is not adversely affected.

Comments. – Recommendation Accepted

Desired Outcome – Improve tenant access to repair service

Recommendation 7 – Make repair raising more accessible online. Whilst this is currently available, it is not actively promoted or widely utilised. Ensure that systems are user friendly, use Plain English and make use of photographs. Utilise involved tenants to critique the service and ensure all follow up enquiries are dealt with promptly.

Comments. – Recommendation Partially Accepted

The current online repair system is widely used. Over 12,000 repairs were reported online last year.

A new online repair ordering tool will be implemented through the ongoing Civica project which is replacing the current housing management systems. The new system will have improved functionality such as enabling tenants to book repair appointments 24 hours a day and posting photographs of faults. Tenants will be involved in the set-up of the new system via the 'Repairs and Investment Tenant Group'.

Desired Outcome – Improve Officer knowledge, get it right first time

Recommendation 8 – That there is a named contact at Leeds Building Service for new and existing staff to reference complex repair enquiries, including support with communal repairs.

Comments – Recommendation Accepted

We feel that giving a specific named contact will lead to problems during absences, change of roles etc. Leeds Building Services will provide a dedicated phone line for staff to ring to progress complex repair issues. Calls will be handled by a team of experienced members of staff who will have direct access to management support.

Desired Outcome – Manage operative capacity

Recommendation 9 – Where a trade has a shortfall in operative numbers, Leeds Building Services consider apprenticeships in these trades and continues to work to upskill operatives in multi skilled trades.

Comments – Recommendation Accepted