

 <p>Northwards Housing North Manchester's Council Homes</p>		Report to: Northwards Housing Board 2 July 2019		Item No: <h1>12a</h1>	
Title:		Response to Tenants' View scrutiny of the Responsive Repairs Service			
Date:		24 th June 2019			
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Confidential:		No			
For: (Please tick action required)		NOTING	DISCUSSION	APPROVAL ✓	
PURPOSE OF REPORT					
To provide a response to the Tenants' View report and recommendations					
RECOMMENDATION					
The Board is asked to consider and approve the response to the Tenants' View scrutiny report.					
IMPLICATIONS					
Risk Management		CRR-09e Failure to ensure effective arrangements for tenant scrutiny is adequately controlled by ensuring scrutiny exercises are supported and recommendations are considered by the Board and implemented as appropriate.			
Regulatory & legal compliance		The regulation requires us to ensure effective tenant scrutiny arrangements are in place and tenants have the opportunity to review and comment on Northwards performance.			

Consultation/Consideration:

	Yes, No or N/A:	Name:	Date:
Sub-Committee:	No		
Task Groups:	No		
Ward Councillors:	No		

1. In May 2019 the Board considered a report from Tenants' View on the Responsive Repairs Service that Northwards manages on behalf of Manchester City Council.
2. There were four recommendations from this scrutiny exercise and the management response to each of these is given below.

2.1 Northwards and Mears should review the information Mears operatives relay to the controller, if the repair requires further work.

Agreed. This has been discussed with Mears Directors who appreciate the importance of accurate planning of trade resource and materials to ensure that jobs are done efficiently with minimal inconvenience to tenants. Case studies have been used to do an in-depth review of what went wrong and why. Mears' have brought in additional management resource from other contracts to ensure that consistency is achieved with regards to the minimum level of information required and that the use of handheld devices is re-launched/re-trained.

2.2 Northwards and Mears should review missed appointments by Mears' operatives and how they communicate with tenant if appointment can't be kept.

Agreed. The initial response from Mears' General Manager was that monitoring was already in place, however, we have challenged the veracity of this and this has been escalated to Mears Directors and this is being reviewed.

2.3 Northwards and Mears should carry out an in-depth analysis of why numerous visits for the same repair are required and examine the cost implications.

Agreed. We recognise that some repairs will never be completed on the first visit and this should be reflected in the target rather than excluding certain works orders from the calculation of the results. Statistics collated from customer satisfaction surveys captured by voicescape suggests that a target of 85% is achievable and this is the recommended target recommended to Operations Sub Committee. This has been discussed with Mears' Directors who have a commercial imperative to improve this situation as repeat visits that relate to the same repair are not re-charged to NH, and therefore, impact on their bottom line.

2.4 Review the 6-week-catch-up repairs to establish why there are many chase-up calls by tenants after the deadline. We recommend a customer journey mapping exercise for this purpose.

We do not have a direct response to this recommendation as it is seen as a symptom rather than the problem. The overall strategy to address this is to increase the proportion of jobs completed first visit (thereby improving productivity) so that more jobs get done before due date, opening up more capacity to offer appointments at the first point of contact. This coupled with better communication regarding follow on visits (cover in recommendations 1 & 2), will negate the need to contact the CSC more than once per repair. The Service Improvement Facilitators have been tasked with reviewing the processes leading to chase up calls and will be starting this review in August.

3. The Board is asked to consider and approve the response to the Tenants' View scrutiny report.