

# Housing, Health & Community Committee

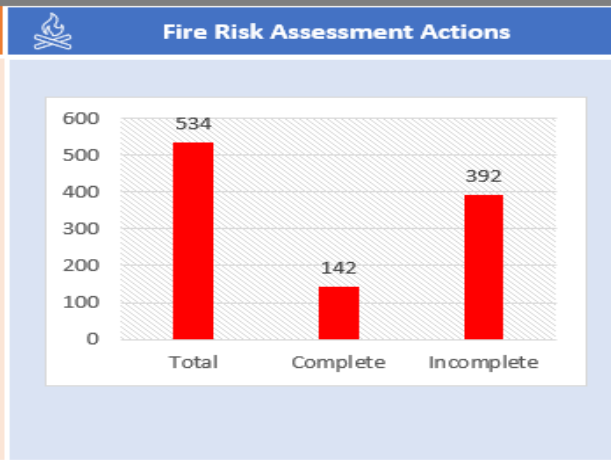
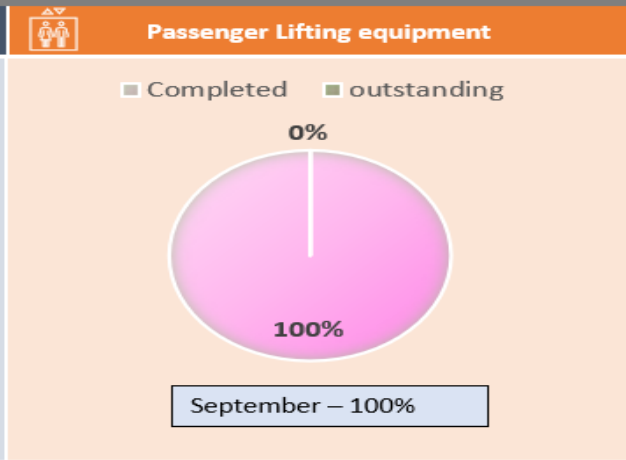
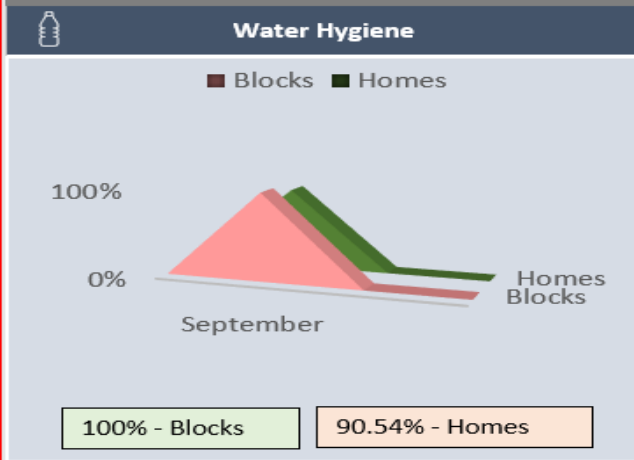
18th December 2023

## Compliance and Repairs Service Update



# Compliance Update

Performance for September 2023

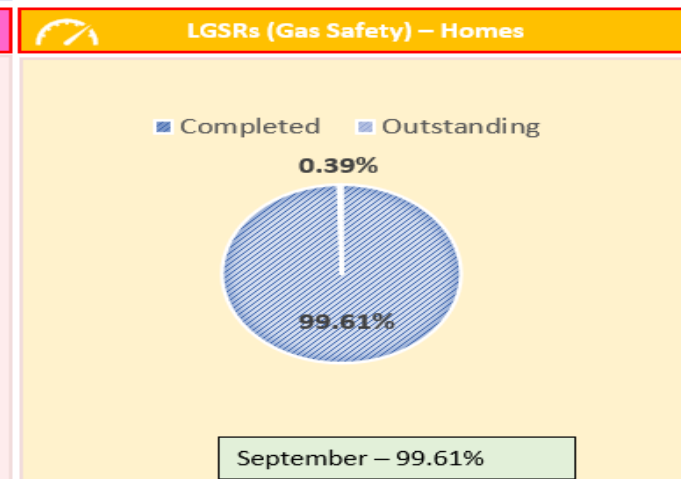
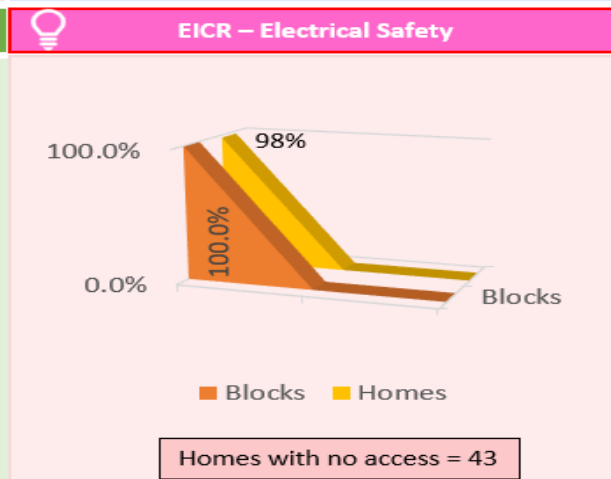
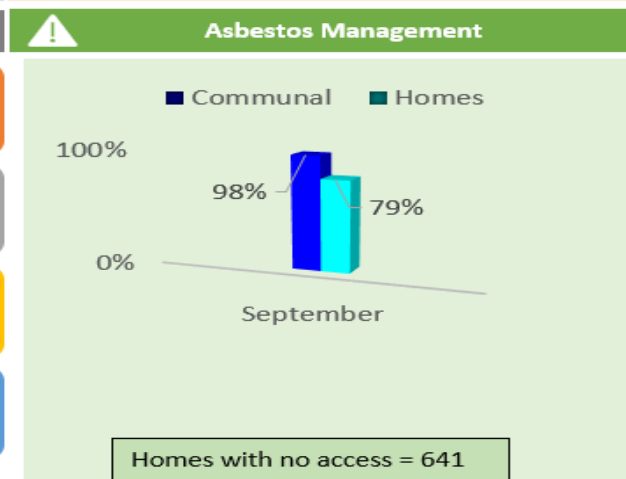


### Analysis

- Water Hygiene – 225 homes still require initial assessments
- Fire Risk Assessment Actions – Re-inspection cycle commenced April 2023. Actions include several planned works for the next 3-5 years.
- Asbestos Management Communal - 3 blocks left to be surveyed by the end of October 2023. Homes – No access has remained static
- EICR Homes – Slight improvement in accessing homes
- LGSR - 8 remaining services are overdue; access has not been gained to these properties.

### Improvements to be made

- A process has been agreed across all compliance areas for no access properties.
- Gas safety procedure has been amended with the intention of the process being a month in advance including applying to court.
- A reconciliation of data is currently taking place to enable a centralised system for efficiency and ease of access across all compliance areas.
- Compliance reporting to include lifting equipment as well as passenger lifts.



Working Together

TWO COUNCILS  
ONE TEAM



# Damp and Mould “Task Force”



- Task force in place, including designated ownership of active repairs, surveyor visits, senior management governance
- Updated media, including online, physical and in person communication
- Surveys and Calls made, proactive approach to identify cases (lower than anticipated demand)
- Active monitoring and shared information on problematical properties
- Designated resource
- <10% of active case relate to “mould” issues

<https://www.brentwood.gov.uk/repairs-and-maintenance#useful-documents>

# Performance overview – Case Management

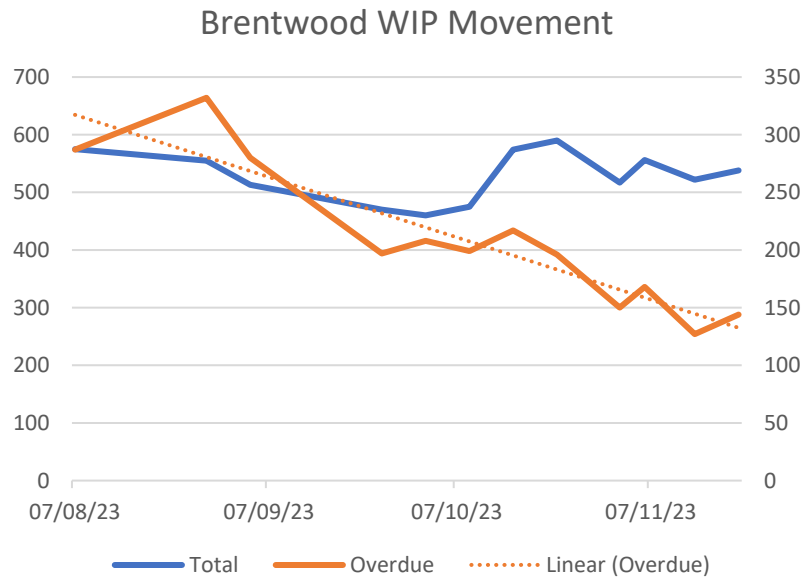


## Positives:

- Work In progress (WIP) maintained less than monthly demand
- Age profile has reduced by 50%
- Less than 2% now over 60 days aged

## In Progress:

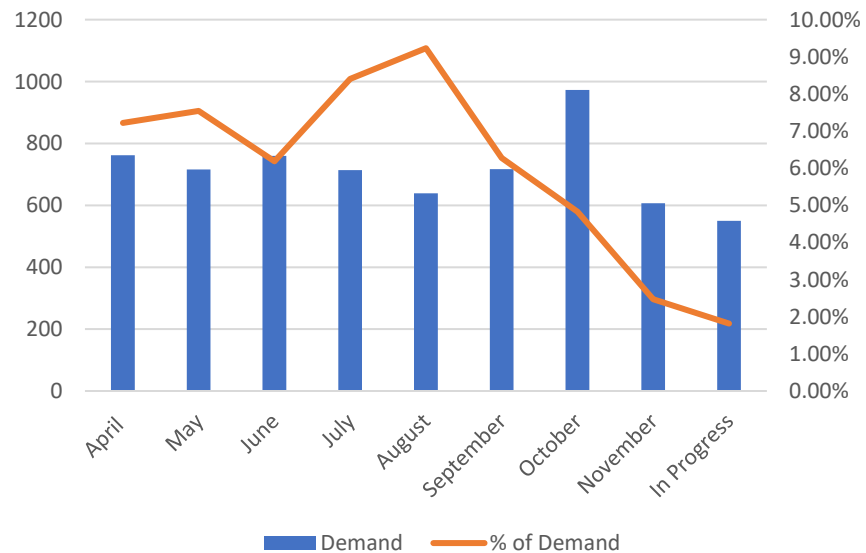
- Reduce age profile to less than 10% of all actives cases
- 0 cases over 30 days aged



# Performance overview - Escalations



Dash Analysis



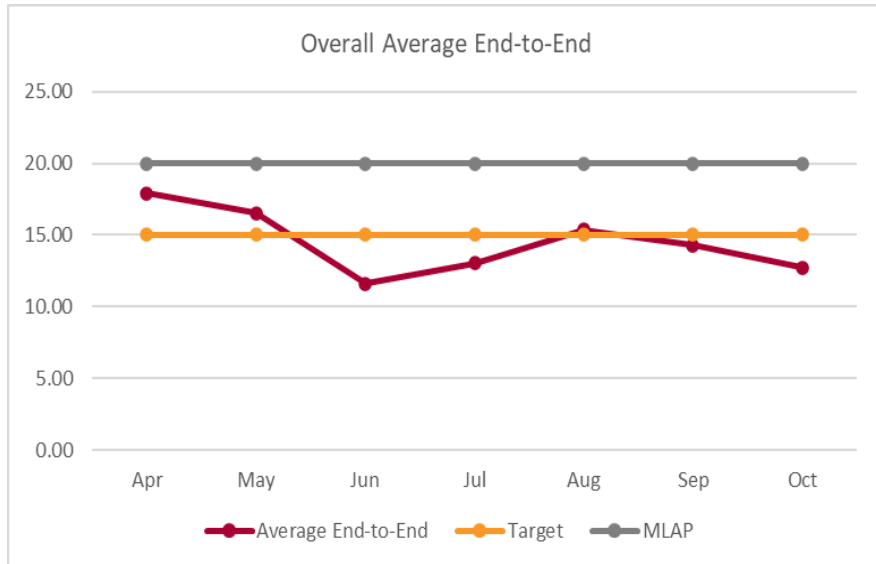
## Positives:

- A reduction of queries from 9% to to 3% (escalated)
- Consistent demand, circa 750 pm
- Resilience to above average demand

## In Progress:

- Reduce queries received to <1.5%
- Operative productivity and engagement

# Performance overview – Time Taken



## Positives:

- Reduction in time take to complete repair, average down from 18 days to 11 days
- Target being achieved

## In Progress:

- <10 day end to end for average for repairs

# The Next Steps



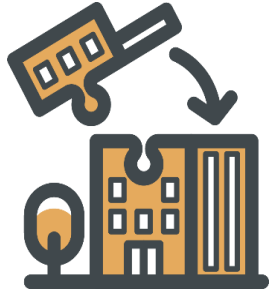
Call Centre Performance – improvement needed

Operative Engagement – productivity and reliability of message

Perception - increase satisfaction

Communication – consistency required

Resident engagement – increase presence



# Thank You Any Questions

