

# Housing, Health & Community Committee

11th March 2024

## Compliance and Repairs Service Update

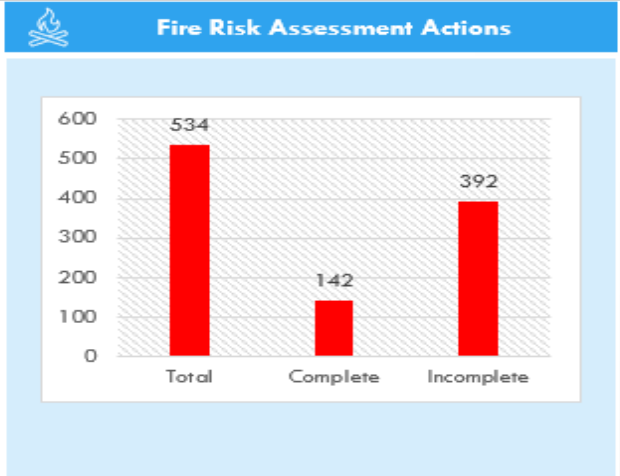
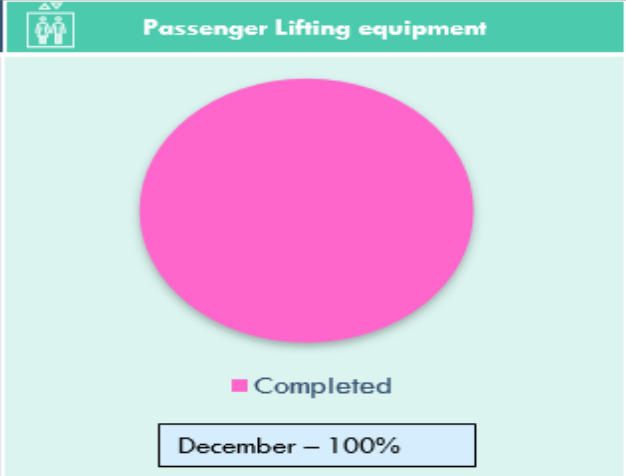
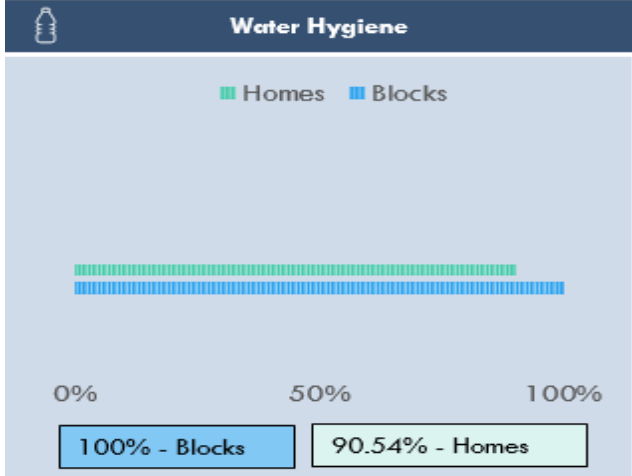


# Compliance Update

## COMPLIANCE DASHBOARD



Performance for December 2023



### Analysis

Water Hygiene – 225 homes require initial assessments, a plan is in place to double up with other outstanding inspections.

Fire Risk Assessment Actions – Re-inspection cycle commenced April 2023. Actions include several planned works for the next 3-5 years.

Asbestos surveys with no access will be doubled up with other repairs, maintenance and compliance appointments to gain access to the properties as agreed with our contractor.

EICR Homes – 37 EICR'S to be completed out of 2510.

LGSR – In December 100% Compliance was achieved.

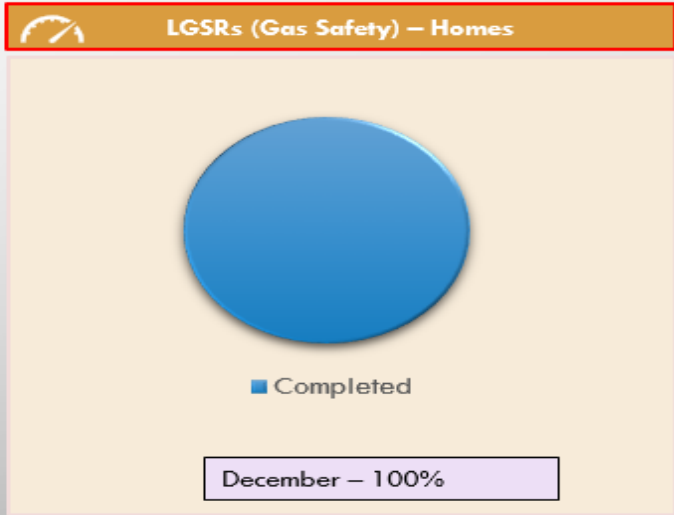
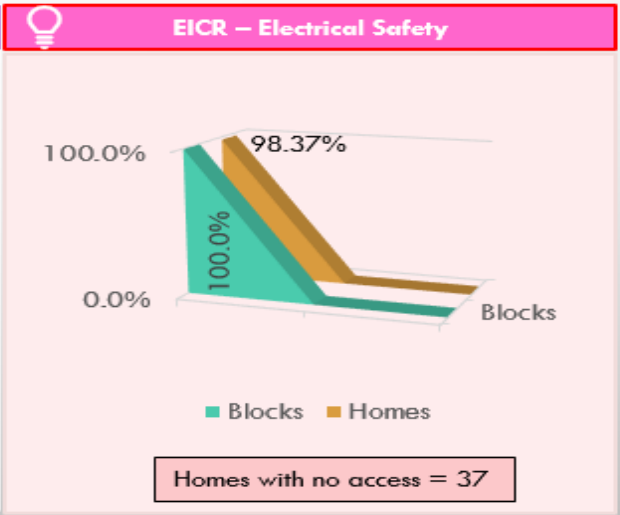
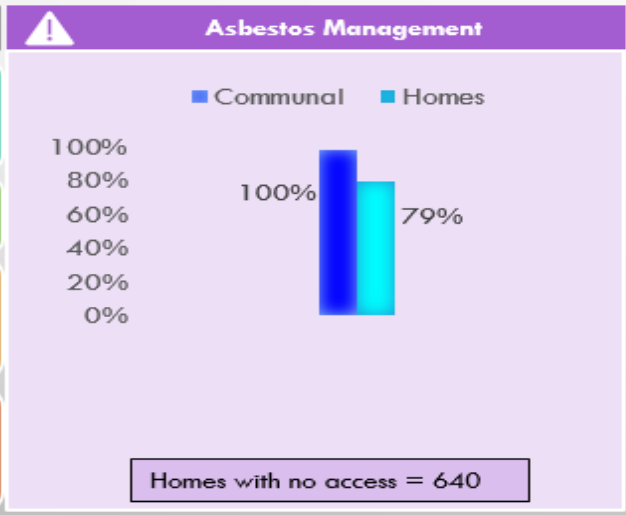
### Improvements to be made

A process has been agreed across all compliance areas for no access properties.

Increased resident engagement to take place following the building safety act 2022.

A reconciliation of data is currently taking place to enable a centralised system for efficiency and ease of access across all compliance areas.

Passenger lifts will be inspected on a monthly regime from the 01 January 2024 as opposed to bi- monthly.



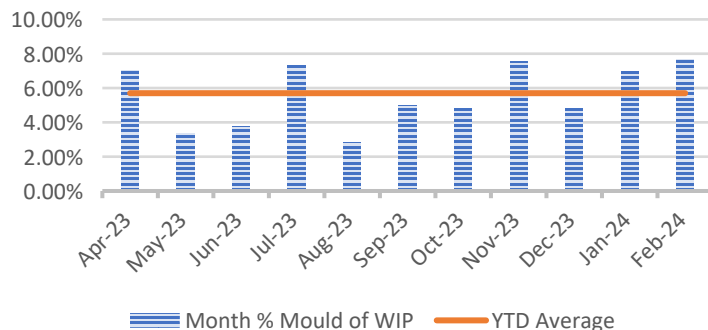
Working Together

TWO COUNCILS  
ONE TEAM

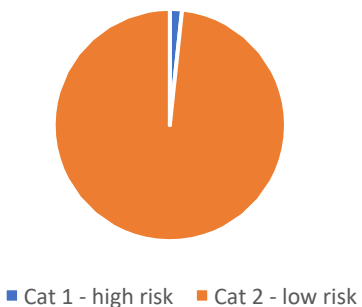


# Damp and Mould “Task Force”

## MOULD DEMAND YTD



## Mould Severity Nov 23 - Feb 24

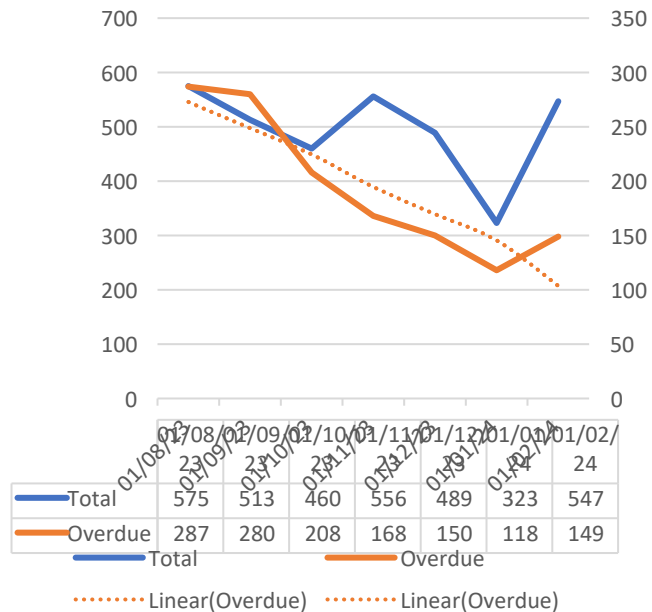


- April 23 – Feb 24
  - 290 properties reported mould related issues
  - Mould issues are 5.7% of repair demand
  - Seasonal increase seeing 7% average demand since Nov 23
- Nov – Feb task force
  - 180 new ‘mould’ cases, 133 overseen by task force
  - 98.3% of case have been Cat 2\* under HHSRS – low risk
  - 3 Cat 1 – high risk identified. All 3 residents decanted
  - 35 management inspections
  - 224 letters issued from previous data
  - 236 follow up calls made

# Performance overview – Case Management



BBC WIP Movement



## Positives:

- Continued reductions (in progress and overdue) through to January
- Only 2.7% of in progress work aged over 30days (15 cases)
- Seasonal impacts have been managed, level of resilience in place, increase in Feb not exceeded Dec entry
  - Storm season, 100+ cases raised over 2 days (20% demand)
  - Seasonal absence - leave, sickness inc flu (80% capacity)

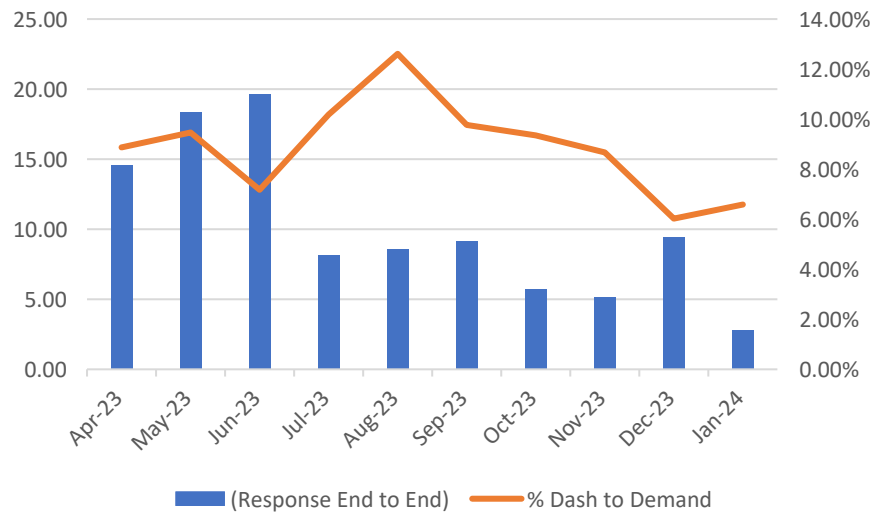
## In Progress:

- Recovery following seasonal challenges, resource planning into spring
- Targeting 0 cases over 30 days aged
- Reduce overdue cases to <20%

# Performance overview - Escalations



Summary Dash Escalations



## Positives:

- Continued reduction observed on 'dash' escalations
- Reduction observed in time taken to respond/close escalations
- Demand has fluctuated over Dec/Jan, escalations have remained below 7% YTD average

## In Progress:

- Updated target to <5%, combined all queries to property services
- Communication, first time fix

# Performance overview – Call Centre



## Negatives:

- Poor call centre performance Dec – Feb
- Management action resulting in vacancy

## Positives:

- Call back function introduced Summer '23
- Increasing number (>30%) utilising call back, reducing impact on tenants
- 86% successful reconnection within 10 minutes of request
- Automated service, ensuring 100% attempted

## In progress:

- New starter, March induction
- Long term resilience plan, central management team

Brentwood Call Back Report						
Brentwood Call Backs						
Queue	Requested	Attempted	Successful	% Successful	Avg CB Request Time	Avg Wait Time
Repairs	379	379	329	86.81%	00:04:23	00:09:59
Gas	5	5	5	100.00%	00:04:39	00:04:00
<b>Total</b>	<b>384</b>	<b>384</b>	<b>334</b>	<b>86.98%</b>	<b>00:04:23</b>	<b>00:09:54</b>

# The Next Steps

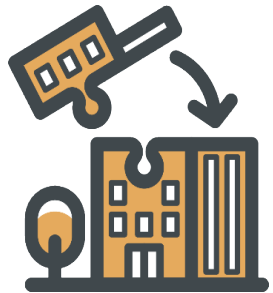
Call Centre Performance – Resilience and long term support (central management team) – PEOPLE

Recovery following Seasonal demand – trade focussed resourcing support, fencing, groundwork, damp

Resident Engagement – Skip days, DIY days, Estate days, Wider Estate Days (summer) – PEOPLE

Communication – system led solutions/development - contact preferences, resident portal – SYSTEM/PROCESS

First time fix – review of suppliers, standardised stock and contingency stock - PROCESS



# Thank You Any Questions

