

COMMUNITIES & SOCIAL AFFAIRS COMMITTEE

18 JUNE 2014

REPORT OF HEAD OF COMMUNITIES & NEIGHBOURHOODS

REDESIGNING THE HOUSING REPAIRS REPORTING SYSTEM

1.0 PURPOSE OF REPORT

- 1.1 To seek member's approval to progress the Responsive repairs IT process integration project with G Purchase to bring in a more efficient and customer focused repairs reporting system.

2.0 RECOMMENDATIONS

- 2.1 **Members approve the project mandate Attached as Appendix A, to enable officers to progress the Housing responsive repairs IT process integration with G Purchase.**

3.0 KEY ISSUES

- 3.1 The current process to deal with a housing repair request is based on a historic method whereby the majority of the time is taken up by manual updating of information, printing and scanning of documents to be sent to the Housing responsive repairs Contractor G Purchase.
- 3.2 This sometime means there can be 1-2 days of admin delay between the first call and the appointment booking. In addition to this, it also impacts on the high number of No access incidents, Variations, and the overall date of completion time of the repair. The repair reporting process flow chart is shown as Appendix B and provides further details.
- 3.3 The current process also impacts on the Housing repairs and valuation/payment process which results in delays of weeks from application to invoice and finally to payment with the risk of double entries and anomalies. The housing repairs and valuation/payment process flow chart of provided as Appendix C and provides further details.
- 3.4 The project mandate members are asked to approve seeks approval to progress the Housing Repairs IT process integration with G Purchase. This will result in:-

Customer

- ❖ Increase in satisfaction
- ❖ We will do what we say – appointments made and kept

MBC

- ❖ Efficiency
 - ❖ Less inputting
 - ❖ Appointment at first contact
 - ❖ Accurate information
 - ❖ Real-time data updates

G Purchase

- ❖ Efficiency
 - ❖ No access
 - ❖ Right first time
- ❖ Pride in the service – internal and external reputation

People

- ❖ Better morale – from winning

3.5 The Next Steps

Subject to members approval of this Project Mandate, officers will develop a robust business case that takes into consideration:

- IT implications
- Financial Implications
- Impact on the Transformational programme phases 1.5 and 2.

These implications will need to be considered so that they do not negatively impact on already approved Transformation Programme and other planned project timeframes approved by members.

4.0 POLICY AND CORPORATE IMPLICATIONS

4.1 The project relates to the Housing Asset Management Plan directly relates to the following corporate priorities:

- Improving the well-being of vulnerable people
- Improve quality of life for people living in the most disadvantaged neighbourhoods
- To provide high performing services that are efficient and meet customers' needs

5.0 FINANCIAL AND OTHER RESOURCE IMPLICATIONS

5.1 No current Financial implications have been identified up to this stage, however, a business case following members approval will be developed which will identify the relevant financial implications.

6.0 LEGAL IMPLICATIONS/POWERS

6.1 There are no other legal implications directly arising from this report.

7.0 COMMUNITY SAFETY

7.1 There are no direct links to community safety arising from this report.

8.0 EQUALITIES

8.1 No Equality Impact Assessment has been completed at this stage, however, at the business case stage there will be a full EIA as part of the Business case

9.0 RISKS

9.1

Probability
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Very High A				
High B				
Significant C				
Low D			2	
Very Low E			1	
Almost Impossible F				
	IV Neg- ligible	III Marg- inal	II Critical	I Catast- rophic

Impact
→

Risk No.	Description
1	Compatibility between MBC and G Purchases is too difficult or too expensive
2	Impact on transformation programme and other projects
3	
4	
5	

10.0 CLIMATE CHANGE

10.1 There are no climate change issues directly arising from this report.

11.0 CONSULTATION

11.1 Members of the Housing Joint Consultative Group at their meeting of 15th May 2014 were presented with this project and have approved the project for this Committee to consider..

12.0 WARDS AFFECTED

12.1 All wards

Contact Officer: Harinder Rai-Head of Communities & Neighbourhoods
Date: 29 May 2014

Appendices : Appendix A- Project Mandate
Appendix B- repair reporting flow chart- side 1 of A3 sheet
Appendix C- repairs valuation/payment flow chart- side 2 of A3 sheet

Background Papers: HAMP

Reference : X : Committees/CSA/2014-15/180614/HR- Re-designing the Housing repairs Reporting system